TEAM TOUCH

Project Bright Journeys





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# About Service Learning Project

Service Learning project is learning strategy impacts the community meaningfully through reflection and activities that strengthens the community.

Before starting of your project, be sure to understand the aim of your project. The aim of the project would act as a guideline whenever you feel that you are out of focus. This aim also acts as a motivation and a source of achievement as you work your way through the smaller steps before reaching your goal.

# Project Aim

The key question you intend to resolve with your project idea.  Phrase it as a statement starting with “To” – the more specific the problem statement, the more focused your solution will be.

Make it specific, measureable, action-oriented, relevant to the key problem and time bound! (SMART Approach)

For example:

Project Aim:

To improve on the situation where social isolation commonly faced by elderly and intergenerational gap between youths and elderlies is a challenge to overcome in Singapore. (Specific Problem).

Hence, We aim to raise awareness of the importance of bonding and breaching the generational gap between the elderly and the youth by initiating befriending opportunities such as bringing elderlies from the nursing home to visit new places to allow volunteers and elderlies to interact and befriend (Action-oriented and relevant to key problem) .

Measures of success will be by achieving >75% of positive feedback from volunteer befrienders and the elderly in the terms of interaction (Measurable),

after 3 trips in the time period of 9 months. (Time-bound)

This example has been broken up into separate points for easier reading. When you do your project aim, to combine all these and write them into one paragraph.

# Sourcing for and contacting an organisation

The thought of looking for an organisation to work with may seem scary - the hours of research that goes into it, and having to contact strangers to convince them to work with you. Fret not! Here are some guidelines for you:

1. Set your goals and objectives. Know the kind and amount of assistance that you will be able/willing to provide to the organisations. This is a vital step in ensuring that you find an organisation that matches with your objectives and allows you to match theirs.

2. Research, research, and research for organisations that you can potentially work with. There is no easy way about this except to split the workload among you and your groupmates.

3. Compile a list of potential organisations and start contacting them. Remember that calling the organisations always gets things done quicker than emailing them. A phone call directly to the organisation allows you to speak to the representatives immediately, whereas emails may take a while to or never replied to.

4. Once an organisation has expressed interest in working with your team, listen attentively to their needs, and identify the needs that you would like to help them with. At this stage, the organisation will probably ask you for a proposal of how you can help them out. Ask for a specific representative from the organisation to contact for any further clarifications needed. Notify the organisation representative of the date by which you can submit the proposal to him/her.

5. Gather your team as early as possible to work on the proposal for the organisation. Do your best to impress the organisation with your proposal as they may still reject you if they do not find your proposal suitable for their needs and objectives.

6. Follow up actively with the organisation representative and update him/her of your progress.

7. If the organisation has rejected your proposal, you may politely ask for the reasons as to why they have rejected your proposal to see whether you can improve it for them. If they have rejected your help, it is okay, simply head back to number 3. Remember that perseverance is key.

8. If the organisation has approved your proposal, congratulations! However, your work is far from over. Continue to engage the organisation representative throughout the entire process - from planning to execution - to ensure that everyone's needs are satisfied.

* It might take a while to find an organisation that matches your objectives so do not be afraid of rejection. The best things are worth waiting for!
* Always be polite and courteous in communicating with the organisations. Thank them even if they have rejected your help.
* Display genuine interest in helping the organisations when you are communicating with them. This may increase your chances of approval!
* Do **NOT** press the organisation to work with you if they have already communicated that they do not need what you can provide.

# Sponsorship

It is important to get sponsorships from various organisations to help improve the flow of an event. Sponsorships can come in the form of meals or financial support.

**What to do to get sponsorship?**

The best thing to do is to make a list of the people, businesses or organisations that you might want to approach and then check them off as you hand or send them sponsorship folders.

**How to make the ask for sponsorships?**

* Email

You can electronically send your sponsorship email to your desired organisation, and you can personalize for each ask. The more personalized your cover letter, the better.

