



## **SHAMIDA**

### **BRIGHT VISION CHILDRENS WELFARE ASSOCIATION**

#### **VOLUNTEER'S HANDBOOK & APPLICATION FORMS**

*“The heart of a volunteer is not measured in size, but by depth of the  
commitment to make a difference in the lives of so many.”*

*De Ann Hollis*

## ***CONTENTS PAGE***

1. Purpose of this handbook
2. Our mission
3. Our vision
4. Volunteering with *Shamida*
5. Attendance / Hours / Commitment
6. Health, Infection Control, HIV / Aids
7. Cultural Diversity and Sensitivity
8. Confidentiality, Code of Conduct & Safeguarding Children policy
9. Privacy
10. Tips for Volunteers
11. Volunteering Policy
12. Practical things
13. Application Forms
  - Application & Skills form
  - Volunteer's Manual Rules and Regulations Acknowledgement form
  - Code of conduct for working with children form
  - Waiver
  - Safeguarding Children Policy – Self declaration form

*Shamida* Bright Vision Children's Welfare Association has been established as an Ethiopian Residents Charity in accordance with the Charities and Societies Proclamation No. 621/2009 by the Federal Democratic Republic of Ethiopia Charities and Societies Agency.

Charity status is held in the

- Ethiopia holding license number 1440,
- UK holding registration number 1162215,
- USA holding license EIN 82-2884152
- Australia partnered with Rotary Australia Worldwide Community Services

## *INSPIRATION*

In May 1998, a baby girl with a cleft lip and cleft palate was matched with an adoptive family and her name was Shamida. On July 4th 1999 she tragically passed away. Her death was entirely preventable, however red tape and paperwork stopped her from being united with her adoptive family who would have provided medical care, allowing her to lead a happy and healthy life.

As a tribute, and in memory of a life so unnecessarily lost, we have established *Shamida* Bright Vision Children's Welfare Association, known simply as *Shamida*. Whether a child needs medical attention or not, they ALL need to be loved and nurtured. The life and story of little Shamida has inspired us to help vulnerable children in Ethiopia reach their full potential.

## 1. *Purpose of this handbook*

This handbook has been prepared to inform you about *Shamida's* history, philosophy, practices and policies. Please read it carefully and fill out the volunteer application forms at the end, so that we can best manage both your and *Shamida's* expectations.

Being a volunteer is an extremely rewarding, educational, exciting and fun experience. Your time, talents, love and commitment can have a huge impact on the lives of many babies, children and paid staff at *Shamida*.

Volunteers complement the service of our paid staff in both care and support, assisting the team by providing enhanced skills and efficiency. Our volunteers devote many hours of personal time to provide comfort, play, entertainment and joy to the children, babies and families adopting through *Shamida*.

We hope that this handbook will help you feel comfortable and informed about the volunteer experience. Please do not hesitate to ask questions. We want you to enjoy and grow from your time at *Shamida*. We depend on you – your success is *Shamida's* success. We hope that your time at *Shamida* is very rewarding and thank you in advance for your commitment. .

## 2. *Our Mission*

*Shamida* has been established to alleviate the socio-economic problems of children living under difficult circumstances with special emphasis on the care of orphans and vulnerable children. *Shamida's* mission is to contribute towards the holistic development and self-reliance of children in difficult circumstances and destitute families. All the objectives are geared towards achieving the vision of *Shamida*.

***“Volunteers are not paid not because they are worthless, but because they are priceless.”***  
*Sherry Anderson*

## 3. *Our Vision*

### ***It's about the children!***

- To establish a home that can provide a loving, secure home environment for vulnerable babies and children.
- To provide education for all children (with emphasis on special needs) when they reach school age.
- To find forever families to love, care, protect and educate children in need of love, care, protection and education.
- To employ local Ethiopian staff, providing opportunities for education and training, helping to facilitate a secure future for them and their families.
- To provide individuals from countries around the world with the opportunity to learn, help and share by volunteering their time and skills to *Shamida*.

