

VOLUNTEER PROGRAMME GUIDELINES

By signing Alzheimer's Disease Association's ("ADA") **Volunteer Registration Form**, you have read and understood the terms of the **Volunteer Programme Guidelines** ("Guidelines"). The Guidelines provide objectives and expectations of all volunteers engaged in community service at ADA.

1. Definitions

1.1 In this Guidelines, the following words and expressions have the following meanings:

- (a) "**Clients**" refer to people with dementia, and their caregivers, who partake in ADA's Services.
- (b) "**Services**" refers to any of the Volunteering Services listed in the Volunteer Registration Form.
- (c) "**Volunteer**" refers to the person whose name is indicated on the Volunteer Registration Form.

1.2 Words denoting one gender include both genders.

2. Expected Conduct from Volunteers

2.1 The Volunteer shall carry out his duties in connection with the Services responsibly and competently. This includes:

- (a) being present for his duties, as instructed by his programme / volunteer coordinator;
- (b) informing his programme / volunteer coordinator as early as possible if he will be unavailable;
- (c) maintaining a culture of inclusivity and respect among Clients, staff and volunteers;
- (d) observing all safety procedures to ensure the safety and well-being of Clients;
- (e) not bringing harm to any person or property in the performance of the Services;
- (f) being appropriately dressed for his duties;
- (g) not bringing ADA and its name into disrepute;
- (h) not being under the influence of alcohol and non-prescription drugs during the performance of the Services;
- (i) not falsifying any documents or records;
- (j) avoiding situations which may result in a conflict of interest with ADA (e.g. other commitments, roles in other organisations);
- (k) not using ADA's property (including intellectual property) or resources for any purpose other than to perform the Services;
- (l) not sharing personal contacts (e.g. the Volunteer's mobile number and personal email) with Clients and not keeping in contact with Clients outside designated hours of volunteering;
- (m) not engaging in sales, marketing or promotion of products or services in the course of performing the Services;
- (n) not promoting any particular religion in the course of performing the Services;
- (o) not seeking or accepting rewards, benefits or gifts in the course of performing the Services, except where ADA decides to give the Volunteer, rewards, benefits or gifts.
- (p) not taking photos or videos of Clients;
- (q) not posting photos or videos of Clients or volunteers on publicly accessible reports, advertisements and social media or any other platforms; and
- (r) not acting as a spokesperson for ADA.

3. Storage, Disclosure and Use of ADA's Confidential Information

3.1 In Section 3, "**Confidential Information**" means any and all information relating to, or in connection with, ADA's management, business, operations, processes, trade secrets, intellectual property, and finances as well as all personal data of persons, including Clients, in ADA's possession. For the avoidance of doubt, such Confidential Information shall include any information provided to the Volunteer in documentary form (physically or digitally) or in oral form, which at the time of provision is marked or otherwise designated to show expressly or by necessary implication that it is imparted in confidence.

3.2 The Volunteer shall not disclose any Confidential Information, or allow it to be disclosed, in whole or in part to any third party.

3.3 The Volunteer shall not use Confidential Information, or allow it to be used, in whole or in part for any purpose other than for the performance of the Services.

3.4 Clauses 3.2 and 3.3 do not apply to information that:

- (a) is publicly available or becomes publicly available otherwise than through an act or omission of the Volunteer;
- (b) was in the possession of or known by the Volunteer prior to receipt from ADA as evidenced in writing, except to the extent that such information was unlawfully appropriated;
- (c) was rightfully disclosed to the Volunteer by a third party;
- (d) was independently developed without using any Confidential Information from ADA; or

(e) the Volunteer is required to disclose by law or a court order.

3.5 The Volunteer shall return to ADA all documents or media containing any such Confidential Information and any and all copies or extracts thereof to ADA upon a written request from ADA.

4. Intellectual Property

4.1 The Volunteer understands that all rights, titles and interests in intellectual property developed by the Volunteer in the course of performing the Services ("Intellectual Property") is solely owned by ADA.

4.2 The Volunteer shall ensure that the Intellectual Property does not infringe any intellectual property, proprietary or contractual rights of a third party.

5. ADA's Commitment to Volunteers

5.1 ADA shall provide Volunteers an orientation of ADA's mission, core values, and relevant information on ADA's volunteering programmes and opportunities.

5.2 Due to the nature of dementia, ADA shall provide Volunteers with clear descriptions of the nature of the volunteering activity and ensure that Volunteers are equipped to handle the specific tasks assigned.

6. Feedback

6.1 ADA shall be receptive and open to feedback from Volunteers, in order to collaboratively work toward improving the environment for volunteering, and thereby better our Services for Clients.

We seek your cooperation in adhering to the Volunteer Programme Guidelines, so that volunteering at ADA may be a meaningful and fulfilling experience.