



VOLUNTEER POLICY MANUAL

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1. Definition of 'Volunteer'

A person who contributes his/her skill, time and experience, without any monetary benefit, for the well-being of the community and society, and in doing so, helps influence positive social change. A 'volunteer' is a person who without compensation or expectation of compensation beyond reimbursement of out of pocket expenses performs a task

2. Introduction

The most valuable asset of our organisation is its people; the founders, the paid staff, volunteers, consultants and team members. Our organisation is committed to developing policies, systems and behaviours that support the culture of high standards and expectations, where people are valued, respected and know they matter. Whilst we expect high standards from people who work, we also aim to provide an enjoyable work culture where being highly motivated also means having fun. The organisation is committed to fair, clearly stated and supportive relationships between the organisation and its staff and volunteers. We aim to live our values, not only in the way we do our work, but also in the way we treat everyone who works for Us.

3. About St Jude India Child Care Centres:

Every child suffering from cancer, irrespective of economic status, deserves to get the best chance of surviving the disease and leading a full, healthy, happy life. St. Judes provides this chance through its well-established model of cost-free, holistic care during the period of the child's treatment.

MR. NIHAL KAVIRATNE CBE



Over 40 years experience working at Unilever, Mr.Nihal Kaviratne pursues a keen interest in good corporate governance and corporate social responsibility, developing models for replication by others. He was a founding member of the Board of Governors of President University in Indonesia and one of "25 leaders at the forefront of change" chosen by Business Week in 2002 for the Stars of Asia Award. He was awarded for driving **Business Excellence** at World Business Conclave 2016 in Hong Kong.

Mr.Nihal was cited in the Queen's 2004 New Year Honours List in the UK and was awarded the CBE (Commander of the Most Excellent Order of the British Empire) for services to UK business interests and to sustainable development in Indonesia. In January 2004, he moved from being Chairman of Unilever Indonesia to a regional role in the Unilever Asia Business Group based in Singapore as Senior Vice President - Development & Environmental Affairs. In January 2005, he assumed additional responsibility as Chairman of Unilever's US\$2.5 billion Home & Oral Care business in Asia.

Today, Mr. Nihal is a Director of DBS Group & Bank, Star Hub, OLAM, Caraway, GSK Pharma India, and Chairman of AkzoNobel India Limited. He is a member of the Governing Board of Bombay Mothers & Children Welfare Society and a Member of the Private Sector Portfolio Advisory Committee in India of the UK Government's Department for International Development (DFID).

MRS. SHYAMA KAVIRATNE



Mrs.Shyama Kaviratne was born in Mumbai and has retained close links to the city throughout her life. Mrs.Shyama and her family have been influential in many charitable organisations in Mumbai and in other countries: For example 'Bal Anand', a charitable trust established to supplement the education of needy children, was started and is still run by Mrs. Shyama's family.Mrs. Shyama opted for a career in management and worked professionally with a leading nationalised Indian bank. Twenty years of experience in this field disciplined her in dealing with a cross section of society and in the feasibility and administration of project finance.Mrs. Shyama helps manage the organisation and day-to-day running of the Centres.

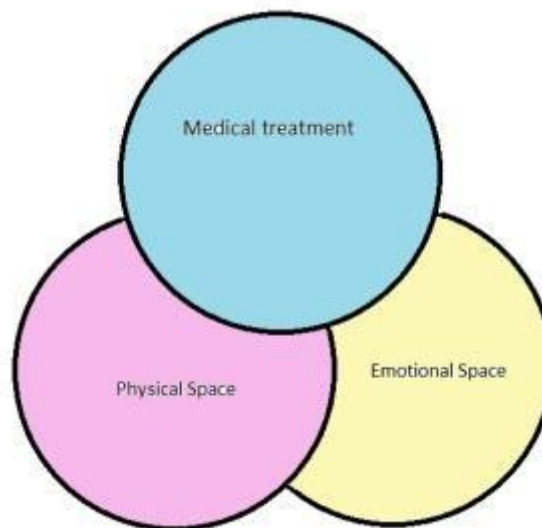
About St.Jude India Child Care Centres:

