



YOUTH CORPS
SINGAPORE

Youth Corps Singapore
The Red Box
113 Somerset Road Singapore 238165

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Youth Corps Singapore Code of Conduct for Volunteers

Mission

To champion youth volunteerism to build active citizenry for a caring and cohesive society.

Our Core Values

Compassion, Dedication, Innovativeness, Rally Force, Resilience

At Youth Corps Singapore (Youth Corps), we strive to provide an empowering environment for volunteers to learn and serve. Youth Corps respects and honours our volunteers, partners and clients; their rights to be treated courteously, fairly and have their privacy protected. We encourage all volunteers to serve the community in a respectful manner and to their best ability.

All volunteers are to observe the following code of conduct. Youth Corps take the issue of misconduct very seriously. **Any non-compliance to the code of conduct may render the volunteer ineligible for programmes with Youth Corps.** (At Youth Corps, we believe that as we volunteer, we also benefit from the interactions with the people that we serve. Hence, we prefer to address them as “client” rather than “beneficiary”).

Personal Conduct

- During volunteering
 - Volunteers shall not:
 - Impose their own religious beliefs and/or political views on fellow volunteers, community partners and clients. Cultural, racial, and religious sensitivity are to be observed at all times.
 - Volunteers should refrain from the following:
 - Vulgarities – in any language, whether colloquial or slang;
 - Personal attacks, threats, insults, degrading or derogatory remarks about a person or organisation;
 - Racially offensive remarks or language;
 - Religiously insensitive or provocative remarks or language;
 - Defamatory or libellous comments; and
 - Involvement in any form of lobbying or politicising
 - Consume tobacco, alcohol and any form of intoxicating consumables when engaging with other volunteers, mentors, community partners and clients;



- When interacting with fellow volunteers,
 - Volunteers shall:
 - Observe the personal boundaries of other team members;
 - Be respectful and listen respectfully without interrupting
 - Be open to diverse points of view offered by team members
 - Respect the opinion of others.
 - Volunteers shall not:
 - Engage in inappropriate physical conduct with other volunteers; and
 - Make inappropriate or unsolicited comments about other volunteers

- When interacting with community partners and clients:
 - Volunteers shall:
 - Treat all clients with respect and dignity.
 - Set boundaries with clients who are overly friendly or try to seek special attention.
 - Behave appropriately even if the clients exhibit inappropriate behaviours and are to inform and seek advice from staff as soon as possible.
 - Under no circumstances should volunteers have inappropriate physical or sexual contact with the clients, even if it is consensual.
 - Volunteers shall not:
 - Be involved in the proselytising, politicising or lobbying efforts by Community Partners or clients;

- When interacting with mentors (where applicable):
 - Volunteers shall:
 - Maintain a respectful attitude towards mentors who are designated as custodians of the project teams;
 - Observe the privacy of the mentors by maintaining personal boundaries and keeping communications to within appropriate hours;
 - Respond to emails and other forms of communication from mentors in a timely manner; and
 - Highlight any concerns they may have with regard to the Youth Corps programme early so that mentors can address them appropriately;



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Professional Conduct

- Volunteers shall:
 - Be present and punctual for all Youth Corps related activities including but not limited to monthly trainings, stakeholder meetings etc.;
 - Be appropriately dressed at Youth Corps related activities (i.e. no scantily-clad attire), and present themselves professionally when donning the Youth Corps t-shirt;
 - Inform Youth Corps as early as possible if they are unable to volunteer during the agreed day and time; and
 - Attend all training and orientation sessions organised by Youth Corps in order to serve the clients to the best of their ability.
- Volunteers shall not:
 - Accept cash, donations, gratuities or gifts from community partners and clients in return for their service. In the event that volunteer is presented with tokens of appreciation, including plaques and statuettes, it should not be valued more than \$50. When in doubt, volunteers are to check in with their mentors or staff of Youth Corps;
 - Exploit one's volunteer status for financial gain, or engage in any business or activity for profit or personal financial gain;
 - Offer personal gifts in cash, donations, or gratuities to community partners or clients;
 - Be alone with a client in an enclosed/secluded setting or wander away from the group;
 - Interact with any clients outside of a Project / Programme / Event on behalf of Youth Corps.