* Hand-Delivering the Information

Whenever possible, consider personally handing the sponsorship letter and folder to the person or organisation you are asking to support the event. The more personal you make the approach, the better it is. Hand-delivering the sponsorship information will also give you an opportunity to explain why the event is important to you and your group, and why you think the organisation should consider sponsoring it.

**Who do I present the sponsorship details to?**

Either someone you know or the key person in the company, business or organisation who is most likely to make the final decision on the request.

**How do I get a better chance of being sponsored by the organisation?**

Once you've made the ask, always remember to follow up with a phone call or e-mail about one week later to inquire about the status of your request. Keep following up with your contact until you get a definitive answer. If you get answers such as "I'll get back to you." or a "no" response, note the reasons why so that you can improve while approaching other organisation. If you don't get an answer, you will need to continue to follow up until you get one.

#  Event Flow & Briefing

Event flow is an important process in ensuring that the event can be carried out smoothly. Event flow must be done **beforehand** and can be done in ways such as creating a timeline.

**Timelines**

Timelines are most useful for showing important milestones and deadlines. They are designed to provide a broad overview of a sequence of events in time. They don't go into detail, but links to events, information and images may be added as needed.

Every timeline should have a title **identifying the project**.

Make the timeline. Decide what segment of time you want to illustrate. For projects, identify when work would begin and when it must be completed.

**Determine the scale of the timeline**

Based upon the total duration of the time depicted, divide the timeline into equal, reasonable sections. For example, if your project event must be completed in 5 months, each section can take about 3-4 weeks to organise and plan.

**Add visuals**

Use pictures to further illustrate an event or task on the timeline. This can add clarity and increase the visual appeal of your timeline.

With a proper event flow, an event is less prone to changes and is more stable.

**Briefing**

The key to giving a successful briefing is to keep it **accurate**, **concise** and **clear**.

A successful briefing focuses on the audience. While the information supplied during a briefing is important, what's more, important is that the information evokes the desired response. Always ensure that important stuff is brought over to the audience during a briefing.

Speak with assurance, keep answers brief and don’t be evasive even in the face of a difficult or negative question.

Handling difficult questions:

Don’t worry about admitting that you don’t know something or haven’t considered an alternative approach. An enthusiastic “That’s an interesting idea, I’d not thought of that” is much more positive than a mumbled “I don’t know”. Remember that a briefing is a two-way process and it is important to show that you are learning from your audience as well.

**Things to avoid**

**Avoid an aggressive or defensive reply**

It will be seen as a weakness on your part and will spoil the effect of an otherwise successful presentation.

**Avoid passing the blame**

For example: “That wasn’t my idea, my supervisor did the preliminary work, I’ve simply attempted to …”. It comes across as weak and evasive. If an idea from the audience is a good one, acknowledge its value. If it isn’t, make a polite rebuttal and move on.

**Handling persistent questions/ audience**

Sometimes the audience might be persistent with a lot of questions that may cause your presentation to overrun. Consider using an assertiveness technique called ‘broken record’ to assert your position calmly: “I’m afraid I need to move on ... I do need to move on ... I would like to move on now.” Your final sanction is to take another question or even close the presentation.

# Proposal Requirements

In a Community Proposal, these following components must be presented:

## 6a. Executive Summary Guidelines

View executive summaries as a quick introduction of your residential project, and a striking reason why your community partner should work with you.

From here, this summary uses the important points required in an executive summary.

* Who are you? What does your group do?
* What is the problem?
* What do you expect to accomplish with this project?
* Why do you think it will work?
* What outcomes do you expect to cause?
* What will you do?
* How will you evaluate success?
* Who will do the work? Why are they qualified?
* What resources do you need? What resources do you bring to the project?

Ensure that your executive summary is complete, and don’t focus almost entirely on defining the problem or plan of work. Ensure that it is as short as possible without leaving out crucial information the organization needs to know, and write it well to capture the interest of the reader.

