

DO'S & DON'TS FOR VOLUNTEERS

I understand and accept that my taking part in any activity constitutes my consent to the following.

DOs	DON'Ts
<ul style="list-style-type: none"> ✓ Inform St Luke's Hospital (SLH) contact person in advance if unavailable to take part, especially if feeling unwell (see "don't expose patients to disease" below). ✓ Wear attire suitable for hospital visit, such as office wear, smart casual, school uniform and covered shoes. Avoid, for example, running shorts and singlets, miniskirts and slippers. ✓ If issued a volunteer lanyard, wear it at all times. ✓ Maintain high level of personal integrity and discipline, including punctuality. ✓ Be careful and maintain agreed standard of service. ✓ Seek help from SLH staff if in doubt. Report any problem immediately to SLH contact person e.g. nurse, volunteer coordinator. Give feedback and suggestions; they are welcome. 	<ul style="list-style-type: none"> ✗ Take photos of staff, patients and family members. ✗ Disclose patients' personal data (e.g. photo/video of patient) or other information online (e.g. Facebook, Instagram) or offline. ✗ Disclose SLH confidential information, or impersonate another person to access confidential information. ✗ Abuse patients, staff or other volunteers. ✗ Steal or misuse SLH materials/funds, including tampering with or destroying records.

Foundation Members

Bartley Christian Church

Graduates' Christian Fellowship

Bethesda Frankel Estate Church

Presbyterian Community Services

Bethesda Katong Church

Singapore Nurses Christian Fellowship

Church of Singapore

Wesley Methodist Church

When visiting patient areas e.g. ward, gym

DOs	DON'Ts
<p>✓ Sanitise hands before and after visiting each patient.</p> <p>✓ Look at headboard located behind patient. If headboard is pink, avoid contact with patient (more precautions needed). Leave gifts if any on their bedside table.</p> <p>✓ Otherwise, proceed to engage patient. The headboard contains useful info about patient e.g. name, spoken languages and other important info.</p> <p>✓ Respect and accept others regardless of race, language and religion, including patients who are not open to volunteers.</p> <p>✓ Be compassionate and positive towards patients and staff, and maintain open communication with them.</p> <p>✓ Be sensitive, e.g. do not ask, "How are you?" (你好吗?). Patients may be upset and reply: "If I'm well I would not be in hospital." ("如果我好就不会住在医院了!"). Instead, you may ask: "Have you eaten?"</p>	<p>✗ Expose patients to diseases. If feeling unwell, please do not take part in volunteering duty.</p> <p>✗ Help patients in toileting, massage, feeding or drinking, etc. even if trained in nursing, rehabilitation etc.</p> <p>✗ Step on the black mat beside the bed. If triggered the alarm, step out of the mat and press the reset button on the white box.</p> <p>✗ Offer to patients or others:</p> <ul style="list-style-type: none"> - medical opinions - opinions about family matters <p>✗ Proselytise</p> <p>✗ Horseplay</p> <p>✗ Exchange personal particulars (e.g. phone numbers, addresses etc.).</p>

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