



HCSA **HIGHPOINT**

HALFWAY HOUSE

VOLUNTEER HANDBOOK

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WELCOME MESSAGE

Dear friends,

Welcome to the HCSA family!



Volunteers have played an important role at HCSA since our early beginnings in 1996 as a halfway house for recovering drug addicts and ex-offenders. Today, HCSA's work has expanded to include teenage girls who have experienced the complex trauma of physical, sexual or emotional abuse, and single parents facing limited support.

Without our volunteers, HCSA would not have been able to fulfil our mission of empowering these vulnerable groups to find purpose for a more abundant life.

And for that, we are most grateful. Grateful to our volunteers for giving their time. Grateful for their selflessness. Grateful to them for helping to make a difference in the lives of the vulnerable. We would not have been able to come this far without the support of our volunteers, who together with our employees, work hand in hand to provide the best services possible for the beneficiaries whom we serve.

Thank you for choosing to partner us in this rewarding journey and I hope that you will enjoy your volunteering experience with HCSA!

Sincerely,

A handwritten signature in black ink, appearing to read 'Kim Lang Khalil', with a long horizontal flourish extending to the right.

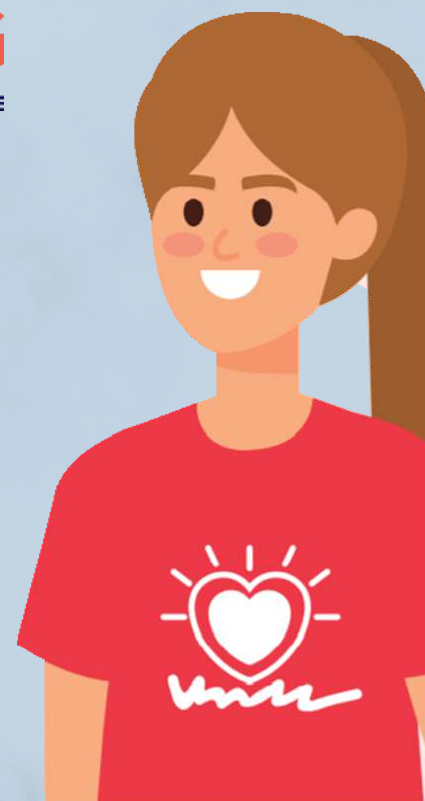
Kim Lang Khalil (Mrs)
Chief Executive Officer
HCSA Community Services

INTRODUCTION TO HCSA COMMUNITY SERVICES



HCSA Community Services (HCSA) is a charitable organisation with the Institution of a Public Character (IPC) status and a member of the National Council of Social Service. As a family of dedicated staff, volunteer teams, corporate and community partners, we continue to serve some of the most vulnerable in society, to give them a future and a hope. Our beneficiaries include ex-offenders, single parents facing limited support, teenage girls who have suffered the complex trauma of abuse, and other vulnerable groups.

Our mission to empower these vulnerable populations is achieved through our signature programmes:



VISION, MISSION & VALUES

VISION

To give a future
and a hope



MISSION

Empowering the
vulnerable
to find purpose for a
more abundant life

VALUES

(E.T.H.I.C.S)

Excellence
Teamwork
Honour
Integrity
Compassion
Servanthood



STRATEGIC THRUSTS



DELIVERING QUALITY SERVICES AND BEST PRACTICES

To empower the vulnerable to lead meaningful lives



BUILDING ORGANISATIONAL CAPABILITY

To foster innovation, transformation and change that is
sustainable and scalable



STRENGTHENING STAKEHOLDER COLLABORATION

Building partnerships to promote greater synergy and
improved outcomes

INTRODUCTION TO HCSA HIGHPOINT HALFWAY HOUSE



OVERVIEW

HCSA Highpoint Halfway House first started in 1996 to help former drug offenders rebuild broken lives. Over the last two decades, it has expanded to provide a safe and substance free place for homeless male ex-offenders, newly released prisoners and those in recovery from addiction, to restart their lives.

Through a transitional living programme, HCSA empowers residents to attain more permanent housing, gainful employment and financial independence, so as to live a productive addiction free life, and successfully reintegrate into society.



