



VOLUNTEER POLICY

CHILD ACTION LANKA

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Social Service: CPC/KDS/VOLU/133

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About Child Action Lanka:

- Child Action Lanka (CAL) is an organization that works with street and underprivileged (urban, rural, estate sectors) children and families in Sri Lanka in order to bring about transformation in their lives.
- We help children (0-18), young adults and parents understand their individual capacity, own value, skills aptitude and potential of growth, thereby maneuvering them towards becoming responsible and independent citizens who can reciprocate their development to those like them.
- At our Child Development Centers, our aim is to provide the best form of holistic education, quality health and nutrition and protect children who are entrusted in our care.
- CAL has 7 Child Development Centers in Sri Lanka: Kandy, Nuwara Eliya, Kelaniya, Killinochchi, Galle, Batticaloa and Colombo.

Vision

“A future of well-being, value and equality for every child everywhere.”

Mission

“To protect the most disadvantaged children and provide holistic education, health and nutrition promoting their basic needs, rights and interests to enable them, their families and communities to be individuals who bring positive change.”

Main Focus Areas: CAL Triangle



Commitment

Child Action Lanka acknowledges the important contribution volunteers make to the work undertaken at our organization's operational sites.

This document provides the roles and expectations of Child Action Lanka's prospective volunteers.

Volunteers will be utilized in any programs and activities, according to the best interests of the beneficiaries.

The core underlying commitment of the Volunteer Policy is to ensure all volunteering is in the best interests of the beneficiaries; all visitors, volunteers and teams receive adequate supervision while visiting Child Action Lanka Projects; and all requirements under Child Action Lanka's Child Protection Policy are met and maintained.

Volunteer Definition

A volunteer is defined as someone "who offers their services to make a contribution to assist another community in a developing country, for humanitarian reasons, not for personal financial gain".

CAL recognizes four classifications of volunteers:

1. Visitors – are defined as those who visit a project for very short periods (1 week – 2 months), and are learning about the project's operations, its goals and the needs of the Project's beneficiaries.
2. Short term Volunteers – have a specific role that they are expected to undertake for a designated time period of up to 3 months in duration.
3. Long term Volunteers – also known as unpaid staff and/or overseas aid workers; have a specific role that they are expected to undertake for a designated time period of more than 3 months duration
4. Volunteer Teams – are given a specific project to conduct as well as a coordinated itinerary is negotiated between their Team leader and the CAL Team.

Rights and Responsibilities of Volunteers

- Volunteers are valuable resources to CAL.
- Volunteers will be appointed to meaningful work placements, treated as equal co-workers, receive effective supervision, provided with full involvement and participation, and recognition of work undertaken.
- In return, volunteers shall agree to actively perform their duties to the best of their abilities and uphold the expectations, policies and procedures of CAL.
- CAL seeks to provide a conducive environment for all volunteers. However, CAL does not take any legal or financial responsibility for its volunteers. Therefore, any risks and financial needs of the volunteer must be met by the volunteer.
- Volunteer/intern is a unpaid position.
- Volunteers should adhere to CAL's social media policies and always ensure posts, images and comments uphold Child Protection procedures.

- All volunteers should sign a document which indicates that they clearly understand and agree with the information provided in CAL's Volunteer and Visitor Guide.
- Volunteer must sign the VOLUNTEER/INTERN CONFIDENTIALITY & NON-DISCLOSURE DECLARATION, VOLUNTEER LIABILITY RELEASE and the CHILD PROTECTION POLICY VOLUNTEER/INTERN DECLARATION FORM.
- Volunteers must submit two references to confirm the volunteer application. Depending on the type of volunteer work volunteers may be asked for police clearance.
- All volunteers must attend the Child Protection induction session.
- Volunteers will report to the Centre head of their assigned location on day-to-day activities. Volunteers also report to the volunteer coordinator.
- Volunteers are required to submit a feedback form upon completion of their volunteer period. Child Action Lanka is committed to providing the best solutions and experience to all our volunteers. Your feedback is very valuable in achieving this.
- Volunteers will record their daily attendance (time in time out) in the CAL volunteer record book maintained at the centres or in their individual log book for (long term volunteers).
- Volunteer Confirmation letter:
 - Volunteer confirmation letter can only be requested through the **CAL Volunteer Coordinator** by sending an email to volunteer@childactionlanka.org
 - Local volunteers: Volunteers that wish to request a volunteer confirmation letter need to volunteer at a CAL centre for a minimum of 3 months (during the course of 3 months or more at least a minimum of 72 hours in total must be covered by volunteering at the centre with attendance of at least once a week for two hours)
 - Foreign volunteers: Volunteer confirmation letter will be issued according to the volunteer assignment and the conditions agreed upon with the Volunteer Coordinator.
 - Letter will be issued after the volunteer feedback form is completed by the volunteer.

Volunteer Application and Administration

CAL will ensure that:

- A thorough application process for the recruitment, screening, selection and appointment of all volunteer will be conducted.
- A volunteer's skills and interest will be effectively and appropriately matched to the needs of each Child Development Center.
- Each volunteer's CV, I.D copy, dates of service, positions held, duties performed and evaluation of work will all be maintained in individual files.
- As stated above, before a volunteer commences their volunteer service, they will sign a document which indicates that they clearly understand and agree with the information provided in CAL's Volunteer and Visitor Guide.
- CAL will assist Long term overseas Volunteers (volunteering for more than 3 months) with processing their visa.

Underage Volunteers

Applicants who have not reached the age of 18 years must provide a consent letter addressed to CAL from their parent/guardian along with an I.D. copy of their parent/guardian.

Guidelines for Volunteer Work

- Volunteer work should be conducted in types of work appropriate for the volunteer's skill, purpose and length of stay (i.e. short term, long term, visitor or team).
- Work should be in areas relevant to volunteer expertise (i.e. not outside or above volunteer skill levels).
- Work should add value to the beneficiaries and be in their best interest.
- Work should avoid creating a 'power imbalance' between volunteers and beneficiaries (i.e. volunteers should avoid doing tasks that beneficiaries can do by themselves). It should not create a 'handout' or aid mentality among beneficiaries.
- All volunteering should respect the local community and be appropriate within local culture and customs.
- Work should be relevant to the overall CAL goals, with intentional outcomes.
- Volunteer dress code: attire that covers chest and shoulders as well as is below the knee.

Volunteering with Children

- CAL adheres to the following guidelines regarding volunteer contact with children:
- Volunteers should never be responsible for the primary care of children, unless they are approved long term volunteers working alongside staff members.
- All volunteer involvement with children should be respective of volunteer qualifications and skills.
- Any volunteer interaction should add value to the child's life, with priority given to the child's needs and desires.
- Volunteer involvement should be respective of the child's psychological and physical wellbeing.
- Volunteers should never be alone with a child or be permitted to remove a child from a staff member's supervision, unless they are an approved long-term volunteer with staff's permission.