The vision statement emphasizes betterment of the social and economic wellbeing of children and destitute families living in difficult circumstances. We aim to provide full care to orphans and vulnerable children within a family setting, including covering the costs of their food, shelter, clothing and medical treatment, providing them with psychosocial support, community based educational support and the provision of social and livelihood support to destitute families.

#### 4. *Volunteering with Shamida*

Volunteers can expect *Shamida* to:

- Value and appreciate their time, talents and expertise.
- Treat all volunteers with respect while nurturing their growth.
- Inspire every individual to work together to respect, enjoy and learn from Ethiopian culture.
- Protect their privacy and not release their information without their permission.
- Maintain a positive and healthy work environment.

*Shamida* expects volunteers to:

- Keep the safety and wellbeing of yourself, the children, and team at *Shamida* as your top priority
- Consider your volunteer work as a professional commitment.
- Be non-confrontational and cooperative while performing duties.
- Dress and behave appropriately, respecting Ethiopian culture and rules of law.
- Behave as a team player when working with other volunteers and *Shamida* staff.
- Be committed to the duties and tasks assigned to you as a volunteer.
- Adhere to *Shamida's* Code of Conduct for Working With Children

#### 5. *Attendance / Hours / Commitment*

*Shamida* depends on your commitment and reliability as a volunteer. Once *Shamida* has advised what will be expected of you as a volunteer, it is important to advise the team of any absences that may be required. We understand that you may want to travel at either side of their stay at *Shamida*, that people fall ill and have other pressing needs. However, please remember that the paid staff, children in our care and the smooth running of the orphanage rely on your consistency and commitment to your role as a volunteer for the time assigned.

The *Shamida* team will advise you of the hours that they expect you to be present. These hours are assigned to best assist the paid staff, children and babies in our care. Volunteers must be consistent in their assigned roles to be effective.

*I've learned that you shouldn't go through life with a catcher's mitt on both hands. You need to be able to throw something back. ~ Maya Angelou*

## 6. *Health, Infection Control, HIV / Aids*

Volunteers should not visit *Shamida* if they have a fever, cold, skin infection, diarrhoea or other signs of infectious disease. Volunteers should notify *Shamida* if they have been exposed to someone with an infection such as Measles, Chicken Pox, TB or Hepatitis. *Shamida* has a room for infectious children and babies, as a volunteer you must ALWAYS check with the nurse on duty before you enter this room. The single most effective way to protect from infection is washing your hands. All volunteers are required to wash their hands according to the established procedure:

- Before and after changing nappies/diapers, feeding children and babies, assisting with preparing food, playing with the children, holding babies
- After using the bathroom

We recommend that volunteers seek advice from a travel doctor in their home country before traveling to Ethiopia to ensure that they have the required vaccinations. At a minimum *Shamida* requires volunteers to offer proof of Yellow Fever vaccination.

### **Some Facts about Children living with HIV / AIDS**

- All children at *Shamida* are tested for HIV / AIDs and those who test positive are not segregated within the orphanage. Volunteers working with children, babies or families with infectious diseases such as AIDS/HIV, Hepatitis or TB will receive instruction and must follow these instructions “to the letter” to protect both themselves and the child, baby or

family member. If you have any questions or concerns about this, please speak with the *Shamida* Director.

- An estimated 2.5 million children around the world are living with HIV/AIDS, according to the Joint United Nations Program on HIV/AIDS (UNAIDS) "2010 Report on the Global AIDS Epidemic."

#### **HIV** (Human Immunodeficiency Virus)

- HIV is the virus that causes AIDS (Acquired Immune Deficiency Syndrome). The virus damages or destroys the cells of the immune system, leaving them unable to fight infections and certain cancers.

#### **Causes of HIV in Children**

- Most HIV infections in children are passed from mother to child during pregnancy, labor and delivery, or breastfeeding. However, thanks to preventive treatment regimens, the incidence of mother-to-child HIV transmission is decreasing greatly.