VOLUNTEERING ROLES

SERVICE-BASED VOLUNTEERISM

Provide manpower resources to complement the work that HCSA does to help our beneficiaries.

- Help with HCSA Highpoint's Tuesday support groups by facilitating a life-skill group or helping with the logistics
- Befriending support via outings and activities

SKILLS-BASED VOLUNTEERISM

Use your talents, experiences and resources to strengthen the capabilities of HCSA and/or its beneficiaries Sponsor/co-organise programs/outings for halfway house residents on a monthly basis

- Equip the residents with basic IT knowledge involving the use of mobile phones and the introduction of Apps that could be useful for them
- Conduct health talks in English or Mandarin for the residents, and provide and conduct health screening in Diabetes, Hypertension and Hepatitis.
- Provide training to the residents in areas such as languages (English and Mandarin), interview and presentation skills, personal grooming and social etiquette.
- Support HCSA Highpoint's event management and programme planning team.

EVENTS-BASED VOLUNTEERISM

Volunteer to help out with regular/one-time events and activities

- Sponsor/co-organise programs/outings for halfway house residents on a monthly basis
- Conduct enrichment classes/sports activities for halfway house residents on a weekly/monthly basis
- Assist in pre-event logistics and planning
- Be a part of HCSA Highpoint's Friday music jamming and singing sessions
- Emcee support during events
- Serving food during events
- Assist in manning carnival booths
- AV and sound support during events
- Photography support during events
- Media support during events (e.g. creating videos)



VOLUNTEER JOURNEY

RECRUITMENT

- a. Volunteers can indicate interest by contacting us via the HCSA Community Services website or by email/phone.
- b. The HP volunteer coordinator will contact the interested volunteer.
- c. Should there be suitable vacancies for volunteering, the volunteer coordinator will invite the volunteer down for an interview.
- d. Volunteers will need to be screened to mitigate any potential risks. This also provides a unique opportunity to better understand their motivations.

ORIENTATION AND TRAINING

- a. Meet-and-Greet session will be organised for new volunteers as part of orientation and induction.
- b. Training will be provided to volunteers throughout their volunteering journey.
- c. Each volunteer will be provided with a Volunteer Handbook.
- d. Volunteers helping with events planning and pre-event logistics may need to attend several committee meetings prior to the actual event.



SUPPORT AND FEEDBACK

- a. Volunteers can contact the volunteer coordinator via WhatsApp text or a call at any point during the volunteering experience.
- b. Volunteers can also link up with other program volunteers during the HCSA Quarterly volunteer meetups.
- c. Feedback forms are usually filled out at the end of an event/activity.
- d. Volunteers are encouraged to attend the Annual Volunteer Appreciation so that HP can recognise and appreciate them for services rendered. This event is usually held at the end of each year.

TERMINATION

- a. HCSA Highpoint aims to ensure that matters pertaining to inappropriate code of conduct are dealt with in a fair and consistent manner.
- b. Any of the following would constitute gross misconduct:
 - Breach of resident and/or their family's confidentiality
 - Theft from any staff, volunteer, resident and/or their family
 - Deliberate falsification of records/documents
 - Physical or verbal violence or abusive behaviour towards any staff, volunteer, resident and/or their family
 - Harassment/bullying of any staff, volunteer, resident and/or their family
 - Serious incapability through alcohol or being under the influence of illegal drugs
 - Serious negligence which causes inappropriate risk, unacceptable loss, damage or injury
- c. If volunteers are found to have committed serious misconduct, HCSA Highpoint reserves the right to suspend them from continuing working as volunteers immediately, while the case is being investigated. Any serious incident shall be reported to the police or any relevant agencies e.g. SCORE.

