



## **VOLUNTEER HANDBOOK**

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## 1.1 Our Charity Profile

Bartley Community Care Services (BCCS) Limited was established in 2022. Originally registered as Wei-Ni Community Services Association in 2000 by Bartley Christian Church to help disadvantaged families in the community and subsequently registered as a society under Bartley Community Care Services.

It was then incorporated into Bartley Community Care Services (BCCS) Limited as a company limited by guarantee in 2022.

### Mission

Touching Hearts, Building Lives

### Vision

To see individuals and families in need transformed, enabling them to reach their potential so that they can enjoy meaningful lives and contribute to society.

BCCS family-based services and programmes, are founded on the belief that with appropriate help, many caught in the vicious cycle of poverty will have a chance to break out of it to reach their potential.

Our holistic programmes aim not only to build the literacy skills of these disadvantaged children but also to equip their parents with the right nurturing skills and to engage them in their child's learning journey, offering bursaries and family support services where needed.

## 1.2 Corporate Information

<b>ENTITY NAME</b>	Bartley Community Care Services (BCCS) Limited
<b>UEN.</b>	202238670W
<b>CONSTITUTION</b>	Company Limited by guarantee (CLG)
<b>DATE OF INCORPORATION</b>	01 NOVEMBER 2022
<b>IPC STATUS</b>	Approved 10 February 2023
<b>REGISTERED ADDRESS</b>	Blk 31, #01-127, Balam Road, Singapore 370031
<b>CONTACT DETAILS</b>	+65 6908 8122   Info@bccs.org.sg
<b>WEBSITE</b>	www.bccs.org.sg

### 1.3 Staff Directory

Name	Designation	Contact Information
Kenneth Teo	Executive Director	97468002 kennethteo@bartley.org.sg
Daniel Teh	Head of Corporate Services	92260559 daniel.teh@bccs.org.sg
Aaron Pereira	Programmes Assistant Manager	91776810 aaron.pereira@bccs.org.sg
Peter Tan	Program Executive (Fun with Seniors)	91090063 peter.tan@bccs.org.sg
Angeline Chwee	Program Executive (Fun with Seniors / Hope Programme)	96398873 angeline.chwee@bccs.org.sg
Janice Ong	Fund Strategy/Corp Comm Executive	92392085 janice.ong@bccs.org.sg
Anne Yee	Admin/Account Executive	91912135 anneyee@bccs.org.sg
Jane Lim	Programme Coordinator (Fun with Phonics)	97593234
Deborah Pay	Program Coordinator (Tuition)	98267215
Chee Kuan Chew	Program Executive (Hope Programme)	83760394

## **1.4 Programmes & Services**

### **Fun with Phonics**

Equip K1 and K2 children from disadvantaged families with a foundation in literacy skills to take on primary school life.

20-week programmes from July to November on Thursdays,  
10am–2pm (2 sessions).

HOPE Centre, Block 31 Balam Rd, #01-127.

### **Tuition Services**

Provide academic assistance in Mathematics, English and Science to primary & secondary students.

Weekly from January to November during school terms,  
10am–12pm on Saturdays.

Bartley Christian Church, 4 How Sun Drive, #02-04.

### **Developing Young Leaders**

Provide a safe space and platform to grow as confident and discerning individuals through a structured programme consisting of activities targeting values and skills.

Last Saturday of the month.

Hope Centre 31 Balam Road, #01-127.

## **Fun with Seniors**

### **Community Active Ageing (CAA)**

Reaching out to vulnerable and isolated elderly through physical exercises and cognitive activities using digital and other equipment.

#### **Lorong Lew Lian**

2<sup>nd</sup> and 4<sup>th</sup> Saturday of the month.

#### **MacPherson**

1<sup>st</sup> Saturday of the month.

### **Centre Digital Active Ageing for Wheelchair-Assisted Seniors**

Reaching out to vulnerable and isolated wheelchair-assisted seniors through physical exercises, art & craft and cognitive activities using digital and other equipment.

First Saturday of the month @ Blk 4 Lorong Lew Lian.

### **JiaLe**

Reaching out to seniors through a time of hanging out and interacting with one another over coffee/tea and snacks, singing karaoke, playing games and sharing life stories.

