

# VOLUNTEER'S GUIDE

Created by: volunteers of Bethany



## TO OUR NEW VOLUNTEERS

**W**elcome to Bethany Home!

We are pleased to have you come and stay with us. We hope you will enjoy your time here and that it will be a valuable learning experience for all of us. Here are a few notes and suggestions compiled by a number of previous volunteers, which may make your settling into “Bethany Home Community Life” a little easier.

We have included suggestions and information on the following:

- Bethany Home Leaflet
- A few hints regarding Malaysian Culture
- A list of “ Useful Terms To Get By”
- Useful Community information and Phone numbers
- Some tips about appropriate dressing
- General rules for a “ Happy Home Life” at Bethany
- Kitchen and Bathroom Rules
- Swimming Pool Rules
- A special note from the Physio Children
- A letter from the students of Bethany Home

Please remember if you have any questions, don't hesitate to ask.

Both staff and other volunteers are willing to help. Take time. Observe, listen and join in. You will very soon become a vital part of this wonderful place.

## A FEW HINTS REGARDING MALAYSIAN CULTURE

(hints collected from volunteers who learnt by their mistakes)

- When paying for goods at the markets, pay with your right hand, take the item with your right hand and receive change with your right hand (It can be done.... Without dropping one's money into the soya milk...!)
- Eat with your right hand (particularly when visiting in Indian Homes)
- While in Malaysia DO NOT share the gospel with a Malay person. This is against the law! If you have any questions, please talk to the director about this.
- We need to respect the new culture that we are in. Therefore we must be careful not to be seen as acting inappropriately. It is best that opposite sex volunteers not spend time in each other's rooms or when it is necessary, leave the door opened. There are common areas for socializing and we do not want our behavior to be mis-read.
- Consider carefully the tips regarding appropriate dress.
- It is a good idea to always carry tissues with you whenever traveling in Malaysia.
- When using the Asian "squatting toilet" be careful of keys & money in your pockets.
- When travelling be careful with your luggage and belongings. In express buses when using the compartment below the bus, make sure that the luggage you put in is not taken out by others.
- Some Malaysian food can be quite spicy so ask if you are not too sure.

## USEFUL TERMS TO GET BY

English	Bahasa Malaysia
Good Morning	Selamat Pagi
Good Afternoon	Selamat Tengahari
Good Evening	Selamat Petang
Good Bye	Selamat Tinggal
How are you	Apa khabar?
Just fine, thank you	Baik– baik saja, terima kasih
See you again	Jumpa lagi
Thank you	Terima kasih
You're most welcome	Sama – sama
I come from (country or state)	Saya datang dari ( America,etc)
My name is	Nama saya
Where is a / the ...?	Di mana ada....?
What is this?	Apa ini?
How much is this	Berapa harganya?
How far ?	Berapa jauh ?
Breakfast	Sarapan
Lunch	Makan Tengahari
Dinner	Makan Malam
A glass of water	Segelas air kosong
Delicious	Sedap
Cheap	Murah
Expensive	Mahal
Hot	Panas
Cold	Sejuk
Big	Besar
Small	Kecil
Beautiful	Cantik
Tomorrow	Esok
Today	Hari ini

## SOME TIPS ABOUT APPROPRIATE DRESSING

- When swimming at Bethany Home we wear shorts and T- Shirts on top of our bathing suits. This is less offensive in this culture.
- You will find that in certain public swimming areas bathing suits (not bikinis) are required. Notice what others do and read any signs.
- “Appropriate dress” at school generally means dressing modestly / sensibly. No see- through or sleeveless blouses or tops with narrow straps. Long pants, dresses and skirts are all fine. It may be best to leave shorts for the weekend depending on the activity. After a while you know what’s appropriate for your particular job.
- Guys: Baggy shorts are fine for most school activities. If working in “ physio” or having contact with the community long trousers are more appropriate.
- For the girls: Be careful how you dress when going into the community. You do not want to draw attention to yourself anymore that we have to. (We do that automatically by the colour of our skin and the way we speak) Do not wear short or tight–fitting clothes.
- Do not go out at night if you can help it.
- It is polite to take shoes off outside the door. In Bethany Home this is expected in all areas except the hall and the main office. In the volunteers rooms shoes can generally be worn (determine this with your room-mates) but please remove shoes before entering the kitchen / television room. When doubt: look for the shoes!!!

