

Lions Prostheses Centre (Singapore)

Volunteer Management Policy

Policy title	Volunteer Management Policy
Policy owner	Volunteer Coordinator (see paragraph 2.2)
Approved by	Management Board of Lions Prostheses Centre (Singapore)
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Version	V11 August 2026
Next review	August 2028 — reviewed at least once every two years

1. Purpose and Scope

1.1 Volunteers are essential to Lions Prostheses Centre (Singapore) (“LPC”). This Policy sets out how LPC recruits, screens, trains, supports and manages volunteers, so that volunteering at LPC is safe and well-governed and LPC’s beneficiaries — low-income amputees, who are vulnerable service users — are safeguarded.

1.2 A “volunteer” is a person who gives their time, skills or services to LPC without expectation of remuneration. This Policy applies to all volunteers — ad-hoc, event, programme, corporate, student and skills-based — and to all staff who work with them. Volunteers are expected to abide by the policies applicable to staff, including the PDPA Policy and the Code of Conduct at Annex A. Volunteering does not create an employment relationship.

2. Roles and Responsibilities

2.1 The Management Board approves this Policy and oversees volunteer-related risks as part of its oversight of key risks.

2.2 The Volunteer Coordinator owns and administers this Policy: role descriptions, recruitment and screening, training and supervision, volunteer records, and annual reporting to the Management Board. The Volunteer Coordinator role is held by the Admin Manager.

2.3 Each volunteer has a named supervisor — a Management Board member, staff member or experienced volunteer serving as programme lead — responsible for their briefing, supervision and support.

3. Volunteer Roles and Screening

3.1 Every volunteer role has a written role description covering purpose and tasks, required skills, time commitment, location, level of beneficiary contact, supervision, and any screening or training prerequisites.

3.2 All volunteers are screened to the same standard before deployment: a completed application form, identity verification, an interview with the Volunteer Coordinator or the volunteer's proposed supervisor, and a declaration of any convictions relevant to working with vulnerable persons. Where a role involves access to beneficiary records, or contact with beneficiaries away from LPC's premises or without staff present, the Volunteer Coordinator may additionally require a reference check or a criminal record check, with the volunteer's informed consent.

3.3 Volunteers are recruited openly (website, giving.sg, Lions Clubs network, community partners) and selected on suitability for the role, without discrimination.

3.4 All applicants complete an application form capturing personal particulars, skills, availability, health declarations, emergency contact and a declaration of convictions relevant to working with vulnerable persons. Screening data is collected only as needed for the role, with informed consent, and outcomes are kept confidential.

3.5 LPC may decline or reassign an applicant where screening indicates unsuitability. Volunteers under 18 require parental or guardian consent.

3.6 Accepted volunteers sign a volunteer agreement setting out the role, commitment and supervision, and their acceptance of this Policy and the Code of Conduct (Annex A), before deployment.

4. Onboarding and Training

4.1 Every volunteer receives an orientation before their first deployment covering LPC's mission and services, their role and boundaries, safety procedures, confidentiality and PDPA obligations, the Code of Conduct, and whom to approach with questions or concerns.

4.2 Volunteers in beneficiary-facing roles receive further training before beneficiary contact — disability etiquette, safe assistance with mobility aids, wheelchairs and transfers, basic first aid awareness, and safeguarding awareness.

5. Conduct and Safeguarding

5.1 All volunteers sign the Volunteer Code of Conduct at Annex A at onboarding. The boundary rules that matter most at LPC:

- respect beneficiaries' dignity, autonomy and choices; no coercion or proselytising;
- **do not handle beneficiaries' money, or give cash to or accept money, loans or significant gifts from, beneficiaries or their families;**
- keep appropriate physical and emotional boundaries; home visits and transport escorts are conducted in pairs, or with staff knowledge of the itinerary and check-in/check-out;
- do not photograph beneficiaries or post about them on social media, except with LPC's authorisation and the beneficiary's consent;
- use beneficiary information only for assigned duties, and keep it confidential during and after volunteering;
- do not speak or make commitments on LPC's behalf unless authorised;
- declare any conflict of interest (e.g. business dealings with LPC, relationships with staff or vendors).

5.2 Safeguarding. LPC's beneficiaries are vulnerable service users. In addition to screening (Section 3) and the boundaries above:

- volunteers new to beneficiary-facing duties are paired with staff or experienced volunteers for their initial deployments;
- any volunteer, staff member or beneficiary may report a safeguarding concern to the Volunteer Coordinator or the Chairman, or under the Whistleblowing Policy where it implicates either of them;
- concerns are documented, assessed promptly, escalated to the Management Board and, where a criminal offence may have occurred, reported to the police or relevant protective services;
- a volunteer who is the subject of a safeguarding concern is stood down from beneficiary contact pending the outcome.

