



ACFA UGANDA'S POLICY GUIDELINES ON VOLUNTEERS AND INTERNS

1.0 Introduction

A Volunteer is a person either from Uganda or abroad; who willingly decides to offer free services to ACFA Uganda and does not expect any payment for the services offered. There are many reasons why people will decide that they want to volunteer. In some cases people wish to learn about a different culture, or they may wish to further develop their professional skills, or give something back to society. What is certain is that the experience is beneficial, not only to those you work with, but also to yourself. At ACFA Uganda, we welcome volunteers who are willing to appreciate our policies and offer their best.

Spending time within the local community, learning to communicate in the local languages and learning about the customs, the social life and comparing the differences with your own, means that you do not get a superficial glance at the way things are, but can actually develop a real insight into the country. And, of course, there is the opportunity to meet other people and make friends.

2.0 The Volunteers' Policy

The Volunteer policy will apply to all volunteers and Interns engaged at ACFA Uganda. The policy guidelines are intended to give a clear sense of guidance to the volunteers and ACFA Uganda staff, to avoid conflicts and ensure that both parties benefit from the volunteering/Internship experience. In essence, the policy sets parameters and framework for the working relationship between ACFA Uganda and volunteers. If the policy guidelines are not respected, then there is no reason to continue this relationship. *It is therefore imperative that the guidelines here under are read clearly by the volunteers and questions asked where need be for clarity.*

3.0 Employment and Likely Benefits of Volunteering

Volunteering with ACFA Uganda is not employment with the organization, and does not entitle one to any benefits of ACFA Uganda permanent or salaried staff. However there are some indirect and direct benefits like getting experience, having an opportunity to serve humanity in a developing world, learning Ugandan culture, interacting with different professions, exploring employment opportunities and sowing a seed.

The main draw for most people to volunteer is to give back, give time, skills, knowledge, experience, energy, caring. Whatever YOU can bring to your volunteer experience will stay behind long after you leave. But there is also a lot to gain. You can widen your perspective and see how the developing world lives. You can stretch yourself, explore your identity, share your passions, challenge your beliefs and positively change lives of

others. You can learn another language, get to know a different culture, and gain insights on the local ways. You get the unique opportunity to hang out with the locals, and your co-volunteers might well turn into lifelong friends. Your experience as a learner, a teacher, a worker, a giver, and a friend will stay with you after you depart.

4.0 Selection and Recruitment

The criteria for identifying a need for a volunteer are based on the following:

4.1 If there is willingness and ability to support the ACFA Uganda humanitarian mission through volunteerism.

4.2 If there is need for specialized skill or additional activity to support on going work. Prospective volunteers will either apply or be contacted. The volunteer shall state the reasons for wanting to volunteer with ACFA Uganda. Selection will be made on the basis of the volunteer's choice of what to offer/project and its relevance to ACFA Uganda mission and objectives. The volunteers' qualification, skills and experience will also be considered. Curriculum Vitea (CV) shall be requested and potential volunteers will be interviewed and/or briefed.

4.3 The number of volunteers per project will depend on ACFA Uganda's needs, office space, and capacity to cater for the volunteers. The volunteer's placement shall in no way jeopardize or interrupt the already planned or on-going activity. The ACFA Uganda Directors will approve volunteers enrolled on a project and formally accept the volunteers in writing. Relatives (spouses, children, parents, sisters/brothers, in-laws) of staff already employed with ACFA Uganda are not eligible to work as volunteers unless specific exception is given by the Directors.

5.0 Costs of International Volunteers

International volunteers will meet their own costs and liabilities to come to Uganda and no international travel expenses will be reimbursed. ACFA Uganda in collaboration with her partners will work out modalities of hosting volunteers in Uganda. Volunteers can come to Uganda through ACFA Uganda partners or by contacting ACFA Uganda directly.