This is an example:

“We are a group of volunteers form Youth Corps Singapore which organises community events and residential projects to improve the well-being of the beneficiaries. With social isolation and limited opportunities to go outdoors in nursing homes being an issue for elderlies, there is a need to bring the elderly out for meaningful trips, where they can experience and see how Singapore had progressed throughout the years. In this project, we propose to bring the elderlies to Changi Airport. Volunteers will be involved in providing a unique experience by bringing the elderlies out from their nursing homes to places seldom/ never visited. E.g. Changi Airport for a day. Aim is to let volunteers gain experience on bonding and breaching the intergenerational gap with elderly and allows elderlies to enjoy the novelty of visiting new places and knowing new people, which will be beneficial for their spiritual and mental well-being. Success of this project measures on the type of feedback taken from both groups of people after the event. Volunteers will receive ample basic training regarding on how to handle the elderly hopefully by your organisation (if you have) before the event kick starts. As for interaction, volunteers will be briefed by the team members organising the event. We will require willing elderlies accompanied by nurses for this event, and on our part, will arrange for transport and logistics required. ”

## 6b. Goals and Objectives

This is where you explain what you hope to accomplish. In most cases, you need to distinguish between the overall project goals and specific objectives.

**Goal**

A goal is a broad, conceptual statement. For example: “Our goal is to increase the awareness of ... with youths … in Singapore.”

Take note when setting goals:

Identify a meaningful but realistic goal for your project. Make the goal achievable and worth achieving.

**Objectives**

Clear, precise objectives are critical – put them in bullets or enumerate them. Do not allow them to be lost in the middle of a paragraph. Do identify specific, preferably quantifiable, objectives for your project and ensure these objectives relate specifically to the problem that you defined.

This is one example of a good objective:

“Our objective is to encourage at least (number of) volunteers to enjoy the benefits of (activity) , and at least (how many) of the participants to volunteer in this kind of activity for the second time and beyond , in the period of (how long).”

Do take note of the common mistakes:

* Confusing the goal with activities (our goal is to train 250 people **rather than** our goal is to increase the awareness of (this problem) of elderly and importance of … between ... in Singapore.”)
* Confusing the objectives with activities (our objective is to train 50 people **rather than** our objective is for 50% of all participants to volunteer for elderly befriending the second time.)
* Failure to indicate a time frame for achieving goals and objectives.

## 6c. Project Description

This section of your proposal is the entire blueprint of your residential project.

* Explain clearly why and how the activities proposed will help solve the problem that you described.
* Ensure that your timeline is clear.
* Lay out in detail the people doing specified roles.
* Demonstrate to the organisation of your seriousness about this project and have already committed time and effort to making sure that the project activities will lead to the expected outcomes.
* Show steps taken in project planning, identified partners and they are on board and willing to play an active role in the project.

**Components of the Project Description include:**

1. **Projected Scale:**

Depending on how many of the beneficiaries the organisation allow, and the number of manpower your project group have, allocate the manpower from your project group with the number of beneficiaries respectively.

Do show the number of people allocated for certain roles.

*Note :*

*Number of student / adult volunteers are to be confirmed depending on manpower needed for your event.*

*Confirm the number of beneficiaries you are going to handle before posting the number of volunteers needed on the YCS portal / Google forms / Social Media channels .*

For example:

“We hope to engage 10 children to go with us. On every outing, about 10 student volunteers, and ABC team members will be waiting at Changi Airport. 2 ABC I/Cs will be travelling with the elderly, along with the staffs & nurses from XYZ. Normally, total … would be around… to … to do the media, … to do the befriending.. Etc.”

* If you would like to show them the roles specific people do for the event, you

can create a table like this:

|  |  |
| --- | --- |
| Name | Role |
| AAA | Befriender |
| BBB | Official In Charge |
| CCC | Assistant In Charge |
| ... | ... |

**2. Dates: (If needed)**

Dates are not confirmed and are subjected to changes based on transport company , so do confirm the dates with transport and catering(or even other outside vendors that are catering the services, then can give a rough set up date first for reference to the organisation.

**3. Meals:**

Different beneficiaries have different food preferences.

Do find out:

The food preferences of the beneficiaries you are working on (Halal, vegetarian, etc.)

