



Singapore National Stroke Association

Volunteer Code of Conduct

Volunteers are valued members of Singapore National Stroke Association (SNSA). To ensure a fruitful experience for all, we require volunteers to display utmost integrity and comply with our Code of Conduct.

This Code of Conduct applies to all programmes and services under SNSA.

General Conduct

1. Volunteers are required to be punctual for their assignment and be present at all times for their duties.
2. If unable to turn up for volunteer assignments, volunteers are required to inform reporting personnel / SNSA staff as early as possible, giving at least 2-days notice.
3. Volunteers need to inform reporting personnel/SNSA staff if they are running late or need to leave early.
4. Volunteers are to carry out their duties responsibly, and to observe all safety procedures.
5. Volunteers are to ensure proper care of SNSA's property and other resources and refrain from using SNSA's property, resources, information or funds for any purpose other than authorised uses.
6. Upon completion of the volunteer assignment, volunteers are not to have any contact or agreement with the beneficiaries. Should volunteers still proceed to maintain contact or agreement with beneficiaries, it is to be noted that SNSA shall not be held liable for any circumstances/difficulties arising from it.
7. Volunteers are not to bring any unauthorised persons to the assigned venues during their assignments without SNSA's approval.



Interactions with Staff and Beneficiaries

1. Volunteers are expected to interact in a respectful manner with staff, beneficiaries, fellow volunteers and any other personnel they may meet in the course of their assignment.
2. Volunteers should not take advantage of contact and relationships with beneficiaries to further their own business, religious, political or personal interests.
3. Volunteers must not offer any words of advice or information to beneficiaries on medical issues.
4. Under no circumstances should volunteers have inappropriate physical contact with the beneficiaries at all times. There should be no involvement of assistance such as dressing, bathing, or toileting.
5. Volunteers should not seek or accept rewards or gifts regardless of the monetary value.
6. Volunteers are not to engage in any activity that may bring harm (e.g. physical or mental) to another person or property.

Privacy and Confidentiality

1. Volunteers should respect and not disclose confidential organisation or beneficiary information to unauthorised persons.
2. Volunteers in their course of assignments are to uphold great integrity and do not falsify or change any documents or records.
3. Volunteers should not engage in any direct form of communication with the media, including writing reports for the media, accepting interviews and / or writing letters to the forum pages without prior discussion and approval from SNSA. They shall refer to SNSA all media queries and requests pertaining to SNSA and its programmes from any media agencies.
4. Volunteers should not post any photographs or videos on reports, advertisement, promotional material or social media without obtaining permission from relevant personnel and SNSA.
5. Volunteers should not act as a spokesperson for the organisation unless prior permission or authority has been given.



Dress Code

1. Volunteers should be dressed appropriately and modestly for all volunteer assignments. Outfits with offensive words are not allowed as well.

Conflict of Interest:

1. Volunteers are expected to avoid situations which may have conflict of interest with the agency eg. Other commitments, roles in other organisations. If any potential area of conflict arises, please consult with your supervisor / manager.

Declaration:

I have read and understood the requirements and commitments written in this agreement. I accept and agree to abide by the Volunteer Code of Conduct fully.