



SOLUTIONS FOR LOW VISION

Volunteer Orientation Handbook



Passion In Helping Children And Youths With Visual Impairments

TABLE OF CONTENTS

Welcome Message from our Executive Director.....	1
Our Core Principles.....	2
About the Volunteer Handbook.....	3
About iC2 PrepHouse.....	4
Volunteer Rights and Responsibilities.....	5
Volunteer Policies and Procedures.....	6
Volunteer Opportunities.....	11
Meeting the Unique Needs of Our Clients.....	12
List of Resources.....	13
Copy of Volunteer Agreement.....	14

Welcome Message from our Executive Director

Dear Volunteers,

Welcome to the iC2 PrepHouse Family!

I am thrilled that you have chosen to volunteer with iC2 PrepHouse - Singapore's first and only institution of its kind. We understand that your time is precious, and we are honoured that you are willing to spend some of it with us.

iC2 PrepHouse provides structured educational and rehabilitative programmes to empower and enable children and youth with visual impairment to live life confidently, independently, and maximise their potential.

Volunteers are a vital part of achieving our goal of supporting, empowering and enriching the lives of these children and that of their families. Through the sharing of their skills and time, our volunteers have impacted iC2 PrepHouse in making a difference in these children's lives.

As the saying goes, "A journey of a thousand miles begins with a single step" I hope that you find the duties of your volunteer opportunity to be fulfilling and that your volunteer experience with iC2 PrepHouse is rewarding and positive.

The following information package includes details about our organisation and the responsibilities of our volunteers. If you have any questions, please feel free to contact me or the Volunteer Management Executive at info@ic2.com.sg or 6790 1802.

Once again, welcome and thank you!



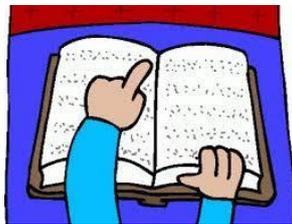
Jamuna Rani Govindaraju
Executive Director
iC2 PrepHouse Limited

OUR CORE PRINCIPLES



Vision Statement

To Enable Confident Living For The Visually Impaired
In A Sighted Community.



Mission Statement

To Impart The Requisite Skills And Knowledge That Will Empower
And Enrich The Lives Of The Visually Impaired And Their Families



Core Values

Care, Commitment, Responsibility, Service, Empowerment

About The Volunteer Orientation Handbook

This Volunteer Orientation Handbook (hereinafter referred to as the “Handbook”) provides answers to many of the questions you may have about the volunteer programs we offer. It covers policies and procedures and our mutual responsibilities. You are responsible for reading and understanding the Volunteer Handbook and adhering to iC2 PrepHouse’s policies and procedures.

Policies and procedures will change from time to time to accommodate changes in circumstances and applicable law. At any given time, existing policy and regulation will prevail over inadvertent error or outdated material in this handbook.

We ask that you read this handbook carefully and refer to it whenever questions arise. We also suggest that you take it home so your family can become familiar with iC2 PrepHouse and our policies.

Again, on behalf of our staff and everyone here, we welcome you to iC2 PrepHouse, and we wish you a meaningful volunteering journey with us.

About iC2 PrepHouse

iC2 PrepHouse founded in 2012 as a Singapore charity organisation and an Institute of Public Character (IPC). We are the only resource centre in Singapore that provides comprehensive programmes for children and youth with visual impairment. Our programmes include Assistive Technology, Braille Instruction, Early Intervention, and Functional Skills.

Upon referral to iC2 PrepHouse, our specially trained and qualified vision teachers will perform individual functional vision assessments for the child or youth. A customised support plan integrating components from the relevant programmes will then be drawn up and implemented based on one's residual vision and preferred learning medium. All our services are provided to our students at highly subsidised rates. Additionally, we help families understand and cope with their child's changing needs by offering counsel and guidance and giving school support to optimise the child's learning. We aim to empower and enable children and youth with visual impairment to live confidently and independently.

Whilst the pain of losing one's vision or seeing a loved one lose sight cannot be fully assuaged, we hope that having a sound support system in place will help in many ways to make the journey a less difficult one. In helping children with low vision stay in mainstream and schools and providing the necessary support to students in special schools, iC2 PrepHouse aims to prepare them for an independent and fulfilling future.