6.0 Volunteering with ACFA Uganda

International volunteers will be picked from the Airport on arrival, or from their hotels by ACFA Uganda staff and driven to ACFA Uganda Headquarter where they are briefed on circumstances surrounding volunteering/Internship experience. Ugandan volunteers will be directed and asked to come to ACFA Uganda office. An induction and orientation plan will be given. Every volunteer will undergo an orientation/induction training to be exposed to the staff, partners, stakeholders, work dynamics and policies of ACFA Uganda. During this process, the volunteer(s) will be assigned a key staff to supervise and support them on their placement. This is the time to come up with a job description

for the volunteer in question and set targets for the placement. The induction/orientation may last from two days to one week and will involve visiting ACFA Uganda offices, activities, introduction to local language, and getting acclimatized. *It is very important that the volunteer does not start any work before the induction programme is accomplished.*

7.0 Representation of ACFA Uganda

Volunteers are neither representatives of ACFA Uganda nor are they authorized to make public statements on behalf of ACFA Uganda. A volunteer can only talk on behalf of ACFA Uganda after getting the Directors' permission. This permission also gives a volunteer a new status, "Friend of ACFA Uganda"

8.0 Working Hours and Period of Placement: Working hours shall consist of a minimum of 40 hours a week, made of five days of 8 hours per day. Normal working days are Monday to Friday. Volunteers may be full time because of the nature of their role, or part time with more flexibility with hours. Equally the length of volunteer services varies; the minimum period of placement will normally be one (1) month unless otherwise stated.

9.0 Public Holidays

Officially recognized public holidays shall be granted to volunteers as holidays. Reference will be made to the public holidays as observed by ACFA Uganda employees.

10.0 Vehicles

Volunteers are not authorized to drive the organization's vehicles or motorcycles, unless permission is granted by the Directors.

11.0 Health and Safety Policy and Insurance Cover

Volunteers on ACFA Uganda premises have an obligation to ensure that no action they take endangers them or others. There is a duty to protect themselves as well as others. Volunteers are only eligible to work in areas ear-marked by their managers or supervisors. Please read the Health and Safety policy.

Volunteers are restricted from working in insecure areas, and will be informed of field sites with levels of insecurity. Further more, international volunteers will be advised to take the necessary steps in ensuring their own safety. For security reasons and planning purposes, volunteers will provide ACFA Uganda with prior information on where they intend to reside and travel/visit. While the organisation may help in arranging travel and accommodation, volunteers will be responsible for meeting the costs for such arrangements.

ACFA Uganda will inform the family of the volunteer in case of serious illness or emergencies. Hence, on arrival at the engagement period, volunteers will be expected to provide or notify ACFA Uganda staff to be prepared in case of emergencies or in case

unexpected situations arise. *ACFA Uganda does not provide insurance for volunteers. Volunteers wishing to work with ACFA Uganda will be advised to undertake their own personal health and accident insurance.*

12.0 Rules, Regulations, and Responsibilities of a Volunteer

12.1 The volunteer shall maintain good and acceptable conduct and relationship with staff, communities, partners, and the general public.

12.2 The volunteer shall not indulge in immoral or indecent behavior such as taking drugs, alcohol abuse/ excess drinking, smoking, sexual harassment, intimate relationship with ACFA Uganda project staffs, exploitation, destructive gossip and backbiting.

12.3 The volunteer shall not divulge false information about ACFA Uganda or discharge confidential information to unauthorized parties.

12.4 The volunteer who is planning to be away from ACFA Uganda House shall inform ACFA Uganda officials especially the supervisor in writing on intended visits or travels and how to be contacted in case of a problem. The volunteer should ensure that s/he is back to the ACFA Uganda house before 11:00pm, unless an arrangement is made to spend a night outside.

12.5 The volunteers will handle with extreme care, all equipments and materials provided in the course of the placement, and will return such equipment or materials provided by ACFA Uganda at the end of the placement. Prior to using the organization property or equipment, the volunteer shall seek permission from his/her supervisor. These include: keys, computers, laptops, etc.

12.6 The volunteer is expected to seek clarification and guidance in regard to ACFA Uganda policies given and abide by the same. S/he will sign the policies and a copy retained for reference purpose. Failure to abide to the policies leads to termination of this volunteer-ship.

12.7 The volunteer shall provide an end placement/assignment written report; highlighting findings and recommendations. A copy will be shared with the Director, the Program Coordinator and other senior staff.