St. Jude India ChildCare Centres (St. Judes) currently runs 22 Centres in Mumbai, Delhi, Kolkata, Hyderabad and Jaipur. In major cities of India where treatments available, children who need treatment for cancer and their parents come to hospitals from distant towns and villages. The hospitals do not treat them as in patients during the long drawn out treatment and these needy families do not have a place to stay whenever the child is not admitted to hospital. Hence, St Judes provides these families with free of cost

- Housing
- Nutritional support
- Transportation to and from the hospital
- Counselling for the family and new skills for income generation
- Educational and recreational activities
- Art-based therapy, music therapy and yoga

St.Judes is thus:"A home away from home" for these families

The St.Judes model is based on three interlocking and interdependent "Circles" providing for the high quality holistic care needed by these families.



4. St Jude's Volunteer Programme:

I. Why do we encourage Volunteerism:

•They are motivated by charity, not money Volunteers, by definition, do not demand any payment for the work that they do, so their involvement allows organisations to extend their limited budgets. They are motivated to make a difference rather than earn profit. Moreover, Volunteers often provide innovative ideas with high quality work that positively influences and thereby creates an impact to the Organisation or its beneficiaries.

St. Jude India ChildCare Centres is grateful to all the volunteers who have been contributing with commitment and dedication in various ways towards the lives of the children.

You can volunteer with St. Jude India ChildCare Centres by way of following activities and projects.

CHILDREN'S ACTIVITIES:



- PARENT'S ACTIVITIES:



SPECIAL EVENTS:



INTERNSHIP/ DATA/ RESEARCH PROJECTS:

Interviewing and writing case studies/stories of families

Making training module in skill developments (eg.basket making,embroidery,cooking activities,etc) for families

Undertaking a mini research project.

Campus activities: Farming/Gardening at Kharghar and CGC.

Other activities in the centre: Assisting in organising office work areas, helping the organisation in social media campaigns, helping the organisation in fund raising projects, planning an outing for the family.

ii. Principles:

This volunteer policy is underpinned by the following principles:

- Our organisation does not aim to introduce volunteers to replace paid staff, and are recognised as equal partners in achieving the aims of the organisation.
- The selection process for volunteers does not discriminate on the basis of gender, caste, religion, etc. and is welcoming to all prospective volunteers.
- The selection procedure for volunteers follows guidelines for best practice by ensuring that all volunteers are subject to a systematic process.
- Volunteers are properly integrated into the organisational structure and mechanisms are in place for them to contribute to the organisation's work.
- Our organisation expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- Volunteers are provided with a clear explanation of what is expected of them .
- Volunteers are provided with all the necessary support to carry out their assigned role and responsibilities. Our organisation recognises that volunteers require work satisfaction and the organisation will provide the support.

iii. Our responsibilities:

- To match the needs of the organisation with the skills, knowledge, experience and motivation of the volunteer.
- To recognise that successful volunteer involvement incorporates the individual's motivations, aspirations and choices.
- To ensure paid staff are trained to work with and support volunteers to ensure volunteers receive appropriate support to help them deliver in their roles.
- To recognise the contribution and achievement of volunteers and volunteering.
- To respect volunteers, listen and learn from what they have to say and consistently encourage two-way communication.
- To foster a friendly and supportive atmosphere with an aim to make volunteering fun.

04. Our expectations of volunteers:

- To work within the ethos and guidelines of our organisation
- To maintain and uphold the good name and reputation of the organisation
- To co-operate with the teachers and staff, to listen and learn from what they have to say to achieve the aims of the organisation
- To aim for high standards of efficiency, reliability and quality in all aspects of their contribution; be committed and punctual.
- To foster a pleasant and friendly atmosphere.
- To provide reasonable notice, where possible, if the volunteer is unable to undertake those duties for whatever reason.

