



# Volunteer Handbook

**AWWA**

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# About the Volunteer Handbook

This Handbook seeks to provide everyone with an overview of AWWA's volunteer policies, procedures and programmes. Please read the Handbook thoroughly prior to commencing your volunteering experience with us.

Policies and procedures may change from time to time to accommodate changes in circumstances and applicable law(s). At any given time, existing policy and law will prevail over inconsistencies, inadvertent errors, or outdated material in this Handbook.

Thank you for your spirit of giving, and we cannot wait for you to journey with us as we support fulfilling lives for all!

*The AWWA Stakeholder Engagement Team*







## About AWWA

AWWA was founded in 1970 by a group of volunteers supporting low-income families, and has since evolved into one of Singapore's largest multi-service social service agencies. AWWA's multi-professional team supports early childhood education, the integration and inclusion of children with developmental needs, families with complex social issues, the elderly, and persons with additional needs so that they may live out their various dreams and aspirations. AWWA is a registered charity with an Institution of a Public Character status.

## Our Mission

To empower the disadvantaged to maximise their potential to lead independent and dignified lives.

## Values

- Care and Concern
- Commitment
- Integrity
- Responsibility
- Teamwork

# Our Services



## CHILDREN AND YOUTHS

Kindle Garden

Early Intervention Centre

Community Integration Service

Special Student Care Centre

Development Support & Learning Support



## SPECIAL EDUCATION

AWWA School @ Napiri

AWWA School @ Bedok



## ADULTS

AWWA Home Day Activity Centre

Home Personal Care Service



## FAMILIES

Family Service Centre

Transitional Shelter



## SENIORS

Active Ageing Centre

Dementia Day Care Centre

Home Personal Care Service

Rehab and Day Care Centre

Senior Community Home



## ALLIED HEALTH PROFESSIONAL GROUP



## Our Services Children

### Early Intervention (EI) Continuum

- Our EI suite of services supports children with developmental need through specialised intervention. EI activities enhance learning, foster participation, and build independence
- Services within the Continuum include:
  - Development Support/Learning Support
  - DS Plus
  - EI @ Centre

### Kindle Garden (KG) Preschool

- Singapore's first curated inclusive preschool to demonstrate the benefits of an inclusive pedagogy. Over the years, KG has provided over 600 children of different abilities with quality early childhood education experiences



## Our Services

# Youths

### AWWA School @ Napiri

Singapore's first Special Education School for students with multiple disabilities



### Community Integration Service

First-of-its-kind mobile service supporting the integration of students with physical disabilities, developmental coordination disorder, speech sound disorders and low vision into their mainstream education schools and the community.



### AWWA School @ Bedok

Special Education (SPED) School for students diagnosed with autism



### Special Student Care Centre

- After-school care centre for students from SPED Schools
- Provides physical care and opportunities for social interaction, life-skills training, sports, and arts in a safe environment
- Provides caregivers with respite and a chance to return to the workforce





## Our Services

# Adults



### AWWA Home

- Provides residential support and care for adults with physical and multiple disabilities, aged 18 to 55
- Programme activities include:
  - Training on independent and community living skills
  - Training on personal grooming
  - Mobility training through proper navigation and use of mobility aids



### AWWA Day Activity Centre

- Community-based facility that provides care and training for adults with additional needs.
- Programme activities centre on therapeutic games, social outings, and community activities to maintain the functional status of each client based on their needs and preferences



## Our Services

# Seniors



### Senior Community Home

An inclusive facility that provides accommodation for the elderly who are destitute and/or have no alternative living arrangements



### Dementia Day Care Centre

Aims to slow down the deterioration of seniors' physical and mental functions by adopting person-centred care approach Provides respite for caregivers of persons diagnosed with dementia



### Active Ageing Centre

Provides a drop-in recreational space to enable seniors to adopt an active lifestyle, participate in the community, and reduce social isolation



### Rehab & Day Care Centre

- Provides structured rehabilitation through therapy conducted by a multidisciplinary team
- Operates centre-based nursing and home therapy services



### Kampung AWWA

- An integrated space for seniors to socialise, enjoy leisure activities, engage in physical exercise, and acquire valuable skills to enhance their well-being
- Offers a range of services and amenities including the Gym Tonic strengths training programme, a Community Cafe, and a dedicated Resource Centre for caregivers

