

## APPENDIX B: VOLUNTEER GUIDE

### DO

- Dress appropriately for interacting with your guests. This includes clean, neat clothing with no offensive advertisements, words or graphics. Please refrain from wearing short, tight and revealing clothes.
- Avoid profane and abusive language and disruptive behavior that are dangerous to self and others.
- Maintain strict confidentiality of all privileged information received, regardless of the subject matter.
- Seek permission from the MWS Centre Staff (if conducting a session at an MWS centre) or your guests before taking photos or videos. When taking photos of MWS clients:
  - ◇ 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  - ◇ Photos or videos are not to be published (print or electronically) without written consent and approval from MWS.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.

### DON'T

- Give cash / valuables to guests. You may choose to prepare goodie bags for your guests containing items such as drink sachets, biscuits etc as a gift after the session.
- Provide any medication, health supplements or tonic of any kind to your guests.

### TIPS ON INTERACTION

#### Invitation

- Introduce yourself
- Share about the Eat Share Connect initiative
- Invite the guest to the event using the invitation card
- Get to know your guest better. Ask about any dietary preferences / restrictions
- Provide contact number and directions to the venue
- Send a reminder to your guest 3 days before the event (Optional)

#### Body Language and Interaction

- Sit at a comfortable angle and distance
- Avoid gestures that suggest resistance or distraction (e.g. crossing arms over chest, constantly looking away when the other person is speaking, frequent checks on time, fidgeting, foot tapping, etc)
- Lean slightly towards the other person, maintaining a relaxed but attentive posture
- Listen attentively
- Maintain eye contact
- Allow time for responses
- Avoid using your mobile device during interaction

## Respect and Trust

- Speak at face level
- Practice empathy - be non-judgmental
- Avoid imposing your views and opinion on their decisions and actions
- Ask instead of assume - give them respect and control of environment
- Be sensitive to the impact of your response
- Provide others with an opportunity to share their stories
- Respect your guests' religion, race, language and culture
- Treat your guests like how you would treat your friends / family members

## Engagement

- Share your hobbies / interests (cooking, music, travel, food / drinks)
- Discuss the local or world news
- Share a little on the photos, decorations at home (if conducting the session in your own home)
- Engage your guests with social activities (karaoke, board games, reading newspaper / magazine, handicraft)
- Avoid asking personal questions such as: family history, financial background or marital status

## ISSUES AND CHALLENGES OF BENEFICIARIES

If you are hosting an Eat Share Connect session at an MWS centre, you will meet some of our senior beneficiaries. Knowing the issues and challenges faced by our beneficiaries will allow you to understand them and enable you to be a better friend to them.

## Issues and challenges faced with ageing:

- Losses
  - ◆ Self-esteem and status
  - ◆ Personal losses
    - Family, friends and social interaction
    - Home and possessions
    - Familiar surroundings
    - Jobs and income
  - ◆ Loss of independence
    - Some of the elderly may need increased assistance with activities of daily living and decision-making
  - ◆ Loss of control
    - Decision-making
    - Health-related matters
- Health Declines
  - ◆ Impairment of the five senses, especially hearing and vision
  - ◆ Physical and / or mental illness / impairment
- Fears
  - ◆ Loss of control
  - ◆ Dependency
  - ◆ Falling and injury
  - ◆ Growing old
  - ◆ Dying
  - ◆ Abandonment
  - ◆ Not having enough money
  - ◆ Change
  - ◆ Illness
  - ◆ Being alone
- Other Concerns
  - ◆ Being taken advantage of
  - ◆ Loss of dignity
  - ◆ Separation from family
  - ◆ Crime
  - ◆ Abuse
  - ◆ Retaliation

These losses and fears may cause depression and / or paranoid thinking. When we build personal relationships with our beneficiaries, we forge bonds of trust that help them feel more secure.