#### **Working with Children living with HIV / AIDS**

- Human contact, teaching and play are very important for all babies and children and *Shamida* does not treat HIV positive children differently or segregate them. Common sense measures, such as avoiding direct skin contact with their blood if someone gets cut, are obvious, but casual contact (sweat, spit, tears, etc.) carries no risk.

### **7. *Cultural Diversity and Sensitivity***

We all differ from one another. As volunteers our differences become important due to the personal nature of the services we provide. In our work caring for babies, children and families, we need to be aware of different beliefs and cultural practices and be willing to create and maintain an environment that is respectful of the beneficiaries and paid staff. .

No one can know and understand all the ways we differ from one another. However, we can



create an environment that is respectful of difference. To do this, you must be aware of your own feelings about difference and consistently use behaviours that communicate respect.

You have a big role to play when it comes to embracing cultural difference and sensitivity towards other cultures. When dealing with children, babies and families, other volunteers and paid staff:

- Warmly greet each person you interact with;
- Smile and display overall positive body language;
- Show true concern when dealing with families;
- Offer assistance;
- Maintain confidentiality, and;
- Recognise the importance of respect for each individual's difference.

*“We make a living by what we do, but we make a life by what we give.” Winston Churchill*

## ***9. Confidentiality, Code of Conduct & Safeguarding Children Policy***

*Shamida* has developed a Code of Conduct and Safeguarding Children Policy in order to protect children, volunteers, paid staff and the organization by providing clear behavioral guidelines and expectations. The Code of Conduct and Safeguarding Children Policy – Self Declaration Form are printed at the end of the handbook. Volunteers are required to read, sign and submit both documents as part of the application procedure.

Children, babies and families have a legal right to expect that confidentiality of information will be protected. Any breach of confidentiality will result in an automatic request to leave *Shamida*.

Protected information includes all written and verbal information about the babies, children and families. Volunteers may not have access to a child, baby or families' records kept by *Shamida*. Volunteers DO NOT discuss a child, babies or families' condition, treatment or financial

situation.

Taking photographs / videos for personal use or posting photographs, videos or comments to social media is not permitted unless you have first sought permission from the *Shamida* team.

## 10. *Privacy*

Privacy involves privacy of body, belongings, information and space. It means that:

- Children will be provided with enough clothing and covering to protect individual modesty. (Children younger than three years of age generally have not developed a sense of physical modesty);
- Beyond the age of four years, children need bathroom privacy;
- Knock on doors and get permission to enter, and;
- Volunteers will respect the privacy of the personal belongings of the paid staff and other volunteers.

## 11. *Tips for volunteers*

- DO have fun and enjoy yourself;
- DO listen attentively to all instructions;
- DO be friendly, helpful and considerate;
- DO be reliable and consistent;
- DO keep confidentiality;
- DO dress appropriately;
- DO NOT take pictures, videos or post comments on social media without permission from the *Shamida* team;
- DO NOT assume more responsibility than given, and;
- DO NOT smoke anywhere on the *Shamida* premises;

## 12. *Volunteering Policy*

As a new or returning volunteer with *Shamida* you will encounter new situations and will need to become familiar with your surroundings. Your fellow volunteers and paid staff want you to have a good time so please feel free to ask them for help concerning anything you do not understand.

*Shamida* provides an equal volunteering opportunity for individuals over the age of 18 (unless accompanied by an adult) regardless of colour, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief or disability that does not prohibit performances or essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

*“The best way to not feel hopeless is to get up and do something. Don’t wait for good things to happen to you. If you go out and make some good things happen, you will fill the world with hope, you will fill yourself with hope.” Barack Obama*

## 13. *Practical Things*

### 13.1 *Accommodation*

*Shamida* is unable to provide accommodation for volunteers however upon request, we can suggest some guesthouses in close proximity.

**NOTE:** *Shamida* has a zero tolerance to the consumption of alcohol on *Shamida* premises and a zero tolerance to the use of recreational drugs.

