



Code of Conduct for Volunteers

GENERAL CODE OF CONDUCT

A. Volunteers are expected to:

- Understand the mission and core values of Ray of Hope ("ROH"), and comply with all policies and procedures established by ROH. These can be found on the Ray of Hope website.
- Adhere to the stipulated day(s) and time of the voluntary service, which will be sent via email.
- Inform ROH at least 24 hours in advance if you are unable to turn up for the voluntary service.
- Be responsible for your personal belongings.
- Take proper care of ROH's property and equipment.
- Dress appropriately for the volunteering activity.

B. Unauthorised persons, including friends, may not be brought to the premises of ROH or to the volunteering activity without ROH's approval.

C. Only food items which have been approved by ROH may be given to the clients. Do not use or possess alcohol, illegal or any toxic substances while with the clients or within the premises of ROH. Smoking is strictly NOT allowed during the duration of the volunteer activity.

D. Do not bring any dangerous items into the premises of ROH or to the clients. Such items include but are not limited to poisonous substances, e-cigarettes, weapons, etc.

INTERACTIONS BETWEEN VOLUNTEERS, STAFF AND CLIENTS

A. Volunteers are expected to:

- Speak and act in a respectful manner towards ROH's staff, clients and one another. Do not use profanities or words that might be construed as offensive or discriminatory;
- Treat all clients with the same dignity and respect, regardless of nationality, race, gender, and religion;
- Be aware of and sensitive to cultural and language differences if any, and avoid making comments or jokes that may be interpreted to be disrespectful;
- Maintain a respectful relationship with clients and behave appropriately at all times. Inform and seek advice from ROH staff whenever necessary;
- Maintain appropriate contact with the clients. There should be no involvement in intimate personal care of the clients, even if consensual, such as assistance with dressing of undergarments, bathing or toileting;

- Be objective and fair in dealings with the clients, and refrain from taking sides or practising favouritism of any kind;
- Discuss and share with ROH any difficulties and problems encountered in the course of the voluntary service, and if a client or a fellow volunteer on shared volunteering duty suffers and injury;
- Inform and seek permission from ROH before buying any gifts for the clients;
- Abstain from making contact with the clients' families or caregivers without ROH's permission; and
- Exercise discretion with the use of electronic devices. As far as possible, do avoid using electronic devices during the volunteer activity.

B. Volunteers shall comply with ROH's Anti-Harassment Policy during the course of the volunteer service.

C. Under no circumstances should the clients be subject to any physical, psychological, verbal or sexual abuse.

D. Disciplinary issues should be reported to the ROH staff member organising the volunteering activity or volunteer@rayoffhope.sg. For complaints against ROH staff, please refer to our Whistleblowing Policy. This includes witnessing or being subject to harassing behaviour, or witnessing any other contravention by a volunteer of this Code of Conduct. All reports shall be dealt with fairly, with sensitivity, respect and in confidence for all parties concerned.

E. ROH will take appropriate actions against volunteers to ensure the safety of ROH's staff, clients and volunteers. ROH reserves the right to refer any report to the appropriate authorities in the context of the volunteering activity which includes, but is not limited to, on-site security and the police.

F. Do not accept any gifts of commercial value from the clients or their families. Seek clarification from ROH staff if in doubt.

G. Do not offer help or make any commitments on behalf of ROH without first seeking and receiving ROH's approval.

H. Do not make contact with the clients or their caregivers after completion of voluntary service or bring them out on outings without ROH's permission. Volunteers should not give out their personal contact information without first obtaining consent from staff.

I. Do not use the relationship with the clients to promote personal values and beliefs, including but not limited to proselytising, promoting political beliefs etc,

J. Do not give any gift(s) directly to clients below the age of 16. Any gifts to clients should be declared to ROH's staff 24 hours before volunteering to be assessed if appropriate.

PRIVACY AND CONFIDENTIALITY

A. Volunteers are expected to:

- Respect the privacy and dignity of all ROH staff and clients.
- Adhere to all Personal Data Protection Act (PDPA) guidelines and laws.
- Respect and maintain confidentiality of all personal and/or financial information, including pictures and videos, shared by the clients, or obtained in the course of working with the staff or clients. Do not use, collect or disclose such information without the permission of ROH.
- Be mindful of the extent to which one can extend help to the clients. Do not be overly involved in the private matters of the clients. For example, do not interfere in family affairs or try to make decisions in place of the clients or ROH.
- Not take photographs of the clients or divulge any information of the clients to the media and/or on social media unless prior consent has been obtained from ROH.

VOLUNTEER CONFIDENTIALITY AGREEMENT

This agreement applies to all volunteers associated with and/or involved in the activities or affairs of Ray of Hope ("ROH"). This includes all activity associated with ROH at its office, and all outreach sites locations. All data, materials, knowledge and information generated through, originating from, or having to do with ROH or persons associated with our activities, including contractors, is to be considered privileged and confidential and is not to be disclosed to any third party. All pages, forms, information, photographs, videos, documents, printed matters, policies and procedures, conversations, messages (received or transmitted), resources, contacts, emails lists, any form of messages, client, staff or public information is confidential and are the sole property of ROH.

This also includes, but not limited to, any information of, or relating to, our staff, clients, operations and activities. This privilege extends to all forms and formats in which the information is maintained and stored, including, but not limited to hardcopy, photocopy, microform, automated and/or electronic form. Client information, including all file information, is not to be disclosed to any third party, under any circumstances, without the consent of the Partnerships Manager at ROH. Any disclosure, misuse, copying or transmitting of any material, data or information, whether intentional, or unintentional, will subject you to disciplinary action and/or prosecution, according to the procedures set by ROH and any applicable laws.

ACKNOWLEDGEMENT OF CONFIDENTIALITY OF CLIENT INFORMATION

I agree to treat as confidential all information about clients or former clients and their families that I learn during the performance of my duties as a volunteer and I understand that it would be a violation of policy to disclose such information to anyone without checking first with the Volunteer & Community Manager at ROH.

VOLUNTEER DECLARATION

I hereby agree to the Confidentiality Agreement, as well as the Code of Conduct stated above. I understand that my pictures or videos may be published on ROH's website and other social media platforms and have read and agree to all the terms stated. I understand that any failure to adhere to any clauses within the Volunteer Code of Conduct could result in the termination of my involvement as a volunteer at ROH's discretion.

I fully understand and agree that ROH can collect, use and disclose the personal information that I have provided about myself for the purpose(s) as stated in ROH's Personal Data Protection Policy, which in summary includes, but is not limited to, the following:

1. Administering my volunteering application and/or volunteer-related matters
2. Securing sponsorships and/or to fund activities/programmes;
3. Publicising future activities/programmes to me via mail, email, telephone, SMS or other communication means;
4. Attending induction and training required before the start of my volunteer role with ROH. ROH is committed to providing suitable training in support of our health and safety, discrimination and privacy policies.
5. Reporting to proper Authorities and other relevant and reasonable work that are necessary to facilitate and enhance ROH's provision of services or activities/programmes.