

# VOLUNTEER HANDBOOK



**HOME  
NURSING**  
FOUNDATION  
家护基金



# WELCOME

Dear Volunteers of HNF,

Home Nursing Foundation (HNF) warmly welcomes you as part of our family!

This handbook serves as an introduction to HNF and provides a basic overview of our volunteering opportunities and policies which are instrumental in creating an enriching volunteer experience for you.

Many of our beneficiaries experience better quality of living and an improved sense of belonging through your efforts in conducting social activities and various skills-based contributions. Together with you, we are able to empower our beneficiaries through all round support.

We hope that you will have a meaningful and joyful volunteering journey with HNF!

Yours sincerely,  
Dr Christina Tiong  
Chief Executive Officer

## About Home Nursing Foundation

Formed in 1976, Home Nursing Foundation (HNF) is the largest and most established home healthcare provider in Singapore. We deliver a full suite of services including home nursing, home medical and home therapy to patients island-wide, regardless of their income level. In 2019, HNF has started its first integrated day care facility for seniors - HNF Wellness Centre to provide more ambulant care and support to seniors and caregivers.

HNF also looks after patient's social well-being and other practical daily needs, bringing care and support into the homes of those most in need. This is done through a multi-disciplinary, case management approach and delivered by our highly qualified teams comprising of nursing, medical, allied health and social welfare professionals.

On average, HNF serves close to 4,800 patients, making almost 43,000 home visits annually.

## Our Purpose Statement

As Singapore's leading home healthcare provider, we empower you to live with joy through quality care and all-round support.

## Shared Values

### Empowering

We personalise care and support based on needs, and build capabilities to enable patients & caregivers to be proactive and independent in enhancing their well-being.

### Excellence

Our experienced and skilled professionals embrace the ethos of integrity, quality, and continuous learning in order to improve patients' health outcomes.

### Collaborative

We deliver holistic care through strong teamwork within HNF. Beyond clinical care, we forge partnerships to provide comprehensive support services to patients and caregivers.

### Compassionate

We understand and care. We build trusting relationships as we walk the challenging journey with patients and caregivers.



## Volunteering with HNF

When you volunteer with HNF, you become an integral part of the community that works hand-in-hand to care for close to 4,800 patients.

HNF is committed to provide meaningful, enjoyable and safe volunteering assignments of real value to HNF and our patients, within clear and appropriate programmes of activities. While we will do our utmost to provide and support you with the best volunteering experience with us, we hope that you will not only find personal development but also forge friendships with like-minded individuals who believe strongly in supporting the HNF's purpose.

## Volunteer Support

Our Volunteer Manager will be the main point of contact to provide necessary support and advice regarding any aspect of your volunteering role with us.

The Volunteer Manager will:

- Understand your interests and needs to ensure that a suitable volunteer role is assigned
- Address any concerns you may have with regard to your volunteering role and experience
- Provide you with the latest updates on new developments or policies on volunteering
- Conduct volunteer orientation and training to ensure you have adequate knowledge and skills to perform the role

*"The heart of a volunteer is not measured in size, but by depth of the commitment to make a difference in the lives of others."*

-DeAnn Hollis



## Volunteer Orientation & Training

The Volunteer Orientation & Training is organised throughout the year. All volunteers are encouraged to attend at least 1 session of the Volunteer Orientation & Basic Training before the start of the volunteering activities.

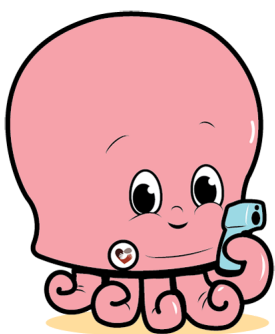
It gives our volunteers an overview of HNF services as well as the upcoming volunteering activities. The session will be a good platform for the volunteers to clarify any doubts about the scope of volunteering activities in HNF.

Volunteers are a part of our HNF family and we hope to provide personal development through training such as communications with the elderly, handling patients on wheelchair and etc.

## Volunteer Appreciation

HNF recognises and appreciates our volunteers for contributing their time and effort to support our work. HNF provides certificates of appreciation or volunteer testimonials upon request.

HNF also organises Donors' & Volunteers' appreciation events to thank our donors and volunteers for your support and service.



*"It's not how much we give but  
how much we put in giving."*

Mother Teresa

## Volunteer Orientation & Training Roadmap

New volunteers who have successfully registered with HNF

**Volunteer Orientation & Basic Training (VOBT)**  
**Introductory Session & Ways of handling wheelchairs**  
**May & October**  
9.30am – 12.30pm

Volunteers will be invited to attend VOBT before their commencement of volunteering service. Volunteer Manager will be covering the introduction of HNF services, various volunteering opportunities and things to note during their volunteering journey. A basic training will be conducted by physiotherapists on ways to handle wheelchairs.

