



## GUIDELINES AND NORMS FOR VOLUNTEERS

- a) Please do not promise to children or young people something that you can't fulfill.
- b) Respect and promote standards, policies, ideals and goals of the charity.
- c) Make responsible use of the all resources of the charity.
- d) Please don't use the name of the organisation in order to seek personal gain.
- e) We will not approve of any physical or verbal aggression against a worker, volunteer, youth or any child in the charity.
- f) The use of our uniform and ID badges are for work purposes only and not to be used outside of the charity.
- g) All volunteers will participate in the activities they have agreed to and will confirm their non-attendance in advance.
- h) Street work is particularly delicate and so we ask all volunteers to respect our rule of only going on the streets where we work with the accompaniment of a member of the full-time street team.
- i) If working on the streets or on an activity outside the Centre please ensure you stay in sight with other team members at all times.
- j) Never move alone on the street. If there is an emergency where lone working is required, then this is always done by the full-time street team.
- k) Always carry identification (charity ID and a copy of the information page of your own passport).
- l) Abide by the instructions of the coordinator in charge of the activity.
- m) Intentionally respect and actively defend the personal dignity of all beneficiaries.
- n) Handle all confidential information discreetly and pass this through to the coordinator of the area where you are working for their action.
- o) Report to your coordinator if you feel that a child is at risk or a disclosure has been made to you personally.
- p) Understand the situation in which the beneficiary is living and work hard at not judging them by their appearances or the situation in which they are currently in.
- q) Develop an attitude of open listening, allowing the person with whom you are speaking to the time to express their feelings before reflecting back on what they have said.
- r) Promote teamwork, facilitating communication and pleasant working environment and coexistence.
- s) Exchange suggestions, ideas, proposals and experiences within a framework of mutual respect with a view to greater effectiveness of the work carried out.
- t) In the context of teamwork assume responsibility for the commitments made by the team.
- u) Facilitate the integration, training and participation of all volunteers, especially new ones.
- v) Promote fellowship in order to avoid competitiveness and reduce tensions and rivalries.
- w) Refrain from acts that violate the dignity of peers, such as offensive, invasion of personal space, identity theft, and any behavior contrary to the moral and ethical framework of the charity.
- x) Provide a warm and sincere welcome to all those who are beginning their volunteering with the charity.