12.8 The volunteer will not bring in any person to ACFA Uganda premises without prior permission from the Director or his designate.

12.9 Volunteers are not allowed to bring animals into the ACFA Uganda houses. This may be of harm to others.

12.10 Volunteers are not ACFA Uganda employees; they are therefore not allowed to report cases of civil or criminal nature to the courts of law or the police on behalf of ACFA Uganda. In case the volunteer is aggrieved or wronged, they should immediately seek to meet the Director or ACFA Uganda Management for redress or advice.

12.11 Volunteers should ensure that their belongings are kept safe to avoid theft. Ensure that the curtains, windows, and doors are properly locked before leaving the volunteer house. The volunteer shall report and register any electronic device he/she has come with to the organisation. This includes phones, cameras, laptops etc.

13.1 ACFA Uganda will provide volunteers with assignments, tasks and responsibilities that are relevant to her mission and objectives; at a time specified by the organisation. ACFA Uganda will not give assignments just to please volunteers at the detriment of her plans and vision. ACFA Uganda will need to be sure of the resources to carry out the assignments.

13.2 Where possible and relevant, ACFA Uganda will enable the volunteers to access the organization's property or equipment to enable them perform their duties. This will be done with prior authorization from the supervisor.

13.3 ACFA Uganda will assign a clearly identified person to oversee the volunteer during the placement period. This person shall be available to the volunteer for consultations and advice.

13.4 ACFA Uganda shall provide accommodation and meals to volunteers authorized to work with the organization unless otherwise stated.

13.5 ACFA Uganda will always do what is deemed necessary and within her means to see to it that volunteers are safe and secure. Volunteers shall always be encouraged to participate and support efforts that enhance their security and safely.

13.6 ACFA Uganda shall provide volunteers with policy guidelines which they will sign for and help them appreciate the same.

13.7 ACFA Uganda may decide to terminate the placement of the volunteer if the policies are not followed or deliberately ignored.

13.9 ACFA Uganda shall organize periodical meetings with volunteers to dialogue and improve operations to the benefit of parties involved and to the detriment of none.

13.10 ACFA Uganda shall look for opportunities for volunteers to experience Ugandan life, learn more about Uganda and utilize available skills as they offer their very best during the placement period and beyond.

14.0 Evaluation

The volunteer’s performance shall be appraised at the end of the project/ placement and ACFA Uganda may decide to give a special certificate of recognition/appreciation to a successful volunteer who will get another title, “Development Partner” or “Friend of ACFA Uganda”.

15.0 End of the Project/ Termination of services

At the start of the placement the volunteer states how long she/he is to stay and at the end of this period the volunteer presents a report and signs an exit form. Alternatively, ACFA Uganda may, at any one time decide to terminate the volunteer’s services and stay. This may depend on reasons that negatively affect ACFA Uganda’s reputation and operations and the failure of the volunteer to follow the policy guidelines. Like-wise, a volunteer may, at any time, for whatever reason, decide to end their services and stay at ACFA Uganda. The volunteer will inform his/her supervisor in advance of his/her intention to leave his/her role and then the supervisor will ensure the relevant section head is informed to ensure a smooth exit from the organization.

16.0 Handing over, clearance, and exit

Volunteers are required to produce and leave a written hand-over report before their departure. This report should include tasks accomplished, observations made, outstanding work yet to be completed, and suggestions for the future volunteers. It is important that volunteers fill in evaluation/ assessment forms to help the organisation make improvements where possible. Out-going volunteers will also be required to hand in equipment, assets and any other item that belongs to ACFA Uganda.

17.0 Future Plans

Volunteers should leave their addresses for future contacts with the Directors and the Program Coordinator and should get the contacts of the organisation. Volunteers with plans to fundraise for ACFA Uganda should have clear strategies agreed upon by ACFA Uganda management. Volunteers planning to come back need to discuss their possible return with their respective supervisors who will inform the management accordingly.

I have read and understood the meaning and implications of these policy guidelines and vow to abide by them.

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For: ACFA Uganda Management

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Volunteer/Intern