

ANNEX 2

POLICIES & PROCEDURES

ANNEX 2A: GENERAL VOLUNTEER PROGRAMME POLICIES

i. Volunteer Rights & Responsibilities

- Discourage the use of negative phrases such as 'I am just a volunteer' or 'He/she is just a volunteer' because...
- Volunteers should be seen as an essential human resource. Thus, they deserve to be provided with relevant training and support, treated as co-partners and have their efforts and contributions recognised.
- In return, volunteers shall agree to actively perform their duties to the best of their abilities, adhere to the goals and procedures set by LB and be held accountable for their actions.

ii Clients as Volunteers

- LB's clients – the vulnerable seniors – may be accepted as volunteers (Centre Member Volunteer - CMV) where such service does not constitute a conflict in service provision for the volunteer or the client.
- Such volunteers will not have the authority to influence resource distribution e.g. ration, meal and *ang pow* distribution.
- As the Befriending Programme is for vulnerable seniors, clients are unlikely to be allowed to serve as Befrienders. Nevertheless, LB encourages its clients to be engaged and doing voluntary work is a good way to do so. Thus if a client is able to help in an ad-hoc manner, they can still be invited for the Annual Appreciation & Awards Ceremony (A&A) as guests.

iii. Appreciation for Volunteers

- LB will give active volunteers appreciation in the form of appreciation events, awards, etc
- However, volunteers should not expect appreciation in the form of rations, *ang pows* and goodie bags from sponsors, staff, other volunteers or clients
- Volunteers should also not accept such appreciation if their acceptance will deprive clients or if their acceptance is not designated for by sponsors

iv. Special Case Volunteers

- e.g Corporate Community Involvement Programmes (CCIP) or CIP
- They are not our regular volunteers, but there should still be an agreement between LB and the organisation/ academic institution that looks into the interest of these volunteers.

v Employees and Family Members as Volunteers

- Paid employees are encouraged to relinquish their position as an LB volunteer (when applicable)
- If they choose to remain as a volunteer, they may not serve in a governing, policy-making or advisory role. However, they may serve in direct-service volunteer roles which are outside the scope of their paid work within the organisation and which take place outside their working hours
- Such employees will not be eligible for entitlements of a regular volunteer such as A&A (Awards & Appreciation), promotion and eligibility for volunteer awards
- Family members of employees are allowed to volunteer but they must not be placed under the direct supervision of their family member who is an employee

vi. Representation in Decision-Making

- For decisions affecting volunteers or the performance of their duties, LB will seek volunteer input and assess its implications for volunteers
- Volunteer considerations need not always be a determinant, but they will be carefully and appropriately considered

vii. Policies About Policies

- Volunteers must have access to information about the policies through volunteer application form, job description, volunteer handbook and Volunteering 101 etc. They should then sign to acknowledge that they have read and understood the policies, whichever deemed appropriate
- Any questions volunteers may have regarding policies or their interpretation of it should be directed to their immediate supervisor (Senior Befriender Coordinator - BSC/ Befriender Coordinator - BFC or Befriender Executive - BE)
- All policies and practices pertaining to volunteers will be fully documented and clearly communicated to all staff
- Policies and amendments to policies are to be approved by LB's Management Committee