### 13.2 *Visas*

Ethiopia allows citizens from most countries to pay for a tourist / visit visa on arrival at Bole International Airport in Addis Ababa, Ethiopia. Please double-check this before your departure. Alternatively, a tourist / visit visa can be obtained from the Ethiopian Embassy in your country of residence. If your country of citizenship allows you to obtain a visa on arrival then it will cost US\$50 at the airport, before you pass through immigration. Please ensure you bring US dollars for the payment.

### 13.3 Currency

The Ethiopian currency is called the Birr (notes) and Cents (coins). Bringing US dollars and is the easiest way to obtain local currency. Some ATM's work and some do not so it is best not to rely on withdrawing from a cash machine whilst in Ethiopia.

### 13.4 Weather and Altitude

Addis Ababa is approximately 2,400m above sea level. Although some people may feel the affects of altitude sickness, for most this seems to only last a day or two. It is strongly recommended that the day before travelling to Ethiopia you drink plenty of water and stay hydrated during your stay.

The weather in Ethiopia is pleasant year round however during the rainy season (June – September) you will experience heavy showers and thunder storms. Bring appropriate gear for this climate – rain boots, umbrellas and raincoats.

### 13.5 Safety

Ethiopians are gracious and friendly people, with most of the nearly 100 million citizens living below the poverty line. On the whole, Ethiopia is a safe country however, please be street smart! *Shamida* strongly advises against giving money to people begging on the street. Note that it is ILLEGAL to give money to people

begging at traffic lights whilst a passenger in a car. If you feel you need to give something please check with your driver first as you may jeopardize his livelihood. A driver can have his license confiscated and be issued with a fine. *Shamida* feels it is better to give items rather than money such as clothing, shoes or even food. *Shamida* occasionally has people coming to the gates to beg and we have to turn them away as this could have long-term consequences for *Shamida*.

### 13.6 Insurance

You are required to provide your own travel / health insurance. *Shamida* requires that you take out a policy, which covers medevac to your country of residence in case of emergency. *Shamida* accepts no liability for illness, injury or loss that may occur whilst in Ethiopia. You as a volunteer accept all liability for personal illness, injury or loss. *Shamida* requires a copy of your travel insurance before your accommodation can be confirmed.

### 13.7 Donations / Aid

As a volunteer you might want to bring donations in cash (via our website [www.shamidaethiopia.com](http://www.shamidaethiopia.com)) or kind with you. Both types of donations would be greatly appreciated. At *Shamida* we try where possible to purchase goods locally to support the local economy however, many things are hard to source in Ethiopia. If you'd like to bring a donation please check with the *Shamida* team before you pack and travel. We will be able to advise what is most needed at that specific time.

The below simple pack of diapers, formula and wipes weighs only 5kg and can go a long way....



*If you think you are too small to be effective, you have never been in bed with a mosquito. ~Betty Reese*

## 14 . APPLICATION FORMS

1. Volunteer's manual rules & regulations acknowledgement form (1 page)
2. Application and skills form (2 pages)
3. Code of conduct for working with children form (3 pages)
4. Waiver (1 page)
5. Safeguard Children Policy – self declaration form (2 pages)

Please print, initial and sign all forms below (total of 9 pages) and return by email to [hello@shamidaethiopia.com](mailto:hello@shamidaethiopia.com) at least eight weeks before planning a volunteer visit to *Shamida*.

## 1. VOLUNTEER'S HANDBOOK RULES AND REGULATIONS ACKNOWLEDGEMENT FORM

I, \_\_\_\_\_, have read, understand and agree to all rules and regulations specified in the 2014 *Shamida's* Volunteer's Handbook. I hereby agree and understand that ***failure to adhere to the rules and regulations outlined in the 2014 Shamida's volunteer's Handbook will result in immediate dismissal*** and any fees incurred to changes to flights or accommodation, for volunteers, will be borne by myself (the volunteer).

