



# Code of Volunteer Partnership

Thank you for joining us as our volunteer. You play an important role in partnering us to bring care to our clients in Care Corner, comprising Care Corner Singapore Ltd and Care Corner Seniors Services Ltd.

## 1. Expectations of a Volunteer

- a. Do dress appropriately, neatly and modestly for the assignment.
- b. Do conduct yourself in a manner to help our clients and model acceptably good behaviour.
- c. Do use appropriate, wholesome and positive language
- d. Do refrain from smoking or consuming alcohol or other habit-forming substances within our premise and/in sight of our clients.
- e. Do clean up after yourself and keep the activity premises clean.
- f. For the benefit of our clients, do exercise assertiveness in a considerate and caring manner when necessary.
- g. Do partner our staff to achieve the programme objective(s).
- h. Do sign in and out at the beginning and end of your assignment to clock in your volunteering hours.

## 2. Ensure Health & Safety

- a. Should you be unwell on the day of your volunteer assignment, please inform the staff in charge and seek medical treatment.
- b. Do not report for duty under the influence of alcohol and/or medication that causes symptoms that make you unfit for duty.
- c. Be on the lookout for the safety of everyone and inform the staff in charge immediately should you notice any safety concerns.
- d. Do inform our staff if you and/or our clients become unwell or sustain an injury during the volunteering assignment.
- e. Do not be in possession of any alcohol, drugs or any flammable and dangerous chemicals.
- f. Care Corner adopts a zero-tolerance policy against any forms of harassment, aggression and abuse. Please inform our staff immediately when these have been observed.
- g. Do adhere to all safety rules, fire safety guidelines and ensure proper and safe use of any equipment.

### **3. Maintain Boundaries**

- a. Do observe and respect religious, cultural and gender sensitivities.
- b. Do ensure that you are never left alone with a client unless given prior approval by staff.
- c. Respect professional boundaries as you work with our clients. Should you notice any additional needs and would like to provide support, please consult the staff.
- d. Do inform our staff immediately should there be matters which may require immediate attention to prevent harm to the clients and/or others.
- e. Do not exchange contact details or contact the clients outside the scope of the programme.
- f. Do check with our staff if you are giving or receiving any form of gifts to and from clients of Care Corner.
- g. Do not enter into any form of financial and/or legal agreements or arrangements with clients of Care Corner.
- h. Do not handle cash and direct all donors to the relevant donation channels or staff. Any misappropriation of donations in cash or in kind will be referred to the police.
- i. Should there be potential conflict of interest, do consult with our staff and refrain from making any decisions without staff's prior approval.

### **4. Non-Disclosure Agreement (NDA)**

- a. Do not take any photos, videos or audio recordings of our clients, unless approved by the staff of Care Corner.
- b. Appointed photographers/videographers are to work closely with our staff to ensure that audio and/or visual images are only taken of clients who had consented to it. All audio and/or visual images are to be screened by the centre before publication or release.
- c. Do take necessary precautions to ensure the safety and security of any Confidential Information<sup>1</sup> that you may have access to.
- d. Confidential information shall only be used for its intended purpose. Confidential information can only be reproduced upon the authorization from Care Corner. All confidential information shall be returned or deleted upon the end of your volunteer assignment.
- e. Confidential information must not be removed from place of volunteering or used outside context of assigned volunteering activity unless authorized by Care Corner.
- f. Do not reveal clients' information to any external parties and/or on any social media platforms.
- g. Care Corner will own the copyright of any Intellectual Property<sup>2</sup> created during the course of your volunteering programme. Please consult our staff if you will like to retain the intellectual property right.

<sup>1</sup> Confidential Information refers (but not limited) to: correspondences, presentations, plans, intellectual property, bio-data, listings, policies, documents, procedures, financial information, photos, recordings, software and codes.

<sup>2</sup> Intellectual property refers to: presentation slides, handouts, productions, videos, photographs, ideas, artwork and designs.



# Code of Volunteer Partnership

## AGREEMENT

1. I have read and agree to the Code of Volunteer Partnership and understand this applies to both physical and virtual volunteering opportunities.
2. I agree to indemnify Care Corner and its staff from and against any losses, costs, damages, claims, demands, actions, proceedings, liabilities and expenses whatsoever that may occur in connection with or arising from any breach or default of this Agreement.
3. I understand that Care Corner reserves the right to redeploy a volunteer so that I may better contribute to the care of clients.
4. I understand that Care Corner may terminate my volunteering service should I fail to meet the expected standards, when my actions result in a conflict of interest and/or compromise the reputation of Care Corner.
5. I understand that my volunteering with Care Corner does not inevitably result in me being employed by Care Corner.

I, \_\_\_\_\_ (Name as in NRIC), \_\_\_\_\_ (last **4** alphanumeric of NRIC/FIN) affirm that I have read, understood and agreed to adhere to Care Corner's Code of Volunteer Partnership.

Signed by:

Witnessed by:

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Programme Staff's Signature

Date:

Name:

Centre:

Date: