

# **VOLUNTEER CODE OF CONDUCT**

**Last Update: 18 April 2024**

## **1. Objective**

This policy outlines the principles and guidelines that must be followed with respect to the being a volunteer in Counselling and Care Centre. The purpose of this policy is to ensure that volunteers adhere to an established code of conduct while interacting with our systems, data, staff as well as clients.

## **2. Scope**

This policy covers appropriate conduct of volunteers who are involved in activities either with or on behalf of the Counselling and Care Centre and will cover some key things to avoid when engaged in volunteer activities.

## **3. General Guidelines**

- a) All Volunteers must be registered and onboarded through filling up our Volunteer registration form before taking part in any event, unless exempted by the Executive Director or department heads.
- b) All Volunteers should turn up on time on the day of the activity and stay throughout the duration of the activity. Volunteers should promptly leave the activity site after being debriefed by the Volunteer Coordinator.
- c) All Volunteers must maintain the confidentiality of all information received as Volunteers, regardless of the subject matter. These would include, amongst others, the names and photographs of any clients.
- d) All Volunteers should serve to the best of your ability, in a respectful, professional and cooperative manner during the activity.
- e) All Volunteers must refrain from wearing skimpy clothes and clothes with profanity.
- f) All Volunteers should look after your mental and emotional health. Should you be affected by complex feelings due to reasons such as the sharings by a client, please speak to the Head of Administration or Human Resources to seek counselling and other support, if required.

#### **4. Things to Avoid Doing as Volunteers**

- a) Giving any form of financial help or receive any monetary benefits from clients or staff of Counselling and Care Centre.
- b) Visiting a client at his/her place of work or residence without the consent from the Programme Coordinator of Counselling and Care Centre or by yourself.
- c) Using your volunteering participation to promote partisan politics, religious matters etc.
- d) Sharing your religious beliefs without the Clients' permission.
- e) Giving medical advice or health products recommendation.
- f) Releasing any information about patient(s) to any third parties, outsiders or media, be it names or photographs, without Counselling and Care Centre's express consent.
- g) Sharing your personal information (contact, address etc) with the clients.
- h) Giving any promises to patients.
- i) Soliciting funds under the name of Counselling and Care Centre for personal interest.
- j) Misrepresenting Counselling and Care Centre for your personal benefit.
- k) Discriminatory or racist statements or behaviours.
- l) Sexual harassment, (eg. jokes, innuendos, insults, sexist remarks, displays of derogatory or pornographic pictures, leering, touching or kissing).
- m) The use of any cigarettes, alcohol, or illegal drugs/substances.
- n) Any unlawful or inappropriate activity/behaviour.

#### **5. Policy Compliance**

- a. Counselling and Care Centre will assess and verify compliance to this policy through various methods, including but not limited to, periodic walk-throughs, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

- b. Any exception to the policy must be approved by the Counselling and Care Centre Management Team in advance.
- c. Any Volunteer found to be in non-compliance to this policy may be subject to disciplinary action, up to and including termination.

**6. Revision History**

Date of Change	Responsible	Summary of Change
Mar 2024	Corporate & Support Services	Updated and converted to new format