Every Wednesday of the month.

Hope centre, 31 Balam Road, #01-127.

### **Outreach Activities**

Event-based centre activities ranging from cooking classes throughout the year to migrant worker engagements once a month to reach out to the community.

All BCCS programmes and services are for our registered beneficiaries only.

## 2. Role of a Volunteer

### 2.1 What is Volunteering

Volunteering takes place through not-for-profit organisations or projects and is:

- A service given of one's own free will without coercion
- For no financial payment
- To benefit the community and the volunteer

Volunteers are enriched by having the opportunity to make a worthwhile contribution to society, supporting community groups, learning new skills, building self-confidence and self-esteem, improving future employment prospects, developing social networks, for personal fulfilment and just having fun!

Volunteers are involved in many different roles; some examples include friendly visits, field trips, running programmes, administration, fundraising, assisting with transport and many more.

Volunteers are an important part of community organisations, and their efforts are recognised in various ways.

*Too often we under-estimate the power of  
a touch, a smile, a kind word,  
a listening ear, an honest compliment,  
or the smallest act of caring,  
all of which have the potential  
to turn a life around*

***Dr. Felice Leonardo Buscaglia***



## 2.2 Getting Started

### Induction

As an introduction to your new role, you would be taken through an orientation session which includes the following:

- Our Mission & Vision
- Our policies & guidelines
- Your role & responsibilities
- Introduction to other volunteers and staff

## 2.3 Roles and Responsibilities

### A. Service-Based Volunteers:

Role	Interest Group Leader
Description	As a volunteer Interest Group Leader, you play a vital role in championing and initiating shared interests by gathering a group of like-minded individuals, leading, organizing, and recruiting members to create engaging and meaningful interest group activities.
Commitment	Once a Month
Time / Duration	2 Hours
Location	Macpherson
Supporting Programme	Hope Programme
Criteria	passion to champion a specific interest (such as sports, championing youth causes, Craft work ) or transferable skill, organizational skills, recruit and engage members, and enthusiasm for promoting the group activities.
Age Requirement	All are Welcomed
Other Requirement	volunteers who are involved in direct service (i.e. volunteers who work directly with children, youth or families) will undergo an interview. Once that is cleared, they will undergo a security screening
Training Provided	Yes

Role	Tutor
Description	As a volunteer tutor, you play a vital role in supporting academically in English or Maths to students from disadvantaged families. You'll guide and coach small groups of students from Primary 1 to Secondary 5, helping them build confidence and progress in their studies.
Commitment	Weekly on every Saturday (Except Public Holiday)
Time / Duration	Minimum 2 school term (17 weeks )
Location	Macpherson , Bartley
Supporting Programme	Tuition@ Bartley
Criteria	Have a passion for teaching, familiarity with the MOE syllabus with either English or Maths and a minimum GCE A-Level pass, with a commitment to mentoring
Age Requirement	18 years old & above
Other Requirement	volunteers who are involved in direct service (i.e. volunteers who work directly with children, youth or families) will undergo an interview. Once that is cleared, they will undergo a security screening
Training Provided	Yes

<b>Role</b>	<b>Phonics Teacher</b>
<b>Description</b>	As a volunteer phonics teacher, you play a vital role in supporting young learners in developing their reading and spelling skills, laying the foundation for future academic success and a lifelong love of learning.
<b>Commitment</b>	Weekly on every Period : June - November (6 months)
<b>Time / Duration</b>	2 Hours
<b>Location</b>	Macpherson
<b>Supporting Programme</b>	Fun with Phonics
<b>Criteria</b>	Have a passion for teaching and enjoy interacting with pre - schoolers children , familiarity with phonics instruction.
<b>Age Requirement</b>	18 years old & above
<b>Other Requirement</b>	volunteers who are involved in direct service (i.e. volunteers who work directly with children, youth or families) will undergo an interview. Once that is cleared, they will undergo a security screening
<b>Training Provided</b>	Yes