05. Volunteering:

The word "volunteering" is used for a range of activities such as community service, self-help, charity, hospitality, public service, involvement in community actions, being a trustee, helper, and so on. Our volunteers come from all walks of life and are active in almost every sphere of society. The beautiful thing about volunteering is that there is no age limit or no educational constraints, and certainly no work experience required. All that is required is dedication to a cause, sincerity about the work that one is doing and a sustained effort. Volunteering opens up a world of possibilities - and volunteers can and do almost everything! People volunteer for a wide variety of reasons, especially wanting to help others, To build resume; to develop skills , to spend free time, contributing towards CSR,extra curricular activities as per the academic curriculum for school students to facilitate personality development, For college students as a part of their curriculum To feel responsible towards the society and make desirable contribution, To act in a socially desired way (i.e.) helping those less fortunate, To allow one to act on deeply held beliefs about the importance of helping others.

By volunteering you can:

- Get a chance to share your skills and teach others what you are best at.
- Develop a new relationship with an institution and make new associations.
- Keep yourself updated on current issues

- Learn new things while volunteering as part of a team
- Do something different from your routine job without making a serious long-Term commitment

ii. How do I decide on Volunteering?

Some people know exactly what they want to do or what cause they need to focus on.

But for most people, the choice or cause can be very confusing.

Here are some tips that could help your thoughts and decision making. Asking yourself a number of questions can help narrow down the cause you would like to support. For

Example:

How much time do I have or how much time can I give for volunteering?

When or which days will I be available?

How far am I prepared to travel and what are the possible expenses? Can I afford it?

What interests and experiences can I bring to my volunteering?

Do I like working with groups of people?

Do I have what it takes to work with troubled young people, the disabled or the

Elderly, and if not, would I like the challenge of finding out?

Are there particular issues or causes that I would like to help?

iii. Rights and responsibilities of volunteers

As a volunteer, you have the RIGHT to:

1. Expect that your efforts contribute to the organization's objectives.
2. Be treated with respect.
3. Expect that your time will not be wasted by poor planning.
4. Ask relevant questions and give suggestions about the work you are doing.

As a volunteer, you have the RESPONSIBILITY to:

1. Understand thoroughly the assigned task.
2. Observe the deadlines with the best quality of work suited to one's ability and knowledge.
6. Trust ability to bring about positive change through skilled contribution.
7. Loyal towards organization, its staff, and organisational goals.
8. Maintain dignity and integrity of the organization.
9. Leave your address & contact details with the NGO.
10. Be proactive in starting new and better initiatives.
12. Spread awareness about the NGO and its activities.
13. Don't over-commit to the NGOs. Communicate your concerns to the reporting.

06. Benefits of volunteering:

- Demonstrates its commitment to building healthy communities.
- Develops skills and morale of the workforce.
- Employees become more satisfied and more productive.
- Improves organization's image and can help reinforce brand loyalty.
- Offers the satisfaction of 'giving back' to society.
- One develops new skills and enhances existing ones.
- Enjoyment and a welcome break from the daily work routine.
- Helps to break down barriers between different sections of society.

07. Ideas of Activities for Volunteers

1. **DECOUPAGE**- Mothers and children can do this. Mothers can handle the acrylic paint and clear varnish. Children can make the art work and select the pictures to be placed.

Supplies - We will need to collect boxes, cans, small pots and other containers also suitable pictures of flowers, photographs and patterns, design blocks and art work to decorate. Acrylic or oil paint work best as they do not blend. Glue and clear varnish {Special decoupage paste is available at Hobby Ideas.

Method- Use Acrylic/oil paint and paint the background with any colour or colours of your choice. Once the paint is completely dry- preferably overnight. Paste the selected picture(s). Allow the past to dry completely. Cover the whole item with clear varnish. This is easy to do project. Volunteers who come for only one day may want to request that the background is painted a day prior to the session.



2. **TISSUE ART** – Fairly young children can also do this activity

Supplies - We will need a variety of coloured tissue paper, even scraps can be used. Drawing or card paper, glue and paint.

Method – Tear the paper in either random strips or recognisable shapes. Paint the background and paste the shapes. Random strips can be arranged to make a collage or if shapes of objects are torn you can use to make various desired pictures, landscapes, forests, underwater scenes,, kaleidoscope, stained glass, rangoli designs, bowl of fruit, garden – the choices are endless.



3. **ORIGAMI** – Fun for all ages

Supplies – Colored paper in squares or rectangles

Method – Various, flowers, hats, boats and animals can be made and instructions are readily available online. Once completed collages can be made – garden, zoo, aquarium, landscapes forests, etc

Easy to complex ideas are available on line.

4. **Rangoli templates**– a great idea for mothers and older children

Supplies - old CDs or acrylic or cardboard shapes for the base, tinsel, beads, mirrors, sequins, gold and silver paint. Other decorative items that can be used to embellish and create designs and clear craft glue

Method – Cut the base to a desired shape and using glue paste the beads to create a design of choice. Many templates can be combined to make larger designs

5. **Puppet Making-** An activity which can be used for role play, skits and storytelling. Everyone can participate. Jaipur had a workshop and all the mother and father participated. We can select a story, song or skit to perform.
Supplies – Pieces of wood, Paper towel or toilet paper rolls, narrow cans, socks, paper bags fabric scraps, thread, wool, paint, any surplus embroidery and items for decoration- lace, sequins, borders etc . Glue and needle for sewing (by parents).
Method – Use the wood, cans, socks or bags to create the head and face of the desired characters. Dress up appropriately using the other materials.
6. **Collage** – Everyone can participate
Supplies – 8in x8 in paper for each person, scraps of fabric, colored paper, paint, magic markers, masking tape and glue, large poster paper to assemble to collage
Method – you can select a theme- trees, flowers, animals, geometric designs and patterns, paisley shapes etc Each person creates the chosen design either according to selected theme or of their choice. All the pieces are assembled and the collage is created. The fun part is the assembly of the final piece...
 - **This can also be done with pictures cut out of old magazines.**
 - **Children who are interested in photography can print their pictures and make the collage****They can take pictures of the volunteers and themselves during the session and with the help of the staff can print it immediately and give this as a thank you card. It can be photography and art/craft session. If there are many pictures each child can decorate a page of colored paper to create a frame and these can all be punched and tied together with wool plastic wire. This requires some preparation and coordination to have the items ready on hand to put it together quickly.**
7. **Art Competition and gallery display-** a free choice of drawing and painting using standard size drawing paper and paints, crayons and markers. A theme can be selected- season, event, festival, place(my home, school, train station, temple etc.) or it can be undirected
8. **Making cards using the drawings**
9. **Block printing-** Adults and older children can be really creative with this.
Supplies – Readymade printing blocks are available in the market or simple designs can be created by the adults using scraps of wood, large rolls of brown or thick white paper, or even fabric. Fabric acrylic, oil paint, clear varnish.
Method – spread out the fabric or paper. Pour the desired paint in a shallow plate or dish. Dip the block into the paint and wipe off the excess. Quickly press firmly down the block ensuring that you do not move it, on the cloth or paper. Designs using multiple blocks or series of the same block can be created. ABOVE ALL NEATNESS IS IMPORTANT AND PRACTISE HELPS TO GET THE RIGHT AMOUNT OF PAINT AND DESIGN CREATION.
Many useful items can be created using the fabric- carry bags, scarves, dupattas, table mats, napkins, cushion covers. Cell phone and spectacle cases, jewellery bags and pouches.
Block printed paper – can be used to make book marks, cards, paper bags for gifts and as gift wrapping paper.
10. **Tie and Dye-** a great activity for mothers and many useful items can be made with the fabric – see above.
Supplies – fabric, preferably muslin or thin cotton or jersey material- dyes- non- toxic preferable, thick and thin twine.
Method – make designs pinching the fabric and tying the string around it to hold it in place. Dip the fabric in the dye and follow instructions on the package. Once the fabric gets the desired colour, squeeze gently and allow to dry away from the sun.
Once dry make a solution of rock salt and soak the material for 15 minutes. Rinse in cold water and dry. When completely dry undo the knots and watch your design unfold.
11. **MACRAME-** Fun with knots. Again many useful things like mats, coasters and bags can be created. There are many websites providing easy to follow directions
12. **Crayon etching – A suitable activity for adults and older children**
Supplies- Thick card paper, coloured crayons (light bright and neon shades. Many black crayons, craft sticks, paper towel or tissue, old newspaper or plastic curtain

