



# VOLUNTEER ORIENTATION HANDBOOK

## MISSION STATEMENT

Our mission is to empower the disadvantaged to maximise their potential to lead dignified and independent lives

Last Updated: 01 Jan 2017

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## Welcome Message from CEO

Dear Friends of AWWA

Welcome onboard AWWA Family!

Since AWWA was established in 1970, volunteers have always played an important role in AWWA's services to our clients and making a difference in their lives. Our volunteers have touched the lives of many people through their gentle smiles, caring ways, and open hearts. They share their skills and time generously. Whenever we talk about AWWA's efforts and accomplishments, it never seems complete without talking about the many helping hands that silently complement our services together with our staffs. There are many opportunities for volunteerism in AWWA to meet the needs of clients - from all walks of life, of varying backgrounds with different expertise to partner with us through this rewarding journey.

AWWA values our volunteers and we invite you to be our eyes and ears and feedback how we can improve volunteers' experience and service to our clients.

Have a wonderful volunteering journey with AWWA!



Tim Oei  
Chief Executive Officer  
AWWA

## About The Volunteer Handbook

This Handbook for Volunteer (hereinafter referred to as the “Handbook”) applies to all volunteers of AWWA Ltd. It is intended to give you an overview of the volunteer policies, procedures and programmes in AWWA so that the essence and values of AWWA are ingrained, inculcated and understood.

Policies and procedures will change from time to time to accommodate changes in circumstances and applicable law. At any given time, existing policy and law will prevail over inadvertent error or outdated material in this handbook.

Please read and understand this handbook carefully. If you have any queries or would like to obtain more information on any subject listed, please contact the Community Partnership Department.

We welcome you to AWWA Ltd. We wish you a meaningful volunteering journey with us.

### Community Partnership Department

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### ACKNOWLEDGMENT

I acknowledge that I have read and have been briefed on the Volunteer Handbook and understand my obligation to familiarize myself with the policies and procedures and adhere to it as set forth therein. If there is anything unclear in the handbook, I will discuss it with a Community Partnership Department representative in a timely manner.

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Name of Volunteer  
Last Updated: 01 Jan 2017

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Signature of Volunteer & Date

## Why AWWA needs volunteers?

AWWA began as a voluntary organisation in 1970 and till today, we continue to place a high value on volunteerism as a culture. Volunteers have played a significant role in each of our milestones by contributing time, skills, enthusiasm and passion in all that they do. They have served to organize and implement a number of events, played pivotal roles in our steering committees, been public advocates within the community and provided a voice and ears for the less-privileged. The work of our organization has been greatly extended through volunteer service into areas that otherwise, could not be considered because of limited resources. Without our faithful volunteers, we would not be able to provide the level of service and/or reach out effectively to the people who are in need.

We are grateful for all that our volunteers do and look forward to continued growth and relationship in the coming years.