## Our Services

# Families



### **Family Service Centre (FSC)**

One of Singapore's earliest FSCs, which serves families in need and those from low-income households by helping them better achieve independence, stability and resiliency through referrals, casework and counselling



### **Transitional Shelter @ Jalan Tenteram Transitional Shelter @ Lengkok Bahru**

Provide temporary accommodation for displaced families and help them achieve stable housing arrangements

## Code of Conduct

# General Etiquette



The safety and well-being of our people and partners are paramount. Please avoid using your mobile devices while volunteering. Should you need to attend to an urgent call, please inform our staff in advance (where feasible), and take your call away from the activity to minimise disruptions.



Treat all clients, staff and volunteers with respect regardless of age, gender, language, family and social background and culture, disability, racial origin, religious or political beliefs, and sexual identity.



If you are unwell, please inform our staff in advance, and skip the activity.



Please stay with the client(s) you are paired up, and stay within the designated area.



Please seek clarification from our staff when you are unsure of the role(s) and responsibilities in any volunteering activity.



Under no circumstances should you lend, borrow or give monetary gifts to clients. Similarly, you must not accept money or gifts from clients.



You are encouraged to enter clients' home in pairs or groups for volunteering activities.



You are encouraged to inform staff of damaged or hazardous resources and furniture.



## Code of Conduct

# General Etiquette



Physical proximity (hugging, kissing, sitting on lap, et cetera) with our clients is prohibited.



Avoid wearing heavy and/or long accessories – such as necklaces, earrings, neck scarves, and bracelets.



Smoking and the consumption of alcohol during volunteer activities are strictly prohibited.



All media queries and requests pertaining to AWWA and our programmes from any media agencies, including, but not limited to the broadcast, electronic, print and online media, wire services and mass circulation publications, must be directed to AWWA personnel.



Please tie up long hair, and wear comfortable shoes.



Singlets, mini shorts, short skirts, slippers, revealing tops/attire, heels and slippers are not allowed.



Body art or body piercing should be covered appropriately to uphold and protect the image and reputation of AWWA as a social service agency.

The dress code has been developed with the safety of the volunteers in mind and in consideration of our clients, staff and partners. Volunteers who are not appropriately dressed may not be allowed to participate unless suitable adjustments are made.

## Code of Conduct

# Conversation



Speak to them at their eye level.



Be patient.



Be mindful of your body language.



Avoid commenting on sensitive issues such as religion, finances, behaviour or behaviour strategies, physical appearance, et cetera.



Do not use profanities or vulgarities.



Speak to everyone with respect.



Sit down while speaking to a wheelchair user during long conversations.



Ask for permission before handling someone's mobility aid.

## Code of Conduct

# Children and Youths with Autism



### DO's

- ✓ Use simple word(s).
- ✓ Give short (1-step) and precise instructions. Address students by their name to get their attention (E.g. "Betty, place your bag on floor".)
- ✓ Students may not react immediately. Allow them to have some response time.
- ✓ Students have different response abilities and needs. Be patient in your conversations, and do not be discouraged if they do not respond verbally.
- ✓ Provide prompts when needed.
- ✓ Use the counting-down method to end an action/activity (E.g. "We will end our game in 5, 4, 3, 2, 1").



### DON'Ts

- ✗ Do not attempt to carry or physically handle students
- ✗ Do not discuss student matters or pass remarks/comments in a student's presence.
- ✗ For everyone's safety, do not pull students up by the hand or clothes when they are on the floor



## Code of Conduct

# Health, Hygiene and Safety



Practice good personal hygiene by sanitising your hands prior to the start and at the end of any volunteering activity.



Please do not share personal items such as towels, cups, bottled water, et cetera.



All volunteers are to put on gloves during meal preparation.



All volunteers should wash their hands thoroughly:

- Before handling food
- Before and after providing first aid
- After visits to the restroom

During the event of a pandemic, AWWA will adhere to the guidelines and regulations as stipulated by the Ministry of Health.