Several Catering options ( Will you consider finding the caterer to order food in advance, or buy food from certain outlets on the spot, during your event?)

Possible alternative solutions if the food you buy does not suit the beneficiaries but accommodation can be made to remedy it.  (For example, buying McDonalds for the elderly and request the nurses to blend it so that the elderly can enjoy McDonald's with everybody)

Do prepare packed snacks and refreshments for your events!

**Programme Flow and Details :**

Required:

* How long will your event last?
* Ways to identify your volunteers and your beneficiaries. (Important if your event involves moving out of the organisation’s building for your activities, otherwise it is optional) For example, on the event, facilitators wear black lanyards and befrienders wear blue lanyards, participating elderly wear green lanyards...
* In a specific time slot, what activities are being done?
* Plans to allocate manpower.

**---- This is a worked example ----**

Since our event involves moving into Chinatown for a heritage tour, to identify our beneficiaries ( children ) , we will provide them with ..., and volunteers and facilitators will be given...

Programme Flow

|  |  |
| --- | --- |
| Time slot  | Activity |
| 0800-0900 | Orientation |
| 0900-1200 | Activity 1 |
| 1200 | Dismissal |

Manpower

* Three ABC members will be assigned to manage volunteer befrienders. One ABC member will manage 4 befrienders each.
* One to two befrienders will be responsible for taking care of one child.
* …
* …
1. ***Risk Assessment Management Procedures***This segment, shortly named as RAMPs, is a plus point to have as it evaluates the risk factors in your event and give a rough gauge if your event is safe or too risky to be executed. This is a systematic approach to reduce the risk of an activity to a level that is manageable to the people involved in your event.

## **Step 1: Hazard Identification using P.E.E.P.**

* **People –** People involved in an activity including participants, facilitators or any other parties involve in an activity
* Competency
* State of mind
* Behaviours
* Attire
* **Environment –** the hazards posed by the environment where the activity is conducted
* Weather
* Floor/ground conditions
* Obstructions
* Obstacles
* Tripping hazards
* **Equipment –** refers to props, climbing equipment, rope that are used to carry out an activity.
* Balls
* Ropes
* Poles
* Hula hoop
* Helmet
* **Procedure –** the ways and steps an activity is conducted
* Climbing
* Lifting
* Tossing
* Stacking
* Standing in awkward position
* Jumping

## Step 2: Risk Evaluation Risk evaluation

is the process of estimating the risk levels for the hazards and their acceptability. This is used as a basis for prioritizing actions to control these hazards and minimize safety and health risks. Risk evaluation consist of the following steps;

* Identify Risk:
* Expected **SEVERITY** of a potential accident originating from the identified hazard;
* **LIKELIHOOD** of the occurrence of the accident or ill health

|  |  |  |
| --- | --- | --- |
| **LEVEL**  | **SEVERITY** | **DESCRIPTION** |
| 5 | Catastrophic | Fatality, fatal diseases or multiple major injuries. |
| 4 | Major | Serious injuries or life-threatening occupational disease (includes amputations, major fractures, multiple injuries, occupational cancer, acute poisoning). |
| 3 | Moderate | Injury requiring medical treatment or ill-health leading to disability (includes lacerations, burns, sprains, minor fractures, dermatitis, deafness, work-related upper limb disorders). |
| 2 | Minor | Injury or ill-health requiring first aid only (includes minor cuts and bruises, irritation, ill-health with temporary discomfort)  |
| 1 | Negligible | Not likely to cause injury or ill-health. |

|  |  |  |
| --- | --- | --- |
| **LEVEL**  | **LIKELIHOOD** | **DESCRIPTION** |
| 5 | Almost Certain | Continual or repeating experience. |
| 4 | Frequent | Common occurrence. |
| 3 | Occasional | Possible or known to occur. |
| 2 | Remote | Not likely to occur under normal circumstances. |
| 1 | Rare | Not expected to occur but still possible. |