Media:

- Volunteers shall:
 - Immediately refer to Youth Corps all media queries and requests pertaining to Youth Corps and its programmes and schemes from any media agencies, including, but not limited to the broadcast, electronic, print and online media, wire services and mass circulation publications.
- Volunteers shall not:
 - Engage in any form of communication with the media, including writing reports for the media, accepting interviews and / or writing letters to the forum pages, in the capacity of a Youth Corps volunteer, without prior discussion with Youth Corps.



Confidentiality

- Volunteers shall:
 - Maintain the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. The obligations pertaining to confidentiality data and information shall persist indefinitely even after the completion of the volunteer service period.
 - Highlight to the Youth Corps staff if they observe inappropriate behaviours exhibited by the clients or if clients disclose the following information which would arise to any physical, emotional, mental safety concerns:
 - Illegal activities;
 - Drug consumption within the household;
 - Escalating tensions that may lead to injuries;
 - Presence of questionable persons in the household; and
 - Clients' exhibiting unexplained distress.
- Volunteers shall not:
 - Bring external guests to a Project / Programme / Event unless prior approval is sought and approved by Youth Corps Singapore.
 - Take or publish any forms of digital media with **clients** on their personal social media platforms unless permission is granted by the clients;
 - Exchange personal contact details with clients.

Breaches of Confidentiality

Youth Corps recognises that occasions may arise where volunteers feel they need to breach confidentiality. Confidential or sensitive information relating to an individual may be divulged where there is risk of danger to the individual, a volunteer or staff, or the public at large, or where it is against the law to withhold it. In these circumstances where a volunteer feels confidentiality should be breached, the volunteer should raise the matter immediately with their main contact at Youth Corps. Similarly, Youth Corps will breach the confidentiality of volunteer if Youth Corps deemed that there is risk of danger to the individual involved, a client or staff or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies and parties on a need-to-know basis.

If you are aware of any individuals who are not complying to the Code of Conduct or have concerns about him/her, please inform us at www.youthcorps.gov.sg/en/enquiry so that we can provide the right support for him/her. Identity of the person providing the feedback will be kept confidential.



For Virtual Volunteerism

Virtual volunteerism refers to tasks completed offsite, in whole or in part, via the Internet or phone. It includes activities such as tele-befriending, tele-tutoring, e-mentoring, task-based assistance such as research campaigns or marketing campaigns (list is non-exhaustive). Mode of engagements include voice calls, video conferencing and text messaging, through platforms such as Telegram, WhatsApp, SMS, Zoom, Google Meet/Hangouts etc.

For virtual volunteering efforts where volunteers engage clients directly, this additional segment applies.

Safety

Volunteers are encouraged to prioritise theirs and the clients' safety by putting in place necessary measures to prevent any unwanted occurrences such as the potential of having the contents of the video call being abused and circulated after the engagement.

For example, volunteers to ensure that the video calls are being made in the presence of another volunteer, and volunteers to uphold professionalism and be mindful that everything shared in a call can be made public information.

Conduct

For engagement via video conferencing, volunteers shall to their best ability minimise revealing home-based information that are not relevant to the engagement. For example, volunteers are to use a plain background or conducive room to safeguard the privacy of volunteers and clients. Volunteers can also ensure privacy by using earpiece to ensure that the conversation is not privy to other family members and/or others in the same household unit.

Volunteers shall behave appropriately and not have inappropriate postures.

Volunteers shall frame their camera in a way that allow only the face and shoulders to be shown. Exceptions will be made for programmes sanctioned by Youth Corps for example virtual workout.

Privacy and Confidentiality

Volunteers shall establish an agreement with the clients that the engagement sessions will not be recorded by either party. In the event a recording is being made by accident, it is to be deleted immediately.



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Breach

Should there be a breach in safety, conduct, privacy or confidentiality, of another volunteer or the clients, volunteers are to end the engagement immediately, especially if it is via video conference, and alert the Youth Corps staff in-charge immediately.

Emergency

Volunteers are to alert emergency services immediately (e.g. police, medical services) if they observe any of the following:

- Violent incident occurring;
- Clients incurring serious injuries accidentally; and
- Clients threatening or attempting self-harm or suicide.

Volunteers shall notify staff thereafter as soon as possible.