



*Connecting Seniors,
Enriching Lives®*

VOLUNTEER MANAGEMENT & TRAINING DEPARTMENT

Volunteer Handbook

About The Volunteer Handbook

This Volunteer Handbook (hereafter referred to as the "Handbook") applies to all volunteers at Lions Befrienders Service Association (*Singapore*). Its purpose is to provide you with an overview of Lions Befrienders' volunteer policies, procedures, and programmes so that the organisation's essence and values are imprinted, ingrained, and understood.

Modifications in circumstances and relevant legislation will necessitate changes in policies and processes from time to time. Existing policy and legislation will always take precedence over any unintended inaccuracy or obsolete content in this manual.

Please take the time to read and comprehend this handbook. If you have any questions, please contact the Volunteer Management & Training Department at volunteer@lb.org.sg or reach us at our office line, 6681 4935 during weekday 9AM to 6PM.

We would like extend to you a warm welcome to Lions Befrienders. We wish you a wonderful volunteering experience with us.

1. Overview of the Organisation

Introduction

Lions Befrienders (LB) is committed to work in partnership with the community to serve the lonely beneficiaries in Singapore. As a volunteer-driven organisation we are dedicated to promote the well-being of our volunteers. In the process, we strive to equip them with the necessary skills and provide them with a conducive environment to conduct their volunteering activities effectively.

This manual aims to encapsulate all the necessary information that our volunteers would need to know about volunteering with us. The policies, procedures and guidelines laid out within are designed to protect the interests of our volunteers, beneficiaries, and organisation. To remain relevant, the information in this manual will be regularly reviewed and updated.

Brief History of LB

LB is a Social Service Organisation which was initially set up as a joint project between the Lions Clubs of Singapore North, Serangoon Gardens and Stamford. It was first known as the Lions Befriender Service Association of Singapore North, Serangoon Gardens and Stamford. It started functioning on the premises of the then Ministry of Community Development in preparation for the takeover from the Ministry before being officially registered and gazetted by the Registrar of Societies.

The Befriender Service was officially handed over to the Lions on 1 July 1995. Its first centre (Head Office) at Block 130 Bukit Merah View was officially opened on 22 July 1995 by the then Acting Minister of Community Development, Mr Abdullah Tarmugi. It was then registered as a charity under the Charities Act, 1994. In 1999, the Lions Befriender Programme became a Lions District Project and in March 2000, we are known as the Lions Befriender Service Association (Singapore). In November 2007, we made a slight amendment to our name and were henceforth known as Lions Befrienders Service Association (Singapore).

The programme has a long history in caring for and assisting beneficiaries to cope with the demands of daily living, enabling them to continue living in a familiar environment for as long as possible. From a pilot project initiated in June 1982 by the then Ministry of Social Affairs, the programme has been extended island wide. Since inception, the Befriending Service and Community Outreach Services, through 10 centres, have reached out to more than 86,000 beneficiaries with the help of more than 3,000 trained volunteers. On 11 September 2021, we officially launched our first Lions Befrienders Training Centre, a facility dedicated to upskilling the competencies and knowledge of volunteers.

LB is also committed to enhancing our beneficiaries' quality of life by improving on their living conditions and facilitating better co-ordination in the provision of services to them. Other related support programmes, including fundraising, are also initiated for the benefit of the beneficiaries. Our programmes enable the beneficiaries to extend their interactive lives within the community, allow them to age in place with community support, prevent premature institutionalisation. Therefore, enabling them to enjoy meaningful and enriching lives.

LB's Vision, Mission, Objectives & Core Values

Vision

A nation where every senior is active, healthy, and happy.

Mission

To provide friendship and care for beneficiaries to age in place with community participation, enabling them to enjoy meaningful and enriching lives.

Objectives

- Relieve the loneliness, isolation, and boredom of lonely beneficiaries
- Facilitate integration of lonely beneficiaries into the community
- Facilitate empowering of our lonely beneficiaries
- Promote active and positive ageing
- Encourage our lonely beneficiaries to age in place with community support
- Promote community participation in caring for the lonely beneficiaries

Tagline

Connecting beneficiaries, enriching lives

Our Core Values

C – Commitment

We pledge to give our best to enrich the lives of those we touch

I – Integrity

We uphold trust and accountability in all we do

R - Respect

We honour the individual's rights and belief

C – Compassion

We serve with kindness and openness

L – Leadership

We inspire and empower change for a better future

E - Empathy

We listen, we feel, we care

Our Core Programmes

LB runs two core programmes to help the lonely beneficiaries in the community. They are the:

i. Befriending Service

There are many lonely beneficiaries who do not get to hear a friendly knock on their door for months. They need a friend who will visit them regularly, to reaffirm them that someone cares. Therefore, LB recruits, trains, matches and motivates Befrienders (volunteers) to be friend to these beneficiaries.

