

VOLUNTEER GUIDELINES

Expectations of a NKF Volunteer:

A) General

- All Volunteers must attend the Volunteer orientation programme before taking part in any event unless exempted by the Volunteer Coordinator.
- Turn up on time on the day of the activity and stay throughout the duration of the activity. Volunteers should promptly leave the activity site after being debriefed by the Volunteer Coordinator.
- Maintain the confidentiality of all information received as Volunteers, regardless of the subject matter. These would include, amongst others, the names and photographs of any beneficiaries.
- Serve to the best of your ability, in a respectful, professional and cooperative manner during the activity.
- Inform and update Volunteer Coordinator whenever necessary.

B) Dialysis Centre – for Mind Stimulation Activities, Befriending, and/or Enrichment programmes

- Behaviour in the dialysis centre or at any NKF premises:
 - No running, shouting, fighting etc;
 - No fiddling with the dialysis machines, tubes, needles etc;
 - No wandering around or away from the group.
- Be prepared with the necessary materials for activities before executing any activities with patients.
- Maintain a low noise threshold (not applicable for games and performances) and to be considerate to other patients.
- Be sensitive with the patients' responses as some patients might choose to rest and not participate in the activities.
- Put on shoe covers before entering the dialysis centre.
- Discard the shoe covers and sanitize your hands upon leaving the dialysis centre.

C) Patient House Visit - for Grains of Hope, House Cleaning, House Painting and/or Befriending programmes

- Inform Programme Coordinator before visiting the patient.
- Give the patient a call to arrange for a visit before visiting the patient.
- Visit the patient in at least a group of two.
- Do not move and/or touch patient's items without patient's consent.

D) Patient Escort

- Arrive on time to pick up the patient.
- Do not bring patient to locations other than those assigned by Volunteer Coordinator.
- Be respectful to the patient's needs.

E) Volunteers are expected to avoid:

- Giving any form of financial help or receive any monetary benefits from patients.
- Visiting a patient at his/her place of work or residence without the consent from the NKF Programme Coordinator or alone.
- Using your volunteering participation to promote partisan politics, religious matters etc.
- Sharing your religious beliefs without the patient's permission.
- Giving medical advice or health products recommendation.
- Releasing any information about patient(s) to any third parties, outsiders or media, be it names or photographs, without NKF Programme Coordinator's consent.
- Sharing your personal information (contact, address etc) with the patients.
- Giving any promises to patients.
- Solicit funds under the name of NKF for personal interest.
- Misrepresent NKF for your personal benefit.
- Discriminatory or racist statements or behaviours.
- Sexual harassment, (eg. jokes, innuendos, insults, sexist remarks, displays of derogatory or pornographic pictures, leering, touching or kissing).
- The use of any cigarettes, alcohol, or illegal drugs/substances.
- Any unlawful or inappropriate activity/behaviour.

F) Door to Door Distribution of Flyers:

- Be punctual
- Be in your school attire*
- Work in pairs at all times
- Bring a bottle of water and keep yourself hydrated
- Do not go into the homes
- Beware of dogs
- Don't drop in flyers if there are many flyers at the gate railings. Most likely no one is staying there
- If you meet the resident at the door, remember to greet with a "hello" and friendly smile
- If the resident enquires about the flyer, you can briefly tell them about the event and encourage them to come
- Don't receive any food or items from residents
- Never give your contact number to the residents or share your personal information
- If the resident invites you into his or her home, decline politely
- You are not to solicit funds under the name of NKF for personal interest
- You are not to misrepresent NKF for your personal benefit
- Stop all activities when you feel unsafe, unwell or are injured. Contact/report to your teacher or NKF volunteer co-coordinator
- Your teacher or the NKF volunteer coordinator need to hold on to your contact number and emergency number at all times and vice versa*

G) For the safety of Volunteers, please take note of the following:

- Observe all health and safety regulations during volunteering service.
- Stop all activities when you feel unsafe, unwell or are injured and report to your Volunteer Leader/Coordinator immediately.
- Avoid lifting heavy load that you cannot lift.
- Inform your Volunteer Leader/Coordinator if you are feeling unwell at any time during an activity.

- End -

*Applicable to Students