

# Joy Home Connect Volunteer Handbook

## Welcome Message

Dear Volunteer,

Thank you for your interest in joining the Joy Home Connect family! As a beacon of hope in Malaysia since 1992, Joy Home Connect (also known as House of Joy or 喜乐之家) is dedicated to providing shelter, care, and training to underprivileged children, teens, elderly individuals, and young adults. Your time, energy, and compassion will make a meaningful difference in the lives of those we serve.

This handbook outlines our expectations, policies, and support systems to ensure a positive, safe, and impactful volunteering experience. Please read it carefully and refer to it as needed. We look forward to partnering with you in spreading joy and hope.

Warm regards,

The Joy Home Connect Team

Contact: Lesley Mah (019-3392847) | Email: [hoj92@yahoo.com](mailto:hoj92@yahoo.com)

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# Organization Overview & Mission

## Overview

Joy Home Connect is a privately owned non-profit welfare organization founded on August 1, 1992, by Rev. Tang Chee Sing and his wife, Lee Ching Mun. Operating as a social concern and charitable entity, we provide essential shelter, care, and training to vulnerable populations across Malaysia.

Our facilities include:

- **8 Residential Homes:** For children (ages 5-18, including orphans, abused, neglected, or abandoned youth) and elderly individuals (destitute, mentally ill, or frail).
- **5 Training Centers:** Including the Academy, Home School, and TSR (Training, Services, and Revenue) Program, which focus on education, skill-building, and employment preparation.

We serve approximately 125 residents, including 55 children/teens, 15 slow learners, 55 elderly, and young adults in need. Our locations span Puchong (Taman Kinrara, Taman Paik Siong, Taman Tenaga, Taman Puchong Mas), Jinjang, Semenyih (Joy Garden), Sri Kembangan, Karak, and Seremban. Monthly operating costs range from RM 50,000 to RM 60,000, funded through donations from individuals, churches, companies, and NGOs.

Programs include residential care, remedial education, vocational training, elderly support, and drug rehabilitation services.

## Mission

Our mission is to offer shelter, compassionate care, and holistic training to underprivileged orphans, children, teens, elderly, and young adults from diverse challenging backgrounds—such as abused or single-parent families, at-risk youth, abandoned children, the intellectually disabled, and those facing poverty or destitution. We empower them to continue education, build positive mindsets and attitudes, acquire life skills, and access employment opportunities, fostering independence and dignity.

# Core Values & Vision

## Core Values

At Joy Home Connect, we are guided by principles of compassion, integrity, and community. While not formally listed on our site, our daily operations reflect:

- **Compassion:** Treating every individual with empathy and respect, recognizing their inherent worth.
- **Integrity:** Acting honestly and transparently in all interactions.
- **Community:** Building supportive relationships among residents, staff, and volunteers.
- **Excellence:** Committing to high standards in care, training, and service delivery.
- **Faith and Hope:** Drawing inspiration from spiritual guidance to instill joy and resilience.

## Vision

Our vision is to create a Malaysia where every vulnerable child, teen, elderly person, and young adult experiences the joy of a secure home, meaningful education, and sustainable opportunities—breaking cycles of poverty and neglect through loving partnerships and innovative programs. We aspire to expand our reach with new workshops, farming projects, recreational centers, and additional homes nationwide.

## Volunteer Roles & Responsibilities

Volunteers are vital to our mission, contributing time and skills to enhance resident care and program success. Common roles include:

- **Direct Support:** Assisting with daily activities, tutoring, meal preparation, or companionship for children, teens, and elderly.
- **Program Assistance:** Helping in training centers with skill-building workshops or educational sessions.

- **Event Support:** Organizing or participating in fundraisers like the annual Joy Home Carnival.
- **Administrative Help:** Sorting donations, maintaining records, or outreach coordination.

#### **Responsibilities:**

- Commit to scheduled shifts and communicate changes promptly.
- Follow all policies and instructions from staff coordinators.
- Engage respectfully with residents, prioritizing their well-being.
- Report any concerns to your supervisor immediately.
- Participate in training and feedback sessions.

Volunteers must be at least 18 years old (or 16 with guardian consent) and pass a basic background check.

## Code of Conduct & Ethics

All volunteers must uphold our ethical standards to ensure a safe, inclusive environment.

- **Non-Discrimination:** Treat everyone equally regardless of race, religion, gender, age, disability, or background. Discrimination or bias will not be tolerated.
- **Respect:** Use polite language, listen actively, and value diverse perspectives. Avoid physical contact unless appropriate for care roles and approved.
- **Confidentiality:** Do not share personal information about residents, staff, or operations outside of official channels. Breaches may result in immediate dismissal.
- **Professionalism:** Arrive prepared, maintain a positive attitude, and avoid personal agendas. No solicitation of funds or personal business on-site.
- **Integrity:** Be honest in reporting activities and time logged.

Violations should be reported per the Grievance Procedures. We foster a culture of mutual respect, drawing from best practices in non-profit ethics.

## Safety & Health Guidelines

Your safety and the well-being of residents are paramount.

- **General Practices:** Wear provided PPE (e.g., gloves, masks) during health-related tasks. Wash hands frequently and follow hygiene protocols. No volunteering if ill (e.g., fever, cough).
- **Emergency Procedures:** In case of fire, medical emergency, or evacuation: Alert the nearest staff, follow posted exit routes, and assemble at the designated safe area. First-aid kits are in every home—familiarize yourself during onboarding. Dial 999 for urgent help.
- **Health Guidelines:** Stay current on vaccinations (e.g., COVID-19, tetanus). Report hazards (e.g., spills, broken equipment) immediately. For child/elderly interactions, use gentle handling and supervision.
- **Training:** All volunteers receive basic safety orientation, including risk assessments for roles involving vulnerable groups.

