A Drop in the Ocean

Guidelines for volunteer workers

A Drop in The Ocean is a voluntary, neutral humanitarian organization whose goal is to support people fleeing their countries. Its focus is to help children and their mothers. A Drop in The Ocean is grateful that you are using your resources and working as a volunteer with us.

• A Drop in The Ocean is not your employer, you will not receive a salary, and the organization is not responsible for your insurances, travel arrangements or if anything should happen to you while you are volunteering abroad.
• The voluntary work at our destinations is led by our coordinators, and you should relate to the instructions given by these.
• As a volunteer, you are not allowed to make financial commitments, making agreements or take any decisions on behalf of the organization.
• Reflective vest and ID must be handed in to coordinator after end of your period as volunteer.
• You may not use your role as a volunteer for personal gain, whether it be gifts or favors/services from refugees or others involved in the work.

In the course of your work together with us, we regard you a representative for our organization.

Travel/board

• You are traveling abroad on your own choice, and on a private initiative.
• You should read the information from A Drop in the Ocean carefully before you travel.
• You are responsible for booking and paying your travel.
• You should make reservations regarding accommodation and pay for your stay on your own.
• If you wish to rent a car, you do this on your own as well.
• You must have necessary insurances.

Volunteer work abroad

• We will issue you with an ID that you will always have on your person when working as a volunteer (where required.) You will wear a reflective vest or t-shirt from the organization.
  o You will pay a €10 deposit for ID and vest and €10 for t-shirt. If you wish, you might keep the t-shirt.
• You are prohibited from doing tasks that may be confused for police work or other types of work that is the authority’s responsibility.
• There are many different tasks on location where you are not in direct contact with refugees, for instance sorting items at storage and shopping. These are important tasks too, and our coordinators will always do their utmost to assign volunteers with different work according to competence and skills.
• Bullying, harassment, racial or discriminating behaviour is not accepted. You shall not exploit people you are helping or working with. Sexual harassment and the like is not acceptable.
• If you do not have medical or first aid background and you are in doubt in a specific situation, turn to the experts on location.
In case of an emergency, you shall do what you can to keep the injured safe by helping them stay warm, securing free airways and trying to stop bleeding.

- When you are working for A Drop in The Ocean and wearing and ID, vest or t-shirt, you shall always refrain from consuming alcohol and other substances.
- As a volunteer, you are not allowed to offer or consume alcohol or any sorts of substances to refugees, neither in camp or outside.
- As a volunteer, you are not allowed to give gifts/donations to specific residents (refugees).
- It is expected that, as a volunteer, you will dedicate your time to the work coordinated by A Drop in the Ocean and that you follow daily schedules.
- You cannot carry arms, ammunition or items resembling weapons when working as a volunteer.
- You may not give out money, should anyone ask you to do so in aiding further travels of refugees.
- Always consult the coordinator before doing purchases with your own funds.
- As a volunteer for a Norwegian NGO, one is always required to abide by Norwegian laws as well as the local laws where you are.
- You are required to show respect and courtesy to the locals, the authorities and other aid organizations on location.
- The Coordinator will inform all volunteers regarding the organisation’s vulnerable person protection policy. As a volunteer, you have a duty to identify abuse towards vulnerable people and report it to the Coordinator. Your report will be taken seriously and normally your comments will be treated confidentially, but your concerns may be shared with the appropriate authorities if the people are at significant risk.

**Contact with the media**

As a rule, all inquiries from the media (Norwegian and International) connected to A Drop in The Ocean are to be channeled to presse@drapenihavet.no, who will decide how the inquiry should be addressed and who will answer or give feedback. All direct quotes should be referred to as precisely and correctly as possible. You should always ask to read a text before publication.

**Handling the press and media when volunteering abroad**

- If the media contacts you, remember that you cannot answer on behalf of the organization A Drop in The Ocean.
- If the media wishes to have representatives for the organizations, always direct them to presse@drapenihavet.no.
- You may talk to the press, and we appreciate highlighting the crisis and the help we are giving, but keep in mind that you are communicating with the press as a private person.
- If in doubt when in contact with the media, get in touch with the Coordinator or trude@drapenihavet.no for advice.

**Contact with the press and media after having finished a volunteer period**

- Local press and media contact many volunteers when they go home. Again, you are communicating with them as a private person and not on behalf of A Drop in The Ocean. Send us a link of the article/program/segment you are in.
- Should national press wish to talk to you after having volunteered abroad, please contact us and seek advice with the A Drop in The Ocean’s administration before meeting the press.

**Social media**

- We appreciate that you tell about your experiences as a volunteer on social media.
- Before distributing pictures on social media, ask all parties involved (those in the picture and the photographer) for permission to do so. Ask us before you distribute materials made by the organization.
- Avoid using pictures or texts with violence, partially or fully undressed people and children, prejudice and racist contents.
- You cannot distribute or share pictures and videos from situations you experienced while volunteering for the organization, if this may offend the people involved.
Press guidelines demand that one should not exploit other people’s feeling, ignorance or failing or poor judgement. Remember that people in shock or in sorrow are very vulnerable.

- In a blogpost, remember that what you write about is your personal thoughts and not the organizations’. Whatever you write is your personal expression.
- A Drop in The Ocean has a website (www.drapenihavet.no) which is the organization’s official website. You may refer others to this site.
- The moderators will delete offensive images and posts in A Drop in The Ocean’s Facebook group and/or page.
- Pay attention to the fact that pictures of children require parents written approval.

### Upon concluding a volunteer work period

- If you have collected funds prior to travelling, we ask you to fill out cashdonation form given to you by Coordinator
  - Deposit the money to A Drop in The Ocean’s account or hand the money over to the Coordinator on location. Cashdonation-form must be sent to regnskap@drapenihavet.no
- All purchases related to A Drop in the Ocean’s work/distribution must be registered in the form and should be sent with copy of receipts to regnskap@drapenihavet.no
- You will return all properties belonging to the organization, such as the ID card and the reflective vest, when you conclude your volunteer period. Your deposit of €10 will then be returned.
- After finishing your voluntary assignment, you should not donate money or gifts to special refugees or refugee-helpers you have got to know during your assignment, as this will put them in a difficult situation such as losing their opportunity of helping A Drop in the Ocean. We therefor urge that all donations are channeled through the organization, since it is familiar with the need for equipment and funding at the destination.
- Please carefully fill out the evaluation form sent you after your assignment.

### Confidentiality

Sensitive information given to you as a volunteer when working for the organization are confidential; you may not share them with other people whom with we do not have connections. The oath of confidentiality applies also when your volunteer work is over.

### Upon breaking these guidelines

The Coordinator on location, the administration in A Drop in The Ocean or local authorities may deny you the right to work for the organization, should you break any of these guidelines. You must hand in the ID card, the reflective vest and other items belonging to A Drop in The Ocean immediately.

By violating these guidelines, it could lead to that you will lose the opportunity of volunteering with the organization in the future.

I have read and I agree to the terms and conditions in this document:

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Date/Place 
Volunteer’s name and signature