**Volunteer Advanced Training (VAT)**  
**Basic First Aid Awareness Workshop**  
**June**  
9.30am – 12.30pm

HNF Clinical Staff will conduct the basic first aid awareness workshop which comprises of effective communication with elderly, simple first aid (with hands-on practice) & responding to emergencies, sign & responding to choking and techniques on feeding.

**Volunteer Advanced Training (VAT)**  
**Dementia Awareness Workshop**  
**November**  
9.30am – 12.30pm

HNF collaborates with Dementia Singapore in providing dementia awareness workshop for our volunteers. Workshop module comprises of myths and facts of dementia, effects and challenges when communicating with persons with dementia, assisting persons with dementia and etc. This training will be useful for volunteers who are volunteering in Senior Day Care & Rehabilitation Centre.

**Volunteer Advanced Training (VAT)**  
**Facilitate Meaningful Interaction with Persons with Dementia**  
**Depending of Dementia Singapore's schedule**  
9am – 5.30pm

Volunteers who have actively volunteered in Senior Day Care & Rehabilitation Centre for at least 6 months will be offered to attend a full day course at Dementia Singapore. The course will equip volunteers with the knowledge and skills to befriend persons with dementia through effective communications and meaningful engagement.

**\*Ad-Hoc Volunteer Training**  
Depends (Any month of the year)

HNF will collaborate with various partners to conduct interesting training topics (e.g. dialect conversational sessions) for volunteers, so as to equip them with relevant skills when interacting with the seniors.

## Volunteering Opportunities

### Patients' Outing

#### Objectives:

- To prevent social isolation and loneliness in home-bound patients
- To encourage patients to be actively engaged in the community

#### Responsibilities:

- Picking up assigned patients from their home to and from the event venue  
(Transportation will be provided from patients' homes to and fro the venue)
- Befriending patients throughout the outing
- Provide social and emotional support to patient

#### Requirements:

- 21 years old and above
- Enjoy interacting with seniors
- Comfortable with picking up and fetching patients from their home
- Able to converse in dialects, Malay or Tamil is an advantage
- Volunteers must be able to attend volunteer briefing before their commencement of service

### Home Improvement

#### Objectives:

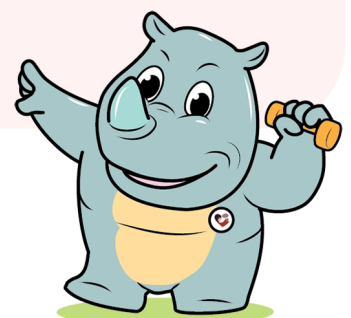
- Provide conducive and better living environment for patients who are unable to carry out regular cleaning due to health conditions or mobility issues

#### Responsibilities:

- Assist with simple house cleaning (living room, kitchen and toilet)
- Tidy up the house for patient to maneuver their wheelchair
- Applying fresh coat of paint to patient's home (for house painting)

#### Requirements:

- 18 years old and above
- Able to converse in dialects, Malay or Tamil is an advantage
- Comfortable with cleaning the house that is in a bad state



## Volunteering Opportunities

### Hampers Distribution

Objectives:

- Provide daily necessities for patients who require financial assistance
- Lighten both physical and financial burden for patients with financial difficulties

Responsibilities:

- Packing of daily necessities into hampers
- Delivering of hampers to patients' homes

Requirements:

- 18 years old and above
- Willing to travel around to distribute the hampers
- Driving license of Class 3A and above is an advantage

### Administrative & Logistics Support

Objectives:

- Provide additional support to HNF's operations

Responsibilities:

- Assist various departments in administrative duties such as scanning, data-entry and filing
- Assist with logistics preparation for major fundraising/volunteering/community outreach activities

Requirements:

- 16 years old and above
- Have interest or experience in providing administrative and logistics support

### Medical Escort

Objectives:

- To provide assistance to patients during their medical appointment

Responsibilities:

- Accompany patients to the hospital or polyclinic for their medical appointment
- To fetch patients from their home to and from the hospital or polyclinic
- Provide social and emotional support to patients

Requirements:

- 21 years old and above
- Comfortable with picking up and fetching patients from their home
- Able to drive and have own vehicle will be an advantage



## Volunteering Opportunities

### Skills-Based

#### Objectives:

- Tapping on volunteers' expertise to assist in HNF's operations

#### Responsibilities:

- Provide volunteers' relevant skills to augment on HNF's functions and capabilities
- Engage patients by guiding them with art & craft, music, dance performances, etc
- Assist with photography during patients' outing
- Provide copywriting, graphic design, web design, marketing, software, operational consultancy services

