

VOLUNTEER HANDBOOK

Building Stronger
Communities, *Together*

filos

Contents

01	A WELCOME FROM OUR EXECUTIVE DIRECTOR	04
02	ABOUT THIS HANDBOOK	06
03	ABOUT FILOS	08
	Our History Our Services Our Vision Our Mission Our Core Values Our Value Proposition About Volunteer Partnerships in Filos The Filos Volunteering Journey	
04	WORKING HAND-IN-HAND WITH CARE STAFF	12
	4.1 Roles and Responsibilities 4.2 Shared Values 4.3 Working Alongside Staff 4.4 Escalation Policy	
05	BEING A POSITIVE ROLE MODEL & AMBASSADOR	15
	5.1 Ambassador of Organization 5.2 Model Values 5.3 Dress Code and Appearance 5.4 Language Use	
06	MAINTAINING A SAFE CARE ENVIRONMENT	16
	6.1 Health & Safety 6.2 Food Allergies, Consumption & Safety 6.3 Involvement of Others in Volunteering 6.4 Handling Valuables 6.5 Working with Medication 6.6 Smoking, Drugs and Alcohol 6.7 Right to Safe Care Environment 6.8 Arranging to Meet Beneficiaries Outside 6.9 Dealing with Emergencies 6.10 Self Care	
07	UPHOLDING QUALITY SERVICE FOR OUR BENEFICIARIES	21
	7.1 Respect 7.2 Fulfilling Commitments 7.3 Conflict of Interest 7.4 Continuity of Care 7.5 Fundraising Matters	

08	KEEPING HEALTHY BOUNDARIES	23
	8.1 Contact with Clients 8.2 Gifts, Loans & Agreements 8.3 Decision Making	
09	SAFEGUARDING RIGHTS	24
	9.1 Confidentiality & Consent 9.2 Harassment, Aggression & 9.3 Abuse Whistle Blowing Policy 9.4 Copyright 9.5 Suspension & Termination	
10	GROWING WITH FILOS	26
	10.1 Supporting You for a Positive Volunteering Experience 10.2 Training 10.3 Attendance 10.4 Changes in Personal Particulars 10.5 Feedback 10.6 Volunteer Management & Staff Contact Details	
	GUIDELINES FOR EFFECTIVELY WORKING WITH ELDERLY	28
	(I) Engaging Elderly Effectively (II) "Red Flag" Items for Escalation (III) Protecting Yourself from Bed Bugs	
	GUIDELINES FOR EFFECTIVELY WORKING WITH CHILDREN AND YOUTH	32
	(I) 4 Core Principles of the Convention of Rights of the Child (II) Communicating Effectively with Children and Youth (III) Identifying Children and Youth in Distress (IV) Empowering and Building Resilience	
	GUIDELINES FOR EFFECTIVE HOME VISITS	36
	(I) Pre-Home Visit (II) Arriving for the Home Visit (III) Conducting the Home Visit (IV) Post Home Visit	
	COMMUNITY RESOURCES	39



A Welcome From Our Executive Director

"Welcome to the Filos family. We are glad that you have chosen to join us. We look forward to getting to know you better and hope that your time with us will be meaningful."

MY VOLUNTEER JOURNEY

My earliest memory of volunteering goes back to my university days, when I visited elderly folks and orphaned children living in institutions. My friends and I were part of groups of well-wishers who would try to do our bit for society, especially over the festive seasons.

Over the years, I went on to volunteering to befriend families living in rental flats. I got to know their hopes and dreams, their struggles and disappointments. I met John (not his real name) when he was 5 years old. He was then an active, cheeky boy. His mother could not quite catch up with him. He had never known his father who had walked out on the family when he was born. Over the years, I saw him blossom into a bright young man. He is

now reading Law in the University. As I reflect on the journey with this family, I realize that I have been rewarded richly with the priceless gift of their friendship and the inspirational story of their lives of steely resilience in overcoming odds. I am the one who has been blessed through the volunteering experience!

Thank you for taking this step to volunteer with Filos. May you be richly rewarded and find happiness and satisfaction in giving and also in receiving.

Dr. Foo Fung Fong
Executive Director

02 About This Handbook

We are really glad to have you with us. As a volunteer, you play an important role in helping us to extend care and needed services to those in our community who need it. We have put together this handbook to guide you along your journey as you partner with us as our volunteer.

The key principles listed in this handbook will help you be effective in volunteering, build good rapport with the beneficiaries we serve and help us foster a meaningful partnership with you as we build stronger communities together.

01 - WORKING HAND-IN-HAND WITH CARE STAFF

Volunteers are our partners in extending, enriching and contributing to the care we provide to our beneficiaries. As such, it is important that we are working in a synergised manner to best help our beneficiaries. This involves close teamwork and communication with our care staff. The guidelines in this section would help us foster that good teamwork.

02 - BEING A POSITIVE ROLE MODEL & AMBASSADOR

As our volunteer, you are in a position to model positive values, especially to younger beneficiaries. You are also seen as an esteemed care representative of the organisation.

As such, the guidelines in this section will help you to fulfil the roles of being a positive role model and a good

ambassador of the organisation, so we can sustain the work we do in the community.

03 - MAINTAINING A SAFE CARE ENVIRONMENT

We all have a role to play in ensuring safety for beneficiaries, fellow volunteers, staff and others. The guidelines in this section will help us to build that safe care environment for everyone.

04 - UPHOLDING QUALITY SERVICE FOR OUR BENEFICIARIES

Our beneficiaries deserve the best service to help them overcome their challenges and grow in their resilience. It is against this backdrop that the guidelines in this section have been put together to ensure we are able to achieve that aim for our beneficiaries.

05 - KEEPING HEALTHY BOUNDARIES

Your volunteer role may require developing a helping relationship with our beneficiaries. As such, proper boundaries will ensure effective helping and prevent unnecessary problems and reliance from developing.