Volunteers Rights and Responsibilities

As a volunteer, you have rights and responsibilities. iC2 PrepHouse believes volunteers are a vital human resource and commits to the appropriate infrastructure to support volunteer engagement.

Volunteers have the right to:

- Work in a healthy and safe environment
- Be interviewed with equal opportunities and no discrimination
- Be adequately covered by insurance
- Be given accurate and truthful information about iC2 PrepHouse
- Have a description of the scope of volunteering and agreed volunteering hours
- Be provided with an orientation to the organisation
- Be given a copy of the organisation's volunteer policy that affects your work
- Provided with sufficient and relevant training to do your job
- Have access to a grievance procedure
- Be accommodated for any ability needs to complete non-essential tasks of the role
- Have your confidential and personal information respected as per your agreement on the Volunteer PDPA.

Volunteers have a responsibility to:

- ✓ Act with respect for the cause, community, organisation and its work
- ✓ Act responsibly and with integrity
- ✓ Fulfil the duties of the role as defined in the position description efficiently and effectively
- ✓ Respect all policies in place
- ✓ Notify iC2 PrepHouse if they are unable to fulfil their duties or miss a shift

Volunteer Policies & Procedures

Definition of "Volunteer"

A "volunteer" is anyone without compensation or expectation of compensation performing a task at the direction of and on behalf of the iC2 PrepHouse. A "volunteer" must be officially accepted and enrolled by iC2 PrepHouse before the performance of the task. Volunteers shall not be considered "employees" of iC2 PrepHouse.

Interview and Orientation

All volunteers are expected to go through an interview (face-to-face, Zoom or telephone) before being accepted. Depending on the mode of volunteering, an orientation session may be arranged for the volunteer for familiarisation on the scope of volunteering. The volunteers are expected to follow all directions provided to them after submitting a completed volunteer application form. iC2 PrepHouse will match volunteers to opportunities that recognised their talents, interests, and availability for serving.

Service at the Discretion of iC2 PrepHouse

iC2 PrepHouse accepts the service of all volunteers with the understanding that such service is at the sole discretion of iC2 PrepHouse. Volunteers agree that iC2 PrepHouse may, at any time, for whatever reason, decide to terminate the volunteer's relationship with iC2 PrepHouse.

Volunteers who do not adhere to the rules and procedures of iC2 PrepHouse or who fail to perform their volunteer assignment satisfactorily are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with iC2 PrepHouse staff.

The volunteer may, at any time, for whatever reason, decide to sever the volunteer's relationship with iC2 PrepHouse. Notice of such a decision should be communicated as soon as possible to the Volunteer Management Executive.

Equal Opportunity/Nondiscrimination Policy

There shall be no discrimination based on age, race, religion, sex, national origin, or any other category protected by the laws to provide equal volunteer opportunities to all individuals. In addition, to ensure complete equality of opportunity in all volunteers' operations and activities of iC2 PrepHouse, every person who volunteers with iC2 PrepHouse shall be selected under fair procedures that provide equitable opportunities to all people.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves clients, staff, volunteers, families, or other persons or overall iC2 PrepHouse business. Generally, iC2 PrepHouse business includes but is not limited to all computer software and files, iC2PrepHouse's business documents and printouts, an all-volunteer, employee, donor and supporter records. Failure to maintain confidentiality may result in the volunteer's relationship with iC2 PrepHouse or other relevant action.

To Assure Health and Safety

Alcoholic Beverages: No volunteer may possess, consume or be under the influence of alcohol while on iC2 PrepHouse premises or attending an iC2 PrepHouse activity or event.

Smoking: Smoking shall not be permitted at any iC2 PrepHouse activity or on iC2 PrepHouse premises at any time.

Hostility: iC2 PrepHouse strictly prohibits hatred in any form against clients, employees, volunteers, visitors, and anyone else having some involvement with the iC2 PrepHouse. Hostility under this policy is considered to include physical violence as well as harassment, intimidation, stalking, coercion, display of weapons, threats, and talking or joking about hostility whether in person or through some other means of communications such as writing, telephone, voice mail, or electronic mail.

