

VOLUNTEER AS A HOME HELP FOR THE ELDERLY



Home Help is a service where volunteers can go over to the elderly homes to provide basic personal and medical related assistance to an elderly.

This home help volunteering is done with an aim to promote an elderly's well-being in the comfort of their own homes and be given the opportunity to remotely access basic assistance from the community.

How can you Help as a Volunteer for Home Help for the Elderly?

Provide support for elderly's basic daily activities:

Personal assistance

- Assisting patients with daily activities such as feeding & basic personal grooming.
- Meal delivery (*volunteers should not do cooking*).
- Taking down readings for blood pressure/diabetics, pulse related where required.
- Management of medication by ensuring that the elderly takes their prescribed medications properly (*blood pressure, cholesterol, diabetics, etc*).
- Basic housekeeping services such as cleaning and decluttering the homes for the elderly.

Outdoor & medical assistance

- Outdoor assistance includes supporting and assisting the client with hobbies and interests, accompanying on social visits, groceries shopping or simply just going for a walk or spending time in parks.
- Medical assistance includes accompanying the elderly to their medical appointments and staying with them throughout the appointment and bringing them back home safely.

Requirements of a Volunteer

- Be a good listener and be able to engage with elderly.
- Ability to speak English & 1 dialect/mother tongue that the elderly can communicate in.
- Physically fit to manage an elderly.
- Ability to maintain proper hygiene as elderly are susceptible to infections easily.
- Ability to commit to at least twice a week.
- Knowledge about wheel chairs and other mobility aids would be a plus.



Code of Conduct

➤ Boundaries

- Do not accept any gifts or money from the elderly. Request them to donate directly to NuLife (<https://nulife.com.sg/how-to-help-cash/>).
- Handwritten cards/ thank you cards are acceptable. Speak to your volunteer manager if you have any doubts/concerns about the card(s).
- Do not give out your personal contact number and/or address to the elderly unless prior approval from the organization is obtained.
- Do not invite them to your home on a personal capacity.

➤ Confidentiality

- All personal information of the elderly shared by the organisation is confidential.
- Do not take or share any photographs, videos and/or audio recordings of the elderly and/or their families unless authorised to do so by the Volunteer Manager.

➤ Conduct

- Speak politely and engage with the elderly gently
- Refrain from using any vulgarities.
- Do not make racially / culturally / religiously offensive remarks.
- Refrain from making personal attacks, insults or derogatory / inappropriate remarks against an individual or the organisation.
- Do not consume alcohol or smoke during your participation as a volunteer.
- Be mindful of your role as a representative of the organisation.
- Work together with the other volunteers as a team to promote team spirit and cooperation.

➤ Responsibility

- Be punctual.
- Ensure that you attend all training briefings organised by the volunteer manager.
- Carefully consider the time commitment for the role before signing up as a volunteer.
- Inform the volunteer manager if you are unable to attend to the home care giving at least three days prior to the call.

➤ Dress Code

- Dress appropriately (*smart casual*) for all activities/events.
- Covered shoes are generally recommended, unless otherwise indicated by the Volunteer Manager.



How can you be an engaged home help volunteer for the elderly?

- Elderly usually has difficulties in communicating well and may not be able to retain their memory for long.
- Volunteers can engage an elderly by exercising extreme care and gentleness in their conversations. It is recommended that you speak slowly and be able to repeat your conversation so that the elderly can follow them and interact with you.
- Be careful and patient in managing the elderly as they are naturally a high risk to falls and are easily bruised. Any accidents irrespective of seriousness must be immediately reported to the volunteer manager.