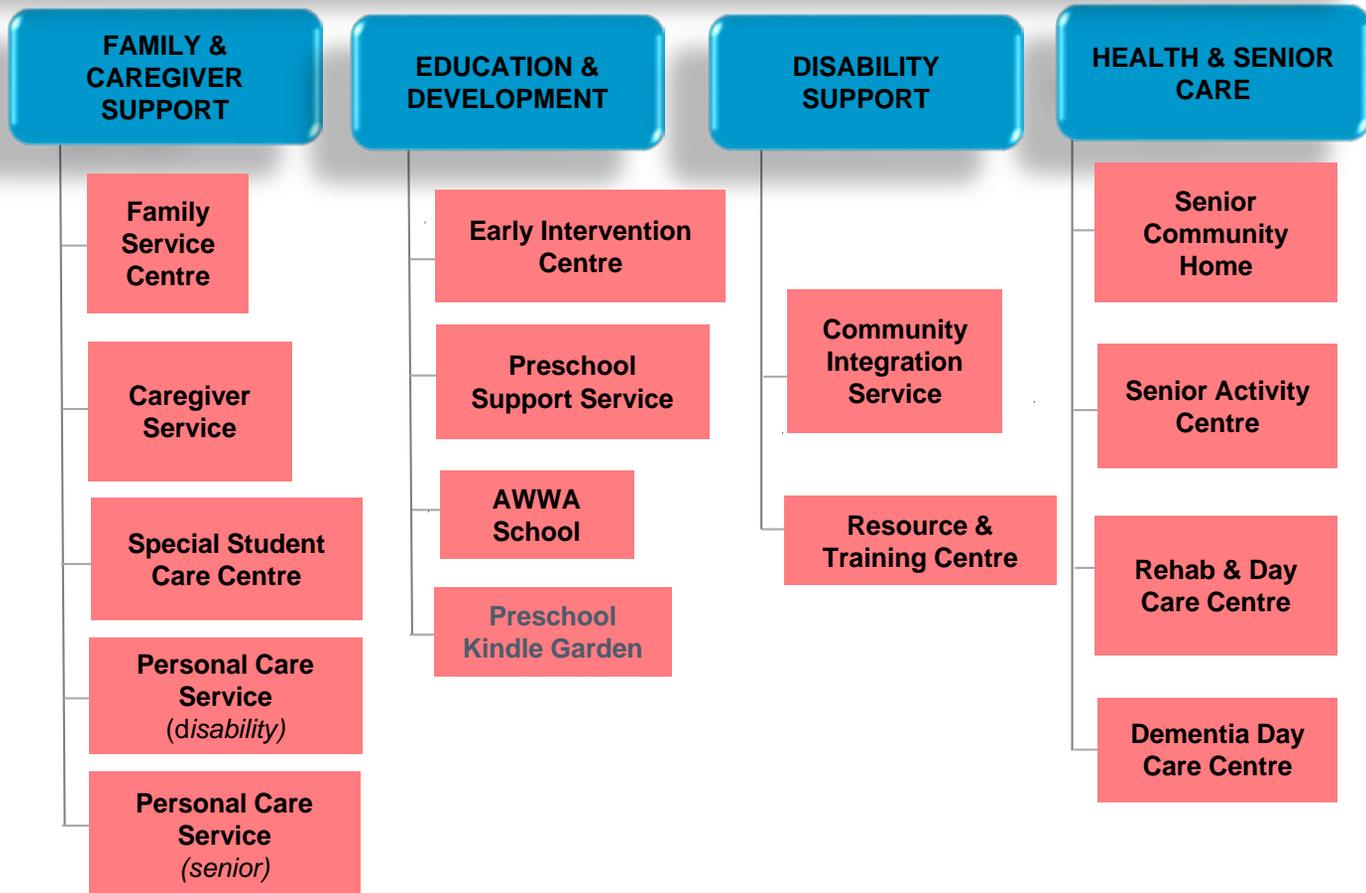
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# INTRODUCTION TO AWWA SERVICES

## 47 years of Heritage

Annually, we serve over 6,000 direct clients ranging from children with special needs, needy families, caregivers, youth to senior citizens. We are committed to deliver meaningful care for the disadvantaged in the community.

### AWWA



Service Pillar



Service Name

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## Guide to Volunteer Dress-Code



1. For your safety, you are also advised to avoid:

- Wearing heavy and/or long accessories – such as necklace, ear rings, scarfs, bracelets.
- To tie up your long hair.
- Wear comfortable shoes. Heels and slippers are strictly not allowed.
- Cover any body studs or tattoo.

2. The principle to follow is **smart casual dressing** and display your Volunteer Pass clearly.

*The dress code has been developed with the safety of the volunteers in mind and in consideration of our clients. Volunteers who are not appropriately dressed may not be allowed to participate unless suitable accommodations can be made.*

# HEALTH, HYGIENE AND SAFETY

Practice due caution to protect yourself:

- If you are feeling unwell, please excuse yourself from the volunteering session.
- Do wear a mask if have recently been unwell but are well enough and would like to participate in the volunteering session.
- In the interest of both yourself as a volunteer, and the clients, volunteers should perform good personal hygiene by sanitizing their hands prior to the start and at the end of their volunteering activity.
- All volunteers should wash their hands thoroughly for 15-20 seconds:
  - i. Before preparing foods and mealtimes
  - ii. Before and after providing first aid
  - iii. After visits to the restroom
- All volunteers should sanitize their hands prior to the start and at the end of their volunteering activities.
- No sharing of personal items such as towels, cups, bottled water etc.
- All volunteers are to put on gloves during meal preparation.
- If in doubt, please approach AWWA program staff.