#### Requirements:

- 18 years old and above

### Befriending (Home Care Patients)

#### Objectives:

- To provide social and emotional support to home bound patients
- To combat social isolation and loneliness among home bound patients

#### Responsibilities:

- To provide a listening ear and be a friend to the patients
- To conduct home visit on a bi-weekly or monthly basis
- To engage the patients through conversation or hands on activities

#### Requirements:

- 18 years old and above
- Enjoy interacting with seniors
- Able to converse in dialects, Malay or Tamil is an advantage



## Volunteering Opportunities

### Befriending @ Wellness Centres

Objectives:

- To encourage clients to be actively engaged in the community

Responsibilities:

- Befriending clients through their daily activities
- Assist and be a helping hand to our healthcare assistant/care associate during the activities
- Provide social and emotional support to clients

Requirements:

- 16 years old and above
- Enjoy interacting with seniors
- Able to converse in dialects, Malay or Tamil is an advantage

### Activity Coordinator

Objectives:

- To conduct fun and meaningful activities to engage clients in the community

Responsibilities:

- To spearhead activities (e.g. exercise, baking, art & craft) for the clients in the Wellness Centres or Active Ageing Care Hub
- Assist and be a helping hand to our healthcare assistant/care associate during the activities

Requirements:

- 16 years old and above



## HNF Volunteer Code of Conduct

HNF Volunteers' Code of Conduct seeks to promote responsible volunteering practices and principles for all our volunteers. Every volunteer has an obligation to abide by the code of conduct in his/her discharge of responsibilities.

### 1. Accountability

- Volunteers are responsible for their own actions and accountable to the Volunteer Manager (VM).

### 2. Confidentiality

- All information regarding patients is strictly confidential. Feedback received from the volunteers, patients or patients' caregivers/family members should be only conveyed to VM or the Head of Department, Communications & Development.
- Personal particulars, addresses and contact details of patients and their caregivers/family members are strictly confidential. In the event that this information is provided to a volunteer for volunteer work purposes, the volunteer is allowed to use the information only with permission from VM.
- HNF staff are to act as the official contact person for patients or their caregivers/family members. Volunteers are not to give patients or their caregivers/family members any personal information and contact details. Similarly, volunteers are not to divulge fellow volunteers' personal information to patients or their caregivers/family members.

### 3. Privacy

- Volunteers are not to post or publish any photos/videos of HNF patients taken during a volunteering event/activity in any publications, reports, advertisement, explicit promotional material or social media platforms which are accessible to the public without the permission of HNF or the patient/caregivers.

### 4. Representation

- Volunteers are not to represent HNF officially without authorisation from HNF.
- Volunteers are allowed to solicit funds on behalf of HNF under specified circumstances such as during a fundraising project with or for HNF, and authorisation has been given by HNF with an official Collector's Certificate of Authority (CCA).
- Volunteers should not accept gifts or donations, or to solicit funds on behalf of HNF without explicit authorisation and permission by HNF. If a patient or caregivers/family members insists on making a donation out of appreciation, please kindly direct them to HNF giving website or call HNF mainline at 6854 5555. Whenever you are uncertain of what to do, please direct your queries to the VM.

## HNF Volunteer Code of Conduct

### 5. Religion

- All religions should be respected by everyone in HNF, including volunteers. No volunteer should impose their religious belief on another. Proselytizing of religious beliefs is strictly prohibited.
- If a patient or caregivers/family members wish to discuss about his/her religion, volunteers can choose to either provide a listening ear or decline the patient or caregivers/family members politely if they feel uncomfortable.

### 6. Respect

- Volunteers should treat all individual with a sense of dignity and respect for cultural, linguistic and social differences without passing judgment upon patients and caregivers/family members.
- Avoid profane and abusive language, and disruptive behaviour.
- Attires worn during a volunteering event/activity should not contain offensive slogans or graphics or objectionable material.

### 7. Commitment

- Volunteers are expected to adhere to the days and timing of the volunteering event/activity they have committed to. In the event that volunteers have to withdraw from a particular event/activity, volunteers are to notify the VM at least three days in advance so that a replacement can be found.
- If volunteers are unable to turn up for volunteering event/activity just before the event, volunteers are to notify the VM immediately and provide a valid reason for the sudden absence.

### 8. Feedback and Whistle-blowing Policy

- Volunteers are to remain as neutral parties and be sympathetic when they come into direct contact with patients and caregivers/family members. If a volunteer wishes to discuss relevant feedback which they feel is important about a patient and/or caregivers/family members, the volunteers should contact the VM.
- Volunteers may talk to the VM about observed behaviour of others within HNF, which they believe may be illegal, or in violation of the Volunteer Code of Conduct, or when they are in doubt about the best action to be taken in a particular situation. The VM may escalate such issues to senior management for advice or appropriate actions to be taken.