* Assess Risk level

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| (By multiplying the numbers indicated, you must input the different risks in their specific boxes.) | **Rare** (1) | **Remote** (2) | **Occasional** (3) | **Frequent** (4) | **Almost Certain** (5) |
| **Catastrophic** (5) | Medium (5) | Medium (10) | High (15) | High (20) | High (25) |
| **Major** (4) | Medium (4) | Medium (8) | Medium (12) | High (16) | High (20) |
| **Moderate** (3) | Low (3) | Medium (6) | Medium (9) | Medium (12) |  High (15) |
| **Minor** (2) | Low (2) | Medium (4) | Medium (6) | Medium (8) | Medium (10) |
| **Negligible** (1) | Low (1) | Low (2) | Low (3) | Medium (4) | Medium (5) |

This above table would indicate how much pointers does the mentioned risk by you has scored, judging by how serious the mentioned risk might be, actions written below will be carried out depending if it is a Low risk, Medium risk or High risk event.

## Step 3: 4T Approach

4T Approach of managing risk. Typically, the 4Ts are applied sequentially.

* **Tolerate –** in the case where the level of risk can be managed with existing condition or is acceptable to all parties.
* **Treat –** existing conditions or safety procedures are not sufficient to manage the risk of an activity. Additional risk management measures are required to be put in place.
* **Transfer –** existing conditions or safety procedures are not sufficient to manage the risk of an activity. Additional risk management measures are still not sufficient to lower the risk level. The responsibility of risk management is transferred to a senior staff.
* **Terminate –** the existing risk cannot be managed by any risk management strategies, terminate activity immediately.

|  |  |  |
| --- | --- | --- |
| **Risk Level** | **Risk Acceptability** | **Recommended Activities**  |
| High Risk(15-25) | Not acceptable  | * High risk level must be reduced to at least medium risk before work commences.
* There should not be any interim risk control measures. Risk control measures should not be overly dependent on PPE or appliances.
* If practicable, the hazard should be eliminated before work commences.
* Management review is required before work commences.
 |
| Medium (4-14) | Tolerate | * A careful evaluation of the hazards should be carried out to ensure that the risk level is reduced to as low as reasonably practicable within a defined period.
* Interim risk control measures, such as administrative controls or PPE, may be implemented while longer-term measures are being established.
* Management attention is required.
 |
| Low Risk(1-3) | Acceptable | * No additional risk control measures may be needed.
* Frequent review and monitoring of hazards are required to ensure that the risk level assigned is accurate and does not increase over time.
 |

**RISK ASSESMENT AND MANAGEMENT TEMPLATE**

|  |  |  |
| --- | --- | --- |
| **Hazards Identification** | **Risk Evaluation** | **Risk Control** |
| **Hazards** | **Potential Accidents** | **Low Risk(1-3)** | **Medium Risk** **(4-14)** | **High Risk****(15-25)** | **Strategies for Reducing Risk** | **Action Personnel** |
|  |  |  |  |  |  |  |

## Community Project Assessment Worksheet (CPAW)

CPAW is planning before a project that you can use to give yourself a better idea of what your project wants to achieve and better direct it to success.

* What is the specific question your project is trying to answer?
* What are the constraints faced?
* Who are the stakeholders?
* What does success look like?

Thus, 7 segments in CPAW ought to be answered and give yourself a clearer view to how execute the project.

1. **Project Aim**
* How do you intend to resolve the key issues with your project idea?
* Phrase it as a statement starting with “To” – the more specific the problem statement, the more focused your solution will be.
1. **Context**
* What is the situation surrounding the issue you are facing?
* What complications will you face given this external situation?
1. **Criteria and measures for success**
* What would it take for you to consider this question solved successfully?
* What metrics would you use to measure success?
1. **Decision makers/stakeholders**
* Who needs to decide/act/be convinced?
* Who can help influence the decision makers
1. **Timeframe for resolution**
* What are the key milestones (achievements) to solve this question?
* By when must you achieve each milestone?
* What is the “Quick win” you can accomplish to build unstoppable momentum?
1. **Constraints/challenges**
* What are the key concerns and issues that people have surrounding the question?
* What are key challenges you will face when dealing with this question?
1. **Boundaries and limits**
* What parts of the question will you **not** address/touch?