To be eligible for the Befriending service, a beneficiaries must fulfil the following criteria:

- I. Singapore Citizen or Permanent Resident;
- II. 65 years old and above;
- III. Has no or limited family support; and
- IV. Is at risk of social isolation due to social, psycho-emotional or physical reasons

The Befriending Service operates from LB's head office located at:

Lions Befrienders Service Association (Singapore)
Block 130, Bukit Merah View, #01-350, Singapore 150130
Tel: 1800-3758600
Fax: 6273 1500
<http://www.lionsbefrienders.org.sg>

ii. Community Outreach Services

(1) Active Aging Centre (AAC)/Beneficiaries Activity Centre (SAC):

Our ten Centres are located island-wide, providing care and support to beneficiaries aged 60 years and above residing at the respective blocks in their neighbourhoods. At the centres, we engage the beneficiaries in various activities to keep them active and meaningfully occupied so they can age gracefully and actively. The centres also provide information and referral services for the beneficiaries. A wide variety of courses and exciting activities are organised for the residents to interact with each other and gain new knowledge.

Residents, young and old can be enlisted as volunteers and participate in inter-generational activities. 4 of the centres at Ang Mo Kio, Meiling, Bendemeer and 494E Tampines also manage the Alert Alarm System during office hours whereby beneficiaries' residents in designated blocks could activate the alarm during an emergency. At all times, members of public are encouraged to render help to the affected resident by checking on the alarm display panel installed at the designated blocks.

From 1st May 2021, five of our Beneficiaries Activity Centres will be renamed as Active Ageing Centre (AAC). The AAC will provide general social and health support to beneficiaries regardless of their frailty, housing type and income levels.

Centres will provide an "ABC" suite of services: Active ageing programmes, Befriending and buddying, Information, and referral to Care service

Our AACs are located at

1. LB SAC @318 ANG MO KIO
Block 318, Ang Mo Kio Ave 1, #01-1453, Singapore 560318
Tel: 6681 4900 Fax: 6554 2621
2. LB SAC @32 BENDEMEER
Block 32, Bendemeer Road, #01-799, Singapore 330032
Tel: 6681 4904 Fax: 6398 0479
3. LB SAC @344 CLEMENTI
Block 344 Clementi Avenue 5, #01 – 132,
Singapore 120344
Tel: 6681 4976 Fax: 6250 0898
4. LB SAC @366 CLEMENTI
Block 366 Clementi Avenue 2, #01 – 527,
Singapore 120366
Tel: 6681 4025 Fax: 6251 4989
5. LB SAC (SA)* @494E TAMPINES
Block 494E, Tampines St 43, #01-544, Singapore 525494
Tel: 6681 4940 Fax: 6643 5059

6. LB AAC @420A CLEMENTI
Block 420A, Clementi Ave 1, #02-03, Singapore 121420
Tel: 6681 4908 Fax: 6694 2656
7. LB AAC @18 GHIM MOH
Block 18, Ghim Moh Road, #01-115, Singapore 270018
Tel: 6681 4912 Fax: 6467 6009
8. LB AAC @150 MEILING
Block 150, Mei Ling Street, #01-53, Singapore 141150
Tel: 6681 4916 Fax: 6476 3661
9. LB AAC @434 TAMPINES
Block 434, Tampines St 43, #01-77, Singapore 520434
Tel: 6681 4928 Fax: 6785 7981
10. LB AAC @499 TAMPINES
Block 499C, Tampines Avenue 9, #01-256, Singapore 523499
Tel: 6681 4924 Fax: 6538 3095

2. About Volunteering

Why LB needs Volunteers?

The aging population in Singapore, where one in every four people is elderly, means that full-time staff will face challenges in providing adequate care and implementing new holistic services. Volunteers provide ancillary support to front-line staff, ensuring that programs and services are not disrupted and that beneficiaries receive quality interactions.

Volunteers are a crucial part of Lions Befrienders because they have made substantial contributions to each of our milestones by offering their time, abilities, energy, and enthusiasm to all they do.