Method – Watch the video on YouTube: <https://www.youtube.com/watch?v=l21hWNO-hdl>

The paper can be used to make book marks, cards, bags etc



13. **Festival Celebration** – Gather festival music from different regions and have a listening session with the families. Discuss and maybe even perform songs that they know. Allow them to teach a song. Or teach a song you are familiar with. Navratri is a good beginning. But there are songs and stories from all over India for each festival and season.
14. **How do you celebrate---**? Discuss the many different ways each community celebrates and occasion. Maybe some custom can be taught to everyone and used in the celebration at the Centre
15. **AaoMaroDesh? What would I see if I came to your state, town village? Each family or group of families can talk about the speciality of their state- fabrics, crafts, costume, dance, food, famous landmarks etc. We can adopt the ideas in our community cooking sessions, birthday parties etc.**
16. **Simple weaving- Very easy for mothers and older children Supplies- ribbons or different coloured cane, some frames- either wooden or Plastic. Or coloured sheets of plastic or paper, craft knife, Method- Choose your colours and weave within your frame making coasters, mats, baskets and pencil holders depending on the shape of frame selected.**
17. **Make a book- choose a topic, or opt to write a diary add pictures and artwork**
18. **Find out. – Choose a topic and research all about it. You can divide the subject into sub topics likeE.g. Tiger- where it is found, what they eat, details of the species and how do they live. Use a computer to find out and then draw to illustrate the information, make a map to show where they are found and put all the information on a chart.**
19. **Volunteers can come and do mehndi with the mothers for Navratri/Dussera**
20. **Help decorate for festivals or birthday parties**
21. **Arrange a dance/garba competition**
22. **Help to cook a community meal for celebration**
23. **Help the staff to organise a outing**
24. **Arrange sports day**
25. **Arrange a cricket, volley ball or badminton match for fathers**
26. **Arrange a goal contest or basketball contest for the children.**
27. **Teach mother and fathers to read and write**
28. **Visit a child in the hospital and read or play a game**
29. **Paper plate art**
30. **Weaving using plastic packs, old saris and fabric rags to create mats for table and floors**
31. **Paper rolling items- mats, coasters, pencil holders etc**
32. **Making easy friendship bands and bracelets**
33. **Fabric painting**
34. **Knitting**
35. **Crochet**
36. **Patchwork**
37. **Warli and Madhubani painting**

38. Kantha embroidery- samplers

39. Cross stitch- samplers

40. Diorama – see video on You Tube: https://www.youtube.com/watch?v=_DJKyM3JIAI

41. Recreational activities like cricket match with fathers.

08. Types of Volunteers:

- Student-School and college Volunteers
- Employee volunteers (CSR)
- Individual volunteers-Housewife/Retired/Etc
- Foreign students-school and college volunteers

09. Areas of Volunteering:

- Volunteer your time and skills: Volunteers are St.Jude's lifeline. We welcome individuals who would consider joining us in our work by volunteering your time and skills.
- Bring colour to someone's life by Volunteering Directly: You can give time directly to the community through various activities.
- Help develop our advocacy material: You can provide your creative and/or technical inputs in helping us develop advocacy and communication materials related to our projects – brochures, pamphlets, posters, documentary films, radio programmes or project briefs. You will be duly acknowledged in our

Published materials.