## ETHICAL CODES OF CONDUCT

All AWWA employees, volunteers and interns (Personnel) are expected to comply with the organisation's Ethical Code of Conduct. These Codes of Conduct are aligned with the 5 Core Values of AWWA:

- Care and Concern
- Integrity
- Commitment
- Responsibility
- Teamwork

and are essential to achieving its mission to “empower the disadvantaged to maximise their potential to lead dignified and independent lives”.

All Personnel pledge to uphold AWWA's Ethical Codes of Conduct in the following areas throughout their employment and /or engagement with AWWA.

### **1.0 Business**

#### **1.1 Professionalism**

Personnel should use language that is respectful and professional when communicating with clients, fellow colleagues, caregivers, volunteers and stakeholders. They should behave in a trustworthy manner, and serve clients, caregivers, volunteers, and other stakeholders with dignity and respect.

They should maintain a professional decorum with vendors, partners or other associated relations.

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## 1.2 Integrity

Personnel should not engage in contracts or agreements with outside organisations/agencies on behalf of AWWA unless otherwise authorised to do so. They should not engage in activities that fall into the category of fraud, waste, abuse, fiscal mismanagement, misuse of funds.

Personnel should not intentionally or unintentionally mismanage the resources of the organisation or other stakeholders or clients.

## 2.0 Marketing

Personnel must prioritise according to AWWA's mission over any personal, business or marketing interest and should not take unfair advantage of any professional relationships or exploit others to further their personal, religious, political, business interest.

Personnel should not use AWWA's business practice, marketing strategies, or service delivery protocols for personal or professional gains outside of their specific employee role within AWWA.

Personnel cannot use any printed, audio, or visual aid materials belonging to AWWA for their personal or professional benefit. They may not be a spokesperson for AWWA unless authorised by the Chief Executive Officer (CEO) or Board of Directors.



### **3.0 Contractual Relationships**

Personnel of AWWA will maintain the organisation's relationships with individuals and entities with which it has established contractual relationships in a legal and ethical manner. Personnel must check that all the contract agencies are appropriately licensed or certified.

The Chairperson, the CEO and the Chief Operating Officer (COO) are the only individuals who have authoritative responsibilities for signing contracts and contingencies for AWWA. No other personnel have the authoritative right to sign a contract unless specifically designated by CEO.

Personnel of AWWA who work with independent contractor should report any suspected abuse, neglect or wrongdoing by the independent contractor to relevant Supervisor/Manager and the relevant Service Director, or the CEO.

### **4.0 Service Delivery**

#### **4.1 Responsibility**

Personnel ensure that AWWA's person-centred planning and philosophy is evident in the service delivery process and must ensure that all the barriers to accessibility are assessed, addressed and removed.

Personnel must respect and promote the rights of clients to self-determination, and assist clients to identify and clarify their goals. 

## **4.2 Conflict of Interest**

All Personnel are contractually obligated to refrain from any personal business dealings which conflict either directly or indirectly with the interests of AWWA. In general a conflict of interest may be said to exist when an employee's loyalty and interests are divided whilst representing AWWA in dealings with external parties, whether making recommendations or taking decisions in such dealings. It can also arise when the personnel uses his/her contacts or position in AWWA to advance his/her private business or financial interests, whether or not at the expense of AWWA.

## **4.3 Exchange of Gifts**

Personnel should not offer or accept gifts of any kind which are likely to compromise their independence or conflict with his/her duties both to AWWA and/or his/her clients. There may be exceptional circumstances where gifts/hospitality may be accepted but it must have the approval of the relevant Supervisor/Manager and the relevant Service Director, or the CEO.

## **4.4 Personal Fundraising**

Personnel should not engage in fundraising activities that are not approved in writing by the CEO as permissible fundraising activities.



## **4.5 Property Misuse**

Personnel must take proper care of AWWA's property or equipment and notify AWWA immediately of any loss, theft or damage to any such property. They may be required to reimburse AWWA the appropriate costs where the loss, theft or damage was caused to by his/her personal conduct.

Personnel should not use AWWA's property or equipment for private purposes. The following are examples of AWWA's property: telefax facilities, telephones, stationery supplies, mobile phones, photocopiers and computers.

