VOLUNTEER GUIDELINES

A) General Guidelines

- All Volunteers must attend the Volunteer orientation programme before taking part in any event unless exempted by the Volunteer Coordinator.
- All Volunteers should 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.
- All Volunteers must 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.
- All Volunteers should serve to the best of your ability, in a respectful, professional and cooperative manner during the activity.
- All Volunteers must refrain from wearing skimpy clothes and clothes with profanity.

B) Dialysis Centre/NKF Premises Behavioural Etiquette

- 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 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.
- Sanitise your hands before entering and upon leaving the dialysis centre.

C) Home Visits Guidelines

- Inform the 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 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) 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 -