06 - SAFEGUARDING RIGHTS

Everyone has rights and Filos believes in safeguarding these rights for our beneficiaries, staff, volunteers and our partners. The guidelines in this section will help us to navigate through our helping while safeguarding everyone's rights.

07 - GROWING WITH FILOS

Filos believes in meaningful and growing relationships with our volunteers. As such, we have set out a few guidelines in this section to allow us to grow a meaningful volunteer partnership with you.

Hand-in-hand, let us serve our community together with this mission:

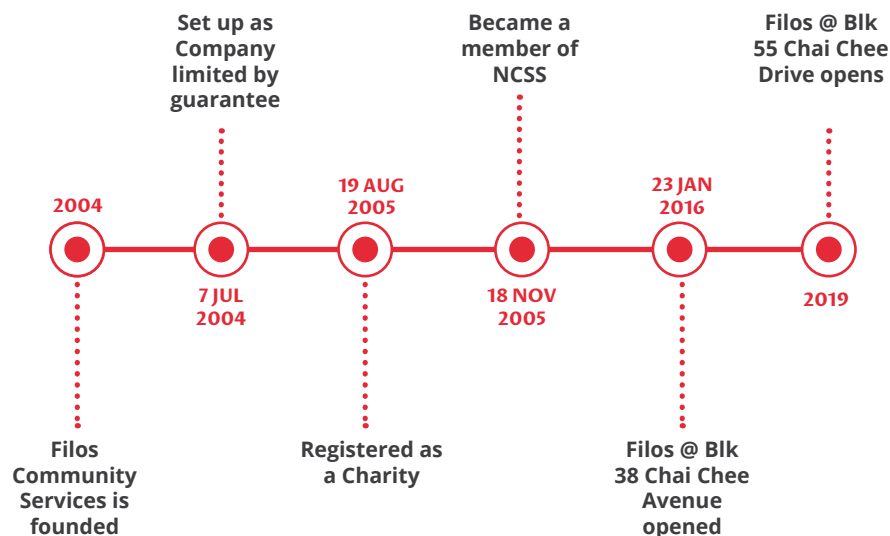
Building Resilience Empowering Lives



03 About Filos

Filos Community Services is a not-for-profit social service organisation. We focus on building the strengths of the community we live in. We work towards empowering individuals and families to live more fulfilling, meaningful and happier lives. Filos is affiliated to the Amazing Grace Presbyterian Church.

OUR HISTORY



OUR VISION

To see effective functioning of individuals and families

OUR MISSION

To build resilience and empower individuals and families

OUR CORE VALUES

Our core values guide us in our daily service to the community and each other.

- Faithfulness
- Integrity
- Love
- Openness
- Servanthood

OUR SERVICES



Family, Children & Youth

Building Strong Marriages and Resilient Families



Assistance & Referral

Helping in a Time of Need



Community Engagement

Building a Caring Community



Eldercare

Integrating Health & Social Care

OUR VALUE PROPOSITION



We Are Family

We function as a team, respecting and trusting each other, as well as communicating with openness and sincerity.



We Offer Great Training and Development Opportunities

We foster a work environment where inclusiveness is valued, quality of life is enhanced, and your aspirations are fulfilled.



We Embrace Work-Life Balance

We nurture and maximise talents with opportunities for training and equipping to develop your full potential.



We Deliver a Difference

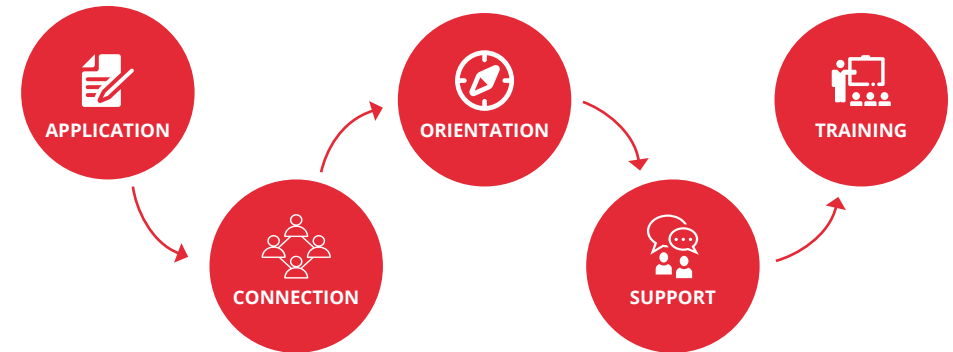
We work to make a sustained difference to our beneficiaries and stakeholders in the communities we operate in.

ABOUT VOLUNTEER PARTNERSHIPS IN FILOS

Filos Community Services welcomes volunteers in a variety of roles, including activities that directly support our paid employees, leadership positions and client services. This allows us to tap into skills, experience and talents beyond what our staff already brought to their work. This is part of our commitment to build stronger communities, together.

THE FILOS VOLUNTEERING JOURNEY

Every great journey begins with a first step. We are so glad to have you on board with us. Here's an overview of the journey of a Filos volunteer:



Joining the Filos Family

Begin your journey with us by completing the online Volunteer Application Form. This gives us basic information about you, so we can start thinking about suitable roles for your profile.

Meeting Us

We will then invite you to meet with our Community Engagement staff and Programme Coordinator to get to know you better and the kind of volunteering experience you are looking for. We will also share more about our organisation and beneficiaries with you as we identify matching volunteer roles for you.

Supporting You

As you commence volunteering, our Programme Coordinator will be there to onboard you for the role and provide regular support and supervision. To help you be effective in your role, we will also provide regular training.

As our volunteer partner, we look forward to serving with you and hearing from you how best we can continue to serve the community together. And most importantly, we grow together.

04 Working Hand-In-Hand With Care Staff

Everyone - staff, volunteers, beneficiaries and our stakeholders - has a key role to play in building stronger communities. Indeed, it takes an entire village to build our community and we believe everyone brings with them different skills, knowledge and experience. As such, this section highlights guidelines to help facilitate a great partnership between all our partners.