Below would be a sample CPAW sheet with examples filled in.

|  |
| --- |
| **Project Aim**To implement a 1.5 year service based programme that will attract youth volunteers, and equip them with the relevant competencies to offer respite care for the seniors in elderly care centres |
| **Context*** Lack volunteers who can commit for longer term (most are adhoc)
* Existing volunteers may not be skilled
* Lack of manpower for most respite care centres dealing with elderly.
 | **Criteria and measure for success*** At least 75% of the derly provided positive response to the programme after 6 months
* At least 75% of the youth volunteers reported an increased in knowledge, skills and confidence in being a caregiver and friend to the elderly.
 |
| **Decision makers/stakeholders*** Elderly
* Volunteers
* Caregivers
* External trainers
* Beneficiaries’ organisation
 | **Constraints/challenges*** Emotional: mismatch of volunteers’ expectations and beneficiaries’ needs
* Physical: difficult clients might behave aggressively towards volunteers
* Cognitive: large gap between theory taught in trainings and the actual befriending session
* Commitment: Volunteers not able to commit to programme and may drop out after a few months
 |
| **Timeframe for resolution*** Community visit – 27 Jan to 9 Feb
* Complete proposal – 14 to 24 Feb
* Prepare for presentation – 24 Feb to 3 March
* Finalise project plans – 4 to 13 March
* Plan volunteer training programme …
* Recruit volunteers …
* Prepare for pilot run …
* Pilot run …
* Plan marketing campaign …
* Review and post-project analysis
 | **Boundaries and limits*** Limited to seniors at the centres that you have engaged with
* Engage only youth volunteers between 16-35 year old
 |

Lastly having a good CPAW will not only make the team clearer of their goals and make sure that team keep track of the project flow.

Thus using **SMART; Specific, Measurable, Action-oriented, Relevant (to the problem), Time-bound,** would be better in planning a good CPAW to bring the project to success.

# About Volunteers

## Recruiting Volunteers

Under Youth Corps Singapore, they would be able to recruit volunteers through their website. As a Youth Corps Aspirant, you would have access to the portal and they would provide you with the step-by-step information on how to post the volunteer opportunity.

Volunteers are usually kind hearted and are ready to help. Show your sincerity and appreciation for their volunteerism as and when you have contact with them. E.g. Calls, Messages, Emails and on the actual day.

## Things to take note

Before the project

* 1. **Brainstorm for potential activities to take place**
* Before paying a visit to the partnered organisation, do brainstorm for some activities that your group may offer to the organisation before the meeting. These activities can be brought up during the meeting so that the partnered organisation can gauge your ability.
	1. **Visit the partnered organisation**
* Months before the project, do drop by at the partnered organisation. Befriend and have a meeting with the elderly and person-in-charge there to have a clearer view on what activities would suit them.
	1. **Choosing volunteers**
* It would be good to have volunteers that are comfortable with different dialects and languages because language barrier is very common during our project.
	1. **Volunteer meetings**
* Depending on the scale of your project, it is advisable to have a volunteer meeting before the project date if it is a long-term volunteer project. Do remember that the briefing to the volunteers should also include any content that the partnered organisation wishes to inform the volunteers.
* During briefings, it is good to motivate volunteers to be on their best behaviour and smile whenever possible. Keep volunteers vigilant of the elderly’s behaviour and emotions to have an engaging conversation. Avoid sensitive topics like hospital, medical conditions, family, background if you see that these topics are starting to bring in negativity in the elderly.
	1. **Send Reminders**
* Do send reminders to the volunteers one week in advance, then the day before to confirm their availability again. If the volunteer backs out, at least you would still have a week to find a replacement.
* Provide contact details for volunteers to contact if they were to have any enquiries.