## **4.6 Setting Boundaries**

Personnel are prohibited from providing services to individuals, client's family or friends with whom they have a personal, including dating, prior or current intimate relationship.

## **4.7 Witnessing of documents**

Personnel should not act as a witness to documents such as Power of Attorney, guardianship, and other contracts without expressed written approval of the CEO or COO.



## **5. Professional Responsibilities**

Personnel should provide services to clients only in the context of a professional relationship based on valid and informed consent.

### **5.1 Misconduct**

Personnel are prohibited from engaging in verbal/sexual harassment, physical abuse or neglect of clients and caregivers or members of the public.

### **5.2 Preservation of Privacy & Confidentiality**

Personnel are to abide by the Personal Data Protection Act (PDPA), and should not mismanage organisation's records, client's records, and/or other documents associated with their employment/volunteering with AWWA. They should not divulge confidential material or information to unauthorized persons.

Personnel should protect the confidentiality of client's written, verbal and electronic records and other sensitive information.

Personnel should not discuss client's case information in ways that make their identity known and also cannot release information without appropriate authorisation.



### **5.3 Upkeep of Client Related Records**

Personnel should not leave client's case records in an unsecured manner, thus violating client's confidentiality.

Personnel must ensure that client's records are stored in a secured location, and that records are not available to others who are not authorized to have access.

### **5.4 Communication with Clients and Others**

Personnel should not post any information regarding clients on any social media outlet, eg. Facebook, Twitter, blogs, etc.

### **5.5 Commitment**

Personnel should make reasonable efforts to ensure continuity of services in the event that services are interrupted by factors such as unavailability, relocation, illness, disability, or death.



## **6.0 Prohibition of Waste, Fraud, Abuse and other Wrongdoing**

Personnel should not participate in fraud, abuse, waste of resources or other wrongdoing whether illegal or unethical.

Ethical violations and legal/unethical wrongdoings shall be reported. Personnel are encouraged to report any suspicion or evidence in the aforementioned areas to their immediate supervisor, Human Resources Director, or Incident Review Panel, in accordance with AWWA's stipulated processes.

AWWA uphold a "no reprisal" approach for Personnel and in reporting suspected incidents of waste, fraud, abuse, and other questionable activities and practices, and/or violations of ethical codes.



## YOUR RIGHTS AS A VOLUNTEER

**AWWA promotes the following as a basic rights of a volunteer:**

**As a volunteer, you have the right to:**

- Work in a healthy and safe environment.
- Be interviewed and engaged in accordance with equal opportunities and no discrimination.
- Be adequately covered by insurance.
- Be given accurate and truthful information about the organisation for which you are working for.
- Be adequately covered by insurance.
- Be given a copy of the organisation's volunteer policy that affects your work.
- Not to do the work of a paid staff during industrial dispute.
- Have a job description and agreed volunteering hours.
- Have access to a grievance procedure.
- Be provided with orientation to the organisation.
- Provided with sufficient and relevant trainings to do your job.
- Have your confidential and personal information respected as per your agreement on the Volunteer PDPA.

**As a volunteer, you have the right to check that:**

- The organisation is a not for profit.
- The purpose of the organisation matches your own values and beliefs.
- The organisation carries volunteer insurance.
- Your role is clear and specific.
- The organisation can provide you with written information about its purpose and benefits.

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# AWWA WHISTLEBLOWING POLICY

## **1. Introduction:**

- i. AWWA Ltd and Asian Women's Welfare Association ("AWWA") are committed to a high standard of compliance with accounting, financial reporting, internal controls, governance and auditing requirements and any legislation relating thereto. In line with this commitment, the Whistle-blowing policy ("Policy") aims to provide an avenue for staff, volunteers and external parties to raise concerns and offer reassurance that they will be protected from reprisals or victimization for whistle-blowing in good faith.
- ii. AWWA's Whistle-blowing Policy will be made aware to external parties through its website.

## **2. Who is covered by this policy?**

- i. This Policy applies to all staff and volunteers of AWWA.

## **3. Objectives of this Policy**

- i. Deter wrongdoing and to promote standards of good governance practices.
- ii. Provision of proper avenues for staff to raise concerns about actual or suspected improprieties in matters of financial reporting or other matters and receive feedback on any action taken.
- iii. Give staff the assurance that they will be protected from reprisals or victimization for whistle-blowing in good faith. 