<b>Role</b>	<b>Senior befriender</b>
<b>Description</b>	As a volunteer senior Befriender, you play a vital role to connect , care and affirm seniors through the Fun with Seniors Programme with prepared activities with the seniors and home visitation.
<b>Commitment</b>	Once a month with a commitment of 3 months
<b>Time / Duration</b>	3 Hours
<b>Location</b>	Macpherson , Lorong Lew Lian
<b>Supporting Programme</b>	Fun with Seniors
<b>Criteria</b>	Enjoy connecting with seniors and able to conduct conversation in their language/ dialects. No prior experience required
<b>Age Requirement</b>	18 years old & above ( All are welcomed )
<b>Other Requirement</b>	volunteers who are involved in direct service (i.e. volunteers who work directly with children, youth or families) will undergo an interview. Once that is cleared, they will undergo a security screening
<b>Training Provided</b>	Yes

<b>Role</b>	<b>Programme Facilitator</b>
<b>Description</b>	As a volunteer Programme Facilitator, you play a supporting role to assist our programme team to deliver community programmes and activities with the beneficiaries
<b>Commitment</b>	Once a Month with a commitment of 3 months
<b>Time / Duration :</b>	3 hours
<b>Location</b>	Macpherson , Lorong Lew Lian
<b>Supporting Programme</b>	Zero Waste Programme , Fun with Seniors
<b>Criteria</b>	Enjoy connecting with seniors/families and able to conduct conversation in their language/ dialects. No prior experience required
<b>Age Requirement</b>	18 years old & above ( All are welcomed )
<b>Other Requirement</b>	volunteers who are involved in direct service (i.e. volunteers who work directly with children, youth or families) will undergo an interview. Once that is cleared, they will undergo a security screening
<b>Training Provided</b>	Yes

<b>Role</b>	<b>Event Helper</b>
<b>Description</b>	As an Event Helper, you play a supporting role on an ad hoc basis to assist in events management in delivering various engagement activities and events, providing essential assistance to ensure their success.
<b>Commitment</b>	Ad Hoc Basis
<b>Time / Duration :</b>	2 hour
<b>Location</b>	Central , Singapore
<b>Supporting Programme</b>	Event Based activities
<b>Criteria</b>	Willing to serve and contribute with low commitment needed
<b>Age Requirement</b>	18 years old & above ( All are welcomed )
<b>Training Provided</b>	Yes

## B. Skills-Based Volunteers:

Role	Photographer
Description	As a volunteer Photographer, you play a key role to capture the essence of our events, programs, and community activities and helping us tell our story and showcase our impact through compelling visual content.
Commitment	Once a Month
Time / Duration	2 Hours
Location	Central , Singapore
Supporting Programme	Programme or Event based Activities
Criteria	Possess photography experience, own and be familiar with photography equipment, a keen eye for composition, and the ability to visualize how photos will be used across different platforms, along with the ability to work independently.
Age Requirement	15 years old & Above
Other Requirement	Owning the photography equipment
Training Provided	Yes

Role	Videographer
Description	As a volunteer videographer , you play a key role to capture the essence of our events, programs, and community activities and helping us tell our story and showcase our impact through compelling visual content and storytelling .
Commitment	Flexible with a minimum commitment of 2 months
Time / Duration	2 hours
Location	Central , Singapore
Supporting Programme	Programme or Event based Activities
Criteria	Possess videography experience, own and be familiar with videography equipment, capture key moments, possess video and audio editing skills, adding effects, understand video usage across platforms, and work independently.
Age Requirement	15 years old & Above
Other Requirement	Owning the Videography Equipment
Training Provided	Yes

Role	Graphic Designer
Description	As a volunteer Graphic Designer, you play a supporting role to the Corporate Communications and Publicity team in designing appealing visuals for publicity, events, and multimedia platforms, including social media, website, posters, and other marketing materials.
Commitment	Flexible with a minimum commitment of 2 months
Time / Duration	Flexible
Location	Virtual / Work from Home
Supporting Programme	Programme or Event based Activities
Criteria	Proficiency in graphic design software (e.g. Adobe Creative Suite, Photoshop, Illustrator, Canvas), creativity, visual design skills, and the ability to work independently.
Age Requirement	15 years old & Above
Other Requirement	Not Applicable
Training Provided	Yes

