

St. John's Home for Elderly Persons – Volunteer Policy

1. Welcome as a Volunteer

1.1 St. John's Home for Elderly Persons is a charity and Volunteers are at the heart of our structure – to provide programs and activities to meet the needs of the elderly residents of the Home.

1.2 Your work is especially appreciated not only because of its high value add but because it is done voluntarily.

1.3 Whether you are volunteering as an individual or in a group, we welcome you.

2. Policy

2.1 We strive to actively collaborate with our Volunteers to carry out mutually beneficial programs, to bring our residents joy and make their lives more meaningful by meeting their spiritual, physical, emotional and social-recreational needs.

3. Types of Volunteers

3.1 We have volunteering opportunities for:

Regular Volunteers

They take on a particular task or program on an ongoing or regular basis.

Ad Hoc Volunteers

They volunteer at events, help with one-off projects or organize functions for our residents on an ad hoc basis. Some volunteer a few times a year; some are one-off volunteers.

3.2 An individual, a group or an organization may be regular volunteers or ad hoc volunteers.

4. Principles for Volunteer Work

4.1 The following are the principles for both the Home and Volunteers:

- (a) The well-being, dignity and privacy of the elderly residents of the Home are of paramount importance.

- (b) The Home will, wherever possible, try its best to accommodate Volunteers' requests (e.g. providing Volunteers with work that is satisfying and appropriate to their interests, time slot as requested) to work out meaningful programs. We seek your understanding if this is not always possible, for example, the time-slot requested for has already been committed to other Volunteers.
- (c) The Volunteer's role will be clearly explained. All volunteer work must be mutually agreed by the Volunteer(s) and the Home.
- (d) The Home will provide orientation, information and support to Volunteers which are appropriate to their Volunteer role.
- (e) Volunteers are encouraged to give feedback within the Home through appropriate channels.
- (f) Volunteers should treat each other and be treated with respect and courtesy.
- (g) Volunteers are to comply with the Home's rules, policies and procedures.

5. Commitment of the Home

5.1 The Home is committed to good practice when supporting our Volunteers. We will make ongoing efforts to recruit Volunteers and match appropriate needs. This selection process will be based on the skills and interests of potential Volunteers and the needs of the Home. There may be occasions where the Home could not accede to an offer of help. Where possible, we will give the potential Volunteer the reason for declining his offer of services.

6. Volunteer Acquisition

6.1 Potential Volunteers will be required to complete a Volunteer Application Form, provide references and attend an informal interview.

6.2 The Home will treat all information collected in this process with strict confidence.

6.3 Certain Volunteer roles, as determined by the Home, will require a short trial period before the Volunteer is appointed.

7. Compliance with the Volunteer Code of Conduct and Ethics

7.1 Volunteers are required to adhere to the Code of Conduct and Ethics for Volunteers of the Home (please see Appendix 1).

8. In Case Where Changes of Commitment Are Necessary

8.1 The Home recognises that Volunteers may need flexible arrangements regarding the amount of time and level of commitment they are to give. We will try to work within these constraints.

8.2 Volunteers are expected to follow the letter and spirit of the Home's rules and policies to meet mutually agreed time commitments, or to give the Home notice if this is not possible.

8.3 Volunteers are free to leave their voluntary role. However, they should give ample notice so that there will be suitable handover.

9. Orientation for Volunteers

9.1 Volunteers will receive an appropriate briefing, which will cover information on the aims, background and organizational framework of the Home and the Code of Conduct and Ethics for Volunteers. Additional information will be provided to help the Volunteer in his work through a simple orientation session, where appropriate. The Home will strive to make the information accessible and relevant.

10. Support, Supervision and Evaluation

10.1 The Home will assess the effectiveness of the Volunteers and their Programs by doing appropriate assessment in areas including service hours, the discharge of the Volunteers' responsibilities, meeting of expectations set and providing constructive feedback to Volunteers. The Home will work closely with the Volunteers to address areas for improvements as much as possible.

10.2 Where a program is not able to meet expectations, it may be terminated by the Home.

11. Volunteers' Retention

11.1 The Home strives to offer meaningful volunteer work to our Volunteers.

11.2 We respect our Volunteers and listen to your ideas and feedback and will carefully study your suggestions and, where possible, adopt them for implementation.

11.3 We welcome Volunteers to involve your family members in your volunteer work at our Home.

11.4 We try to do our best to be organized and provide tools and resources to facilitate your work.

11.5 We will communicate regularly with our Volunteers through email, newsletter, social media and other means to keep you informed of developments at the Home and how you have made a difference to the lives of the residents in the Home.

12. Working with Corporate Volunteers

12.1 We depend not just on Individual Volunteers but Corporate Volunteers. Many Corporate Partners volunteer with us by sending their staff to support our programs regularly -- on a long term or on a yearly basis -- to do volunteer works and support us with various campaigns.

