

Code of Practice for HKUST Students Undertaking Service

As you begin your service engagement, you are probably eager to get involved and make a difference in the lives of people whom you will be working with. As an HKUST student, you are representing the University. Please follow the code of practice to make your service experience meaningful and worthwhile.

A. Ask for help when in doubt

- Safety first — pay utmost consideration to your safety and that of your service clients and others.
- Your service supervisor can assist you in determining the best way to respond in difficult or uncomfortable situations.
- If you have questions and concerns regarding your service, e-mail your corresponding service supervisor.

B. Be punctual and responsible

- Even though you are volunteering your time to the service partners, remember you are seen as a reliable and contributing team member of the service partners.
- Arrive at your service organization on time, if not a little earlier. Your punctuality and commitment in completing your service hours helps the service partners meet their goals and mission within the community.
- Call your service supervisor if you are unable to show up or if you may be late. The service organization counts on your contribution and will be at a loss if you fail to show up.

C. Respect the privacy of all clients

- If you are presented with confidential information with regard to the person whom you are working with, it is important that you treat it as privileged information.
- Certain organizations will require you to sign a confidentiality contract. Even if they do not, remember to treat such information as confidential.
- Always check with your service supervisor if it is appropriate to take photos of your service clients.

D. Set clear boundaries

- Let your clients know that you are only volunteering your time to the organization and are not responsible for any of the clients' personal needs and issues.
- You are not required to do extra ad hoc work on top of what you have initially agreed upon.
- You are not required to interact with your service clients outside of the service environment.

E. Maintain professionalism

- Your contact with the service clients and their family members should be handled in a professional manner.
- Volunteering is also considered as a work situation and you are expected to treat your service supervisor, colleagues and service clients with courtesy and kindness.
- Dress comfortably and appropriately.

F. Be considerate

- Always think about how your language and behavior may affect your clients, their family members and your colleagues.
- Always present a positive attitude towards the service clients and avoid using language that encourages clients' self pity.

G. Be flexible

- The level or intensity of activity at a service organization is not always predictable, so your flexibility and willingness to adapt is critical.
- The type of service that you choose may have different ethical standards. If there are policies that you are unsure about, you can discuss these with your service supervisors as they may have good reasons for the implementation of certain procedures.

H. Acknowledge your emotion

- Working with service clients from different backgrounds could trigger strong emotions. You need to monitor how they are affecting you.
- Inform your service supervisors immediately or email him/her if you need assistance. For HKUST Connect coordinated programs, email connect@ust.hk.

What NOT to do

NEVER give or loan service clients money or other personal belongings.

NEVER give service clients your address or telephone number.

NEVER make promises or commitments you cannot keep to service clients.

NEVER have unnecessary or inappropriate body contact with clients.

NEVER give service clients or agency representative a ride in a personal vehicle.

Final advice

Remember to use your common sense and conduct yourself in a professional manner at all times. Every service organization has its own rules, policies, procedures, protocols and expectations for which you are responsible. Familiarizing yourself with the work of your service organization will contribute to the success of your service experience.