

## CHILDREN'S AID SOCIETY MELROSE HOME - GUIDELINES FOR VOLUNTEERS

### (A) DOs

1. Do respect the child that you are helping.
2. Do let the staff know if the child misbehaves. Do not punish the resident directly as whatever action taken by you may not be appropriate; or may not be consistent with what has been meted out to other children, or to the same child, previously.
3. Do keep confidential the information you obtain from the staff about the child or the child's family. Do share with the staff information you obtain from the child.
4. In your general interactions with the child, do observe gender specific societal, cultural, and personal norms or boundaries in relation to touching, use of language, and other forms of interaction. Do not hold, kiss, cuddle or touch children in an inappropriate way. For example, for female children below the age of 8, it would usually be acceptable for a male person to touch the child on the head or shoulder if there is a need to show encouragement or support. However, for female children above the age of 8, it would usually be more appropriate to show encouragement or support by a handshake or a 'high five'.
5. For volunteers involved in one-to-one work with a child, do conduct this at a location that is easily observed by others in nearby areas, and that is easily accessible by the staff of the Home. In the event that the work needs to be done at a quiet location or inside a room to avoid distractions or to maintain confidentiality, the permission of the Executive Director must be obtained. In addition, the following should be adhered to:
  - the door to the room should be left open, and
  - there should be staff in the immediate vicinity to assist the child where necessary.
6. Do keep to the designated day and time of your voluntary work. This is to avoid disruptions to the routine and operations of the Home. Do keep us informed if you are unable to turn up for your designated slot, or if you wish to change to another slot.
7. Do dress and behave appropriately in the presence of the children. Do conduct yourself in a manner consistent with your position as a positive role model to the children, and/or a representative of your organization.
8. Do keep the staff informed if you have any problems or difficulties with the child, or with your volunteer work.

**(B) DON'Ts**

1. Do not contact or visit the child's family.
2. Do not take the child to your residence, or meet the child outside of the programme of the Home.
3. Do not run errands for the child. This could include buying things, making phone calls, or contacting persons on behalf of the child.
4. Do not overly reward the child with treats and gifts in the course of your work with the child. The reason is that we want the child to be motivated by the correct reasons in attending the volunteer programme.
5. Do not attempt to change the child's religious or political beliefs. This guideline also applies to volunteers doing religious work with the children.
6. Do not take photographs or video images of the children in the Home without the permission of the Home Supervisor. The reason is that the Home has the responsibility of protecting the interests of the children in our care, and this includes not having their identities revealed if it is their or their parents' wish.
7. Do not enter into the second level premises of the building, unless you have been assigned to do your volunteer work there.
8. Do not enter into the children's toilet areas unless accompanied by a member of the staff. This guideline applies whether or not there are children actually in the toilet.
9. Do not engage in rough physical games with the child.
10. Do not make sexually suggestive comments to the child, even as a joke.
11. Do not do things of a personal nature that the child can do for himself/herself, such as going to the toilet, or changing clothes.
12. Do not bring into the premises of the Home any unauthorized persons.
13. Do not reveal to the child private information about yourself, or give the child your contact particulars.
14. Do not loan to children, any electronic devices such as mobile phones, MP3 players, laptops and so on.

**(C) General Information**

1. If there are issues of scheduling or issues concerning the child you wish to discuss, please contact the Programme Executive (Volunteer & Philanthropy) , Ms Lim Wan Yin, at Tel: 6466 5758 / 8102 8581 or email [limwanyin@childrensaidsociety.org.sg](mailto:limwanyin@childrensaidsociety.org.sg).
2. If there are issues about the Home or the staff you wish to highlight or clarify, you may contact the Home Manager, Miss Eng Yew Hoon at Tel: 6466 5758 or email [engyewhoon@childrensaidsociety.org.sg](mailto:engyewhoon@childrensaidsociety.org.sg)
3. If there are issues about the Home Manager you wish to highlight or clarify, you may contact the Home's Executive Director, Mr. Frederick Low, at Tel: 6466 5758 or email [frederick@childrensaidsociety.org.sg](mailto:frederick@childrensaidsociety.org.sg).
4. Our Home is committed to the safety and well being of the children in our care. We respect the needs and rights of our volunteers. We support the rights of the child and will act to ensure that we provide a child safe environment at all times.
5. We hope that you will give a written commitment of your endorsement of our child protection policy. Thank you.

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To be completed by the volunteer

I have been briefed on the above guidelines for volunteers, and would like to express my commitment to the Home's child protection policy.

Full Name (as per NRIC) : \_\_\_\_\_  
Organisation (if applicable) : \_\_\_\_\_  
NRIC No. : \_\_\_\_\_  
Date : \_\_\_\_\_  
Signature : \_\_\_\_\_