12.2 We appreciate what you are doing and strive to keep you as our Partners engaged with mutually beneficial programs and activities and regular updates about happenings in the Home.

13. Resolving Concerns

13.1 We aim to identify and resolve problems at the earliest possible stage. Volunteers should, in the first instance, discuss concerns with the Home's staff. If the concern is not resolved, they should then raise the matter to our Management Support Executive. And should it still not be resolved, it should then be raised to the General Manager of the Home.

14. Expenses

14.1 In general, volunteer initiated program expense and materials are funded by Volunteers. The Home does not make reimbursement for such expenses.

15. Discharge

15.1 Volunteers are free to leave their voluntary role at any time. However, we would appreciate being given ample notice so that we can arrange for suitable handover.

15.2 A Volunteer's service may be terminated by the Home for breach of the Code of Conduct and Ethics.

Appendix 1: Code of Conduct and Ethics for Volunteers

This document outlines the Code of Conduct and Ethics for Volunteers at St. John's Home for Elderly Persons. The Home reserves the right to amend this Code from time to time.

1. Be Considerate

Be considerate of how your actions or contributions affect the Residents, Staff and other Volunteers you are working with.

2. Be Respectful

The well-being, dignity and privacy of our residents are of the utmost importance to the Home. Any act or conduct that violates this rule is cause for termination by the Home.

3. Be Collaborative

Work closely with the Staff of the Home and other Volunteers to ensure that the Residents benefit from the work done.

Volunteers must complete a simple orientation program to help you get the most of your time at the Home.

4. Be Available

Commit to a schedule: we hope Volunteers will commit to a regular schedule. This may be fixed days in the month, hours per week or a fixed schedule. This will enable the Home to effectively plan and co-ordinate all the various activities that are happening around the time.

5. Follow the Rules

- Volunteers are required to adhere to the Rules and Regulations of the Home.
- Volunteers are to adhere to the visiting hours of the Home (9am-12nn and 3pm-6pm, daily). Except for Spiritual Services, other Volunteer activities are usually not conducted on Sundays, unless there is prior approval from the Home.
- Make sure you let us know by registering at the reception counter when you come in and leave each time you come to volunteer.
- Please do not give any food items (e.g. fruit, candy, cookies, etc.) to the Residents without staff approval.

- Smoking is not allowed in the Home.
- Volunteers should not act in any way that will bring disrepute to the Home.
- In case of Emergency at the Home: immediately contact the Home's Office staff.
- In an evacuation, please go to and assemble at the Home's car park.
- Please do not come to the Home if you are not well, particularly if you have the flu or fever that may be contagious to the Residents.
- Volunteers must abide by the Home's PDPA policy (available on the Home's website).

6. Medical Matters

Do not offer medical care/advice or nursing care to the Residents. Please refer any such matter to the Staff.

7. Exercise Discretion and Confidentiality

Depending on your role, you may be privy to information of our Residents and Staff. Such information is **STRICTLY PRIVATE AND CONFIDENTIAL**. Breaches in the area of privacy and confidentiality are taken very seriously by the Home.

Volunteers are not to speak to the media regarding the Home without the prior written permission of the Management of the Home.

8. Privacy of Residents

Dormitories and living quarters of the Residents are private areas and we ask all our Volunteers not to enter into these areas without the prior permission of the Home.

Any photos, videos or recording made of our Residents and the Home are subject to our PDPA policy and cannot be used for commercial purposes or publication in print or digital media.

9. Conflict of Interest

Your volunteer work at the Home must be solely based on the best interests of the Residents and the Home. If you have a situation or affiliation that may constitute or lead to a conflict of interest, you must disclose this in writing to the General Manager of the Home.

10. Personal Integrity

We expect our Volunteers to uphold the highest integrity in all circumstances for the benefit of all in the Home.

11. Personal Gain

No Volunteer should solicit or accept gifts or favour, other than promotional gifts of nominal value, for yourself or your family. Volunteers should also not use volunteering at the Home as a platform to promote business or personal interests, except in the case where a Corporate says it is supporting the Home as its Corporate Social Responsibility.

12. Collection of Monies

Volunteers are not allowed to collect donations or monies on behalf of the Home without the prior written consent of the General Manager.

13. Providing Feedback and Resolving Concerns

Volunteers are encouraged to give us feedback through our staff or the General Manager.

Volunteers should approach the Management of the Home should there be any concern or issue discovered during the course of their volunteer work.

14. Disclosure

Volunteers are encouraged to disclose any perceived breaches of the Code of Conduct and Ethics of which they are aware. Disclosure should be made to the General Manager. Any alleged breach will be investigated and where necessary, appropriate action will be taken. Confidentiality will be maintained for the individual disclosing the breach, unless the matter raises serious implications.

Thank You for Being our Volunteer

We are grateful to you for helping our Residents as a Volunteer! You are needed here, and we want you to feel comfortable and welcomed.