- Fund raising: To continue with our projects we are seeking help with ideas for raising funds. You can hold your fund raising event on St.Jude's behalf, or you can help raise money through Corporate Sponsorship, or even take part in any fund raising events for the projects that we hold.
- Contribute your skills to help people live with dignity through sustainable livelihood programs: You could help formulate livelihood projects with sound business plans that would help in the economic development of communities.
- Give Creative Inputs to help positive change: You can creatively design; we can add them to our mailing list.

10: Do's:

1. Maintain cordial relations with all employees of the NGO you work with bring to Desired behaviour
2. Speak appropriately to the audience (especially when working with individuals With special needs)
3. Give enough time & space before committing to volunteer for special causes
4. Take initiative to starting something new or better
5. Spread awareness about your NGO's activities
6. At the end of your program submit a report of the work and also share your experience volunteering along with feedbacks and suggestions if any.

Don'ts:

1. Do not over commit to the NGO.
2. Do not set unreasonable goals
3. Do not get involved in NGO internal matters this point can be included in Responsibilities
4. Do not communicate NGO's confidential information to outsiders this point can Be included in responsibilities
5. Volunteers should not push personal agenda which is in conflict with St.Jude's Vision and Mission.

11. Code of Conduct:

1. Volunteer should wear practical and modest clothing
2. Volunteer should not seek any favours including financial
3. Volunteers should uphold and maintain disciplined work ethics
4. Volunteer behaviour should be polite and courteous towards the staff, service provider and visitors.
5. Volunteer should co-ordinate and collaborates with team leaders and teachers while working on projects. Approval is mandatory if new approach has to be included in the program.
6. Volunteer behaviour towards children and families should be sensitive towards privacy of the families and give them space to cope as they are dealing with lots of stress.
7. Volunteers should be mindful and demonstrate compassion, empathy and patience to motivate families to participate in programs

and activities.

8. No gifts should be offered and accepted by any volunteer from any residing families, outside individual or company as per in accordance with St.Jude's Policy. Gifts offered voluntary should be directed to the office staff of St.Jude's under donations.

9. Volunteers are requested not to give gifts to single child as we maintain uniformity among our children and distribute gifts equally among all our children.

9. Volunteer should not share or discuss any information about the families or child's treatment. The information has to be kept confidential and not divulged to anyone including other families, staff from other centres or outside individuals.

10. Volunteers can use computer for work related web surfing. Personal emails at work are strictly objectionable.

11. Volunteers should maintain a daily log of activities to be handed to the team leader at the end of program /activity.

12. Daily sign in/out sheet with detailed account of hours-(Department and name of the team leader to be included) if involved in more than one activity. This information will be used to compile issuing the completion certificate.

12. Certification

The programme is task oriented within a stipulated period of 1 to 6 months. On

Completion of the task, a Certificate of Participation will be awarded.

13. Conclusion

The organisation would like to thank the volunteers and staff who helped drafts this

Policy and who made a valuable contribution to the review process.

Our volunteers contribute a wealth of skills and experience across the organisation.

Wherever you are and whatever your skills, our organisation welcomes and values your

Support.

14.Each applying volunteer should come with a referral and upon interviewed and accepted by the organisation.The volunteer will also undergo the St.Jude's orientation.

15. Volunteer Application Form:

Documents required to be submitted

i. proof of residential address

ii. Proof of status (student, employee etc)

VOLUNTEER FORM:

Name:

Email:

Phone:

Address:

Education:

Experience:

How many hours/week can you devote volunteering?

What is/are your areas if Interest with SJICC?: A: Conducting activities with the children and / or parents in the centre

B: Helping with research and report generation that may be used to enhance existing operations

C: Aiding our efforts to enhance skills and capabilities of existing staff members

D: Helping the sponsors and donors team as required

E: No specific preference

Bottom of Form