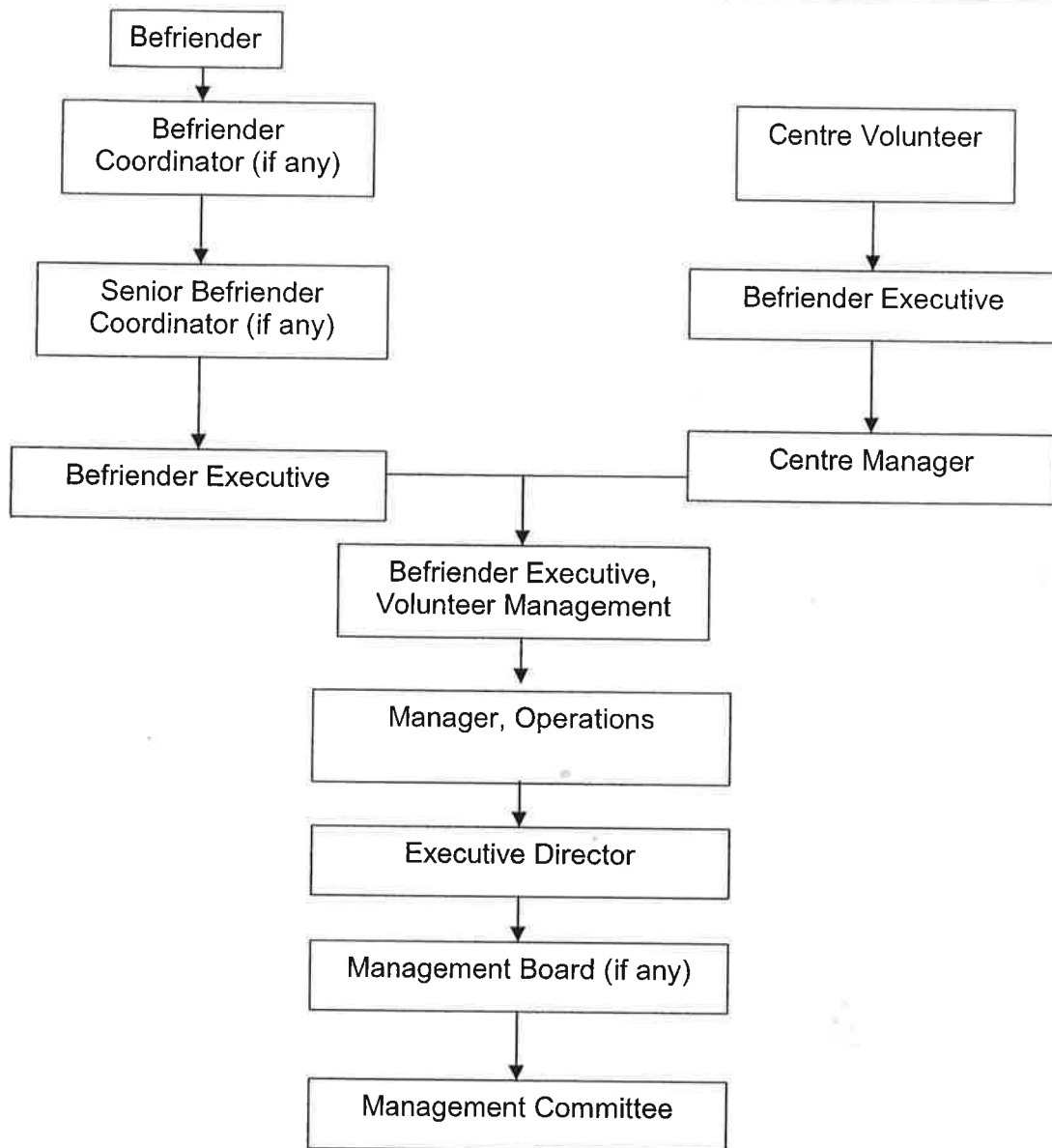
viii. Multiculturalism

- Services rendered should take into account of the sensitivity of the needs of various cultural groups (ethnic/ religion/ gender)
- Discriminatory or racist remarks or behaviour will not be tolerated
- Communications should present a positive and balanced portrayal of cultural minorities

ix. Sexual Harassment

- Sexual harassment is defined as any conduct, comment, gesture or contact of a sexual nature that might reasonably be expected to cause offence, embarrassment or humiliation
 - Such incidents will not be tolerated nor condoned
- x. Confidentiality with Client Information**
- Volunteers should hold all information concerning clients in strict confidence and shared only with the supervisor (BSC/ BFC or BE)
- xi. Confidentiality with Volunteer Information**
- Information on volunteers would be held in strict confidence by LB and shared only with the consent of the volunteer, or if withholding the information would put the volunteer, client or someone else at risk
- xii. Conflict of Interest**
- All volunteers who are on the Management Committee/ Boards and BSC and BFC should adhere to the Conflict of Interest policy of LB
 - This includes declaration of understanding of policy, disclosure when conflict arises and abstinence from decision making
- xiii. Speaking on Behalf of LB**
- Prior to any action or statement to the media which might affect or obligate LB, volunteers should seek prior consultation and approval from LB's OPS and CP Department
 - While on assignment for LB, volunteers should only represent themselves as a volunteer with LB
- xiv. Volunteer - Paid Staff Relations**
- Volunteers and paid staff are partners in implementing the mission and programmes of LB, with each playing complementary roles. Each partner must understand and respect the needs and abilities of the other
- xv. Grievance Procedure**
- Volunteer should approach their supervisor about the matter
 - In the event that the grievance is against their supervisor (e.g. BFC) and volunteer have exhausted ways to deal with the matter with the supervisor directly, the volunteer should approach the next in line person in the communication channel in the following order, which is the BSC (if available), Befriender Executive, Befriender Executive (Volunteer Programme) and OPS Manager (refer to the Grievance Channel flowchart below).

GRIEVANCE CHANNEL



xvi. Service Acceptance

- LB accepts the service of all volunteers on the understanding that services provided are at the sole discretion of LB. Volunteers agree that LB may at any time, for whatever reason, decide to terminate the volunteer's relationship with LB.
- Volunteers should have the opportunity to discuss the reasons for possible dismissal with the supervisory staff. Prior to the dismissal of a volunteer, the Befriender Executive should seek the consultation of the Befriender Executive (Volunteer Programme) and the OPS Manager. Notice of termination should be communicated as soon as possible to the volunteer.
- The volunteer may at any time for whatever reason, decide to sever his/ her relationship with LB. Notice should be communicated (written/ verbal) at least one month in advance to the supervisor.