Some volunteers even assisted in the planning and execution of a variety of events, served on steering committees, functioned as community advocates, and provided a voice and ears for the socially isolated beneficiaries. Volunteers' support has greatly enriched Lions Befrienders' work in several areas, and we would not be able to provide the level of service or effectively reach out to individuals in need if it were not for our committed volunteers.

We appreciate all our volunteers do, and we want to continue to grow and develop ties with them in the years ahead.

LB's Vision, Mission For Volunteer Involvement

Vision

Grow volunteerism across all ages

Mission

To reinforce intergenerational bonding to help people adopt a positive attitude towards aging and develop empathy towards seniors

Tagline

Make volunteering experience wonderful

The Different Roles of Volunteers in LB

We group our volunteers in three main types of volunteering based on service-based volunteerism, skills-based volunteering, and events-based volunteering.

Type of volunteering:	Role:
Service-based volunteerism:	Befriending Service: <ul style="list-style-type: none">- Befriender (BPA, BFR, CERT BFR) Community Outreach Services: <ul style="list-style-type: none">- Centre Volunteer (CVL)
Skills-based Volunteering:	Support Volunteers (SPT)
Events-based Volunteering:	Support Volunteers (SPT), Corporate Community Involvement Programmes (CCIP) or CIP, Schools

Lions Befrienders Service Association (Singapore)
Job Description – Befriender (BFR)

Programme: Befriending

Purpose: Alleviate the isolation, loneliness and boredom of beneficiary through the building of meaningful friendships whilst facilitating ageing in place in the community

Qualities

- Passion for working with beneficiary
- Commitment
- A desire to make a difference
- Patience
- Compassion
- Humility
- Integrity
- Perseverance

Trainings

- Mandatory to complete prerequisite courses
- Mandatory to attend Orientation Workshop
- Other optional courses such as but not limited to: Health Monitoring & Basic knowledge of common beneficiaries' illness and/ or use of walking aids and fall prevention

Supervision

Throughout your Befriending tasks, supervision and support will be provided by Befriender Executive.

Time Commitment

- Minimum of one year
- Timing is arranged between the Befriender and beneficiary

Location

Effort will be made to place you in an area nearest to your preferred location and/or based on organisation's need

Lions Befrienders Service Association (Singapore)
Job Description – Centre Volunteer (CVL)

Programme: Community Outreach Service

Purpose: For beneficiary to maintain social integration in their silver years and continue to age with joy and vigour with the help of centre volunteers.

Qualities

- Passion for working with beneficiary
- Commitment
- A desire to make a difference
- Patience
- Compassion
- Humility
- Integrity
- Perseverance

Trainings

- Mandatory to complete prerequisite courses
- Mandatory to attend Orientation Workshop
- Other optional courses such as but not limited to: Health Monitoring & Basic knowledge of common beneficiaries' illness and/ or use of walking aids and fall prevention

Supervision

Throughout your assigned tasks at centre, supervision and support will be provided by Centre Manager.

Time Commitment

- Minimum of one year
- Timing is arranged between the Centre Manager and Centre Volunteers

Location

Effort will be made to place you in an area nearest to your preferred location and/or based on organisation's need

Lions Befrienders Service Association (Singapore)
Job Description – Support Volunteer (SPT)

Programme: Befriending & Outreach

Purpose: Alleviate the isolation, loneliness and boredom of beneficiary through the building of meaningful friendships whilst facilitating ageing in place in the community

Qualities

- Passion for working with beneficiary
- Commitment
- A desire to make a difference
- Patience
- Compassion
- Humility
- Integrity
- Perseverance

Trainings

- Optional courses such as but not limited to: Health Monitoring & Basic knowledge of common beneficiaries' illness and/ or use of walking aids and fall prevention

Supervision

Ad hoc informal supervision and evaluation sessions with the volunteer management team are done throughout the year. You may review any matters with volunteer management team at any time.

Time Commitment

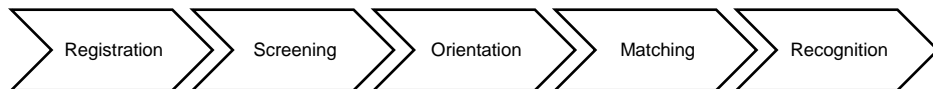
- Minimum of one year
- Volunteer management team to contact only when assistance is required.