Professional Services

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or permitted to do so and expressly authorise by iC2 PrepHouse in writing. A copy of any certificate or license must be provided to iC2 PrepHouse.

Dress Code

As representatives of iC2 PrepHouse, volunteers are responsible for presenting a good, quality image to the community when participating in our activities. Volunteers are expected to dress appropriately for the conditions and performance of their duties. If staff feels your attire is out of place, you may be asked to change into proper attire.

Volunteer and Client Relationship

The volunteer should always remain respectful and professional throughout the environment in which they are servicing. iC2 PrepHouse policy regarding volunteer work is that relationships stay on grounds and shall not exceed the services to which iC2 PrepHouse and the volunteer have agreed. The volunteer is expected to be on-premises only in the time frame for which they were scheduled.

The following is a list of actions that are prohibited by this policy. This list does not encompass all activities that would violate this policy. If you have any questions about the appropriateness of action, please contact the Volunteer Management Executive or the Executive Director of iC2 PrepHouse:

-  Volunteers cannot exchange personal information, including e-mail, phone, and address, with any client of iC2 PrepHouse.
-  Volunteers will refrain from imposing religious or political beliefs on any client of iC2 PrepHouse.
-  Volunteers will not accept from or give any gifts or gratuities to any client of iC2 PrepHouse.
-  Volunteers will not engage (either within or outside their volunteer hours) in any social activity with any client of iC2 PrepHouse unless it is a pre-planned iC2 PrepHouse group activity.
-  Volunteers will not give legal advice or assist clients in obtaining services they may need from appropriate agencies.
-  Volunteers will not enter into a financial or legal arrangement, including loans or borrowing of money, with any client of iC2 PrepHouse.
-  Volunteers are not to initiate contact with any client of iC2 PrepHouse or their family members without seeking prior consent from iC2 PrepHouse. If communications are necessary between volunteers and clients or their families, iC2 PrepHouse will make it known to all the relevant parties. In the absence of coordination by iC2 PrepHouse, volunteers are strictly prohibited from contacting any client of iC2 PrepHouse.

Contacting Other Volunteers

Occasionally, volunteers will need to contact other volunteers concerning their activities with iC2 PrepHouse. We expect all such communications among volunteers to follow general netiquette guidelines. iC2 PrepHouse will not share contact information about a volunteer with another volunteer without all parties' expressed consent.

Representing iC2 PrepHouse

Volunteers are not to contact organisations or individuals on behalf of iC2 PrepHouse unless they express written directions to do so by iC2 PrepHouse. Before any action or statement which may significantly affect or obligate iC2 PrepHouse, volunteers should seek prior consultation and approval. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organisations, or any agreements involving contractual or other financial obligations.

Inappropriate Communications

If at any point you receive an e-mail that you feel is inappropriate, for any reason, and you believe you have received it in conjunction with your involvement with iC2 PrepHouse, please forward the e-mail and other details about the communication to the iC2 PrepHouse's Volunteer Management Executive.

Personal Data Protection

At iC2 PrepHouse, we place great importance on the protection of the personal data of our volunteers. We will not release a volunteer's phone number, age, or other personal information to anyone outside of our organisation or other volunteers without that volunteer's written permission.

We will contact volunteers via e-mails and WhatsApp regarding new volunteering opportunities. If you would like to be removed from our contact list at any time, please notify us via e-mail.

Volunteers Under 18

If you are under 18, please let at least one of your parents know you will volunteer with iC2 PrepHouse. We strongly suggest that you give your parents the URL of iC2 PrepHouse to learn more about our organisation. Your parents are invited to call or e-mail iC2 PrepHouse if they have any questions or comments about our programmes.

Attendance and Sign-in Procedure

Volunteers should not be on the premises of iC2 PrepHouse unless they are performing an assigned volunteer task or attending an event function to which they have been invited. Individual volunteers are responsible for signing in at the Front Desk before their volunteer tasks begin. Volunteers should contact the Volunteer Management Executive in advance if they are unable to perform their job.