## HNF Volunteer Code of Conduct

### 9. Health and Safety

- HNF strives to provide all its volunteers and staff with a safe and healthy volunteering environment. All volunteers also have the responsibility to maintain a safe and healthy environment for fellow volunteers and staff by following environmental, safety and health rules and practices.
- All volunteers are to report any accident, injury and/or unsafe working equipment, practices and conditions immediately to the VM.
- Volunteers who are feeling unwell should not report for volunteering duties, avoid HNF's clinical area and inform the VM immediately.
- Volunteers are to wear volunteer t-shirt or volunteer passes for identification purposes as necessary.
- Volunteers are encouraged to visit HNF patients' home in pairs or groups for safety and accountability.

### 10. Expenses/Monetary Issues

- Official receipts are required for claiming reimbursement from HNF for out-of-pocket payments made on behalf of HNF for patients or items related to the activity (e.g. buying of wish list items using donor funds, taxi fare).
- Volunteers are not to give any form of monetary donations to patients (e.g. cash, cheque etc) during the course of volunteering, without the consent of the VM.
- Volunteers are not to receive any form of monetary payments from the patients and/or their caregivers/family members, unless the patient requests for help in buying his/her meals or daily necessities.
- HNF reserves the right to take corrective actions on any volunteer for any misconduct or violation of the HNF volunteer guidelines and policies as necessary.

### 11. Grievance Support

- Psycho-social support is available for volunteers who experience stress related to volunteering at HNF. The volunteer is to inform the VM or the Head of Department, Communications & Development if there is a need to arrange for support.
- However, if the issue involves staff/leadership of HNF and is severe in nature, please inform the CEO, President of Board of Management, or Chair of the Audit and Risk Management Committee. You may also visit HNF's website on the whistle-blowing policy.

## HNF Volunteer Code of Conduct

### 12. Disciplinary

- HNF reserves the right to take necessary actions on volunteer for any misconduct or violation of the HNF volunteer guidelines and Code of Conduct.
- A representative list of violations includes:
  - i) Unbecoming behaviour - use of abusive language, profanity, etc in front of staff, patient, caregivers/family members, fellow volunteers; raising his/her voice and/or resorting to physical force during an argument.
  - ii) Soliciting - touting; trying to sell products to staff, patients, caregivers/family members, fellow volunteers during the course of volunteering.
  - iii) Proselytizing - trying to impose one's religious beliefs on staff, patient, caregivers/family members, fellow volunteers during the course of volunteering.
  - iv) Theft - stealing from staff, patient, caregivers/family members, fellow volunteers during the course of volunteering.
  - v) Dishonesty - pocketing money from patients or caregivers/family members in the disguise of collecting fees on behalf of the organisation.
  - vi) Refusal to prove identity to staff, patients or caregivers/family members.
  - vii) Leakage/misuse of confidential HNF information and wilfully damaging HNF's resources (including e-resources).
  - viii) Portraying negative image of HNF through the media.
  - ix) Acting under the influence of alcohol and illicit drugs while volunteering.
  - x) Unauthorised alteration or falsifying of HNF documents or records.

### 13. Termination of Service

- HNF reserves the right to terminate the services of any volunteer without prior notice.

## Contact Us

### Head Office

Home Nursing Foundation  
490 Lorong 6 Toa Payoh  
HDB Hub #05-10  
Singapore 310490

Operating Hours:

Monday to Thursday: 8am - 5.30pm

Friday: 8am - 5pm

Closed on weekends and public holidays

### Day Care & Rehabilitation Centre

#### HNF Wellness @ Hougang 康乐轩

35 Hougang Avenue 3  
Hougang Community Club, #04-01  
Singapore 538840

#### HNF Wellness @ Buangkok 康乐轩

Blk 991B Buangkok Link, #01-251  
Singapore 532991

Operating Hours:

Monday to Saturday: 7am - 7pm

Closed on Sunday and public holidays

#### HNF Active Ageing Care Hub@Buangkok 康乐园

Blk 999 Buangkok Crescent, #01-01  
Singapore 530999

Operating Hours:

Monday to Friday: 8am - 5.30pm

Closed on weekends and public holidays

### Contact us

Tel: 6854 5555

Fax: 6255 5774

Email: [enquiry@hnf.org.sg](mailto:enquiry@hnf.org.sg)

For volunteering matters, you may contact your Volunteer Manager at 6854 5505 or [volunteer@hnf.org.sg](mailto:volunteer@hnf.org.sg)