#### 4. Reportable Incidents:

- i. Examples of concerns covered by this Policy include (this list is not exhaustive):
  - a. Unethical & improper practices or alleged wrongful conduct in matters of financial reporting, internal controls or other related matters.
  - b. Non-compliances with regulatory requirements or AWWA practices relating to governance or financial matters.
  - c. Impropriety, corruption, acts of fraud or suspected fraud, theft and misuse of AWWA properties, assets or resources.
  - d. Conduct which is an offence or breach of law.
  - e. Abuse of power or authority.
  - f. Serious conflict of interest without disclosure.
  - g. Intentional provision of incorrect information to the authorities.
  - h. Concealing information about malpractice or misconduct.
  - i. Disclosure of confidential information to third parties.
  - j. Intimidation, discrimination or harassment of staff, volunteers and other persons during the course of work.
- ii. The above list is intended to give an indication of the kind of conduct which might be considered as “wrong-doings”. In cases of doubt, the whistle-blower should consider consulting his or her immediate superior (for staff) or the relevant Community Partnership Personnel (for volunteers) and follow the procedure for reporting under this Policy.

## 5. Protection against reprisals

- i. If a staff / volunteer raises a genuine concern about this Policy, he or she will not be at risk of losing his or her job or suffering from retribution or harassment as a result. Provided that the staff is acting in good faith, it does not matter if he or she is mistaken. Human Resources Department will monitor for signs of harassment or victimization against the whistle-blower.
- ii. However, AWWA does not condone frivolous, mischievous or malicious allegations. Staff and/or volunteers making such allegations will face disciplinary action in accordance with AWWA's Disciplinary Procedures.

## 6. Confidentiality

- i. AWWA encourages the whistle-blower to identify himself/herself when raising a concern or providing information. All concerns will be treated with strict confidentiality except where:
  - a) AWWA is under legal obligation to disclose information provided.
  - b) The information is already in the public domain.

## 7. Effective Date

- i. The Whistle-blowing Policy will be effective from 1 September 2015.

## 8. Procedure on whistle-blowing

- i. Staff and volunteers may provide feedback to his/her immediate supervisor (staff) or relevant Community Partnership personnel (volunteers).
- ii. Alternatively, staff and volunteers may report via email to [whistleblow@awwa.org.sg](mailto:whistleblow@awwa.org.sg) which will be accessed by the President of AWWA and the Chairman of Audit Committee.



## RIGHTS OF THE PERSONS SERVED

### Clients of AWWA have the right:

- To be treated with dignity and respect.
  - To receive quality care.
  - To make personal choices
  - To understand and access information that I have consented in my PDPA Agreement with AWWA, about me.
  - To privacy.
  - To safety and security.
  - To be equally treated free from discrimination.
  - To speak up and be heard.
- I. All employees and volunteers will be required to make a conscientious commitment to the “Rights of Persons Served” and ethical codes of conduct and will be oriented upon commencement of their respective duties.
  - II. Each programme holds the right to further define and communicate the above stated “Rights of the persons served” in a manner appropriate to the clients and services served.
  - III. The information above is transmitted in a manner that is clear and understandable.



## MEETING THE UNIQUE NEEDS OF THE PERSONS SERVED

**AWWA provides community-inclusion support to the “persons served”, also referred to as our “clients”, that is tailored on an individual basis to meet their individual needs. At all times, all staff and volunteers are to adhere to the following, in order to meet the unique needs of our clients.**

- Always stay calm and positive.
- Be firm (nor fierce), yet assertive.
- Be attentive to the clients that you are in-charge of.
- Switch off all mobile phones to silent mode. If you do need to attend to any urgent calls, do so not at the presence of our clients.
- Be attentive to the clients that you are in-charge of.
- Minimise distractions by avoiding conversations with other volunteers / staff / caregivers when the activity is going on.
- Give your undivided attention to the clients.
- Seek clarification from AWWA staff when unsure of the role(s) and responsibilities in any volunteering activity.
- Use the information that you are given responsibly and only for the purpose of the designated volunteering activity within AWWA. Do not share to any unauthorised personnel outside of AWWA.
- Approach AWWA staff should volunteer have any concerns.