During the project

1. **Time of Arrival**
* Do take into consideration that the arrival timing of the elderly organisation may be earlier or even later. There should be plans on what to do when these situations occur.
* If food is provided by your project group, do also take note that the food arrival timing can also be a problem. For our situation, our food arrived an hour late and some of our volunteers had a hard time entertaining the elderly. Hence, it is advisable to have plans in situation like this. Games is highly recommended for times like this
1. **Duration**
* Elderly can be tired easily and it is highly recommended to keep the project to a maximum of 4 hours. Leave some time for toilet breaks too!
* It is good to have a timekeeper, to ensure that all activities are kept within the scheduled timings. Transportation timing would be affected under this circumstance.
1. **Atmosphere**
* Do take note of the atmosphere during the project. When you see that the volunteers are having problems, do step in and help them.
* The mood there should be lively and happy, so remember to smile whenever and wherever.
1. **Volunteers**
* Volunteers might be late so do have leaders on standby to take the place of the late volunteer.
* Keep an eye on the volunteers to ensure that they engage the elderly through spreading enthusiasm and positive energy.

# Actual Day Preparation

Below are some pointers to take note on the actual day

-        Communication & Back up members

-        Preparation Talks & Briefing

-        Unforeseen Circumstances

## Communication & Back up members

Ensuring that all organising committee members are reachable is very important on the actual day, thus it is best to keep your cell phones on ring, for volunteers or group leaders taking charge of a few beneficiaries at a time (if there are any) should be informed earlier to stay contactable.

Especially important when you have outside vendors catering to your needs, such as food, transportation, performances and so on, where someone would have to liaise with them and ensure the programme flows smoothly thus when one leaves to get hold of the vendors, another need to ensure his role is covered.

When assigning roles to organising committee, one must ensure that at least 1 or 2 of them are free from heavy tasks, by doing so, they will be able to come in and fill roles or help immediately if something crops up without worrying about their responsibilities.

Regarding volunteers, it is expected that cases such as volunteers falling sick, last minute back outs, or even no show without reason on that day, hence it is advisable to have at least an additional few volunteers (adjustable to the size of your event) to come on that day. However, roles assigned to the additional volunteers must be similar or partnered with someone to share the same experience and ensure fairness.

## Preparation Talks & Briefing

For this segment, preparation talk will be within your own organising committee members. Below are some pointers that you should prepare your own team members with.

-        Your own set of handling beneficiaries and volunteers professionally

-        Programme flow being pushed further back, how planning might get affected, what should be done straight after to regain composure

-        Mental preparation for unforeseen circumstances

-        Run through of detailed programme flow to ensure every member know their roles and what should be expected from everyone

-        Pointers to take note (Such as if you’re dealing with handicapped elderly, how to handle them with care. For mentally unstable elderly, what should or should not be mentioned.)

As for volunteers, they ought to be briefed on;

-         Things to avoid when creating conversations with elderly, how to be careful when handling elderly, to not hurt them emotionally or physically

-        Run through of programme flow and ensure that each volunteers’ roles are understood by them

-        Be more situational aware so that they can keep out for potential hazard while facilitating their elderly.

As for the beneficiaries, they ought to be briefed lightly on the programme flow, and mainly to try hype up their moods by being cheerful and get to the point.

## Unforeseen Circumstances

Situations that are out of the normal arising are quite normal. Some circumstances that might occur would be like;

* Outside vendors arriving late on event dates
* Transportation being late
* Vendors giving the wrong set of orders or bringing the wrong set of equipment
* Volunteers being sick and having to leave halfway
* Volunteers caught behaving strangely with the elderly. (Abusively, doing things without permission)
* Elderly being sick and requires special care and attention throughout the event
* Elderly needing immediate hospital care halfway through the event
* Programme flow overrun by a lot of time

And a lot of more different unforeseen circumstances that might happen judging from the type of activity you are holding, in this case, always have a group discussion beforehand with your team members about some abnormal situations that might occur and how to handle if something do happen.

Regarding the part on vendors being late or bringing wrong orders, this should be reemphasized to them through phone calls before the execution of the event and take down the number of the person who is in charge of your order/service.