4.1 ROLES AND RESPONSIBILITIES

Filos has taken the effort to develop every volunteer role to be a meaningful contributor to the care of our beneficiaries. Volunteers work hand-in-hand and alongside our staff to bring care to all our beneficiaries.

To gain a better understanding of your role vis-a-vis the many other helping roles in Filos, please do not hesitate to speak to your Programme Coordinator or our Community Engagement staff.

4.2 SHARED VALUES

Filos as a Social Service Agency is defined by the following shared values. As a partner and ambassador of Filos, it is crucial that you identify and model these values as you serve alongside us:

F AITHFULNESS

Being accurate and dependable to the observance of duty and committed to the vision and mission of the organisation

I NTEGRITY

Being honest, truthful, upright and firm in adhering to morals and ethics

L OVE

Living out friendship, care and concern for the good of one another

O PENNESS

Being readily accessible to others and transparent, frank and sincere in our interaction with others

S ERVANTHOOD

Having an attitude of looking out for the good of others and seeking to serve and help them

4.3 WORKING ALONGSIDE STAFF

Each beneficiary and family served by Filos is unique in terms of their background and needs. As such, our team of care staff comprising social workers, counsellors, case managers, healthcare assistants, nurses and programme staff would utilise their domain expertise to develop intervention and care plans to better help them.

As our volunteer, you commit to working hand-in-hand with our care staff and helping to ensure consistency with intervention and care plans being drawn up for the respective beneficiaries. Should there be concerns, please do approach your Programme Coordinator or Community Engagement staff as per the Feedback and Grievance process.

4.4 ESCALATION POLICY

The interests, safety and well-being of our beneficiaries, volunteers and staff are very important to us. As our eyes and ears in the community, timely escalation by you will ensure that the right people are notified so both you and the beneficiaries can be supported as necessary and to prevent problems.

Do inform our staff immediately should any matters or emergencies arise, so that we can support you and follow-up as necessary. You can find the contact details under "Volunteer Management Staff & Contact Details".

Some red flags to look out for:

- **Signs of Harm / Potential Harm (to Self and/or Others) ***
e.g. Depression, Physical/Sexual/Emotional/Financial Abuse, Neglect, Burns, Falls/Injuries, Self-harm, Plans to Harm Self/Others
- **Medical Emergencies ***
e.g. Health or Safety of a person is under immediate threat and the situation demands swift and appropriate medical attention
- **Criminal Activities ***
e.g. Any act against the law such as Substance Abuse, Theft, Harassment or Endangering Persons or Property, etc.
- **Fundraising and Publicity**
e.g. Any unauthorised use of the name/logo of Filos for fundraising or for personal, commercial, religious and/or political gains
- **Handling Donations**
e.g. Any misappropriation of donations in cash or in kind

**For these, please do assess the situation and call for ambulance or police support as needed. Do inform Filos staff about the emergency as soon as possible or by the next working day so we can support you and the beneficiary. You may refer to 6.9 on guidelines on dealing with emergencies.*

In safeguarding our beneficiaries' interest, please do consult with your Programme Coordinator in the event of any of the following:

- A beneficiary has limited capacity for decision-making or consent
- Situations where a vulnerable adult's rights, welfare and best interests might be threatened
- A beneficiary may require or benefit from other services of Filos Community Services and/or other social service providers

SHOULD THERE BE ANY CONCERNS, DO ALLOW US TO SUPPORT YOU BY SPEAKING WITH YOUR PROGRAMME COORDINATOR AND/OR COMMUNITY ENGAGEMENT STAFF.

05 Being A Positive Role Model and Ambassador

As a Filos volunteer, you are also at the same time a positive role model to our beneficiaries and an ambassador for our organisation. As such, you will find highlighted below some guidelines to help you be a successful volunteer, positive role model and ambassador.

5.1 AMBASSADOR OF ORGANISATION

You play an important role in helping Filos maintain a good reputation in the community to facilitate our work with the needy. As such, do conduct yourself in a positive manner that abides by and reflects Filos' values, professionalism and dedication to quality service for our beneficiaries.

5.2 MODEL VALUES

You have the opportunity to model values for our beneficiaries. As such, in addition to identifying with Filos' shared values, you agree to model these values in your interaction with others.

5.3 DRESS CODE AND APPEARANCE

Do dress appropriately, neatly and modestly for the assignment. You can approach and check with your respective Programme Coordinator if you are not sure about the dress code for your role.

5.4 LANGUAGE USE

The way you communicate could help shape the success of care plans for our beneficiaries. As such, you agree to:

- a. Use appropriate, wholesome and positive language. This includes your tone of voice and body language too.
- b. Exercise appropriate assertiveness in a considerate and caring manner when necessary.



06 Maintaining A Safe Care Environment

6.1 HEALTH & SAFETY

Your health and safety, as well as that of our beneficiaries and staff, are important to us. As such, you commit to:

- a. Do your part to ensure a safe care environment for all e.g. keeping a lookout for the safety of everyone, including beneficiaries, fellow volunteers and staff.
- b. Not be in possession of any alcohol, drugs or any flammable and dangerous chemicals.
- c. Adhere to relevant health and safety protocol e.g. proper hand washing, fire safety, infection control and proper equipment use.
- d. Seek medical treatment and take time to rest if you are unwell. You will also inform your Programme Coordinator as early as you can, so that they can make alternate arrangements. You agree not to report for duty under the influence of medication.
- e. Refrain from entering restricted areas, if any.
- f. Should any injury, accident, security breach or unforeseen event occur, you will report the incident to your Programme Coordinator or Community Engagement staff at the soonest possible and will assist in the incident reporting, inquiry and any future risk prevention strategies as needed. For information on incident reporting, please refer to your Community Engagement staff.
- g. Avoid contact with body parts/items with body fluids e.g. tissue, bandages, bedsheets, clothing.
- h. For safety considerations and to avoid misunderstandings, you agree not to use your own vehicle for volunteering nor transport beneficiaries in them unless prior approval has been given by Filos.

