



Serving people with
disabilities since 1964

VOLUNTEER HANDBOOK



CONTENT PAGE

WELCOME MESSAGE	PAGE 1
ABOUT SPD	PAGE 2
HOW SPD CLIENTS ARE SUPPORTED	PAGE 3-4
WHAT TO EXPECT AS A VOLUNTEER	PAGE 5-6
VOLUNTEER POLICY	PAGE 7-8
VOLUNTEER'S CONDUCT	PAGE 9-11
SOCIAL ETIQUETTE	PAGE 12
TYPES OF MOBILITY AIDS	PAGE 13
WHEELCHAIR PARTS	PAGE 14
WHEELCHAIR HANDLING TECHNIQUES	PAGE 15-18
APPRECIATION BOARD	PAGE 19
FREQUENTLY ASKED QUESTIONS (FAQS)	PAGE 20
CONNECT WITH US!	PAGE 21

Welcome message from CEO



Welcome to our *SPD Family!*

Thank you for your commitment to serve as an SPD Volunteer and partnering us in our cause. As an SPD volunteer, you play an important role in making a difference to the lives of those we serve and their families. You are also joining hundreds of staff and volunteers who share the same desire to impact the lives of persons with disabilities in our community.

There are many volunteering opportunities in SPD where you can bring joy and touch the lives of our clients. Regardless of the volunteer role you choose, you contribute to the important work of partnering people with disabilities to develop their potential to the fullest so they can be self-reliant and independent. You are also helping to build an inclusive community where everyone is a part of it, not apart from it.

We hope that your volunteering experience will be a rewarding one that provides you with opportunities for personal growth, to learn new skills and to form new and meaningful friendships. I wish you a wonderful volunteering journey with SPD!

Yours sincerely,



Abhimanyau Pal
CEO



ABOUT SPD

Serving people with disabilities since 1964

OUR LEGACY

27 November 1964

Founded to provide sheltered employment for people with disabilities.

VISION

To build an inclusive community where everyone is part of it, not apart from it.

MISSION

To work in partnership with people with disabilities to develop their potential to the fullest so they can be self-reliant and independent.

VALUES

To commit to our clients and mission. We place integrity with compassion as a key virtue and we strive to be professional in our service delivery.

HOW CLIENTS ARE SUPPORTED

CHILDREN & YOUTH

Focus: Education & Development



- Early intervention programmes for children 6 years and below
- Therapy Services
- Educational support

ADULTS

Focus: Independence & Employment

- Day Activity Centre
- Therapy services
- Sheltered workshop
- Employment support-transition to employment programme



ELDERLY

Focus: Independence



- Therapy services
- Nursing care

OTHERS

Focus: Support

SPD Therapy Hub, Specialised Assistive Technology Centre, AT Loan Library, Vocational Training, Social and Caregiver Support, Schemes and Grants and Dedicated Transport Service

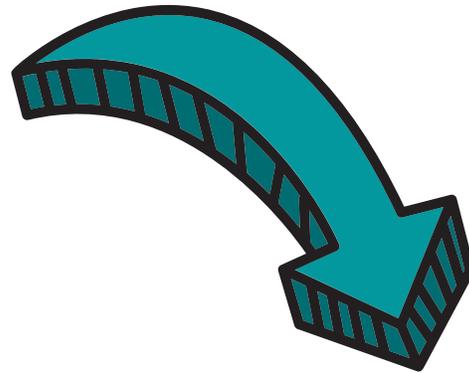


WHAT TO EXPECT AS AN SPD VOLUNTEER

WELCOME

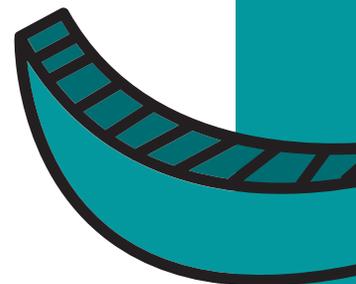
ONBOARDING & ORIENTATION

- Briefing on SPD volunteer responsibilities and policy
- Our friendly programme staff will orientate our volunteers on their respective roles and provide a tour of the respective centres