# Conversation topics with elderly

1. Start by introducing yourself and getting the elderly to do the same. Take the initiative to start a conversation if they do not.
2. Talk about their experiences related to the activity being carried out at the event. The elderly like to talk about their past experiences.
3. Ask them about their achievements and what have they done in their life that they are most proud of.
4. What are the most important lessons that they have learnt in their life?
5. Ask about their hobbies and favourite things (e.g. colour, food, TV show) and do not hesitate to tell them a little about yours too!
6. What are the things that they miss being able to do?

These are just some of the topics that you can talk about with the elderly. Some other tips are:

* Speak loudly and clearly as some elderly may have trouble hearing.
* Keep an open mind!
* Some of the elderly that you encounter may be lonely and in need of someone to talk to. Lend your ear, and you may be surprised by the things that they can share with you!
* Be patient. Some of the elderly may consistently talk about the same one or two topics. Validate their concerns by listening authentically to them.
* Let the conversation flow with the activity that you are carrying out, or the place that you are visiting (i.e. talking about and telling the elderly about planes and travelling when you are at the airport).
1. Topics to avoid
2. The sensitive topics to **strictly** avoid are:
	1. Politics
	2. Sexuality
	3. Religion

If the elderly brings up anything related to these topics, smile and listen to what they should say before attempting to change the topic of the conversation. Do **NOT** encourage a conversation on these topics by offering your personal opinion as it may agitate the elderly. When unsure, always turn to the organisation staff or any volunteer leader for assistance.

1. Try to avoid asking or talking about their family, **unless the elderly brings up the topic**.
	1. Some elderly may not be comfortable or may get agitated talking about their family. Only proceed with the conversation if you are certain that the elderly is comfortable with the topic.

# After execution

This is a Flow of the activities which are recommended to take place after the project has been executed.



**Follow up:**

After every event, a follow up is required as it provides references/feedback for better planned events in the future. The feedbacks and reflections can be collected from the volunteers and project leaders after the execution of the project.

E.g.: A piece of paper or online survey filled with questions can be provided for easy fill-up. Questions includes:

* What are some improvements for the project?
* Was everything under control or did everything go as planned?
* Any uncomfortable situations which happened during the project?
* Is the duration, just right?
* What were the feelings of the beneficiaries throughout the project? Happy, sad, excited, etc.

**Looking for potential takeover:**

After the execution, look for ways to help sustain your project. After all, you have put in so much hard work into it, why let it just end there and never speak of it again? The organisation that you partner with will usually ask about how the project will be sustained. Research for potential organisations, schools, and contact them to seek their interest. You may also seek help from your friends, family, and other contacts to increase the chances of getting someone to adopt your project. If needed, go through the guidelines in part 2 of this guidebook on sourcing for organisations again.

**Pass on all information to potential takeover:**

If you had found a potential takeover, hand down all your information to them. Some information includes

* Beneficiary Organisation
* Feedbacks received
* Transport used
* Duration
* Program flow
* Budget
* Proposal
* Sponsor organisations

And many more information related to the program/ event. Be part of the initial meeting to ensure smooth pass on of project between the beneficiary organisation and the new takeover.

**Seek Closure of the Project:**

Unfortunately, when there are no takeovers, the project has to seek it closure. To ensure a smooth closure, have activities to inform the beneficiary that the project/ event has come to an end. Activities that you may conduct are, farewell parties, last befriending, mini gift packs, etc. The main point is to tell the beneficiaries that the project has ended.

**Be available whenever needed:**

Your project does not end after execution. Even after you have found someone to help to sustain your project afterwards, you will need to provide any necessary assistance to ensure that the project is passed on smoothly. Therefore, it is important to make yourself available in instances where the organisation or team sustaining the project makes a call for help. After all, you have the necessary experience in bringing the project from nothing into something. You know the project well, and are one of the best people to assist any party in this situation. If there are no interested parties seeking to help sustain your project, keep your eyes out for potential opportunities that may arise for you to promote your project and attract potential partners.