# USEFUL COMMUNITY INFORMATION & PHONE NUMBERS

## Getting Around

Busses from Kuala Lumpur to Simpang Empat can be purchased at Puduraya Bus Terminal. SPT bus (which uses the coastal road) comes direct to Simpang Empat whereas Transnasiona bus (which uses the highway) goes to Teluk Intan (our nearest town) first then from there you have to get a local bus to get here. Ticket to Kuala Lumpur can be purchased at the ticket booth located on the other side of Petronas (where the pay phones and café's are).

Information on getting around Malaysia by train can be obtain by phone 03 – 22738000 or on the internet : <http://www.ktmb.com.my> or email : [passenger@ktmb.com.my](mailto:passenger@ktmb.com.my)

## Places To Stay

YWCA Kuala Lumpur : 03-20317753 / 03-20783225

YMCA, Kuala Lumpur : 03-22741439

Asian Accommodation : <http://www.asia.hotels.com>

## Tourist Information

The biggest Tourist Information in Kuala Lumpur is the MATIC (Malaysia Tourist Information Complex) at 109, Jalan Ampang, 50490 Kuala Lumpur, phone 03 – 21643929.

The nearest Tourist Information Center to Teluk Intan can be found in Lumut, phone 05 – 6834057

## Useful Phone Directory

Director : 05 – 6218712 ( house), 019-5317187 ( handphone)

## Churches

Wesley Methodist Church : 05 - 6223234

St Luke's Anglican Church : 05 - 6221305

Catholic Church : 05 - 6221424

Full Gospel Assembly ( FGA) : 05 - 6413753

Assembly Of God ( AOG) : 05 - 6211392

# GENERAL “RULES” FOR A HAPPY HOME LIFE AT BETHANY HOME

(These “ rules” were determined through  
discussion by a number of volunteers)

- Since we live in a community it is important for all to do our part to keep our living areas clean and tidy.
- We are all different. We all have different ways of doing things. Lets try to be considerate of each others needs and feelings and help each other out.
- “ Upstairs” needs to be a quiet area after 8.30pm especially the corridors.
- Please turn lights and fans off when the rooms are empty.
- It is a good idea to keep bedroom doors closed after dusk to prevent mosquitoes from entering.
- Discuss with your room–mates to determine a reasonable time for lights off. Some people need more sleep than others!
- Share the responsibility of buying supplies (toilet paper, dishwashing detergent etc) and keeping public areas tidy (eg. kitchen / television room)
- When in mixed race company, please try to speak English. This prevents some people from being excluded from the conversation.
- Be aware of ants. It is best to keep all food items in air–tight containers.
- In case of blackout you will find matches and candles in the television room. Do no use the cups/ glasses / saucers as candle stands instead use bottle lids / tin lids.

## KITCHEN “RULES”

- Fans and light to be switched off when not in use.
- Please refill water after use: Filter jug needs to be kept full. Hot water machine to be “ topped up”.
- Please be considerate in using our fridge as we do not have a lot of space. Be aware of what is yours and don't leave it to go bad. Do not take and use or consume anything not belonging to you unless informed that it is for all.
- Generally “communal food” is kept on top shelf of food trolley.
- Please leave the area neat and tidy when you leave.
- Lets all do our part to keep this place clean, neat and well supplied. ( Margarine, milk powder, milo, sugar and bread can be collected from the main kitchen)
- Wash all dishes that you use and wipe down table after use.
- When there is no water coming from the tap you may leave the dirty dishes in the sink, but remember to wash them afterwards.
- Keep the door closed at night to prevent cats from visiting.

## BATHROOM “ RULES”

- Please wrap sanitary pads and tampons and place in bins. (Our system cannot cope with these things)
- Please replace toilet paper when finished.
- It is best to leave the bathroom door open at night to let the air circulate.
- Since we are having a problem with mosquitoes, please do not leave water lying in containers longer than necessary.
- **Washing:** Please be considerate when using the washing machine, and do not waste water. Washing machines are not to be used during school hours. Do not overload machines. Downstairs machine is only to be used after 8.00p.m. Only use this machine if you have a full load otherwise share with someone.