5.3 Breaches of the Code of Conduct may result in retraining, reassignment, suspension or termination. Suspected abuse of a beneficiary is treated as a safeguarding incident and may be reported to the authorities.

6. Confidentiality and Personal Data

6.1 Volunteers are bound by LPC's PDPA Policy, are briefed on data protection at orientation, and sign the confidentiality undertaking in Annex A. Under the PDPA, LPC remains responsible for volunteers' handling of personal data.

6.2 Volunteers access beneficiary information only as needed for their assigned duties, must not store it on personal devices without authorisation, and must return or delete it when they cease volunteering. A volunteer's own personal data is retained for 2 years after cessation.

7. Safety, Insurance and Expenses

7.1 LPC usually maintains public liability insurance for its premises and events. Volunteers are briefed on the safety procedures relevant to their role and must report accidents, injuries and near-misses to their supervisor immediately; incidents are logged and reviewed.

7.2 Volunteers must not undertake tasks beyond their role, training or physical capacity, and should decline tasks they are not equipped to perform.

7.3 Volunteers are not remunerated. Out-of-pocket expenses necessarily incurred on authorised volunteer activities (e.g. transport, pre-approved materials) are reimbursed where pre-approved by the Management Board, supported by original receipts in accordance with the Financial Controls & Authorisation Limits Policy.

8. Support, Grievances and Ending

8.1 LPC supports volunteers through regular check-ins with their supervisor, debriefs after demanding assignments, and an annual volunteer survey. Contributions are recognised through appreciation events, service milestones, references on request, and nomination for external awards.

8.2 A volunteer with a grievance raises it with their supervisor; if unresolved or if it concerns the supervisor, with the Volunteer Coordinator; and if it concerns the Volunteer Coordinator, with the Chairman. Grievances are acknowledged within 7 days and handled fairly and confidentially. Concerns about wrongdoing are raised under the Whistleblowing Policy, which protects volunteers against reprisal.

8.3 Volunteers may end their service at any time, giving reasonable notice where a beneficiary depends on continuity. LPC may end or suspend an engagement where the role ends, requirements are not met, or this Policy or the Code of Conduct is breached. Departing volunteers return all LPC property, identification and beneficiary information, and are offered an exit conversation.

9. Records and Review

9.1 LPC maintains a volunteer register (particulars, screening status, training completed, deployments and hours) in accordance with the PDPA Policy.

9.2 The Volunteer Coordinator reports annually to the Management Board on volunteer numbers, hours, incidents and feedback. This Policy is reviewed at least once every two years, or earlier on a material incident or regulatory change, and amendments are approved by the Management Board.

Annex A — Volunteer Code of Conduct and Declaration

As a volunteer of Lions Prostheses Centre (Singapore), I agree that I will:

- carry out my volunteer duties reliably and to the best of my ability, be punctual, and inform my supervisor in advance if I am unable to attend;
- treat beneficiaries, their families, staff, fellow volunteers and members of the public with courtesy, dignity and respect, regardless of race, religion, gender, age or disability;
- respect beneficiaries' autonomy and choices, and refrain from imposing my personal, religious or political views, or soliciting or proselytising;
- keep confidential all information about beneficiaries, donors, volunteers and LPC's affairs that I encounter through my role, both during and after my volunteering, and use it only for my assigned duties, in line with LPC's PDPA Policy;
- not photograph or record beneficiaries, or post about them on social media, without LPC's authorisation and the beneficiary's consent;
- not give cash to, or accept money, loans or gifts of more than token value from, beneficiaries or their families, and not handle beneficiaries' money or valuables;
- maintain appropriate boundaries with beneficiaries, follow LPC's safety procedures (including paired visits where required), wear/carry my volunteer identification when deployed, and report accidents, incidents or safeguarding concerns to my supervisor immediately;
- not attend volunteering under the influence of alcohol or drugs, and not smoke while on duty;
- declare any conflict of interest, and not use my volunteer position for personal gain or to obtain business for myself or others;
- not speak to the media or make public statements on LPC's behalf unless authorised;
- follow the reasonable instructions of LPC staff, work within my role description and training, and decline tasks I am not equipped to perform; and
- return all LPC property, identification and information when my volunteering ends.

I understand that a breach of this Code may result in retraining, reassignment, suspension or termination of my volunteer engagement, and that volunteering does not create an employment relationship with LPC.

Field	
Volunteer name	
NRIC/FIN (last 4 characters) [for identity verification]	
Signature	
Date	
Parent/guardian consent (for volunteers under 18): name and signature	