<b>Role</b>	<b>Copy Writer</b>
<b>Description</b>	As a volunteer Copywriter, you will play a supporting role in crafting compelling content to help tell our story, promote our events and programs, and showcase our impact through engaging written materials, including social media posts, website content, newsletters, and other marketing materials.
<b>Commitment</b>	Flexible with a minimum commitment of 2 months
<b>Time / Duration</b>	Flexible
<b>Location</b>	Virtual / Work from Home
<b>Supporting Programme</b>	Programme or Event based Activities
<b>Criteria</b>	Possess excellent strong grammar, writing and editing skills, ability to craft compelling content, understanding of storytelling and brand voice, experience with social media and content writing, creativity, attention to detail, and ability to work independently.
<b>Age Requirement</b>	15 years old & Above
<b>Other Requirement</b>	Not Applicable
<b>Training Provided</b>	Yes

<b>Role</b>	<b>Fundraising Advocate</b>
<b>Description</b>	As a volunteer Fundraising Advocate, you will play a crucial role in supporting the organization's mission , working with the fundraising committee in championing fundraising initiatives and sharing the service impact with the public, helping to secure vital resources to drive our impact.
<b>Commitment</b>	Flexible with a minimum commitment of 2 months
<b>Time / Duration</b>	Flexible
<b>Location</b>	Virtual / Work from Home
<b>Supporting Programme</b>	Fundraising
<b>Criteria</b>	possess good communication skills, credibility, experience in sharing stories and impact, and the ability to work independently and bring positive influence, and also comply with the fundraising code of conduct according to the charity act.
<b>Age Requirement</b>	18 years old & above
<b>Other Requirement</b>	Not Applicable
<b>Training Provided</b>	Yes

## 2.4 Volunteering Journey

Overview of your volunteering journey with us:

### Registration:

Begin your journey with us by completing the online registration form. This gives us basic information about you, so we can suggest suitable programmes based on your interest/availability.

### Interview:

An interview is conducted by our Programme Coordinator/Volunteer Manager to assess volunteers' readiness and suitability for specific programmes and initiatives. An overview of BCCS and its programmes will be shared.

### Orientation:

Volunteers will be linked up to the respective Programme Coordinator/Volunteer Manager who will then conduct an orientation/training for the programme. They may join in for a programme, tagging along with other volunteers.

### **Onboarding:**

Once the volunteer has completed his/her orientation, the Programme Coordinator/ Volunteer Manager will check in with the volunteer if they would like to confirm their position in that role.

### **Support:**

Volunteers will be provided with training/courses, on-job training and regular volunteer gatherings through the Community Builder Connect to learn from one another.

The Community Builder Connect is meant to **connect** volunteers, **empower** them, and **grow** as a caring community. This engagement session will be a form of equipping volunteers with the necessary knowledge and skills in serving the community effectively.

## **2.5 Volunteer-Tier Recognition System**

At BCCS, we value and appreciate the time and dedication our volunteers give to support our mission. As part of our commitment to recognising volunteer contributions, we celebrate their efforts at our annual Volunteer Appreciation event.

Volunteers are acknowledged according to the total number of hours contributed each calendar year, under the following tier system:

- **Active Volunteer** (10–30 hours/year)
  - Certificate of Appreciation
  - Invitation to the Annual Volunteer Appreciation Event
- **Member Volunteer** (31–59 hours/year)
  - All benefits of Active Volunteer
  - Special mention in BCCS communications (e.g. newsletters, social media)
  - Priority access to selected training opportunities

- **Champion Volunteer** (60 hours or more/year)
  - All benefits of Member Volunteer
  - Recognition award presented at the Annual Volunteer Appreciation Event
  - Opportunity to be featured in BCCS stories or case studies
  - Consideration for volunteer leadership or ambassador roles

Volunteer hours are officially tracked through attendance records maintained by BCCS.

## **2.6 Volunteer Check-In**

All volunteers are required to log their hours to ensure accurate tracking and eligibility for insurance coverage and recognition.

Please use the official check-in link below to record your volunteer time:  
<https://tinyurl.com/bccscheckin>

## **2.7 Working Alongside Staff**

Each beneficiary and family we serve is unique, with different backgrounds and needs.

As a volunteer, you are expected to work collaboratively with our staff to ensure alignment and consistency with the care plans developed for each beneficiary. If you have any concerns or observations, please approach BCCS Staff/ Volunteer Manager for guidance.