Date: \_\_\_\_\_

Signature: \_\_\_\_\_



## 2. VOLUNTEER APPLICATION & SKILLS FORM

Name: \_\_\_\_\_

M / F : \_\_\_\_\_

Email: \_\_\_\_\_

Mobile: \_\_\_\_\_

Age / D.O.B: \_\_\_\_\_

Nationality: \_\_\_\_\_

Passport No: \_\_\_\_\_

Next of Kin name / contact details: \_\_\_\_\_

Preferred dates: \_\_\_\_\_

Length of stay: \_\_\_\_\_

Are you volunteering with someone? Who: \_\_\_\_\_

Why do you want to volunteer at *Shamida*?

What are your hobbies and interests?

Have you been to Ethiopia before?

What would you like to take home from your volunteering experience?

Which areas of work interest you most?

1. Caring for babies
2. Caring for children
3. Working with families adopting through *Shamida*
4. Administrative and office work
5. Book keeping / accountancy
6. Gardening
7. Maintenance
8. Other \_\_\_\_\_

What skills can you bring to volunteering e.g. computing, medical, carpentry, accountancy, etc?

Have you done any volunteer work before?

What languages do you speak?

What is your level of fitness?

Any medical conditions *Shamida* should be aware of before assigning tasks?

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

### 3. CODE OF CONDUCT FOR WORKING WITH CHILDREN

As an association Federal Ethiopian Charity, committed to the wellbeing of orphans, vulnerable children and disadvantages women and to supporting the Convention on the Rights of the Child, *Shamida* does not tolerate child abuse.

All *Shamida* volunteers and staff should conduct themselves in a manner consistent with their role as a *Shamida* representative. *Shamida* volunteers and staff must be concerned about perception and appearance in their language, actions and relationships with children. *Shamida* volunteers and staff should seek to maintain *Shamida*'s professional reputation and uphold the principles of *Shamida*'s Policies and Guidelines.

*Shamida* has developed this Child Safe Code of Conduct to protect children, *Shamida* volunteers, staff and the organization by providing clear behavioral guidelines and expectations. The following basic principles must be followed by *Shamida* volunteers and staff in the course of carrying out their work and / or during their relationship with *Shamida*:

#### As a *Shamida* volunteer:

##### I WILL:

- Conduct myself in a manner that is consistent with the values of *Shamida*;
- Provide a welcoming, inclusive and safe environment for all children, young people, parents, staff and volunteers;
- Report any concerns or allegations of child abuse in accordance with *Shamida*'s procedures within 24 hours;
- Treat all children with respect regardless of gender, race, religious or political beliefs, age, physical or mental health, sexual orientation, family and social background and culture, economic status or criminal background;
- Take responsibility for ensuring I am accountable and do not place myself in positions where there is a risk of child abuse allegations being made;
- Wherever possible, ensure that another adult is present when working in the proximity of children;
- Use any computers, mobile phones, or video and digital camera appropriately, and never to exploit or harass children or to access child pornography through any medium;
- Comply with all relevant legislation, including labour laws in relation to child labour;
- Consult with the relevant *Shamida* staff members if I have any questions regarding child protection and how it relates to my work/relationship with *Shamida*, and;
- Comply with *Shamida*'s Policies and Procedures.

## I WILL NOT:

- Not use language or behavior towards children that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate;
- Act in ways intended to shame, humiliate, belittle or degrade children, or otherwise perpetrate any form of emotional abuse;
- Fondle, hold, kiss, hug or touch children in an inappropriate or culturally insensitive way;
- Hit or otherwise physically assault or physically abuse children;
- Engage in any form of sexual activity or develop physical/sexual relationships with anyone under the age of 18<sup>1</sup> regardless of the age of consent locally. Mistaken belief in the age of a child is not a defense.<sup>2</sup>;
- Develop relationships with children which could in any way may be deemed exploitive or abusive;
- Do things for children of a personal nature that they can do for themselves<sup>3</sup>;
- Condone or participate in behavior of children which is illegal, unsafe or abusive;
- Discriminate against, show differential treatment to, or favour particular children to the exclusion of others;
- Spend excessive time alone with children away from others;
- Hire children as 'house help'<sup>4</sup>;
- Seek to make contact and spend time with any child or young person outside the accepted program/visit times;
- Invite or have an unaccompanied child/children into my home, unless they are at immediate risk of injury or physical danger<sup>5</sup>;
- Use *Shamida's* computers, mobile phones, video and digital cameras for the purpose of exploiting or harassing children or young people;
- Disclose information that identifies children or their families or make it available to the general public<sup>6</sup>;
- Share my personal contact details (email, phone numbers, social media sites, address, etc.) with any child associated with *Shamida's* work<sup>7</sup>;
- Ask for or accept the personal contact details (email, phone numbers, social media sites, and address. Etc.) of any child associated with *Shamida's* work, and;
- Meet with or communicate with any child associated with *Shamida's* work outside of the times of any *Shamida* project or activity.