6.2 FOOD ALLERGIES, CONSUMPTION & SAFETY

- a. Do inform our staff if you have any known food or other allergies (e.g. dust allergy). Do also be mindful of beneficiaries' allergies when working with them.
- b. Do check with your Programme Coordinator regarding giving of food to beneficiaries and obtain prior approval before doing so as there may be medical, hygiene or other considerations. If approval has been given, do be mindful of personal or cultural restrictions (e.g. for Muslims - halal certification and no pork, for Buddhists and Hindus - no beef, for vegetarians - no meat etc.)

6.3 INVOLVEMENT OF OTHERS IN VOLUNTEERING

- a. For the safety and confidentiality of our beneficiaries and to protect all parties involved, do not bring along anyone with you to meet with beneficiaries, either at their homes or outside if:
 - they have not been registered as a volunteer with Filos
 - no prior approval/consent has been given by the Programme Coordinator
- b. Instead, do direct them to our staff to guide them through the volunteer application process.

6.4 HANDLING VALUABLES

- a. To avoid the loss and damage of valuable items, please do keep all your valuable items at home and refrain from bringing them along with you when volunteering.
- b. To avoid any misunderstanding, do not handle any of the beneficiaries' valuable items. As necessary, do inform our staff who will take the appropriate action to support their needs.

6.5 WORKING WITH MEDICATION

Do not administer medication to beneficiaries. Please contact your Programme Coordinator for further clarification as needed.

6.6 SMOKING, DRUGS AND ALCOHOL

Refrain from smoking or consuming alcohol or other habit-forming substances within our premise and in sight of our beneficiaries.

6.7 RIGHT TO SAFE CARE ENVIRONMENT

Our volunteers and care staff have the right to a safe care environment that is free of violence, harassment, intimidation and aggression. In the event where you feel that this right has been threatened, please inform your Programme Coordinator or Community Engagement staff immediately so Filos can take the necessary actions to support you.

6.8 ARRANGING TO MEET BENEFICIARIES OUTSIDE

Your role may require that you meet your beneficiaries outside of Filos. If this is so, please do observe the following safety guidelines:

- a. Ensure that you are well rested before your appointment with your beneficiary.
- b. Make arrangements with the beneficiary and your fellow volunteer prior to the appointment and remind them again before the appointment.
- c. Where possible, arrange to meet in an accessible, open and well-lit area.
- d. Inform your Programme Coordinator at the start and end of your appointment with your beneficiary.
- e. Depending on programme requirements, you may be required to meet your beneficiary in pairs.
- f. Honour the time for the appointment and be punctual.
- g. For home visits guidelines, please refer to the Guidelines section for more information.

6.9 DEALING WITH EMERGENCIES

- a. When you feel that the health and safety of a person is under immediate threat (see examples in list below), swift and immediate medical attention can make a difference in recovery and between life and death.
 - Dizziness with fainting
 - Chest pain
 - Unstoppable bleeding (3 - 5 minutes)
 - Seizure
 - Trouble breathing
 - Unresponsive / Unconscious
 - Sudden slurred speech

- b. It is important to stay calm and follow the following protocol:

Monday - Friday, 9:00am - 6:00pm:

- Contact the Filos office. A staff will come over to assist in assessing the situation.

Any other times:

- Dial 995 for ambulance.
 - Follow the instructions of the operator and be prepared to inform them of:
 - your location
 - the emergency
 - and any known medical history of the beneficiary
 - While waiting for the ambulance, you can perform CPR (only if you are trained) or open the door and ensure path to the beneficiary is clear.
 - Inform any family members as necessary.
 - After the ambulance has arrived, contact the Filos office or your respective Programme Coordinator to inform them about the medical emergency as soon as possible or by the next working day.
- c. In the event where you feel that your personal safety is threatened:
 - Establish clear boundaries
 - Maintain eye contact but do not stare
 - Protect your head from injuries
 - Say no in a respectful but assertive manner
 - Speak slowly in a lower pitch voice
 - Do not put your hands on an aggressive person
 - Never turn your back
 - As necessary, leave immediately
 - Seek help from the surrounding where possible
 - Report the matter to Filos and the police as necessary

6.10 SELF CARE

You matter to us as our volunteer. You play an amazing role of caring and helping people and of building our community. However, as a volunteer, you may become acquainted with the emotionally challenging stories of the beneficiaries and/or journey with them through difficult times. As such, it is crucial that you care for yourself too.

Here are some guidelines to help you practise self-care.

- a. As you round up your session with the beneficiaries or your preparation of your befriending report, mentally put aside the session as you return to the various activities of your life.
- b. Should you face rejection from the beneficiary, understand that it may not be personal and that it may be a coping response to the challenge they are facing.
- c. You may wish to keep a journal where you can jot down your feelings and thoughts as you process your volunteering experience. You can also take the opportunity to practice gratitude as you give thanks for what you have.
- d. Engage in activities that you enjoy.
- e. Spend time with loved ones and friends. Should there be any concerns, do allow us to support you by speaking with your Programme Coordinator and/or your Community Engagement staff.



07 Upholding Quality Service For Our Beneficiaries

We endeavour to provide quality services to help build our beneficiaries, help them overcome their challenges and strengthen our communities. As such, all volunteers and care staff commit to the following:

7.1 RESPECT

- a. You commit to the well-being of the beneficiaries that you work with.
- b. You will be non-judgmental about differences between yourself and those you meet e.g. cultural, religious, value and lifestyle differences. You will treat everyone, including beneficiaries, staff and fellow volunteers, with dignity, respect and worth.
- c. You will seek to understand the beneficiaries' choices (e.g. which part of the house to clean during house cleaning), be respectful of the choices and views of beneficiaries that are different from your own; You will not impose your views on them nor promote or propagate beliefs e.g. political or religious but help them to build resilience by allowing them to make their own decisions.
- d. You will fulfil your roles as a volunteer without discrimination and partiality.
- e. You will visibly wear any identification tags, where applicable, so others can identify you as a volunteer of Filos.

