



A Drop in the Ocean

Guidelines for international volunteers

A Drop in the Ocean (DiH) is a voluntary, neutral humanitarian organisation whose goal is to support people who have fled their countries. During your period as volunteer, we regard you a representative of our organisation. These guidelines are established to maintain professional and non-dependent relationships and are based upon our experiences during the years we have been operating as a humanitarian organisation working with refugees and residents of refugee camps, hereby addressed as People of Concern (PoC). By following these guidelines, you will contribute to a continuous good reputation of DiH as well as showing respect for the people you will meet during your assignment.

1. General

- a) DiH is not your employer, you will not receive a salary, and the organisation 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.
- b) You are not allowed to make financial commitments, agreements decisions on behalf of the organisation.
- c) You may not use your role as a volunteer for personal gain, whether it be gifts, money or favours/services from PoCs, organisations or others involved in the humanitarian work at the location.
- d) You should be respectful towards everyone you are collaborating with during field work.

2. Before departure

When accepted as volunteer field worker with DiH, you must:

- a) Become a paying member of the organisation by [pressing here](#)
- b) Book your travel and accommodation and make sure to have the relevant insurances
- c) Thoroughly read all information sent from the organisation, and make sure you are well prepared physically and mentally.
- d) Send in required documents to DiH within deadline set by the organisation to be found in emails from DiH.
- e) Sign up as member of the Pre-arrival Facebook group to your location
- f) Attend mandatory announced Skype/Facebook meeting with Coordinator from the destination you are going to.
- g) Complete mandatory web-based training as directed in email from the organisation
- h) Register with Greek authorities: <https://mko.ypes.gr/uservol>. (You will not receive an answer to this registration, but it is mandatory for all volunteers)

3. Volunteering abroad

- a) You must attend induction at the location before you are able to start your assignment. This also applies to previous volunteers.
- b) You will dedicate your time to the work coordinated and instructed by DiH Coordinator(s) and follow the daily mandatory schedules.
- c) Your DiH ID card and/or reflective vest/t-shirt must always be worn on duty
- d) You should not visit any refugee camp during your time off or after closing of DiH activities
- e) You should not visit residents of the refugee camp where you volunteer alone
- f) When on duty with DiH wearing ID, vest or t-shirt, you shall always refrain from consuming alcohol and other substances.
 - a. Off duty, alcohol must be consumed in a responsible manner without affecting the work you do for DiH or the organisation's reputation.



- b. You must not drink alcohol with PoCs or resident volunteers
- c. Consumption of illegal substances is strictly forbidden, and such behaviour will be reported
- d. You are not allowed to offer alcohol or other substances to PoCs, neither in camp or outside.
- g) You are not allowed to give gifts, money or donations to any resident volunteers / PoCs.
 - a. Do not accept gifts of monetary value from residents/resident volunteers
 - b. You should not pay for resident volunteers / PoCs in restaurants/bars. Nor should you accept being paid for by them
 - c. After end of assignment, you should not donate money or gifts to PoCs or resident volunteers, as this will put them in a difficult situation (towards the community and by losing their opportunity of helping DiH).
- h) Bullying, sexually exploit, harassment, abuse or any form of discriminating is prohibited
 - a. You shall not exploit people you are helping or working with.
- i) You must always exercise appropriate level of physical contact with PoCs and/or resident volunteers.
 - a. Be careful with physical contact with children and how you approach and interact with them. Avoid any behaviour that could affect a child in any way.
 - b. Do not invite residents to your accommodation
- j) Socialising with PoCs is only permitted if you are part of a larger group attending an organised event by DiH or other organisations.
 - a. Outside camp/DiH activities, interaction one on one between volunteer and PoC/resident volunteer is not accepted.
- k) Do not engage in a sexual or strong emotional relationship with PoCs/resident volunteers
- l) You are not allowed to invite residents to work with or on behalf of DiH without consulting Coordinator
- m) You are not allowed to transport PoCs or any person who does not have the necessary legal documents required by the authorities.
 - a. If you give PoCs or resident volunteers a lift, make sure to be fair and do not favour or discriminate
- n) You are not allowed to invite recipients of DiH services to DiH warehouse without approval of Coordinator
- o) You must always respect the security guidelines and codes of conduct of the location/camp you are volunteering.
- p) Do not disseminate political or religious materials on site or engage in any political or religious activism.
- q) Your shoulders should always be covered when volunteering. Tops must cover your waist. Your attire should be mid-calf to ankle.
- r) You are prohibited from doing tasks that may be confused for police work or other types of work that is the authority's responsibility.
- s) Never interact or try to stop fights among PoCs or other non-volunteers of DiH
- t) 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.
- u) You are required to show respect and courtesy to the locals, the diverse range of cultures, customs and traditions, the authorities and other aid organisations on site.
- v) The Coordinator will inform all volunteers regarding the organisation's vulnerable person protection policy. You must follow and adhere to this policy. As a volunteer, you have a duty to identify abuse towards vulnerable people and report to the Coordinator.



4. Sharing Information

For DiH it is important that volunteers share their experiences from field work. All inquiries from media related to DiH are to be directed to presse@drapenihavet.no. When sharing your experiences keep in mind:

- a) If the media contact you on site or after volunteering, you cannot answer on behalf of the organisation. You may talk to the press, but keep in mind that you are communicating as a private person. Whatever you write is your personal expression, and not the organisations'.
- b) Respect the regulations in the camp regarding photo/video restrictions. These are given to you by DiH Coordinator.
- c) You must be very cautious if taking photos or videos that could identify PoCs. Never take a photograph or video with someone in it without their written consent. If distributing photos, videos and text identifying PoCs, consent must be filled out both by the photographer and the model. Pictures of children require parents written approval. (Consent form will be given to you by the Coordinator)
 - a. You cannot distribute or share pictures and videos from situations you experienced while volunteering for the organisation, if this may offend the people involved.
 - b. It is strictly forbidden to use or distribute pictures or videos with violence towards humans and children in particular, partially or fully undressed people and children.
- d) Do not share content with prejudice and racist attitudes.
- e) Your photos and videos shared in public, showing the organisations work, may be used by the organisation for public relations purposes.
- f) Make sure you have approval before you distribute material made by or belonging to DiH.
- g) You must not post any comments that may harm the work of DiH or its reputation.

5. Funds

- a) If you have collected funds prior to travelling, it is preferred that you deposit the money to the DiH account 1503.67.54327/IBAN: NO3015036754327. You may mark the donation with name of the location you will be volunteering
- b) If you bring funds or hand over cash to DiH at the location, you must fill out cash donation form given to you by Coordinator. Always discuss with the coordinator how the funds best can be used.
- c) 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.
- d) Always consult Coordinator before doing purchases to the organisation with your own funds.

6. Miscellaneous

- a) Coordinator will give information regarding DiH's whistle-blowing mechanisms. Any matter which appears to break the standards of DiH should be raised through relevant channels. For a written notification, please press [here](#), or contact your Coordinator for a reporting form
- b) When being presented DiH Social Media Guidelines, Vulnerable People and Child Protection Policy by the Coordinator, you should accept and follow these policies.

7. Confidentiality

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

8. Upon violating these guidelines

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



- b) By violating these guidelines, it could lead to that you will lose the opportunity of volunteering with the organisation in the future.
- c) 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