*\* For more detailed explanation with regards to meeting the unique needs of our clients, refer to the “Do’s & Don’ts for volunteering with seniors, children with special needs, youths and children from our Family Service Centre etc.”, as appended along with your Job Description provided to you, prior to the commencement of your volunteering activity.*

# PROMOTING WELLNESS OF THE PERSONS SERVED

The safety, health and wellness of our clients and volunteers are fundamentally important to creating a positive and productive environment in AWWA.

## **Emotional Wellness**

- AWWA will promote an awareness and acceptance of our clients' and volunteers feelings and emotions.
- This dimension involves the capacity to manage the feelings and behaviours, self-acceptance and coping with stress and life's challenges.

## **Intellectual Wellness**

- AWWA will promote the use of one's mind to create a greater understanding and appreciation of oneself and others.
- This dimension encourages our clients and volunteers to expand his/her thoughts through a variety of activities and resources.

## **Physical Wellness**

- AWWA will promote the safety of our clients and volunteer's safety and activities, relative to our client's and volunteers' abilities.
- AWWA will promote healthy lifestyle habits and discourage negative and/or excessive behaviours.

## **Social Wellness**

- AWWA encourages the pursuit of harmony and feeling of connectedness.



## OUR COMMITMENT TO VOLUNTEERS



To provide orientation on AWWA's mission, values, information on relevant Programmes and its facilities.



To provide volunteers with core skills and training relevant to their volunteering duty.



To furnish a clear written description of the volunteering job.