7.2 FULFILLING COMMITMENTS

- a. You will be punctual for your volunteer duty.
- b. You will consider the requirements of your volunteer role and your availability carefully before committing to it. You will also prepare and submit, in a timely manner, any required reports e.g. Befriender reports. The reports will allow us to support you and the beneficiaries better.
- c. You will honour your commitments as a volunteer e.g. you will keep appointments made with beneficiaries. If you are unable to keep the commitment, you will contact the other party to make alternative arrangements.
- d. You will be committed to the well-being of the beneficiaries you are working with.
- e. You will prepare for your volunteer duty.

- f. You will refrain, as far as possible, from the use of handphones and mobile devices when you are on volunteer duty.
- g. You will ensure that all activities you engage in with the beneficiaries are aligned to care plans, organisational regulations and the law.
- h. You will exercise good stewardship of resources (e.g. IT assets) issued to you and will maintain the cleanliness of your work area. You will not engage in advice-giving or in the dissemination of unverifiable negative information.

7.3 CONFLICT OF INTEREST

- a. Conflict of Interest refers to situations which may arise where it may be perceived that you use your capacity as a volunteer to take action or make decisions to derive personal benefit. In view of the multiple roles we play, please declare any Conflict of Interest to our Community Engagement staff so we can help you navigate and prevent any misunderstanding or situations of such conflicts.
- b. As a volunteer of Filos, you will exercise care in your interaction with others. When approached by media, you agree to direct them to the respective corporate communications staff of Filos and will in no way represent the organisation in making statements.
- c. You agree not to promote or sell products and/or services such as health supplements, insurance, alternative healthcare treatments to the beneficiaries.

7.4 CONTINUITY OF CARE

- a. In the event you are unable to continue with your volunteer role, please do communicate this to your Programme Coordinator, giving at least ONE month notice, so we can make alternative arrangements and ensure continuity of care for the beneficiaries.
- b. You will not contact the beneficiary for a period of ONE year after your volunteer role ends.

7.5 FUNDRAISING MATTERS

- a. To ensure that Filos can provide the necessary support for volunteer-initiated fundraising projects, all such projects will need to be reviewed and approved by Filos prior to commencement. This would include, but is not limited to, review of the fundraising mechanisms and publicity materials which makes reference to Filos.
- b. To prevent misunderstandings, all volunteers are not to handle cash but are to direct all donors to deposit their donations into the appointed donation receptacles.

08 Keeping Healthy Boundaries

8.1 CONTACT WITH CLIENTS

- a. Where required, you will ensure that another staff or fellow volunteer of the same gender as the beneficiary is around whenever you interact with the beneficiaries.
- b. You will not engage in inappropriate physical contact e.g. having beneficiaries such as children sit on your lap, kissing or touching or intimate/personal care of the beneficiary such as toileting and bathing.
- c. Unless otherwise required by your volunteer role as indicated in the Volunteer Role Description, you will not exchange contact information with your beneficiary. Where necessary, you could make arrangements with Filos staff to call your beneficiary from Filos office.
- d. You will not meet with your beneficiary outside of the scope of your volunteering duty. Where necessary and as required by your volunteer role, you will discuss this with Filos staff and seek approval from your Programme Coordinator prior to arranging to meet them. For meetings with children/youth beneficiaries outside of the centre and their homes, upon seeking approval from the Filos staff, they will help to facilitate the liaison with the parent/guardian and inform you.

8.2 GIFTS, LOANS & AGREEMENTS

- a. To avoid conflict with care plans and prevent disparity between beneficiaries, you will not give gifts or loans to beneficiaries. In the event where you may feel this is needed e.g. giving of small gifts to encourage a child, please do discuss this with your Programme Coordinator prior to giving the gift. Do inform staff should a request be made.
- b. In the event a beneficiary or their family present you with a gift, you will declare any such gifts (of value above \$10) to Filos. You will not accept any cash from beneficiaries.
- c. You will not enter into any agreement on behalf of your beneficiaries.

8.3 DECISION MAKING

You will respect your beneficiaries' choices in decision-making and their views on all matters except for those mentioned in section 4.4 Escalation Policy. You will not impose your views on them or forcefully influence them in their decision-making.

09 Safeguarding Rights

Beneficiaries, staff and volunteers have rights and you will do your utmost to safeguard everyone's rights.

9.1 CONFIDENTIALITY & CONSENT

- a. You will be considerate of others' right to privacy and confidentiality and helping to safeguard confidential information that is shared with you; you will not disclose this information to third parties without prior approval from Filos.
- b. You will carefully review the need to collect any personal data prior to collecting it and will take the necessary measures to ensure it is collected, stored and used in the rightful manner, in accordance to the Personal Data and Protection Act.
- c. Should you need to work on personal data, you will process and store all personal data using secured networks, Filos issued computers/laptops and/or removable storage devices. You agree not to upload personal data on to cloud storages.
- d. You will ensure that you have obtained consent from any persons you collect personal data from, including taking of photographs. Where necessary, you will ensure that the relevant appearance release form(s) is/are signed. For more information, please contact your Community Engagement staff.
- e. You agree not to disclose any personal and confidential information (e.g. photos) or use it for purposes other than required for your volunteer role e.g. on social media or to third parties.

9.2 HARASSMENT, AGGRESSION & ABUSE

- a. Filos adopts a zero-tolerance policy toward harassment, aggression and abuse.
- b. In the event of any harassment, aggression or abuse, Filos will conduct relevant inquiries and will work with the relevant authorities.

9.3 WHISTLE BLOWING POLICY

- a. Filos is committed to a high standard of compliance with good governance and legislation.
- b. As such, in the event of any observation of potential wrongdoing, individuals can raise their concerns with the reassurance that they will be protected from any reprisals or victimization for whistle blowing in good faith.
- c. They may do so by sending an email about the concern, along with relevant information to support their concerns, to our Executive Director at info@filos.sg

9.4 COPYRIGHT

The copyright of all works created during the course of a volunteer's involvement with Filos in fulfilment of the volunteer's role, unless otherwise stated in a Memorandum of Understanding between Filos and the volunteer, will be owned by Filos.

