



Singapore Children's Society Code of Conduct for Volunteers

Singapore Children's Society ("the Society") welcomes compassionate volunteers who join us in bringing direct relief and happiness to our beneficiaries, physically and/or verbally. For the best interests of our beneficiaries, we request our volunteers to please observe the following code of conduct. (Volunteers who have no physical nor verbal contact with beneficiaries need not sign this form.)

Our Mission:

To bring relief and happiness to children in need

Our Core Values:

Compassion and Caring; Commitment; Professionalism; Integrity; Openness to Change

GENERAL DO's AND DON'Ts FOR VOLUNTEERS

A. DO's

A1. General Conduct

- A1.1. Understand the mission and core values of the Society, and comply with all policies and procedures established by the Society.
- A1.2. Adhere to the stipulated day(s) and time of the voluntary service.
- A1.3. Inform the Society in advance if unable to turn up for the voluntary service.
- A1.4. Be responsible for your personal belongings.
- A1.5. Take proper care of the Society's property and equipment.

A2. Interactions with Staff and Beneficiaries

- A2.1. Uphold truth, honesty and integrity at all times, serving as good role models for the beneficiaries.
- A2.2. Speak and act in a respectful manner towards the Society's staff, beneficiaries and one another.
- A2.3. Set boundaries with beneficiaries who are overly friendly or try to seek special attention. Behave appropriately even if the beneficiaries exhibit inappropriate behaviours. Inform and seek advice from staff whenever necessary.
- A2.4. Be objective and fair in dealings with the beneficiaries, and refrain from taking sides or practising favouritism of any kind.
- A2.5. Discuss and share with the Society any difficulties and problems encountered in the course of the voluntary service, and if a beneficiary or a fellow volunteer on shared volunteering duty suffers an injury.
- A2.6. Inform and seek permission from the Society before buying any gifts for the beneficiaries.

A3. Privacy and Confidentiality

- A3.1. Respect the privacy and dignity of beneficiaries.
- A3.2. Respect and maintain confidentiality of all personal and/or financial information, including pictures and videos, shared by the beneficiaries, or obtained in the course of working with the staff or

beneficiaries. Do not use, collect or disclose such information without the permission of the Society.

- A3.3. Report to the Society if any beneficiary reveals information that is of threat to self or others.
- A3.4. Be mindful of the extent to which one can extend help to the beneficiaries. Do not be overly involved in the private matters of the beneficiaries; for instance, do not interfere in family affairs or try to make decisions in place of the beneficiaries or the Society.
- A3.5. Respect and maintain the confidentiality of all research data from Singapore Children's Society:
 - Keep all research information confidential by not discussing or sharing the information in any form or format with anyone other than the research officers and/or relevant staff.
 - Do not make copies of data in any form or format unless specifically requested to do so
 - Keep all raw data that contain identifying information in any form or format secure when they are in your possession. Please:
 - Work on data within the centre only. Do not bring any files or information home.
 - Keep all digitalised raw data in computer password-protected files and other raw data in locked files.
 - Close any computer programmes and documents containing such data when away from the computer temporarily
 - Use closed headphones if transcribing recordings or interviews
 - Return all data to the research officers or relevant staff when you have completed the research tasks.

B. DON'Ts

B1. General Conduct

- B1.1. Use or possess alcohol, or any toxic substances while with the beneficiaries or within the premises of the Society. Strictly no smoking allowed during the duration of the volunteer activity.
- B1.2. Bring any prohibited items into the premises of the Society or to the beneficiaries.
- B1.3. Bring friends and unauthorised persons into the premises of the Society without the Society's approval.
- B1.4. Represent the Society or its beneficiaries in any way.
- B1.5. Provide the beneficiaries with food items that have not been approved by the Society.
- B1.6. Dress in a manner that can be seen as offensive or sexually provocative, or may cause misunderstanding in any way, while with the beneficiaries.

B2. Interactions with Staff and Beneficiaries

- B2.1. Use profanities and words that are offensive or discriminatory.
- B2.2. Under no circumstances should the beneficiaries be punished or abused in any way, either verbally, emotionally or physically. Disciplinary issues should be reported to the Society.
- B2.3. Accept any gifts of commercial value from the beneficiaries or their families.
- B2.4. Offer help or make any commitments on behalf of the Society without first seeking and receiving the Society's approval.