TRAINING

- Training workshops may be organised to equip you with the skills needed to carry out volunteering assignments
- The courses can help you better understand and work with people with disabilities, and become effective volunteer leaders.
(e.g. *First aid application, General Disability Awareness, Wheelchair Handling Technique etc*)





APPRECIATION



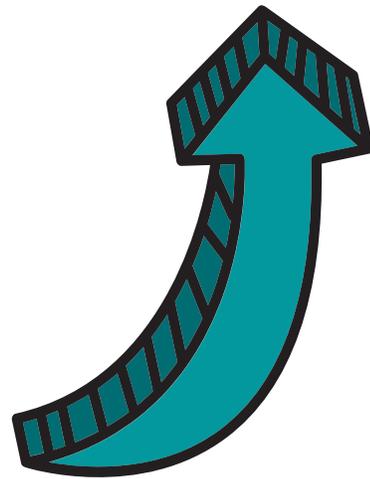
- We value your time and commitment, and recognise the contributions of every volunteer
- Some of the ways we appreciate our volunteers are:
 - Volunteer Recognition Awards
 - Volunteer Appreciations Events
 - Insurance coverage for volunteers
 - Testimonials upon request



NETWORKING



- We organise networking sessions to give volunteers a platform to exchange volunteering experiences, learn from each other, forge new friendships, and build a community amongst our SPD volunteers.



VOLUNTEER'S POLICY

We strive to provide a conducive environment where volunteers can give their best. As a registered SPD Volunteer, you represent the organisation when carrying out your assigned volunteering duties. To ensure that both you and the people we serve have a positive and enriching engagement, we seek your cooperation to adhere to the following:

Maintain the confidentiality of all information you receive as an SPD Volunteer, regardless of the subject matter. This includes the names and photographs of any of our clients, caregivers and staff.

Posting of photographs and any other personal data of SPD clients and their caregivers on your personal social media platforms are not allowed. Corporates, schools or interest groups who wish to post photographs of volunteering events with our clients on their official social media or internet websites will be required to seek clearance from SPD before doing so.

Refer all media interest on SPD and our clients, caregivers and programmes and services to our volunteer co-ordinator. Do not respond in behalf to any media queries on the clients, caregivers or SPD.

Consult the volunteer co-ordinator or programme staff in charge when you face problems or doubts concerning the assignment.

Inform and seek consent from clients' parents or guardians of our clients and inform the programme staff in charge before bringing a client out while on an assignment.



Discuss with and inform the volunteer co-ordinator or programme staff in charge if you wish to resign, take a long break or switch assignments.

Be punctual for your assignment. Inform the volunteer co-ordinator or programme staff in charge, preferably in advance, if you are going to be late or if you are unable to make it for any assignment.

Do not divulge your personal information such as contact numbers or home address to the clients (except befrienders and tutors of individual clients).

The volunteer co-ordinator or programme staff in charge are there as the points of contact between clients and volunteers.

PLEASE LOG IN
VIA
QR CODE
BELOW



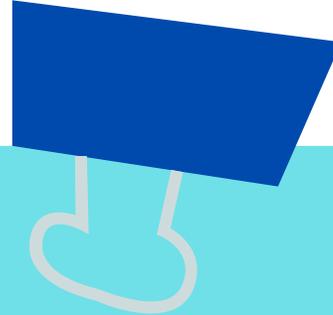
• Attendance •

Do remember to sign in and out using the QR Code/hyperlink located at the programme you are assigned to help in. Please approach any programme staff if you encounter problems when signing in.



VOLUNTEER'S CONDUCT

The following states what actions are appropriate and what are not, and will serve as a guide as you carry out your volunteering assignments:



DOs

- Identify yourself by name when approaching a person with disabilities and tell them when you are leaving
- When introduced to a person with disabilities, it is appropriate to offer to shake hands
- Respect all assistive devices as personal property
- Treat people with disabilities like you would anyone else. Talk to them face-to-face.
- Take note of clients' reactions to your tone of voice and mannerisms
- Dress comfortably and appropriately for every assignment. Sloppy or revealing attire is not appropriate for volunteers at SPD.
- Know your boundaries and limits
- Avoid getting emotionally involved in the clients' problems
- Be polite and as helpful as possible should a member of the public approach you for information on SPD. If you are unsure of the answer, direct them to a staff of SPD.
- Refer all media interests on any matter related to SPD to the volunteer co-ordinator