9.5 SUSPENSION & TERMINATION

- a. Volunteers are expected to follow the rules of conduct that will protect the interest and safety of all clients, volunteers and staff of Filos.
- b. Volunteers who do not adhere to the rules and boundaries of their volunteering services may be asked to suspend their volunteering activities.
- c. In the event of suspected misconduct, investigations will be conducted. Volunteers found to have engaged in inappropriate conduct will be terminated



10 Growing With Filos

We value your time and commitment volunteering with us and endeavour to equip you with the knowledge and skills needed to develop in your role, align and grow together with us.

10.1 SUPPORTING YOU FOR A POSITIVE VOLUNTEERING EXPERIENCE

Filos places emphasis on the effective matching and placement of volunteers to roles to ensure that beneficiaries receive the best care and volunteers will have a positive volunteering experience. As such, we will give careful consideration for volunteer placements and we will collaboratively explore meaningful placements with you at the beginning and throughout your stay with Filos.

Filos shall reserve the right to change the placement of volunteers to roles as well as to conclude the services of a volunteer e.g. due to breach of this code of conduct.

We also believe in supporting you so you can be effective in your role. Should there be a need for support or for further clarification about your role/task, please do approach any of our staff, your Programme Coordinator or our Community Engagement staff.

Should you wish to address any grievance, please contact our Community Engagement staff as necessary.

Filos will also commit to appropriately recognising your service at our annual volunteer appreciation event.

10.2 TRAINING

To be equipped to be effective in your role, you will make reasonable effort to attend volunteer training recommended by Filos. In the course of volunteering, if you come across areas for growth or helpful resources, you can share these with the Programme Coordinator or Community Engagement staff.

10.3 ATTENDANCE

To help us support you, manage staff and volunteer movements as well as for documentation purposes, you agree to sign in and out using Filos' attendance system, as required, when you serve as volunteer.

Should you require certification of your voluntary involvement as part of your school or corporate community service requirements, please do inform staff upon joining as our volunteer or when you are aware of the need.

10.4 CHANGES IN PERSONAL PARTICULARS

You will notify Filos of any changes in your personal particulars via phone or email, to continue to receive important updates.

10.5 FEEDBACK

Openness to 2-way feedback and dialogues will help us to build trust and stronger partnerships with you, our volunteer, foster a positive and meaningful volunteering experience with you, further grow impact through effective programmes and grow our organisation as we serve our community well together.

As such your feedback is important to us. If you have any ideas, suggestions or concerns, do approach the Programme Coordinator or write in to our Community Engagement staff.

10.6 VOLUNTEER MANAGEMENT & STAFF CONTACT DETAILS

Office Addresses:

1) Blk 38 Chai Chee Avenue #01-177, Singapore 461038

2) Blk 55 Chai Chee Drive #01-222, Singapore 460055

Opening Hours:

Monday - Friday, 9:00am - 6:00pm (except public holidays)

Tel: 6242 5978, 6241 1503

Fax: 6242 6039

Email: volunteer@filos.sg

Social media: [facebook.com/filos.sg](https://www.facebook.com/filos.sg); [instagram.com/filos.sg](https://www.instagram.com/filos.sg)

Website: <https://www.filos.sg/>

Guidelines For Effectively Working With Elderly

Here are some guidelines to help you as you work with seniors.

(I) ENGAGING ELDERLY EFFECTIVELY

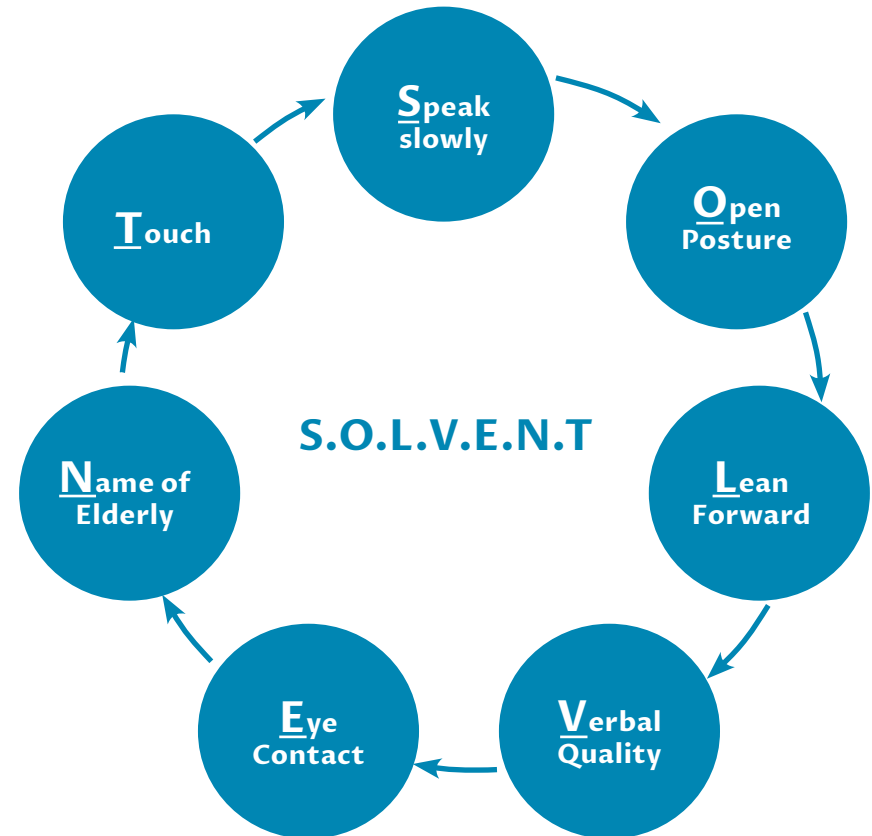
1. Seek to understand the various challenges that elderly may face. This will help you to empathise and build rapport with the elderly. Some of these challenges include:

- Loss of health and independence
- Impairments e.g. hearing, visual and cognitive
- Self-esteem issues and fear
- Loss of loved ones

2. Communicate effectively with the elderly

- Leaning closer to the elderly to talk if he/she has some hearing impairment
- Speak clearly and at a moderate pace
- Do not shout
- Use the language or dialect that both you and the elderly are comfortable with
- Check for understanding
- Where necessary, use writing/drawing to communicate as well
- Communicate in a calm, respectful and sensitive manner

3. Practice SOLVENT as you befriend the elderly:



4. Here are some conversational touchpoints for your interaction with the elderly

- Family and friends
- Hobbies
- Health
- Their past
- Current affairs

5. Familiarise yourselves with the safe use of the elderly's mobility aids where applicable (e.g. wheelchairs and walking frames). When using a wheelchair:

- Use both hands to handle the wheelchair
- Check for the surroundings when navigating the elderly on the wheelchair
- Ensure that the elderly is never left unattended and alone
- Engage the locks when the wheelchair is not moving
- Reverse and navigate the wheelchair when moving downslope
- Move at a steady pace and be gentle when moving across bumps
- Use the right transfer techniques when transferring the elderly in/out of their wheelchair

(II) "RED FLAG" ITEMS FOR ESCALATION

As our volunteer, you may notice some things that are signs and symptoms of a bigger issue that the beneficiary is facing. Please inform your Programme Coordinator as soon as possible when you observe any of these. The following is a list of examples that should raise a red flag:

- Depression
- Elder abuse
- Burns
- Falls / Injury
- Hygiene (personal/environmental)

(III) PROTECTING YOURSELF FROM BED BUGS

To prevent being affected by bed bugs during home visits, here are some guidelines:

- Wear simple light coloured clothing, shoes that can be washed with hot water. Avoid having too many accessories or pockets
- If you are wearing long pants, roll up the pants to above the ankle
- Place the bag in an area away from the bed bugs (common hideout areas include seams of mattresses, box springs, bed frames, headboards, dresser tables, cracks or crevices, behind wallpaper and under any clutter or objects around a bed)
- Avoid sitting/leaning against upholstered furniture, bed or chair with cracks
- Do not leave belongings on floor or on upholstered furniture
- Ensure seams of bags are closed immediately after taking out what you need
- Do not remove items or documents as there may be bed bugs
- After the visit, perform quick inspection with a hand mirror. Check clothing, bag and shoes. Use a wet wipe to capture any insect found
- Use another wet wipe to wipe down the bag, paying attention to the seams and buttons
- If any bed bugs are found, place item in a sealable bag
- At home, wash all items with hot soapy water including shoes and bag if possible
- Inform Filos immediately if you observe bed bugs at the beneficiary's house and/or if you are affected by bed bugs



Guidelines For Effectively Working With Children

Working with children and youth can be very rewarding. We can make a lasting difference in the life of a child or youth. It also takes patience, kindness, unconditional acceptance and a deep commitment to build resilience in them to overcome challenges in life.

Here are some guidelines on working with children and youth that we hope will be helpful as you start your volunteer journey.

(I) 4 CORE PRINCIPLES OF THE CONVENTION OF RIGHTS OF THE CHILD

1. Non-Discrimination

Whatever their race, colour, gender, language, belief or status, all children should enjoy equal opportunities.

2. The Best Interests of the Child

Actions or decisions affect our children; they should benefit them in the best possible way.

3. Survival, Development & Protection

Children deserve a childhood free from abuse. By providing a safe and nurturing environment, our children can grow into healthy, well-rounded citizens.

4. Participation

Encourage children to share their opinions and to take part in cultural and artistic activities.

You can read more about the UN Convention on the Rights of Children at <https://www.msf.gov.sg/publications/Pages/United-Nations-Convention-on-the-Rights-of-the-Child-UNCRC.aspx>

Be Authentic:
"Life is not a bed of roses"

(II) COMMUNICATING EFFECTIVELY WITH CHILDREN AND YOUTH

1. Value what you bring to the relationship.

Know that your presence and availability makes a positive difference in their lives. Use a gentle and even tone, and simple language.

2. Address the child or youth by their name

This affirms their identity and helps to build self-esteem. Accept their beliefs, culture and family values and build on these strengths.

3. Have a non-judgmental attitude and avoid labelling.

Appreciate that children or youth may view their situation distinctively differently from adults.

4. Listen to understand rather than to provide solutions.

Active listening conveys empathy and helps build trust and rapport. Seek to understand from the child or youth's perspective.

5. Use open-ended questions and avoid leading questions.

This encourages the child or youth to express himself/herself. Take time to check with him/her if you have not understood.

Some examples of leading questions versus open-ended questions:

Leading questions (avoid)	Open-ended questions (use)
You like school, don't you?	Tell me about school...
You must be feeling sad, aren't you?	Tell me about how you are feeling...

6. Show respect for a child or youth's feelings or emotions.

Acknowledge them as a normal response to the situation. When people speak out their pain and feel listened to, their brain and emotions can begin to heal.

7. Don't rush to fill empty spaces with words.

Give them some time to warm up to you and wait for them to organise their thoughts. You will be richly rewarded when they speak, even a word or two.

8. Be aware of verbal and non-verbal cues.

Volume, tone of voice, hand gestures, facial expressions (e.g. anger), nervous tics, etc. may cause or signal alarm in a child. Be sensitive and adjust appropriately.

9. Provide a safe and sensitive environment.

This fosters the health, self-respect and dignity of the child or youth. Avoid criticism and sarcasm. Use humour generously and sensitively.

10. Celebrate their successes and praise effort.

Use encouragement and affirmations frequently. Praising effort rather than achievement helps a child or youth to develop a growth mindset.