Location

Is dependent on the nature of service

3. Volunteering Journey

Every great journey begins with a first step. We are so glad to have you on board with us. Here's an overview of the journey of a LB's volunteer:



Registration:

Begin your journey with us by completing the online registration. This gives us basic information about you, so we can start thinking about suitable roles for your profile.

Screening:

Screening is conducted to assess volunteers' readiness for specific programmes. To better prepare volunteers, they will be equipped with a better understanding of various volunteering programmes.

Orientation:

Before attending the orientation, the volunteers are required to complete the "prerequisite online courses". The purpose of this prerequisite online courses is to ensure that volunteers are prepared with some prior knowledge of the organisation and the role they have signed up for.

Upon completion of the prerequisite online courses, volunteers will be invited to go through half a day orientation training programme. The programme is designed to equip them to be mindful volunteers focusing on the needs and outcome of the beneficiaries.

Matching:

Through the matching process, there is an ongoing on-the-job training opportunity to provide you with the information and skills necessary to perform your role, where you will be followed by the personnel in charge for the first few sessions upon beginning your volunteer work.

Recognition:

We recognise your valuable contribution in improving the well-being of our beneficiaries. We invite you to attend a yearly volunteers appreciation event and get to know the wider community of volunteers at Lions Befrienders.

4. Volunteer Dress Code

Do dress appropriately, neatly, and modestly for the assignment. You can approach and check with your respective staff in charge if you are not sure about the dress code for your role.

Acceptable clothing includes:

- LB volunteer tee
- T-shirts with no offensive language
- Shirts or blouses
- Sweaters
- 3 quarter or full-length pants
- closed-toe shoes are preferred

A volunteer ID card will be given to volunteers who have completed at least 10 home visits/telephonic support/activities over the course of 6 months. Volunteers are encouraged to carry a volunteer ID card with them when performing voluntary work.



Another separate heading on attire

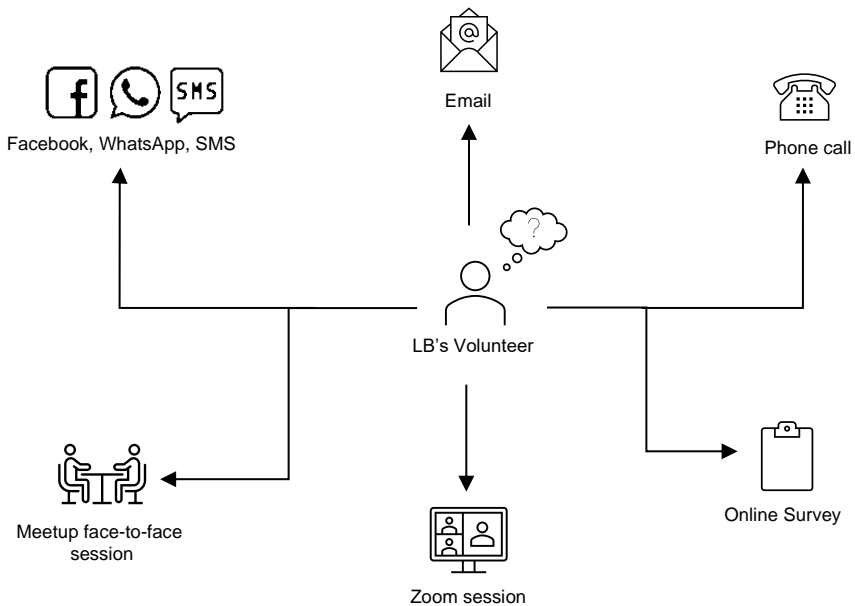
- Insert suitable attire to wear during home visits.
- option is wearing of the LB volunteer Tee – insert image
- mention about ID card, when will it be given, to bring along during home visit.

5. Support and Feedback

As you commence volunteering, our programme staff in charge will be there to onboard you for the role and provide regular support and supervision. To help you be effective in your role, we will also provide regular training. Informal and formal support channel will be available throughout your volunteering journey with Lions Befrienders.

At the same time, constructive feedback is a healthy blend of praise for achievement and suggestions for improvement. LB's welcome feedbacks from our volunteers to continue strive to improve our volunteer engagement.

As our volunteer partner, we look forward to serving with you and hearing from you how best we can continue to serve the community together. And most importantly, we grow together.



6. Benefits of Volunteering

Definition of Motivation

Motivation is a feeling of interest or enthusiasm that makes somebody want to do something, or something that causes such a feeling.