Termination Policy

iC2 PrepHouse has the right to terminate a volunteer without cause but will always consider the reason leading to the termination. In general, failure to adhere to iC2 PrepHouse is the cause of an immediate release.

Grounds for immediate dismissal may include, but are not limited to:

- Gross misconduct or insubordination
- Reporting for a volunteer assignment under the influence of alcohol or drugs
- Theft of property or misuse of equipment or materials
- Falsifying statements on the volunteer application or during the interview process
- Illegal, violent or unsafe acts
- Abuse or mistreatment of clients, volunteers or staff
- Releasing confidential information
- Unwillingness to support and further the mission of the organisation

Two Way Feedback

At iC2 PrepHouse, we welcome feedback from volunteers to work towards improving our services to the clients and our volunteers. Any feedback regarding iC2 PrepHouse's programmes and events can be e-mailed to admin@iC2.com.sg. We would also encourage volunteers to be receptive and open to feedback to optimise their volunteering efforts with us.

Volunteer Opportunities

Manpower Support during Events

- Provides manpower support during events that iC2 PrepHouse organises or participates in
- Usually involves interaction with the staff and student of iC2 PrepHouse
- May be required to attend trainings or briefings prior to the events

Tactile Resources Production

- Helps in the production of tactile books for our students
- No prior experience needed as training will be provided
- Usually done at iC2 PrepHouse at the preferred timing of the volunteers



Roles of Volunteers

Transcribing of Textbooks and Notes for Students

- Assists to convert materials (textbooks, workbooks, notes or slides) into accessible format for the students
- Knowledge of MS Word and MS PowerPoint is required
- Can be done at the homes of the volunteers

Home Support for Students (Reading/ Academic Support)

- Provides academic support or reads to our students at their homes
- Interview and trial session will be conducted to determine the suitability of the volunteers
- Prior experience of working with students with visual impairments will be advantageous

Meeting the Unique Needs of Our Clients

In the course of volunteering with iC2 PrepHouse, volunteers may have to interact with our clients and their family members. Due to the unique needs of our clients, we would like the volunteers to adhere to the following when interacting with them:

-  If you are in sessions with the students, be attentive to the students that you are assisting.
-  Switch all mobile phones to silent mode. If you do need to attend to any urgent calls, please do not do it in the presence of our students.
-  Assist only when necessary or when being asked. Do not attempt to do everything for the student. When in doubt, approach iC2 PrepHouse's staff for advice.
-  Seek clarifications from iC2 PrepHouse's staff when unsure of the role(s) and responsibilities in any volunteering activity.
-  Always try to stay calm and positive.

List of Resources

To know more about iC2 PrepHouse, you are encouraged to visit our website at www.ic2.com.sg for more information. Below are some other websites that you can refer to for more details of the volunteering landscape of Singapore and tips on working with children and youth with visual impairments:

-  <https://www.ssi.sg/Learning-Development/Training-Programmes/Volunteer-Programmes>
-  <https://www.nvpc.org.sg/>
-  <https://www.giving.sg>

COPY OF VOLUNTEER AGREEMENT

By signing this agreement, I acknowledge that I have been given a copy of the iC2 PrepHouse Volunteer Orientation Handbook. I understand that it summarises iC2 PrepHouse’s volunteer guidelines and expectations of me as a volunteer. I know that volunteering with iC2 PrepHouse is not for a specified term and is at the mutual consent of iC2 PrepHouse and myself. I agree to abide by the Policies and Procedures laid out in the Volunteer Orientation Handbook.

By signing this form, I agree to:

- Honour my commitment to the program
- Cooperate with iC2 PrepHouse staff and fellow volunteers
- Be prompt and reliable
- Notify the volunteer management executive of any changes to my commitment as a volunteer
- Keep all communications with or concerning iC2 PrepHouse confidential
- Maintain a respectful relationship with clients
- Model professional behaviour, through both dress and decorum
- Discuss all issues with iC2 PrepHouse staff
- Promote the safety of the clients, staff and volunteers by adhering to all iC2 PrepHouse rules and guidelines

Name

Signature

Date



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SOLUTIONS FOR LOW VISION

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