DON'Ts

- Don't assume that a person with disability is incapable of understanding you
- Don't pretend that you understand what is being said if you do not.
- Don't be afraid to ask questions or seek clarifications.
- Don't engage in rough physical activities with clients.
- Don't hold, kiss, cuddle or touch the clients in inappropriate and/or culturally insensitive ways,
- Don't make sexually suggestive comments to clients, not even as a joke.
- Don't help in routines that the clients are able to do for themselves, such as going to the toilet or changing clothes.
- Don't show favouritism.
- Don't use vulgar language or gestures, or discuss inappropriate topics while on assignment.
- Don't carry out your assignment under the influence of alcohol or drugs.
- Don't knowingly and deliberately use SPD's name for personal gain or interest.
- Don't seek or accept any form of gratification from clients.
- Don't take clients back to your home or arrange meetings outside of official programmes or activities.
- Don't smoke while on duty.

VOLUNTEER'S CONDUCT

(Termination of Service)



SPD reserves the right to terminate volunteer services at any time if the SPD volunteer:

i. breaches any of the rules and regulations and the code of conduct set out in our Volunteer Policy;

ii. is found to have abused or harassed anyone whom he or she comes into contact with during his or her voluntary service with SPD

iii. is charged or under investigation for any criminal offence;

iv. is diagnosed with a critical or chronic illness/disability that may render him/her unfit for the voluntary service and/or;

v. conducts himself or herself such that the programme staff in charge considers the termination warranted.

SOCIAL ETIQUETTE



Do sit down while speaking to a wheelchair user if having a longer conversation.

Rule of thumb is if the conversation lasts more than 5 minutes, get to the user's eye level. Eye-level conversations are more respectful and comfortable for both parties.



Do speak with the person with disability (PWD) as you would speak to anyone else.

Equal treatment is of utmost importance.

Do always respect the personal boundaries of PWDs. This includes the personal space of the user, and their equipment.

Treat their mobility aids as an extension of the person using it.

Always ask for permission before handling a PWD's mobility aid.



Scan me for more informative videos!



Do it right!



Understanding the mindset of people with Autism



TYPES OF MOBILITY AIDS

Many of our clients uses mobility aids to move around with greater freedom and independence. By familiarising with the different types of devices, you will have better understanding on how to assist them.