# SWIMMING POOL “RULES”

## DON'TS

- χ Do not jump or dive into the swimming pool
- χ Do not sit or step on top of the railing of the pool
- χ Do not wear any **jewelry** when swimming
- χ Do not play with any sharp objects or toys inside the pool. Soft toys and toys with rounded objects are ok.
- χ No food is allowed in the swimming pool area
- χ No pets or animals are allowed in the swimming pool area
- χ No smoking at all times.

## DO'S

- √ Do use the pool in a civilised manner that does not endanger the lives of other swimmers
- √ Do shower first before using the pool
- √ Everyone (male or female) must wear T-shirt and shorts over his/ her swimming clothes when swimming
- √ Male and female with shoulder –length hair must wear swimming caps
- √ Anyone who damages the pool and its surrounding area must take full responsibility
- √ All swimming activities should be terminated if there is lightning, thunder and rain
- √ Do donate your cash, cheque, time and energy towards the cost and maintenance of this pool

### Swimming hours for Volunteers and Staff

Monday—Friday : 4.00pm—7.00pm

Saturday : 12.00 noon—7.00pm Sunday : Pool close



## A SPECIAL NOTE FROM THE "PHYSIO" CHILDREN

Most of us have difficulty with our movements and cannot walk or even balance. It is important that we are picked up correctly and positioned in the right way. Its not difficult once you have been shown a few times. Please ask. No one minds if you ask. We would much rather that than have our safety compromised. If we are not sitting properly we have to use all our energy trying to hold our bodies up and so won't be able to do other things like artwork or schoolwork.

We love volunteers to swim with us, because that way we can stay in the pool longer. We need one to one attention at all times, so you would usually be given one student to take care of for the length of their swimming time. That way we know someone is watching us all the time. We feel much safer that way.

Thanks a lot. We hope that we can make your time in Bethany Home enjoyable.

# TO NEW VOLUNTEERS FROM THE CHILDREN OF BETHANY HOME

DEAR FRIEND,

THANK YOU FOR VISITING BETHANY HOME. WE HOPE YOU QUICKLY FEEL PART OF THIS PLACE.

PLEASE FEEL FREE TO JOIN IN ACTIVITIES WITH US. IF YOU ARE NOT SURE ABOUT SOMETHING ASK THE OTHER VOLUNTEERS OR STAFF. WE LOVE HAVING VISITORS. ALTHOUGH WE ARE ALL DIFFERENT AND HAVE VARIOUS LEVELS OF ABILITY WE ARE REALLY NO DIFFERENT TO YOU. WE LOVE TO HAVE FUN, TO LEARN AND TO FEEL A SENSE OF BELONGING.

PLEASE JOIN IN OUR ACTIVITIES AND HELP US TO PARTICIPATE MORE FULLY. WE LOVE OUR VISITORS TO COME TO MORNING EXERCISES WITH US. SOME OF US NEED HELP TO MOVE OUR ARMS UP AND DOWN, WHILE SOME OF US JUST NEED A FRIEND FOR ENCOURAGEMENT. IT MIGHT SEEM BORING TO YOU DOING THE SAME-THING EACH MORNING BUT IT HELPS US SO MUCH AND MANY OF US NEED REPETITION.

YOU CAN TALK TO US JUST LIKE TO ANYONE ELSE. WE MAY NOT UNDERSTAND BUT WE KNOW YOU'RE TALKING TO US. THAT'S GREAT. SOME OF US LIVE AWAY FROM HOME TOO, IN THE GROUP HOMES. LIKE YOU, WE MAY MISS OUR FAMILIES AND FRIENDS. WE LOVE TO DO "DIFFERENT" THINGS AFTER SCHOOL SOME TIMES. WE LOVE TO HAVE VOLUNTEERS AND FRIENDS VISIT JUST TO SAY "HI" AND SEE WHAT WE'RE DOING. WE LIKE TO GO FOR WALKS, TO GO TO SHOPS OR THE PARK OR TO PLAY A GAME WITH YOU. WE LIKE YOU TO COME AND DRAW OR SING WITH US. PLEASE DROP IN AND MEET THE STAFF AND FIND OUT WHAT IS CONVENIENT.

“SERVE GOD BY  
SERVING PEOPLE”

## **Bethany Home**

**Simpang Empat, 36400, Hutan Melintang**

**Perak Darul Ridzuan, Malaysia**

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