

Code of Conduct for Volunteers



Personal Responsibility

Do

- Come as scheduled and punctual
- Dress appropriately (no shorts)
- Attend and participate in orientation, training sessions, and volunteer meetings
- Uphold professional conduct when engaging with people
- Consult the volunteer lead before recruiting or forming volunteer groups
- Be honest and transparent when reporting any expenses related to your volunteer group (i.e coordination costs); do not misrepresent costs

Do not

- Use derogatory and profane languages
- Accept or give any gifts (cash, in-kind, and/or hospitality) from seniors on a personal level
- Make promises or commitments to seniors on a personal level or on behalf of the organisation
- Act in any way that could harm or damage the organisation or its reputation
- Use your volunteer role for personal gain or to promote personal interests or businesses

Socially & Culturally Sensitivity

Do

- Respect the personal space of the seniors
- Respect seniors for who they are

Do not

- Express personal views on race, culture, ethnicity, living conditions and lifestyle of the seniors
- Preach or pressure seniors to accept your political, cultural or religious beliefs or views
- Gossip
- Share your personal contact with seniors
- Take or share any photos, videos or stories of seniors and staff on social media, unless prior written consent has been obtained from the centre
- Represent the organisation when communicating with seniors, the public, media or third parties

Safety & Well-Being

Do

- Keep seniors' information confidential
- Notify staff immediately if you notice the senior is unwell, distressed/depressed, or shows signs that they may be experiencing abuse or neglect
- Report / notify any suspicious items or unsafe situations to staff and senior immediately
- Wear a mask when required by certain centres

Do not

- Offer medical consultation or advice based on your knowledge
- Volunteer if you are unwell or under the influence of alcohol
- Exhibit abusive behaviour (verbal or physical) towards staff and seniors
- Engage in physical contact that may cause physical or psychological harm to the seniors