Follow Malaysian health regulations and our COVID-19 protocols as updated.

# Privacy, Confidentiality & Data Protection Policy

We handle sensitive information about clients (residents), donors, and staff with utmost care, in line with Malaysia's Personal Data Protection Act 2010 (PDPA).

- **Confidentiality:** Volunteers may not disclose resident details (e.g., names, stories, photos) without explicit written consent. This includes discussions outside work.
- **Data Protection:** Use organization devices for records; do not store data on personal devices. Report data breaches immediately.
- **Client Rights:** Residents have the right to access, correct, or withdraw consent for their data. Donors' information is shared only for acknowledgment.
- **Staff Privacy:** Respect team members' personal boundaries.

Training on PDPA compliance is provided during onboarding. Violations may lead to legal consequences and termination.

# Volunteer Onboarding & Training Procedure

We ensure new volunteers feel prepared and supported.

- **Orientation:** Attend a 1-2 hour session covering our mission, facilities tour, role expectations, and policies. Schedule via email to [hoj92@yahoo.com](mailto:hoj92@yahoo.com).
- **Training:** Role-specific sessions (e.g., child safety for youth mentors) lasting 2-4 hours, including hands-on demos and quizzes.
- **Supervision & Support:** Assigned a buddy or coordinator for the first month. Monthly check-ins provide guidance and address challenges. Ongoing resources include a volunteer portal and helpline.
- **Documentation:** Sign a volunteer agreement, confidentiality form, and emergency contact sheet.

Onboarding typically takes 1 week; contact Lesley Mah to start.

## Social Media & Media Release Guidelines

Social media can amplify our impact but must be handled responsibly.

- **What You May Share:** General updates about events (e.g., "Volunteered at Joy Home Carnival—such joy!") with organization approval. Tag @JoyHomeConnect if posting.
- **What You May Not Share:** Resident photos/stories without consent; internal operations; negative comments. No personal opinions on behalf of the organization.
- **Media Release:** Photos/videos taken during volunteering may be used in our materials only with your signed consent (provided at onboarding). You retain rights to your personal posts.
- **Best Practices:** Review posts for accuracy and positivity. Report misuse to your coordinator.

Follow our social media policy to protect privacy and reputation.

## Attendance, Punctuality & Time-Logging Expectations

Reliability builds trust.

- **Attendance:** Notify your coordinator 24 hours in advance for absences.
- **Punctuality:** Arrive 10 minutes early. Late arrivals disrupt schedules—3 lates per month trigger a discussion.
- **Time-Logging:** Use our log sheet to record hours (e.g., 2-5 PM, tutoring). Submit monthly for recognition and tax receipts. A

Flexibility for life events is encouraged—communicate openly.

## Event Participation Guidelines

Events like our annual Joy Home Carnival foster community and funds.

- **Preparation:** Attend pre-event briefings. Wear branded attire if provided.
- **During Events:** Follow crowd management, stay in assigned areas, and prioritize safety. Interact positively with attendees and residents.
- **Post-Event:** Help with cleanup and debrief. Report incidents immediately.
- **Expectations:** Events may run 4-8 hours; hydration and breaks are mandatory. No alcohol/tobacco on-site.

Your enthusiasm helps create joyful memories!

## Reporting, Grievance & Discipline Procedures

We promote open communication for a harmonious environment.

- **Reporting Concerns:** Share issues (e.g., misconduct, harassment) confidentially with your coordinator or anonymously via email. All reports are investigated promptly (within 48 hours).
- **Grievance Process:** Submit a written complaint; receive acknowledgment within 3 days and resolution within 2 weeks. Appeals go to senior management.
- **Discipline:** Minor issues (e.g., tardiness) receive verbal warnings. Serious violations (e.g., substance use, harassment, confidentiality breach) lead to written warnings, suspension, or termination. Zero tolerance for abuse or illegal activities.

Support resources include counseling referrals. Your safety comes first.

## Volunteer Recognition & Feedback Process

We celebrate your contributions!

- **Recognition:** Monthly "Joy Stars" awards, thank-you notes, and certificates for milestones (e.g., 50 hours). Annual gala honors top volunteers.
- **Feedback:** Quarterly surveys and one-on-one sessions to improve experiences. Share ideas anytime—your input shapes our programs.

Thank you for being the heart of Joy Home Connect.

## Contact Information & Volunteer Coordinator Directory

- **Main Office:** 78A, Jalan TK 1/1, Taman Kinrara, Jalan Puchong, 47180 Puchong, Selangor.
- **Visitation Address:** No. 14398, Jalan Taman Paik Siong, Taman Paik Siong, Jalan Puchong, 47180 Puchong, Selangor. (Waze: <https://waze.to/lr/hw2832vrey>)
- **Phone:** 603-80704497 | 019-3392847 (Lesley Mah, Volunteer Coordinator)
- **Fax:** 603-80757967
- **Email:** [hoj92@yahoo.com](mailto:hoj92@yahoo.com)
- **Website:** <https://www.joy.org.my/>
- **Facebook:** <http://www.facebook.com/album.php?profile=1&id=335332885625>
- **Emergency:** 999 (Police/Ambulance) | After-hours: 019-3392847

### Directory:

- Lesley Mah (Volunteer Onboarding & Events): 019-3392847
- Rev. Tang Chee Sing (Founder/Director): Via main office
- General Inquiries: [hoj92@yahoo.com](mailto:hoj92@yahoo.com)