POLICY AND PROCEDURES

DOs:



1. Do respect the resident whom you are interacting with.
2. Do inform HCSA Highpoint staff know should the resident behave inappropriately. Do not take any action on your own as it may not be appropriate or consistent with Highpoint's methods.
3. Do keep confidential the information you obtain from HCSA Highpoint staff, the resident or the resident's family. Do feedback to HCSA Highpoint staff on any issues concerning the well-being and safety of the resident or other residents.
4. In your general interaction with residents, do observe gender specific societal, cultural, and personal norms or boundaries in relation to proximity, touching, use of language, and other forms of interaction.
5. When engaging in one-to-one work with a resident, do conduct this at a location that is easily observed by others in nearby areas, and that is easily accessible by HCSA Highpoint staff. There should be staff in the immediate vicinity to assist the resident where necessary.
6. Do keep to the designated day and time of your voluntary work. This is to avoid clashes with HCSA Highpoint in-house programmes and residents' schedule. Do keep HCSA Highpoint staff informed if you are unable to turn up for your designated slot, or if you wish to change to another slot.
7. Do dress and behave appropriately in the presence of the residents. Do conduct yourself in a professional manner and adhere to ethical boundaries.
8. Do keep the staff informed should you have any problems or difficulties with the resident, or with your volunteer work.



DON'Ts:



1. Do not contact or visit the resident's family.
2. Do not take the resident to your home or meet the resident outside of HCSA Highpoint Halfway House or without the knowledge of HCSA Highpoint staff, particularly the resident's Case Workers.
3. Do not run errands for the resident. This could include buying things, making phone calls, or contacting persons on behalf of the resident.
4. Do not overtly reward the resident with treats and gifts in the course of your work with the resident. The reason is that we want the resident to be motivated by the correct reasons in attending the volunteer programme.
5. Do not attempt to change the resident's religious or political beliefs. This guideline also applies to volunteers doing religious work with the residents.
6. Do not take photographs or video images of the residents at HCSA Highpoint without the permission of the Director and resident. This is because HCSA Highpoint is responsible for protecting the privacy and interests of the residents in our care, and this includes not having their identities revealed if this is what they have requested.
7. Do not enter the dormitories or any enclosed area within the premises of the HCSA Highpoint building, unless you have been assigned to do your volunteer work there.
8. Do not enter the residents' toilet unless accompanied by a HCSA Highpoint staff. This guideline applies whether or not there are residents actually in the toilet.
9. Do not engage in rough physical games with the resident.
10. Do not make sexually suggestive comments to the resident, even as a joke.
11. Do not bring any unauthorised persons into HCSA Highpoint premises.
12. Do not reveal to the resident private information about yourself or give the resident your contact particulars.
13. Do not loan to residents any electronic devices such as mobile phones, MP3 players, laptops. etc.



CONFIDENTIALITY

PURPOSE

The aim of the confidentiality policy is to set out guidelines for volunteers to understand how client confidentiality is managed at HCSA Highpoint. Volunteers may be exposed to information relating to clients which is personal and sensitive. The disclosure of such information poses a danger of identity exposure, which is detrimental to the interests of our clients.

CONFIDENTIALITY POLICY

HCSA Highpoint is committed to protecting the identity and privacy of our clients. It is the policy of HCSA Highpoint that information relating to our clients must be kept confidential during and after the term of volunteer service.

CONFIDENTIALITY POLICY

1. All volunteers are responsible for the protection of information relating to clients served by HCSA Highpoint. These clients include those who have been discharged in the past, and those who will be served in the future.
2. All communications between HCSA Highpoint staff, volunteers and clients are to be kept strictly confidential.
3. All information relating to HCSA Highpoint clients which a volunteer acquires or is exposed to shall not be disclosed to a third party.
4. All volunteers are required to sign a client confidentiality agreement.
5. There shall be no photos or videos of clients posted on any websites, social networks, etc

Confidential information includes, but is not limited to the following;

- a. Identifying information about a client, including name, address or phone contact details
- b. Information relating to the client's family
- c. Information about the client's experience or situation
- d. Any other information that would identify the client or potentially place the client and/or family members at risk

GRIEVANCES HANDLING

- a. Volunteers who have any grievances about how they have been treated by a resident, staff member, or another volunteer can communicate this to HCSA Highpoint's volunteer coordinator. The volunteer should refrain from sharing this with residents.
- b. The volunteer manager/coordinator will request for a meetup to discuss the grievance and will document the details in the Feedback Form, so that such complaints can be attended to impartially and promptly by the volunteer coordinator and Head of Programme.
- c. HCSA Highpoint will keep written records of all complaints/grievances made by volunteers. These could be in the form of verbal communication, phone calls, written copies or emails. These records will need to be communicated to SCORE within 24 hours.



CONTACT US

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