Encourage positivity: "When life throws you lemons, make lemonade"

Some fun conversation starters:

- If you could have any superpower, what would it be?
- What is your favourite movie or cartoon?
- What would you do on your "perfect" day?
- If you could have one dream to come true, what would it be?
- Where would you fly if you had wings?
- What is your favourite family/school activity?
- If you could only eat one food for the rest of your life, what would you choose?
- If you could be any animal, what would you be?

(III) IDENTIFYING CHILDREN AND YOUTH IN DISTRESS

Some children or youth may go through traumatic experiences that are emotionally painful or distressful. If you notice sudden drastic changes in behaviour, do alert Filos staff immediately.

Some signs to look out for may include the following:

- Lack of interest and energy - apathy
- Withdrawal from relationships with adults or other children
- Excessive clinging to familiar people
- Prolonged sadness or generalised anxiety
- Loss of appetite
- Sleep disturbances

- Headaches or other somatic complaints
- Poor concentration, restlessness, sudden changes in mood, etc.
- Sexual behaviour inappropriate to age
- Aggressiveness or destructiveness
- Preoccupation with violence, suffering or separation in their play. Such reactions will vary from child to child and between different cultures

*Taken from Unicef - Working with Children Revision Version 01/01 found at https://www.unicef.org/violencestudy/pdf/ARC_working_with_children.pdf

(IV) EMPOWERING AND BUILDING RESILIENCE

- Support the child or youth's capacity to learn, to relate to others, use his/her imagination and see himself/herself as a part of the community.
- Develop a child or youth's awareness and regulation of his/her own feelings, as well as skills and strategies for letting others know how he/she feels.
- Allow him/her to try even though it may be hard (as long as it is within his/her ability). Be there to encourage, affirm and support.

Here are some phrases you can use to cheer him/her on:

I am really proud of you for not giving up..

You are so patient to keep trying..

That must be hard/frustrating for you..

That is a such a good idea/solution..

I think we learnt from this mistake. What do you think?

Learn more about developing resilience at <https://developingchild.harvard.edu/science/key-concepts/resilience/>

We hope that you will be as kind to yourself as you endeavour to be to the children and youth, and that you will feel connected to and supported by the Filos community.

Should you face any difficulties (e.g. challenging behaviour of child or youth, boundary issues, painful memories from the past, your health taking a turn) or need clarification, do not hesitate to approach our staff for support.

Stay Connected:
**"It takes a village
to raise a child"**

Guidelines For Effective Home Visits

(I) PRE-HOME VISIT

1. Preparing for the home visit

- Reviewing the information available about the beneficiary
- Plan your route

2. Packing and bringing along relevant items

- All required materials e.g. forms, pen, water bottle, umbrella, fully charged handphone and volunteer handbook
- Contact numbers of the relevant people e.g. Filos staff contact in your mobile phone
- Whistle if necessary
- Antibacterial gel if necessary
- Insect repellent if you are going to areas where there may be mosquitoes or other insects
- Keep all other valuables at home

3. Dressing appropriately for the home visit:

- Wear comfortable shoes
- Do not wear any neckties, scarves or hanging jewellery
- Wear pants (at least knee length) as there may be times you may have to sit on the floor

(II) ARRIVING FOR THE HOME VISIT

1. Keeping Programme Coordinator Informed

- Inform your Programme Coordinator at the start and end of your appointment with your beneficiary

2. Preparing to Enter Home

- Honour the time for the appointment and be punctual
- Be on the lookout for any disturbance (e.g. yelling), illegal activities and unrestrained animals
- Knocking on the door with authority but not forcefully to announce your arrival
- Stand to the side of the door so the door would be open fully for you to scan the interior of the house
- Be mindful of the presence of others in the house and the comfort level of the beneficiary
- In the event there is someone who is not dressed properly, politely request for them to do so and wait

(III) CONDUCTING THE HOME VISIT

1. Working with the Beneficiary

- Take note about the person e.g. ABC (Appearance, Behaviour, Cognition) and the 3Ms (Mobility, Medical Appointments and Medication)
- Take note about the environment e.g. fall risks, hygiene, presence of pests
- Share with them about the availability of relevant community and Filos resources
- Should the beneficiary requests for further assistance, let him/her know that you will be informing Filos to follow-up with them
- Should you prefer not to accept any offer of food and/or drinks, please do so in a tactful and respectful manner. You may highlight that you have brought your own food and/or drinks if you had brought them.
- At times, you may need to manage the expectations of not only the beneficiaries but of their families as well. Should this be the case, do process this with your Programme Coordinator if you have difficulty in managing it.

2. Staying Safe

- Keep a lookout for illegal items, flammable substances/chemicals, alcohol and/or weapons.
- Politely request for doors and windows to be opened for ventilation (and for safety purposes)
- Familiarise yourself with the environment and position yourself for easy exit where necessary
- Maintain adequate social distance between you and others in the house. E.g. Do not enter rooms.

3. Preparing to End the Home Visit

- Thank the beneficiary and their family member as you leave
- Tell them when to expect the next visit/call

(IV) POST HOME VISIT

1. Practise proper handwashing and use an antibacterial gel in situations where you are not able to immediately wash your hands.
2. Follow-up with Filos staff as necessary and/or prepare the necessary forms/reports for submission.



Community Resources

HELP LINES

Filos Community Services

Office (Mon - Fri, 9:00am - 6:00pm) 6242 5978, 6241 1503

Emergency Numbers

Police 999

Ambulance (Non-emergency) 1777

Civil Defence (Fire/Emergency Ambulance) 995

Samaritans of Singapore (Suicide Prevention) 1800-221-4444

Counselling

SAGE Helpline for Seniors 1800-555-5555

Care Corner Counselling Hotline 1800-353-5800

Association of Women for Action and Research 1800-774-5935
AWARE (*for women only*)

Association for Devoted & Active Men ADAM 1800-626-2626
(*for men only*)



www.filos.sg

UEN: 200408452G

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