Leg Braces



Crutches



**Walking Stick/
Quad Stick**



Wheelchair



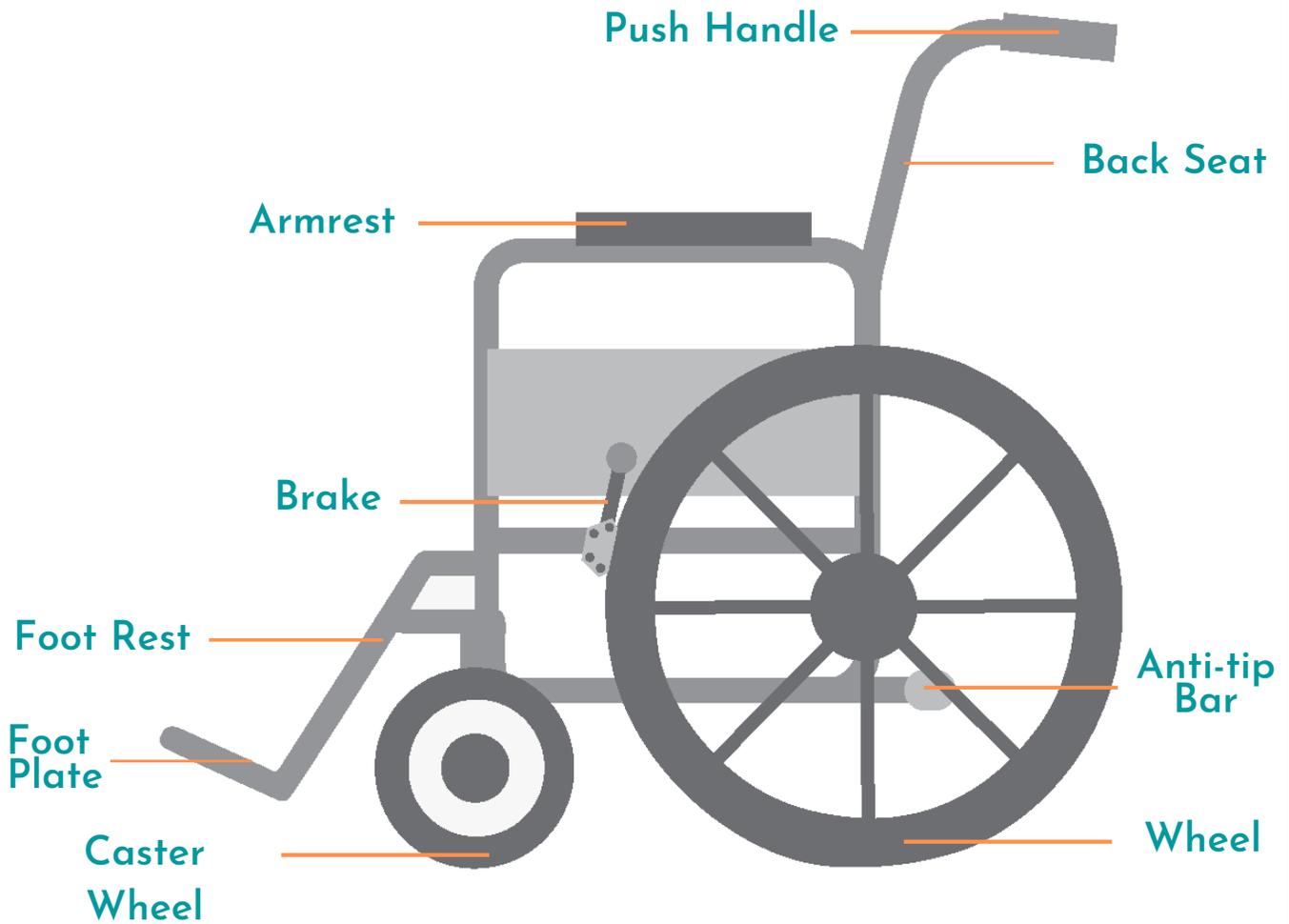
Walking Frame



Rollator

W H E E L C H A I R

p a r t s



TECHNIQUES

- ▶ Hold push handle firmly at all times
- ▶ Go slow when nearing corners
- ▶ Step the anti-tip bar to act as a lever to go up steps



When going **UP** the kerb...



1 Position wheelchair so that front castors/caster wheels are touching the kerb

Inform user that the wheelchair is going up the kerb, and you are going to tilt the wheelchair back

2 Step one foot on the tilt bar/anti-tip bar, and push down on push handles at the same time.

This will lift the front castor wheels off the ground, and clear the kerb



3 Push wheelchair forward to bring front castors onto the kerb. Bring rear wheels onto kerb.

Use your thigh to ensure you are using body weight to support the wheelchair and user. This minimises risk of back injury and strain.





Scan me for Wheelchair
Handling
(Tips & Tricks)



When going **DOWN** the kerb...



- 1** Inform the user that you will be going down the kerb and the wheelchair will tilt backwards. Pull the wheelchair backwards slowly.

Lower the rear wheels slowly. Control the descent down the kerb while tilting the wheelchair. Position your thigh at the backrest for support.



- 2** Once the rear wheels touch the ground, continue pulling the wheelchair backwards until the front castors clear the kerb.

Ensure that the front castors do not hit the floor straightaway. Gently lower the front castors until they touch the ground. The wheelchair is now upright.





Crossing over drains



Ensure that all wheels are not parallel to the direction of drain gaps.

The wheels must be perpendicular or diagonal to drain gaps.



Wheels being parallel to drain gaps will risk getting stuck.