- B2.5. Have inappropriate physical or sexual contact with the beneficiaries, even if it is consensual. There should be no involvement in intimate personal care of the beneficiaries, such as assistance with dressing of undergarments, bathing, or toileting.
- B2.6. Make contact with the beneficiaries after completion of voluntary service or bring them out on outings without the Society's permission. Volunteers should not give out their personal contact information without first obtaining consent from staff.
- B2.7. Make contact with the beneficiaries' families or caregivers without the Society's permission.
- B2.8. Add or accept requests from beneficiaries on social media such as Facebook, Twitter, or Instagram.
- B2.9. Use mobile devices to engage beneficiaries during the voluntary service or lend them the use of such devices.
- B2.10. Use the relationship with the beneficiaries to promote personal values and beliefs.
- B2.11. Give any gift directly to beneficiaries below the age of 16, even for the purpose of motivating them. All gifts should be declared to the Society's staff and assessed to be appropriate.

B3. Privacy and Confidentiality

- B3.1. Share personal information about oneself that may impact the emotional, psychological or moral development of the beneficiaries (e.g. talking about own personal problems).
- B3.2. Take photographs of the beneficiaries or divulge any information of the beneficiaries to the media and/or on social media unless prior consent has been obtained from the Society.

FOR INDIVIDUAL VOLUNTEERS

PLEASE READ AND AGREE TO THE STATEMENTS BELOW BEFORE SIGNING:

- I agree to abide by the Society's mission and core values.
- I fully understand and agree to the code of conduct listed above, which has been explained to me by the Society's staff.
- I understand that the Society will take all reasonable steps to provide care and safety for its volunteers and would therefore not take any legal actions and/or claims against the Society, its staff and beneficiaries in respect of any injury, loss, damage or harm arising from my participation in the Society's activities.
- I agree and consent to the Society, as well as its representatives and agents, collecting, using, disclosing and sharing amongst themselves my personal data provided as well as in the records of the Society from time to time, and disclosing such personal data to the Society's authorised service providers, and relevant third parties for purposes reasonably required by the Society to administer, manage and terminate my volunteer relationship with the Society. Such purposes are set out in a Data Protection Policy, which is accessible at www.childrensociety.org.sg/data-protection or available on request and which I confirm I have read and understood.
- I will abide by these agreements for as long as I render my voluntary services to the Society.
- The Society reserves the rights to terminate my services if I fail to comply with the above or when deemed necessary.

Full Name (as in NRIC):

Contact Number:

Signature/Date

(One copy of this signed document will be given to the volunteer.)

FOR GROUP VOLUNTEERS

PLEASE READ AND AGREE TO THE STATEMENTS BELOW BEFORE SIGNING:

- I agree to abide by the Society’s mission and core values.
- I fully understand and agree to the code of conduct listed above, which has been explained to me by the Society’s staff.
- I will take full responsibility to ensure all volunteers in my group understand and agree to the above code of conduct, and to submit to the Society a complete list of volunteer details as attached in Annex 1.
- I understand that the Society will take all reasonable steps to provide care and safety for its volunteers and would therefore not take any legal actions and/or claims against the Society, its staff and beneficiaries in respect of any injury, loss, damage or harm arising from my participation in the Society’s activities.
- I agree and consent to the Society, as well as its representatives and agents, collecting, using, disclosing and sharing amongst themselves my personal data provided as well as in the records of the Society from time to time, and disclosing such personal data to the Society’s authorised service providers, and relevant third parties for purposes reasonably required by the Society to administer, manage and terminate my volunteer relationship with the Society. Such purposes are set out in a Data Protection Policy, which is accessible at www.childrensociety.org.sg/data-protection or available on request and which I confirm I have read and understood.
- Where I have submitted the personal data of third parties to the Society, I confirm that I have obtained the consent of these third party individuals for the collection, use and disclosure of their personal data to the Society for the same purposes described above.
- I will abide by these agreements for as long as I render my voluntary services to the Society.
- The Society reserves the rights to terminate my services if I fail to comply with the above or when deemed necessary.

Full Name (as in NRIC):

Contact Number:

Name of Representing Organisation/Company:

Signature/Date

(One copy of this signed document will be given to the volunteer.)

FOR OFFICIAL USE ONLY

COMMENT	INTERVIEWED BY	CENTRE NAME	DATE