## **2.8 Volunteer Guidelines**

### **Working With Seniors**

#### **A. Respect and Dignity**

- Always treat seniors with respect, recognizing their autonomy and life experience.
- Use person-centred language and avoid stereotypes.
- Seek consent before assisting with tasks or making decisions on their behalf.

#### **B. Communication**

- Use clear, respectful communication tailored to the senior's needs (e.g., hearing or cognitive impairments).
- Practice active listening— avoid invalidating their feelings and concerns.
- Allow extra time for conversations without rushing them.

### **3. Confidentiality**

- Maintain confidentiality of personal, medical, and financial information.

### **4. Empowerment and Independence**

- Encourage seniors to make their own decisions where possible.
- Support them in maintaining independence, such as daily living skills and mobility.

### **5. Cultural Competence**

- Be aware of cultural, religious, and linguistic backgrounds.
- Respect traditions, values, and preferences.
- Avoid assumptions—ask and learn about each individual's background.

### **6. Safety and Well-being**

- Monitor for signs of abuse, neglect, or self-neglect and report to Programme Coordinator if needed.
- Ensure safe environments, both physically and emotionally.
- Promote access to medical, psychological, and social support.

## **7. Collaboration and Advocacy**

- Work with healthcare providers, family, and community organizations to support the senior.
- Advocate for the senior's rights and access to services.
- Support social inclusion and participation in community life.

## **8. Professional Boundaries**

- Maintain appropriate boundaries to prevent dependency or exploitation.
- Avoid dual relationships (e.g., personal friendships that might conflict with professional duties)

## **Working with Children/Youth**

### **1. Child-Centered Approach**

- Always act in the best interests of the child.
- Respect each child's individuality, needs, and rights.
- Encourage participation in decisions affecting them, appropriate to their age and understanding.

### **2. Protection and Safety**

- Create and maintain a safe, supportive environment—free from harm, abuse, neglect, and exploitation.
- Be alert to signs of physical, emotional, sexual abuse, or neglect, and report concerns to Programme Coordinator.
- Use positive, non-physical behavior management techniques.

### **3. Confidentiality**

- Respect the child's right to privacy and keep information confidential.
- Share personal details only with authorized individuals and only when necessary for the child's well-being or as required by law.

### **4. Clear and Appropriate Communication**

- Communicate in a developmentally appropriate, honest, and respectful manner.
- Use language the child can understand.
- Listen actively and validate their thoughts and feelings.



## **5. Cultural Sensitivity and Inclusion**

- Respect the cultural, religious, linguistic, and social background of each child.
- Promote inclusiveness and avoid favoritism or bias.
- Challenge stereotypes and encourage diversity

## **6. Professional Boundaries**

- Maintain appropriate physical and emotional boundaries.
- Do not engage in any behavior that could be misunderstood or deemed inappropriate.
- Avoid dual relationships that could compromise professional judgment.

## **7. Empowerment and Participation**

- Support children in developing life skills, confidence, and self-esteem.
- Involve them in setting goals and decisions where possible.
- Recognize and affirm their contributions and achievements.

## **8. Collaboration**

- Work in partnership with families, schools, community organizations, and other professionals.
- Recognize that the family is often the primary influence in a child's life.
- Share information responsibly and collaboratively when in the child's best interests

## **9. Accountability and Development**

- Comply laws, ethical codes, and organizational policies.
- Continuously seek training and education to enhance skills and understanding.
- Reflect on your practice regularly and be open to supervision and feedback.

## **2.9 Our Policies**

Volunteers are encouraged to familiarise themselves with these policies and refer to the relevant sections in this handbook for details. If you have any questions or require clarification, please contact your Programme Coordinator or the Volunteer Management Team.

### **Confidentiality & Consent**

Under Singapore's Personal Data Protection Act (PDPA) 2012, individuals have the right to privacy and legal recourse in the event of a breach.

As a BCCS volunteer, you must respect the confidentiality of all beneficiaries, staff, and fellow volunteers—during and after your time with us.

This includes:

- Not disclosing confidential information without prior approval from BCCS.
- Not publishing photos or personal details of individuals on social media.
- Only collecting personal data when necessary, and ensuring it is handled lawfully.
- Obtaining consent before collecting data or taking photographs, using the appropriate release forms.

### **Proselytizing**

Volunteers are kindly reminded not to use BCCS programmes or activities as a platform for religious proselytizing or preaching.

While BCCS is founded on Christian values, we are committed to respecting the diverse beliefs of our beneficiaries. Our focus is on building genuine relationships and trust through care, support, and service.

### **Volunteer Insurance Coverage**

As a BCCS volunteer, you are covered under our Liability Insurance and Group Personal Accident Insurance. This includes coverage for activities such as befriender-member meetups, ad-hoc events, and other official volunteer engagements.

**Please note:** Insurance coverage applies only when your volunteer hours are properly logged and checked in with BCCS.

### **Allowance For Tuition Volunteers**

Volunteers serving as tutors in the tuition programme will receive a token allowance to help offset transport expenses. This allowance is provided based on records of participation and attendance.

### **Reimbursement of Expenses**

Volunteers may claim reimbursement for approved expenses incurred during their involvement in BCCS programmes. Reimbursement will be processed upon submission of valid receipts, which must be verified by the programme coordinator and endorsed by the Volunteer Manager.

### **Values in Action (VIA) Accreditation**

If you require certification of your volunteer involvement for school, corporate, or community service requirements (e.g. VIA hours), please inform your programme coordinator/Volunteer Manager either when you first join as a volunteer or as soon as you become aware of the need.

### **Record Management**

The Volunteer Manager maintains a confidential record for each volunteer. This includes personal particulars, service history, assignments, skills, training, qualifications, performance appraisals, and awards. These records are strictly for internal use by BCCS and are managed in accordance with data protection guidelines.

Volunteers are responsible for notifying the Volunteer Management Team of any changes to their personal information within **3 months** of the change.

### **Use of Media & Disclosure of Information**

By serving as a volunteer, you grant BCCS full rights to use any photographs, video, or audio recordings taken of you during BCCS activities. These materials may be used for BCCS communications and publicity purposes, including print, digital, and social media platforms.

### **Public Communication Policy**

All media or public relations enquiries must be directed to the BCCS Corporate Communications team. Volunteers are not authorised to speak on behalf of BCCS in any public or media capacity.

In addition, all photos or videos taken during BCCS programmes or events must be submitted to the Corporate Communications team for review and clearance before they are shared publicly or posted on any platform.

This is to ensure the privacy, dignity, and safety of our beneficiaries and stakeholders are respected at all times.

### **Anti-Money Laundering Policy**

BCCS have in place anti-money laundering policy in compliance with the regulation. Relevant staff are trained to identify and report any suspicious activity. You may approach any of our staff if you have any concerns.

### **Termination of Volunteer Service**

BCCS reserves the right to discontinue a volunteer's service under certain circumstances. Reasons for termination may include, but are not limited to:

- Refusal to undergo required BCCS training
- Failure to adhere to BCCS policies, procedures, or Code of Conduct
- Failure to disclose past criminal convictions  
(confidentiality safeguards are in place)

Termination decisions will be made with due consideration and fairness, prioritizing the safety and well-being of all parties involved.

### **Continuity of Care**

- a. If you are unable to continue your volunteer role, please inform your Programme Coordinator promptly. This allows us to arrange suitable alternatives and ensure uninterrupted support for beneficiaries.
- b. Volunteers are required to refrain from contacting beneficiaries for **one year** after their volunteer role ends.
- c. We welcome your feedback to help improve our programmes and services. Please share your thoughts here:  
<https://tinyurl.com/bccsvolfeedback>

### **Escalation Policy**

The safety, well-being, and best interests of our beneficiaries, volunteers, and staff are paramount. As frontline volunteers, your timely reporting of any concerns or emergencies ensures that the appropriate support can be provided promptly.

Please notify BCCS staff immediately if any issues or emergencies arise, so we can assist you and take necessary follow-up actions.

