

Calvary Community Care Code of Conduct

Calvary Community Care (C3) welcomes volunteers, staff and contract staff (collectively known as “C3 representatives”) to join us to care for, guide and empower our clients through our programmes. Any individual who participates in C3 activities is a “C3 client”. Our clients range from children and youth under 26 years old, to seniors 60 years and above. For their best interests, we require all C3 representatives to adhere to the following **Code of Conduct**.

For C3 representatives who are given a corporate t-shirt, it has to be washed and returned to the organisation after he/she has ended his/her duties as a volunteer, staff or contract staff.

Our Mission:

To serve the needy in the community regardless of race, age, gender or religion

Our Core Values:

Charity, Compassion, Care

Do's and Don'ts for C3 Representatives

A A C3 Representative should:

A1. General Conduct

- A1.1. Understand the mission and core values of C3, and comply with all policies and procedures established by C3
- A1.2. Honour the equality and dignity of all people, guarding against any form of discrimination in regard to socioeconomic status, age, gender, race, ethnicity, religion, sexual orientation, physical or mental abilities
Treat everyone with respect, loyalty, patience, integrity, courtesy and consideration
- A1.3. Be responsible and accountable for all resources entrusted to him or her
- A1.4. Be thoroughly familiar with the objectives and guidelines of programmes in which he or she is participating and strive to achieve and communicate those objectives appropriately to the best of his or her ability
- A1.5. Be punctual for his/her duties and accountable for any unavailability at least 3-5 working days before session

Please initial here:

A2. Interactions between Clients and C3 Representatives

- A2.1. Be knowledgeable of and adhere to all applicable aspects of the Children and Young Persons Act, in particular:
- Not to ill-treat, endanger or abandon a child or young person
 - Not to contribute to the delinquency of the child or young person for the purposes of:
 - begging or receiving alms, or of inducing the giving of alms, whether or not there is any pretence of singing, playing, performing or offering anything for sale; or
 - carrying out of illegal hawking, illegal lotteries, gambling or other illegal activities or activities detrimental to the health or welfare of the child or young person
 - Not to allow the child or young person to take part in public entertainment that is (a) immoral, (b) dangerous or (c) without parental consent
 - Not to traffick child(ren) or young person(s)
- A2.2. Use positive reinforcement and communication rather than criticism, unhealthy competition, or comparison
- A2.3. Avoid situations where he or she is alone with a client; always follow “the rule of 3”: there should be at least 3 persons together at all times (unless acknowledgement is obtained from programme manager)
- A2.4. Report suspected abuse of any client(s) to the management of C3
- A2.5. Cooperate fully in any investigation of incidents

A3 Privacy and Confidentiality

- A3.1. Treat all information obtained about Calvary Community Care (C3) and their beneficiaries (including personal data, photos & videos of C3 and their beneficiaries and/or events etc) as confidential whether marked as such or otherwise and do not collect, use, disclose or share with others without the prior written permission from C3.

Please initial here:



B A C3 Representative should NOT:

B1. General Conduct

- B1.1. Use, purchase, possess, distribute, or be under the influence of alcohol, drugs, illegal or any toxic substances while engaging with C3 clients, within the premises of C3 or during a C3 activity. Strictly no smoking allowed for the duration of programme.
- B1.2. Purchase, download, possess, distribute or promote pornography
- B1.3. Bring friends and unauthorised persons for C3 programmes without prior approval from C3 staff
- B1.4. Dress in a manner that can be seen as offensive or sexually provocative, or may cause misunderstanding in any way, while engaging with C3 clients
- B1.5. Pose any known health risk to C3 clients (i.e., engaging with C3 clients while physically unwell with contagious conditions such as fevers, flu, etc.)

B2. Interactions between Clients and C3 Representatives

- B2.1. Initiate or carry out inappropriate physical, electronic and verbal contact with C3 clients
- B2.2. Proselytize their faith or impose their religious views on our clients
- B2.3. Humiliate, ridicule, threaten, demean or degrade our clients or other C3 representatives nor condone such behaviour
- B2.4. Use physical discipline in any way for behaviour management of C3 clients. This includes but is not limited to spanking, slapping, pinching, shaking, hitting or any other physical force in response to perceived inappropriate behaviour of C3 clients
- B2.5. Use profanities in any form in the presence of C3 clients
- B2.6. Accept or give any gift of commercial value from C3 clients or their families without informing C3; all gifts should be declared to C3
- B2.7. Engage in the exchange of contact numbers with C3 clients without prior permission from C3

Please initial here:

Please read and agree to the declarations below before signing the Code of Conduct

Declaration

- I fully understand and agree to the Code of Conduct listed above, and will abide by these agreements as long as I am rendering services as a C3 representative
- I discharge C3 from any rights, claims, demands and actions whatsoever that I may have had for any losses, damages or injuries sustained by me before, during and after any events organised by or on behalf of C3
- In accordance to the Personal Data Protection Act, I fully understand and give consent to C3 using and disclosing the personal information which I provide here or is collected during C3 activities for the purposes of:
 - a. Registering me as a representative of C3
 - b. Allocating and scheduling me for C3 activities
 - c. Planning or participating in C3 activities

I fully understand that C3 representatives' photographs and video footages may be disclosed, used or shared among C3 for the purposes of fund-raising, acknowledgements, promotions, public relations & publicity of C3.

- Non-Disclosure Clause: I acknowledge and respect the Intellectual Property rights of Calvary Community Care and the confidentiality of our engagement. This includes lesson plans, materials, media, info, discussions and any other resource in any form provided by C3. The provision of the materials is strictly for use in the specified programme and does not confer upon the representative any rights to the Intellectual Property or to use, reproduce, transmit, transfer, amend or disclose the materials for other purposes without prior written permission from C3. Upon expiry/termination of my service engagement, I shall cease use of the materials and surrender to C3 all records or copies of the materials whether in written, printed, electronic or other forms, including the complete deletion of soft copies from storage.

On behalf of my group of volunteers,

I, _____ (Name) ____ _ (Last 4 characters of NRIC),
make the declaration, acknowledge receipt of this "**Code of Conduct**" and we undertake to adhere to them.

Name of Representing Organisation/Company/Club:

Signature

Date