

## MWS Guide For Ad Hoc Volunteer



### Our Vision

To be a leading organisation that exemplifies God's love, enabling the poor and needy to have life to the full.



### Our Mission

Make the needs of the poor and needy known to all as enriched by our Methodist tradition.

Make services available including unexplored, underserved opportunities to the poor and needy.

Make resources available for Methodist churches to do social concerns.



### Our Values

- T Trust
- R Respect worth and dignity of people
- U Uncompromising Integrity
- S Service before Self
- T Teamwork
- S Sound Governance

As a non-profit organisation, MWS needs the community's support and participation for the sustainability and effectiveness of our services. Volunteering with MWS is unique and many-faceted. We are a multi-service agency and serve a range of needs. Our circle of help is extended to disadvantaged children, at-risk youth, families in distress, chronic ill, frail elderly, destitute and the socially isolated of all races and religions. Whatever your skill, interest or passion may be, there will be abundant opportunities to match it.

Consequently, your volunteering experience with us can be similarly varied and fulfilling on many different levels. Our services are grounded on love, compassion and grace. We uncover the best in people and we believe that everyone can live life to the full. Our job is to help our beneficiaries know that they have the ability and resources to do just that.

### Code of Conduct

1. Dress appropriately for interacting with MWS beneficiaries, working in the office, or at fund-raising events. This includes clean, neat clothing with no offensive advertisements, words or graphics. Refrain from wearing short, tight and revealing clothes.
2. Avoid profane and abusive language and disruptive behaviour that are dangerous to self and others.
3. Do not give cash/valuables/gifts to beneficiaries or staff if this has not been discussed and cleared by the Head of Centre. If you wish to contribute monetarily to the beneficiaries, you can consult your Volunteer Coordinator who will advise you on the proper process. Money given to the staff will be handed over to the respective MWS Centre. We encourage you to do likewise if you receive such gifts from beneficiaries.

4. You must maintain strict confidentiality of all privileged information received, regardless of the subject matter. This includes names, photographs and videos of MWS beneficiaries. It is mandatory to sign the MWS Confidentiality Agreement before you begin volunteering.
5. Seek permission from their Volunteer Coordinator/Centre Staff before taking any photos or videos of our beneficiaries. Guidelines:
  - Photos or videos of our client should not reveal more than the profile of the face unless expressed permission is given by MWS.
  - Photos or videos are not to be published (print or electronically) without written consent and approval from MWS. For those with which consent has been given, a copy of or access to the location of the consented photo or video must be provided to MWS and the respective beneficiaries.
  - By volunteering with us, you consent to MWS using all photos or videos captured of you during the volunteering activity. If you would like photos of your activity, MWS will try to arrange for assistance.
6. Volunteers should not respond to media inquiries on their work with MWS if you are not cleared and authorised to do so in writing by MWS Communication & Engagement department.
7. Bringing food for our beneficiaries is discouraged due to their dietary requirements and possible food allergies. An exception to this is when food brought in is cleared and approved in advance by the Volunteer Coordinator.
8. Do not provide any medication, health supplements or tonic of any kind to beneficiaries.
9. Refrain from volunteering when you are ill or have recently recovered from any illness or are still infectious (e.g. flu, cold, cough.)
10. Ensure that the games and activities that you have planned for the beneficiaries are safe and appropriate according to their ages and health conditions.
11. Volunteers witnessing or upon hearing of beneficiaries involved in abuse or harassment must report it immediately to the Volunteer Coordinator/Head of Centre.
12. Report to the Volunteer Coordinator/Head of Centre immediately if you find vandalism, damage to property, illegal and terrorist activity, suspicious packages or any suspicious activities.

### **Emergencies**

1. You must sign in at the Centre as attendance records are needed in the event of an evacuation.
2. If you are escorting a beneficiary to a destination away from the Centre, and he/she has an accident or looks ill, follow these procedures: Call your Volunteer Coordinator to report the event and inform him/her of your location.