### **Whistleblowing Policy**

- a. BCCS is committed to upholding high standards of governance and legal compliance.
- b. Volunteers and staff who observe potential wrongdoing are encouraged to report their concerns in good faith. They will be protected from any reprisals or victimization as a result of whistleblowing.
- c. Concerns can be reported by email to the Executive Director at **kennethteo@bartley.org.sg** or the Chairman at **rochkoh@gmail.com**, including any relevant supporting information

## Red Flags to Watch For & Reporting Procedures

- Volunteers should remain vigilant for the following warning signs and report any concerns promptly:
- Signs of harm or potential harm to self or others
- Verbal abuse towards staff, volunteers, or beneficiaries
- Medical emergencies
- Suspicion or evidence of criminal activities
- Unauthorized use of BCCS name or logo for fundraising or personal, commercial, religious, or political purposes
- Mismanagement or misappropriation of donations, whether in cash or in kind

### Reporting Procedures:

1. Immediately inform your Programme Coordinator or the Volunteer Manager of any concerns.
2. If the issue involves the Programme Coordinator or requires urgent attention, contact BCCS Corporate Communications or the Executive Director directly.
3. For serious matters or whistleblowing, you may also email the Executive Director at [kennethteo@bartley.org.sg](mailto:kennethteo@bartley.org.sg) or the Chairman at [rochkoh@gmail.com](mailto:rochkoh@gmail.com).
4. Always provide as much relevant information as possible to help with timely and appropriate follow-up.

## 2.10 Code of Conduct

While engaging the beneficiaries, to protect the interest and safety of BCCS, staff, volunteers and beneficiaries, you are required to observe the following which is non-exhaustive:

- Do behave and serve in a professional and cooperative manner at all activities.
- Do not be late nor miss appointed duties without prior notice to the Program Coordinator.
- Do not leverage your involvement with BCCS to promote partisan politics, religious matters or other affiliations.
- Do not solicit funds for personal interest or accept any gifts in your capacity as a volunteer.
- Do maintain the confidentiality of all privileged information received in your capacity as a volunteer, including the names and photographs of any beneficiaries.
- Do not be alone with a beneficiary or interact with any beneficiary on behalf of BCCS outside the designated activities.
- Do not engage in discriminatory or racist behaviours, sexual harassment, use of cigarettes, alcohol or illegal drugs, and any unlawful or inappropriate activity that could negatively impact BCCS, staff, volunteers or beneficiaries.

BCCS implements a range of measures to guide and safeguard the organisation, its staff, volunteers, and beneficiaries.

Volunteers are expected to always adhere to the Code of Conduct. Failure to do so may result in disciplinary action, including the possibility of being asked to withdraw from their volunteer role with BCCS.

## **2.11 Conflict of Interest**

- a. Conflict of Interest refers to situations which may arise where it may be perceived that you use your capacity as a volunteer to act or make decisions to derive personal benefit.

In view of the multiple roles we play, please declare any Conflict of Interest to our Programme Coordinator / Volunteer Manager so we can help you navigate and prevent any misunderstanding or situations of such conflicts.

- b. As a volunteer of BCCS, you will exercise care in your interaction with others. When approached by media, you are to direct them to the respective programme coordinator / Volunteer Manager.
- c. You agree not to promote or sell products and/or services such as health supplements, insurance, alternative healthcare treatments to the beneficiaries.

## **3. Service Quality**

### **Support, Supervision & Feedback**

If you have any questions, concerns, or face challenges in the course of your volunteer duties, please approach your Programme Coordinator or Volunteer Manager for support and guidance.

If the issue remains unresolved, it will be escalated to the Volunteer Manager, and subsequently to the Executive Director if necessary.

You may also choose to provide feedback anonymously through our online feedback form: <https://tinyurl.com/bccsvolfeedback>



## 4. Self-Care Guidelines

Maintaining your health and well-being is essential to your effectiveness as a volunteer. Please consider the following guidelines to support your self-care:

- Ensure that your volunteer role aligns with your interests and capabilities.
- Avoid overcommitting your time to prevent burnout.
- Set realistic goals and manage your expectations.
- Acknowledge that some situations may be beyond your control.
- Seek assistance and support when necessary.
- Reassess and consider transitioning to a different role if your current one no longer provides personal fulfilment.
- Consult your Programme Coordinator / Volunteer Manager if you find your role to be consistently stressful, as it may not be suitable for you.
- Do not hesitate to take time off if you require a break.
- Maintain a positive outlook and allow yourself moments of enjoyment and laughter.