<sup>1</sup> The UNCRC also defines a child as a person under the age of 18 years.

<sup>2</sup> This is in accordance with one of the codes of conduct listed in the UN Secretary General's Bulletin of 2003 'Special measures for protection from sexual exploitation and sexual abuse' which Plan signed up to in September 2006.

<sup>3</sup> This includes activities of an intimate nature such as toileting, bathing and dressing a child. These activities should be only undertaken if the child is unable to do them himself/herself.

<sup>4</sup> For purposes of this code of conduct, 'house help' refers to hiring children to serve as maids, housekeepers, etc. on a daily basis and not to the casual hiring of minors to serve as baby-sitters.

<sup>5</sup> For the purposes of this code of conduct, this excludes usual family circumstances such as parent/s (whom is a *Shamida* associate), caring for their own families or one parent supervising their own child's sleep over with friends.

<sup>6</sup> This includes not disclosing full names, address as well as school names and village/ town names – *Shamida's* Policies and Procedures for further guidance.

All *Shamida* volunteers must report occurrences of such behavior in accordance with *Shamida's* Policies and Procedures.

**DECLARATION:**

I, \_\_\_\_\_, have read, understand and agree to abide by the behavior guidelines outlined in the *Shamida's* Code of Conduct for Working with Children. ***Failure to adhere to guidelines outlined in the Shamida's Code of Conduct for Working with Children will result in immediate dismissal*** and any fees incurred to changes to flights or accommodation, for volunteers, will be borne by the volunteer.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

#### 4. WAIVER FORM

I, \_\_\_\_\_, hereby waive *Shamida* Bright Vision Childrens Welfare Association, its officers, employees and volunteers, from any liability of injury, loss or damage to personal property associated with volunteering at *Shamida* Bright Vision Childrens Welfare Association, Addis Ababa, Ethiopia.

I acknowledge that I understand the waiver described in this document. This waiver is made to the maximum extent permissible under applicable law. I acknowledge that I have signed this document under my own free will.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## 5. SAFEGUARDING CHILDREN POLICY – SELF DECLARATION FORM

In order to comply with *Shamida's* Safeguarding Children Policy, this form must be completed and signed by all volunteers or other third parties working with babies or children, who will come into contact with babies or children or have access to the personal details of babies or children.

**Full Name (print):** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Date of Birth:** \_\_\_\_\_ **Place of Birth:** \_\_\_\_\_

1. Do you have any prosecutions pending or have you ever been convicted of a criminal offence or been the subject of a Caution or of an investigation (please tick)

Yes  No

If yes, please state below the nature and date(s) of the offence(s)

Date of offence: \_\_\_\_\_

Nature of offence: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Have you ever been the subject of disciplinary procedures or been asked to leave employment or voluntary activity due to inappropriate behaviour towards a baby or child? (Please tick)

Yes  No

If yes, please give details including date(s) below:

Name of Employer: \_\_\_\_\_ Date of incident(s): \_\_\_\_\_

N-ature of incident(s)/inappropriate behaviour: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Declaration:**

**I understand that, if it is found that I have withheld information or included any false or misleading information above, I may be removed from my post whether paid or voluntary, without notice. I understand that this information will be kept securely by *Shamida*. I hereby declare the information I have provided above is accurate.**

Date: \_\_\_\_\_

Name: \_\_\_\_\_