

Children's Cancer Foundation Code of Conduct for Volunteers

Our Mission:

To improve the quality of life of children with cancer and their families and children impacted by cancer through enhancing their emotional, social and medical well-being.

Our Core Values:

Integrity; Compassion; Excellence

Volunteers are the representatives of the Children's Cancer Foundation and should be positive examples to their peers in the community they serve in.

Volunteers of CCF are required to sign and abide by the CCF Volunteer Code of Conduct which lay out the standards of behaviour required of CCF's volunteers at all times when carrying out their duties and in their interactions with CCF staff, beneficiaries and community partners.

The CCF Volunteer Code of Conduct defines the standards of behaviour in the following three areas:

- a) Volunteers' ethical responsibilities towards CCF;
- b) Volunteers' ethical responsibilities towards beneficiaries; CCF staff, fellow volunteers and community partners
- c) Volunteers' ethical responsibilities towards PDPA

Volunteers' ethical responsibilities towards CCF

Volunteers have the responsibility to conduct themselves in the highest possible professional standard to uphold the image of CCF.

1. Volunteers are to understand the mission and core values of CCF and comply with all policies and procedures.
2. Volunteers are to report for volunteering assignments punctually and be present at all times for their duties. When expecting to be absent from scheduled duty, volunteers are to inform the reporting personnel / volunteer manager as early as possible.
3. Volunteers are to ensure proper care of CCF's property and other resources and refrain from using CCF's property, resources, information or funds for any purpose other than authorised uses.
4. Volunteers are to carry out their volunteer duties in a responsible manner and to observe all safety procedures.
5. Volunteers are responsible for presenting a positive example to beneficiaries, community partners and staff. Volunteers shall dress appropriately in public and at assignment, always keeping mind cultural norms and practices of the community.
6. Volunteers in their course of assignments are to uphold great integrity and do not falsify or change any documents or records.

7. Volunteers are not to bring any unauthorised persons to the assigned venues during their assignments without CCF's approval.
8. Do not act as a spokesperson for the organisation unless prior permission or authority has been given. Volunteers shall refer to CCF all media queries and requests pertaining to CCF and its programmes from any media agencies, including, but not limited to the broadcast, electronic, print and online media, wire services and publications.
9. Volunteers shall not engage in any direct form of communication with the media, including writing reports for the media, accepting interviews and / or writing letters to the forum pages in the capacity of CCF's volunteer, without prior discussion and approval with CCF.
10. Volunteers who report for service at CCF under the influence of illegal drugs, or impaired by the use of alcohol and non-prescription drugs may subject to disciplinary action or termination of his/her assignment.

Volunteers' ethical responsibilities towards CCF beneficiaries, staff and fellow volunteers

Volunteers serve as good role models for our beneficiaries, volunteers and community partners and are to uphold honesty and integrity in their interactions at all time.

1. Volunteers are to speak and act in a respectful manner towards CCF's beneficiaries, staff, fellow volunteers and community partners.
2. Volunteers are to set boundaries with beneficiaries who are overly friendly or try to seek special attention. Volunteers are to behave appropriately even if the beneficiaries exhibit inappropriate behaviours and are to inform and seek advice from staff whenever necessary.
3. Under no circumstances should volunteers have inappropriate physical or sexual contact with the beneficiaries, even if it is consensual. There should be no involvement in intimate personal care of the beneficiaries, such as assistance with dressing of undergarments, bathing, or toileting.
4. Volunteers are strongly encouraged not to make contact with the beneficiaries, including their family members or caregivers, after completion of voluntary service assignments including but not limited to exchanging contact details, accepting request on any social and new media platforms such as Facebook, Twitter and/or Instagram. CCF shall be excluded from all liabilities after the end of the volunteering assignments should volunteers choose to remain in contact.
5. Volunteers are not to seek or accept cash and non-cash rewards, or gifts without approval from CCF, regardless of the monetary value.
6. Smoking is strictly prohibited during the duration of the volunteer activity.

7. Volunteers are to maintain confidentiality of all personal and/or financial information, including pictures and videos, shared by the beneficiaries. Volunteers are not to use, collect or disclose such information without the permission of CCF.
8. Volunteers are strongly encouraged to report to CCF if any beneficiary reveals information that is of threat to self or others.
9. Volunteers are not to impose own religious beliefs or political views. Cultural, racial, and religious sensitivity is to be observed at all times.
10. Volunteers should refrain from the following:
 - a. Racially offensive remarks or language;
 - b. Religiously insensitive or provocative remarks or language;
 - c. Defamatory or libellous comments; and
 - d. Involvement in any form of lobbying or politicising
11. Volunteers who believe that another volunteer has acted unethically are to inform the staff immediately.

Volunteers' ethical responsibilities towards PDPA

All volunteers who have access to and/or collect, use disclose, or process personal data of external parties, clients or other volunteers are responsible for complying with the CCF's Personal Data Protection Policy and adhering to all internal procedures and processes developed to ensure that CCF are compliant with the requirements of personal data protection laws.

1. Explain the purpose of the collection of personal data and obtain explicit consent from beneficiaries to disclose their personal data to CCF.
2. Dispose of beneficiaries' personal data when there is no longer legitimate use by returning to the volunteer manager/leader or showing evidence of secure disposal by shredding or deleting.
3. Only collect necessary personal data for the purposes of evaluation/follow up by CCF.
4. Ensure their data is securely stored (i.e. digital copies are password protected and hardcopies are kept properly).
5. Identify and avoid taking photographs of attendees who have withdrawn their consent (e.g. they may be seated at a designated area, or have lanyards in a different colour).
6. Delete all photographs in digital copy after you have securely transferred them to CCF.
7. If you encounter issues with handling of personal data, check with your volunteer manager/I leader.
8. Alert your volunteer manager/leader if beneficiaries' personal data has been compromised in any form.

9. Only convey service users' medical information such as appointment details, doctor's instructions and prescription to authorised people (e.g. doctors, case workers).
 10. Do not leave any of beneficiaries' personal data unattended or unsecured.
 11. Avoid disclosing your personal contact details to beneficiaries, unless necessary.
 12. Do not share details of your conversation with beneficiaries with any parties other than the CCF.
 13. Do not take any photographs of beneficiaries and share them with anyone or post them on your personal social media without obtaining explicit consent.
 14. Do not share/forward any of beneficiaries' personal data to anyone unless with explicit consent.
 15. Avoid asking for additional personal data beyond what is needed for the programme, event, survey, etc.
 16. Do not share or forward any photographs of attendees with anyone or post them on your personal social media accounts without obtaining explicit consent or clearance from CCF.
 17. Do not store photographs in any form for your own personal use after transferring them to CCF.
 18. Do not dispose of beneficiaries' personal data in identifiable form (e.g. throwing hardcopies without shredding).
 19. Do not leave beneficiaries' personal data unattended (e.g. papers lying around or laptops/ phones with screen unlocked).
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