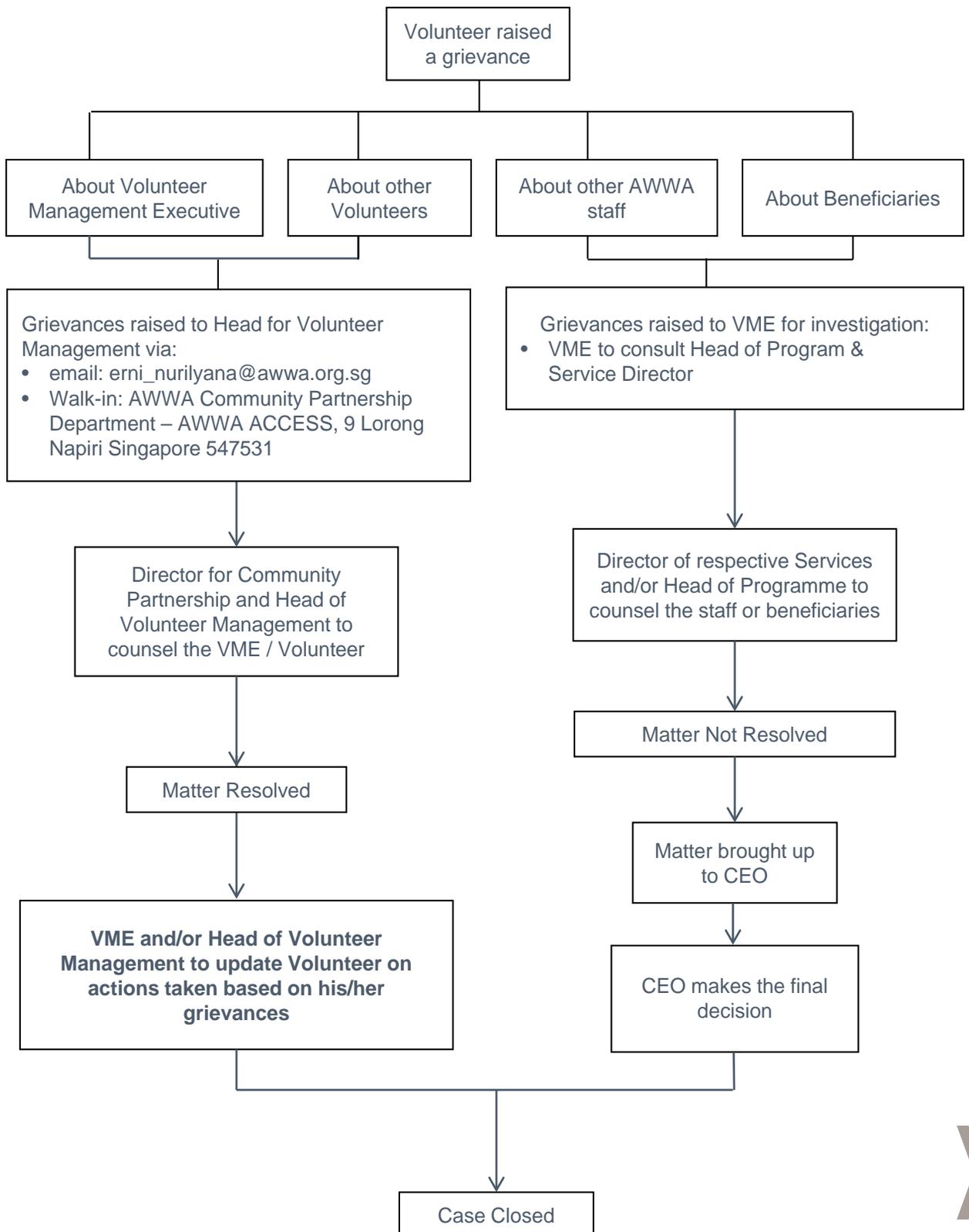


To be receptive and open to your feedback\*, so that AWWA can work towards improving our services to the clients and our volunteers.

*\* Two types of Feedback Forms are included along with the Volunteer Orientation Handbook*

- Feedback Form for all first-time volunteers
- General Feedback Form for all volunteers
- Complete an online survey on volunteer feedback

# HANDLING VOLUNTEER GRIEVANCE



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# OUR CUSTOMER SERVICE COMMITMENT TO YOU

## **Respect**

- We will smile and greet you in a friendly manner.
- We will introduce ourselves, address you by name and clearly display our names on our staff pass.

## **Integrity**

- We will act in the best interest of others and take accountability for doing the right thing.
- We will be truthful in words and actions.
- We will admit mistakes and take corrective actions.

## **Service**

- We will offer explanations, not excuses and be courteous to our client's and volunteer's needs.
- We will inform the clients of the support and care they will receive and the respective time frames. Like wise, we will provide the volunteers with all the support and skills-sets trainings they need, so that they will be able to perform their roles well.
- We will strive to anticipate the needs of our clients and volunteers at all times.

## **Excellence**

- We will work as a TEAM to collaborate, manage differences and work towards success together, all for the betterment of the disadvantaged.
- We will encourage and congratulate others on a job well done.
- We will go above and beyond what is required of us.

## **Stewardship**

- We will offer cost-saving measures.
- We will work productively and take accountability for our actions.

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# AWWA SERVICES LOCATION

| Service                              | Location  |
|--------------------------------------|---|
| Community Integration Service        | 9 Lorong Napiri, Singapore 547531                       |
| Preschool Support Service            |   |
| Personal Care Service (Disability)   |   |
| Special Student Care Centre          |   |
| Early Intervention Centre            | 11 Lorong Napiri, Singapore 547532                      |
| AWWA School                          |   |
| Resource & Training Centre           |   |
| Caregiver Service                    | Block 6, Boon Keng, #01-52, Singapore 330006            |
| Family Service Centre                | Block 107, Towner Road, #01-356, Singapore 321107       |
| Senior Community Home                | Block 123, Ang Mo Kio Ave 6, #01-4035, Singapore 560123 |
| Senior Activity Centre               | Block 123, Ang Mo Kio Ave 6, #01-1929, Singapore 560123 |
| Dementia Day Care Centre             | Block 123, Ang Mo Kio Ave 6, #01-4035, Singapore 560123 |
| Personal Care Service (Senior)       |   |
| Rehab & Day Care Centre              | Block 126, Ang Mo Kio Ave 3, #01-1929, Singapore 560126 |
| Kindle Garden (Inclusive Pre-school) | 20 Lengkok Bahru, #02-05, Singapore 159053              |

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## VOLUNTEER FEEDBACK

# FEEDBACK



*We need your ideas to help us improve our support for a pleasant volunteer experience.*

*Kindly fill up the feedback form at the end of your volunteering activity.*

*We hope you will have a wonderful volunteering experience in AWWA.*



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