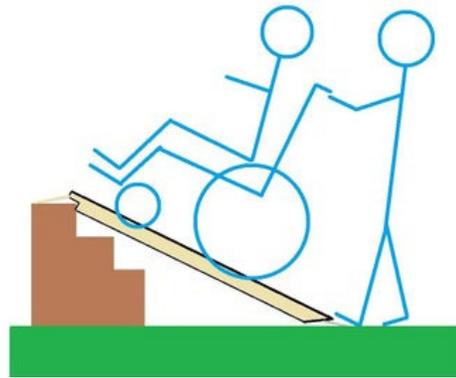
Scan me for more
informative wheelchair
handling videos



MOVING up and down slopes

When going **UP** slope, push the wheelchair with the user facing forward.

When going **DOWN** slope, reverse wheelchair position, then slowly lower the wheelchair down slope.



Remember: always inform the user before moving the wheelchair.



APPRECIATION BOARD

(From SPD to our volunteers)

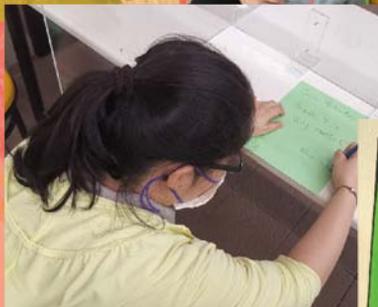


"Dear Volunteers,
Thank you for all the hardwork and coordination to ensure that the playability programme runs smoothly!"

"Dear Volunteers,
Thank you for your kind donations of masks, craft materials and other items for us. We loved them. Thank you very much"

"Thank you for sharing the useful exercises with all of us. We enjoyed it very much and we benefited from the sessions."

"Dear volunteers,
Thank you for volunteering your time at DAC and spending time with us. We appreciate it."



"Thank you for your contribution toward volunteering with persons with disabilities! It's been a pleasure :)"

"Thank you for your care and concern, we like it very much."

"Dear Volunteers,
Thank you for volunteering with us and spending your time with us! We appreciate it alot. May God bless your kindness. Hope to see you all again soon!"

"A big 'Thank You' to all our volunteers for the wonderful contribution and support. We truly appreciate your time and efforts in aid of people with."

FREQUENTLY ASKED QUESTIONS (FAQS)



Q1: I KNOW OF SOMEONE WHO HAS DISABILITIES WHOM I WOULD LIKE TO INTRODUCE TO SPD. WHAT SHOULD I DO?

You can e-mail us at information@spd.org.sg and we will arrange for our professionals to contact you to recommend suitable programmes or services.

Q2: ARE THERE ANY SPECIAL SKILLS OR REQUIREMENTS NEEDED FOR VOLUNTEERING AT SPD?

There are 2 types of volunteering opportunities: Skills-based and Generic. Skills-based volunteering roles require specialised knowledge and training (e.g. photography, translation, graphic design etc). Generic volunteering roles can be carried out with some guidance and plenty of enthusiasm.

We try to match volunteers based on their preferences, skills and experiences, and where possible, provide support and training to develop our volunteers further.

Q3: HOW MUCH TIME ARE VOLUNTEERS EXPECTED TO GIVE?

The time volunteers give in service at SPD depends on the type of assignment and the volunteer's availability. For example, a typical volunteer befriender spends one hour per visit, once or twice a month.

Q4: HOW CAN I HELP?

We have volunteering opportunities to suit individuals with different skills and interests. Available volunteering opportunities are listed on our website at <https://www.spd.org.sg/volunteer-with-us/>

Q5: WHERE DO I VIEW OTHER FAQS?

Please visit: <https://www.spd.org.sg/useful-links/faq/>, or scan the QR code on the right.

FAQS



CONNECT WITH US!



2 Peng Nguan Street
SPD Ability Centre
Singapore 168955

EXPRESS YOUR INTEREST

Volunteers are our valuable partners at SPD, and play a vital role in supporting our programmes and services in providing the best care we can to the people we serve.

If you wish to join us on a meaningful journey to help persons with disabilities, register with us as a Volunteer today!

To find out more, please contact:

Email: volunteer@spd.org.sg

Tel: 6579 0708 / 6579 0799



Facebook Page: [SPD Singapore](#)

Facebook Group: [SPD Volunteers](#)



Instagram / LinkedIn / YouTube: SPD Singapore

THIS HANDBOOK IS SPECIALLY
DESIGNED IN COLLABORATION WITH:

