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- ❖ treating information of their relatives or others in the same confidential manner as clients' information, should volunteers have access to such records

Volunteers are to report to the staff-in-charge to handle referral services required by clients. Should volunteers and staff co-assess or visit the clients together, clients' private and confidential information should only be solicited and disclosed to third parties, with their informed consent, for purposes like referral services to other agencies or as required by law e.g. statutory requirement

In all instances, volunteers should disclose the least amount of confidential information to achieve the required purposes

Exceptions:

When laws or regulations require disclosure without clients' consent e.g.

- to fulfill legal or statutory requirements, when clients commit criminal acts
- to protect clients or other individuals, when there are foreseeable risks to their/ others' safety

4. Competence

- Volunteers should provide services in substantive areas or use intervention techniques or approaches that are new to them only after engaging in appropriate training and supervision from people who are competent in those techniques or approaches

Volunteers should have knowledge of their clients' cultural/ religious practices and be able to demonstrate competence in the provision of services that are sensitive to clients' culture/ religion

5. Conflicts of Interest

- Volunteers should not take unfair advantage of any relationship or exploit others to further their personal, religious, political or business interests

6. Appropriate Conduct/ Physical Contact

- Volunteers should not engage in physical contact with clients when there is a possibility of psychological harm to the clients as a result of the contact. Volunteers who engage in appropriate physical contact with clients are responsible for setting clear, appropriate and culturally sensitive boundaries that govern such physical contact

7. Derogatory Language

- Volunteers should not use derogatory language in their written or verbal communications to or about clients. Volunteers should use accurate and respectful language in all communications to and about clients

8. Payment for Services

- Volunteers should not solicit a private fee or other remuneration for providing services to clients who are entitled to such available services

9. Interruption and Termination of Visitation

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

Volunteers should take reasonable steps to avoid abandoning clients who are still in need of services. Services should only be withdrawn abruptly under unusual circumstances, giving careful consideration to all factors in the situation and taking care to minimise possible adverse effects. Volunteers should assist in making appropriate arrangements for continuation of services when necessary