## Code of Conduct

# Privacy and Confidentiality



Photographs, videos, and/or recordings using mobile phones or any devices for your personal safekeeping are prohibited. If you wish to feature our activities and clients, you must seek prior approval before publication.



Posting of photographs and any other personal data of AWWA's clients and their caregivers on your personal social media platforms is prohibited.



You are not to represent AWWA without prior approval.



Do not divulge your personal information such as contact numbers or home addresses to clients (except when needed such as during home befriending or tutoring activities).



Be considerate of others' right to privacy and confidentiality and help to safeguard confidential information that is shared with you; you will not disclose this information to third parties without prior approval from AWWA.

# Your Rights As A Volunteer

Efforts are made so that our volunteers:



Participate in a safe and conducive environment.



Are given accurate and valid information about AWWA's services and clients.



Are well informed about volunteer roles, and agreed volunteering hours.



Are sufficiently covered under AWWA volunteer-related insurance plan.



Are given an outlet to share grievances or feedback with our staff.



Are prepared sufficiently prior to the commencement of each activity.



Have their confidential and personal information respected.



From time to time, photographs, video or audio recordings may be taken during activities for publicity purposes. Should you wish to revoke publicity consent, please inform our staff in advance.

## Cessation of Volunteers

At AWWA, we recognise the importance for volunteers to treat all stakeholders and partners with respect and dignity. Volunteers are required to adhere to the tenets of the AWWA Volunteer Code of Conduct. AWWA reserves the right to withdraw you from volunteer placement at any time if we find that you do not adhere to AWWA's policies, rules, and procedures, or are not suited to the volunteer role.



# AWWA Policies

## Personal Data Protection Policy

AWWA has implemented processes to comply with the Personal Data Protection Act 2012 (the “PDPA”). Unless otherwise permitted by law, AWWA obtains consent for the collection, use, disclosure and processing of personal data. Consent given may be withdrawn by notification to the Data Protection Officer in AWWA. Data is also used only for purposes disclosed unless otherwise permitted under the law. Reasonable security arrangements are also in place to prevent unauthorised access, collection, use, disclosure, copying, modification or disposal of the personal data.

Please click [here](#) to view AWWA Privacy Notice.

## Whistle-blowing Policy

AWWA is committed to high standards of corporate governance and compliance with all laws, regulatory requirements and internal policies. AWWA does not condone any malpractice, impropriety or statutory non-compliance by employees in the course of their work.

In line with this commitment, the Whistle-blowing Policy aims to encourage staff, partners, volunteers, suppliers, contractors, clients and other stakeholders of AWWA to raise concerns or to report malpractices or misconducts, and to offer assurance that they will be protected from reprisals or victimisation for whistle-blowing in good faith.

Please click [here](#) to view AWWA Whistle-blowing Policy.

# AWWA Policies

## Conflict of Interest Policy

AWWA has a Conflict of Interest Policy and operating procedures in place to avoid and manage situations with actual or perceived conflicts of interest. The Policy is read and acknowledged by Members of the Board, Board Committees, staff upon appointment and annually thereafter during the term of office, and volunteers upon registration. In the event a conflict of interest situation arises, full disclosure must be made and the interested member must abstain from any discussion and voting on the matter.

In order to avoid any conflict of interest or any conflict in roles, staff are not allowed to be members of the Board of AWWA and Board Committees. In addition, members of the Board of AWWA and Board Committees are not paid for their services.

Please click [here](#) to view AWWA Conflict of Interest Policy.

## Communication Channel

- Your Volunteer Manager will be your point of contact.
- Do inform your Volunteer Manager in advance if you are unable to participate or attend any pre-arranged programme or activity.
- You may request for a testimonial of your volunteer service through your Volunteer Manager if you fulfil at least 24 hours of service within the calendar year.
- All complaints of sexual harassment or misconduct, if any, should be brought up to the Volunteer Manager.

### **Return of AWWA Property**

Volunteers must return all property of AWWA including any keys, access cards, thumb drives, and other materials entrusted to them when they cease their volunteering with us.



## Volunteer Feedback

Your ideas, thoughts and opinions are valued!  
[Share your feedback with us](#)

## Make a Difference Today!

<https://www.awwa.org.sg/donate/>

## Get In Touch With Us!



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