As such motivation is an internal process within oneself that makes a person strive towards achieving a goal.

Definition of Recognition

Recognition is something given or awarded as a token of acknowledgment or gratitude. Nobody likes to be taken for granted and thus everyone needs their work to be recognised and appreciated.

Motivating Volunteers

- Rewards and Recognition

Some ways by which LB reward volunteers and recognise their volunteering effort include:

- ✓ Recognising different contribution level for LB volunteering programs
 - ✓ Sending volunteers for external training to upgrade their skills and knowledge
 - ✓ Outstanding Awards
 - ✓ Long Service Awards
 - ✓ Other volunteers' events/activities
- Annual Appreciation & Awards Ceremony (A&A)

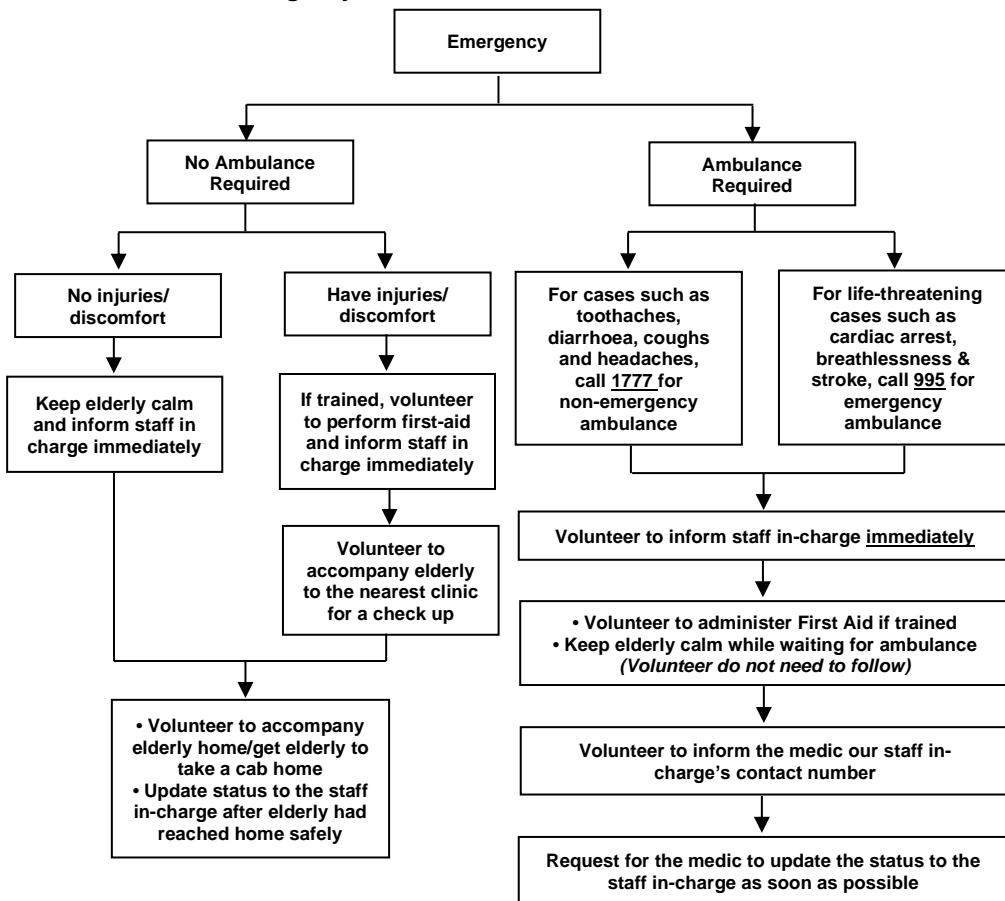
A&A formally recognises volunteer award recipients who have gone above and beyond the call of duty or volunteered for more than five years or longer.

7. Emergency and Incident Reponse Guidelines

Objective

The objective of this guidelines is to provide a set of guiding procedures for different types of emergency and incidents scenarios to guide volunteers during the process of interaction with the beneficiaries with the objective of securing safety and/or immediate help from professional for both the beneficiaries and volunteer.

7.1. Workflow of Emergency Protocol for Volunteers



8. Contact Details of Volunteer Management and Training Department

Office Address:

Blk 130 Bukit Merah View #01-350 Singapore 150130

Opening Hours:

Monday - Friday, 9:00am - 6:00pm (except public holidays)

Tel: 6681 4935

Email: volunteer@lb.org.sg