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# A Drop in the Ocean

## Guidelines for volunteer field workers

**A Drop in the Ocean (DiH) is a voluntary, neutral humanitarian organization whose goal is to support people who have fled their countries. During your period as volunteer, we regard you a representative of our organization. These guidelines are established to maintain professional and non-dependent relationships.**

### **General**

- DiH is not your employer, you will not receive a salary, and the organization is not responsible for your insurances, vaccines or travel arrangements to the destination. Neither is DiH responsible for any loss or harm you may suffer during field work.
- You are not allowed to make financial commitments, making agreements or take any decisions on behalf of the organization.
- You may not use your role as a volunteer for personal gain, whether it be gifts, money or favours/services from refugees, organizations or others involved in the humanitarian work at the location.
- You should be respectful towards everyone you are collaborating with during field work.

### **Before departure**

- After having been accepted as volunteer field worker with DiH, you must do the following preparations:
  - Become a paying member of the organization by [pressing here](#)
  - Book your travel and accommodation
  - Thoroughly read all information sent from the organization, and make sure you are well prepared physically and mentally.
  - Send in necessary documents to DiH as requested. These include self-declaration form, passport information, personal information and a questionnaire to be answered
  - Attend mandatory Skype meeting with Coordinator from the destination you are going to
  - Sign up as member of the Pre-arrival Facebook group to your location

### **Volunteering abroad**

- As a volunteer, you will dedicate your time to the work coordinated by DiH and follow the daily mandatory schedules.
  - You must attend induction held by Coordinator on fixed days before you are able to start your assignment at the location.
  - Coordinators assign volunteers with different tasks according to competence and skills. You should relate to the instructions given by the Coordinators.
  - You should attend weekly team meetings with the group of volunteers
- Your DiH ID card and/or reflective vest/t-shirt must always be worn inside camp or on duty elsewhere.
- You should not visit the refugee camp during your time off or after closing time without having permission from Coordinator.
- You should never walk alone inside the refugee camp.
  - When on duty, always keep Coordinator updated on where you are other than what is described in the daily schedule.
- DiH does not provide healthcare services. If you are in doubt in a specific medical 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 on duty volunteering with DiH and wearing ID, vest or t-shirt, you shall always refrain from consuming alcohol and other substances.
  - Off duty alcohol must be consumed in a responsible manner without affecting the work you do for DiH or the organization's reputation.
  - Consumption of illegal substances is strictly forbidden.
  - You are not allowed to offer alcohol or other substances to refugees, neither in camp or outside.
- You are not allowed to give gifts, money or donations to specific residents/beneficiaries/refugees.
  - Do not accept gifts of monetary value from residents/beneficiaries.
  - After end of assignment, you should not donate money or gifts to specific 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 DiH).
- Bullying, harassment, racial or discriminating behavior is not accepted. You shall not exploit people you are helping or working with.
  - Do not exploit other people's feelings or the situation they are in.
- You must always exercise appropriate level of physical contact with residents/refugees.
  - Be particularly careful with physical contact with children and how you approach and interact with them. Avoid any behavior that could affect a child in any way.
  - Do not invite residents to your accommodation
  - Socializing with residents outside camp is only permitted if you are part of a larger group attending an organized event by DiH or another recognized organization with permission from your Coordinator.
  - Do not engage in a sexual or strong emotional relationship with residents/beneficiaries
  - You are prohibited to sexually exploit, harass and abuse any resident/refugee
- You are not allowed to invite residents to work with or on behalf of DiH without consulting Coordinator
- You are not allowed to transport refugees or any person who does not have the necessary legal documents required by the authorities.
- Social arrangements organized for volunteers are restricted to international volunteers only.
  - You may not invite others to these. Resident helpers are not to attend these meetings unless organized by the Coordinators.
- You are not allowed to invite beneficiaries to DiH warehouse
- Do not wear or disseminate political or religious materials on site or engage in any political or religious activism.
- Your shoulders should always be covered when volunteering. Tops must cover your waist. Your attire should be mid-calf to ankle.
- You are prohibited from doing tasks that may be confused for police work or other types of work that is the authority's responsibility.
- You cannot carry arms, ammunition or items resembling weapons when working as a volunteer. Do not put yourself in danger when confronted with physical violence or any other kind of hazard.
- As a volunteer for a Norwegian NGO, you are required to abide by Norwegian laws as well as the laws of the country you are volunteering.
- You are required to show respect and courtesy to the locals, the diverse range of cultures, customs and traditions, the authorities and other aid organizations on site.
- The Coordinator will inform all volunteers regarding the organization's vulnerable person protection policy. As a volunteer, you have a duty to identify abuse towards vulnerable people and report 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.



### **Media**

All inquiries from the media connected to DiH are to be channeled to [presse@drapenihavet.no](mailto:presse@drapenihavet.no). You may share your experiences with the media, official DiH social media channels or your personal network but please keep in mind:

- If the media contact you on site or after volunteering, you cannot answer on behalf of the organization. You may talk to the press, but keep in mind that you are communicating as a private person. If the media wish to have representatives from the organization, direct them to [presse@drapenihavet.no](mailto:presse@drapenihavet.no)
- Photos or videos that could identify individuals are not to be taken inside camp without permission from site management.
- You should never take a photograph with someone in it without their permission. If distributing photos, videos and text on social media, consent must be filled out both by the photographer and the model. Pictures of children require parents written approval.
  - You cannot distribute or share pictures and videos from situations you experienced while volunteering for the organization, if this may offend the people involved.
  - Avoid using pictures or texts with violence, partially or fully undressed people and children. Do not share content with prejudice and racist attitudes.
- Your photos shared in public, showing the organizations work, may be used by the organization for public relations purposes.
- Make sure you have approval before you distribute material made by the organization.
- Whatever you write is your personal expression, and not the organizations'.
- You must not post any comments that may harm the work of DiH or its reputation.

### **Funds**

- If you have collected funds prior to travelling, it is preferred that you deposit the money to the DiH account. If you wish, you may mark the donation with name of the destination.
- If you bring and spend funds, you must always fill out cash donation form given to you by Coordinator. Always discuss with the coordinator how the funds best can be used.
- If you hand over cash to the Coordinator, cash donation form must be filled out.
- All purchases related to the work of DiH must be registered in the cash donation form and should be handed over to the Coordinator with copy of or original receipts.
- Always consult Coordinator before doing purchases for residents with your own funds.

### **Confidentiality**

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

In addition to the above guidelines, you must familiarize yourself with, and respect the codes of conduct that apply for the location/camp you are volunteering at and follow regulations set by the site management. You must always respect the security guidelines of the location/camp you are volunteering at.

Any matter which appears to break the standards of DiH should be raised through relevant channels. For a written notification, please press [here](#).

### **Upon violating these guidelines**

By violating any of the above, the Coordinator, the administration of DiH or local authorities may deny you to volunteer for the organization with immediate effect. You must then hand in the ID card, the reflective vest and other items belonging to DiH immediately.



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By violating these guidelines, it could lead to that you will lose the opportunity of volunteering with the organization in the future. DiH will report issues that are in violation of international and national laws.

By being volunteer with DiH your personal information needs to be processed by the organisation. You therefore must read our [Privacy Policy](#) before signing/accepting these guidelines for volunteer field workers. By signing/accepting these guidelines, you do at the same time accept processing and storing information according to the privacy policy.

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

.....  
Date/Place

.....  
Name of volunteer in capital letters

.....  
Signature