



VOLUNTEERS' CODE OF CONDUCT

The Code of Conduct aims to ensure that all volunteers understand the standard of conduct required. Volunteers are expected to uphold the Code of Conduct at all times when carrying out their duties and interactions.

(I) Expectations for Volunteers

Volunteers are expected at all times to:

BE RESPONSIBLE

- Carry out the duties responsibly, safely and in a competent manner. The primary responsibility is to provide care and service for the well-being of all beneficiaries without being judgemental or biased.
- Avoid providing information to the beneficiaries that are misrepresented or falsified. Inform the Volunteer Engagement Executive or programme in-charge to follow up with professional advice.

BE RESPECTFUL

- Respect the beneficiary as an individual and honour their integrity without prejudice to their economic status, abilities, race and customs, cultural and religious needs.

BE PRESENT

- Attend to the duties diligently; otherwise inform the Volunteer Engagement Executive or the CRS staff in-charge of the particular volunteering activity as early as possible.
- Avoid abandoning beneficiaries who are still in need of service; should there be an absolute need for abrupt withdrawal from the duties, inform the Volunteer Engagement Executive, CRS staff in-charge, or programme in-charge before leaving.

BE DISCERNING

- Behave in the most appropriate or desirable manner during the duties that will not create liability or bring into disrepute Club Rainbow.
- Avoid engaging in activities or actions that will bring any harm (physical or mental) to another person or property.
- Exercise judgement in extending help, especially in monetary terms, beyond the scope of duties, or seek/accept rewards, benefits or gifts without authorisation.

(ii) Protection of Confidential Information

- All information confidential to Club Rainbow, especially personal data of the beneficiaries and families must not be disclosed or used for any other purposes except as reasonably necessary to enable the volunteer to fulfil his//her voluntary responsibilities with Club Rainbow. It is advisable to check with the Volunteer Engagement Executive, programme in-charge or the Data Protection Officer at dpo@clubrainbow.org if there are any queries or doubts.
- Photographs and videos are considered personal data of the person photographed or filmed. If the volunteer would like to take photographs or videos with the beneficiary or family members, consent is required to be sought from them on a private and personal arrangement. However, volunteers should avoid asking those who have already been identified as **not** wanting to be photographed or filmed.
- The volunteer must destroy all copies of the namelist and any documents comprising personal data of the beneficiaries and families, and all other confidential information of Club Rainbow immediately after the attendance namelist is returned to Club Rainbow and the purpose of retaining the information is no longer necessary to fulfil the voluntary role and duties.

(iii) Conflict of Interest

Volunteers are expected not to:

- Assume roles in other organisations, having other personal commitments, or be in any situation that will give rise to conflict of interest during their period of voluntary role or duties with Club Rainbow.
- Use or allow others to use Club Rainbow's name, property, resources, information or funds for any purpose other than that required for the voluntary duties.
- Act as a spokesperson for Club Rainbow unless prior permission or authority has been given.

(IV) Do's AND Don'ts

DO's

- a) Be aware that you are representing Club Rainbow, and understand the mission and core values of the organisation
- b) Be punctual for your voluntary duties
- c) Lead by example and be good role models for the beneficiaries
- d) Be mindful of beneficiaries who are overly-friendly or attention-seeking. Maintain appropriate behaviour and prevent having any physical contact with the beneficiaries
- e) Dress modestly and appropriately – no clothes which are skimpy, revealing, offensive, etc.
- f) Maintain confidentiality and respect the privacy and dignity of the beneficiary and family
- g) Respect the feelings of the beneficiary and family
- h) Use plenty of encouragement and praise
- i) Regard the children as any others and celebrate their talents and achievements
- j) Instil independence and self-confidence by providing guidance to the beneficiaries to complete the task by themselves, rather than always doing things for them
- k) Consult Club Rainbow staff when in doubt

- l) Give compliments or feedback to Club Rainbow staff on positive or adverse encounters during the duration of the voluntary duties
- m) Report **immediately** to Club Rainbow staff when you hear of any information from the beneficiary that is of potential threat or harm to self and/or others.

DON'T's

- a) Proselytise, i.e. preaching or attempting to convert people to another religion
- b) Solicit sales or promotion of services of any kind
- c) Take over the role of the parent or caregiver
- d) Create dependency or overprotect the beneficiary by stepping in to take over tasks which he/she can complete if given time to do so
- e) Make empty promises or give any form of monetary or material reward to the beneficiary or parent without first consulting Club Rainbow staff
- f) Bring or drink alcohol, or smoke in the presence of the beneficiary or during the duration of the voluntary duties
- g) Verbally, emotionally or physically abuse the beneficiary, especially using profanities or derogatory remarks
- h) Provide food to the beneficiary without first consulting Club Rainbow staff to find out about their allergies
- i) Upload the beneficiary's photograph to an online platform, including website, blog or any form of social media
- j) Share information on the beneficiary and family with others