

Guidelines for Volunteer Field Workers

A Drop in the Ocean (DiH) is a voluntary, neutral humanitarian organisation whose goal is to support displaced persons. During your period as field worker, you are a representative of the organisation. These guidelines are established to maintain professional and non-dependent relationships and you must adhere to these guidelines both before, during and after your field 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, travel arrangements to the destination, or day-to-day transportation to the workstation. DiH is not responsible for any loss or harm you may suffer during your assignment.
- b) You are not allowed to make financial commitments, agreements, or decisions on behalf of the organisation.
- c) You may not use your role as a field worker for personal gain, whether it be gifts, money, or favours/services from People of Concern (PoC), organisations, or others involved in humanitarian work at the location.

2) *Field work*

- a) You are required to provide a copy of your valid criminal record check prior to your assignment.
- b) You must complete our mandatory Drop Field Training before your assignment can start.
- c) You must have valid travel insurance, which includes assistance and access to urgent medical treatment, medical evacuation, and repatriation. Your travel insurance must also cover cancellation and repatriation in case of sudden or unexpected emergencies such as an epidemic, terror, political unrest, war, and natural disasters. You will be asked to provide us with your insurance details.
- d) You must donate 10 Euro to the organisation. This can be done [here](#).
- e) You must attend induction at the location. Induction takes place on your first day.
- f) You must dedicate your time to the work instructed by DiH coordinator(s).
- g) You must always wear DiH ID card and/or reflective vest/t-shirt while on duty.
- h) You are not allowed to invite camp residents to work with or on behalf of DiH without consulting a coordinator. Coordinators are responsible for approving community volunteers.
- i) You are not allowed to invite anyone to DiH's warehouse(s).
- j) You must always respect the security guidelines and codes of conduct at the location you are volunteering.
- k) You must dress accordingly with normative standards at your location. You should not wear clothes that are see-through. Your shoulders and waist must always be covered, and your attire should be mid-calf to ankle.

3) *Socialisation and codes of conduct*

- a) You are not allowed to visit any refugee camp during your time off or outside DiH activities.
- b) Socialising with PoCs / community volunteers shall only occur if you are at least two or more international field workers.
 - i) If you are invited to a resident's accommodation, you must always get approval from a coordinator and be at least two international field workers.
 - ii) You are not allowed to invite PoCs or community volunteers to your accommodation.
- c) You must always exercise the appropriate level of physical contact with PoCs and community volunteers.
 - i) Be careful about physical contact with minors and how you approach and interact with them. Avoid behaviour that could affect a child in any way.
- d) Do not engage in sexual or emotional relationships with PoCs or community volunteers.
- e) Any act of sexual exploitation, sexual abuse, or sexual violence is strictly prohibited.
- f) Bullying, harassment, abuse, or any form of discrimination is prohibited.
- g) You shall refrain from consuming alcohol or other substances while wearing DiH ID, vest, or t-shirt.
 - i) Off duty alcohol shall be consumed in a responsible manner without affecting the work you do for the DiH or the organisation's reputation. You should not be overly intoxicated.



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- ii) Events or gatherings organised by DiH are non-alcoholic.
- iii) You shall never offer alcohol or other substances to PoCs / community volunteers nor should you consume alcohol or other substances in their presence.
- iv) Consumption of illegal substances are strictly forbidden and will be reported.
- h) You are not allowed to transport PoCs or any other person(s) who does not have the necessary legal documents required by the authorities.
 - i) If you give PoCs or community volunteers a lift, make sure to be fair and do not favour or discriminate.
- i) Do not disseminate political or religious materials on site or engage in any political or religious activism while volunteering.
- j) You are prohibited from doing tasks that may be confused for police work or other types of work that is the authorities' responsibility
- k) You may not carry arms, ammunition, or items resembling weapons while volunteering.
- l) While on duty, never try to stop fights or conflicts. Do not put yourself in danger when confronted with physical violence or any kind of hazard. Stay calm and notify a coordinator.

4) Sharing information

DiH encourage field workers to share their experiences from the field. All inquiries from media shall be directed to presse@drapenihavet.no. When sharing information, keep in mind:

- a) You are communicating as a private person. You may not speak on behalf of the organisation.
- b) Respect the regulations in camp regarding photo/video restrictions.
- c) Never take a photo or video of someone without their *written* consent. Pictures of minors require their parents' written consent.
- d) It is strictly forbidden to use or distribute pictures/videos depicting violence towards humans or animals, or images showing partially or fully undressed people.
- e) Do not share content with prejudice and/or racist attitudes.
- f) The organisation may use pictures or videos you have shared in DiH official chats or social media groups for public relations purposes if the images show the organisation's work.
 - i) If you share pictures/videos on social media, please tag us by using #dråpenihavet or #adropintheocean.
- g) Always get approval from a coordinator before you distribute material made by or belonging to DiH.
- h) You may not post any comments that may harm the work of DiH or its reputation.

5) Funds

- a) If you wish to donate funds, you can do so through DiH's account 1503.67.54327 / IBAN NO3015036754327. You may mark the donation with the name of a specific location.
- b) If you bring donations to the location, you must fill out a donation form given to you by the coordinator. Always discuss with the coordinator how the donations best can be used.
- c) Always consult a coordinator before doing purchases to the organisation with your own funds.
 - i) If you make purchases to DiH you must fill out the donation form and give the items and receipts to the coordinator.

6) Miscellaneous

- a) The coordinator(s) will inform you of DiH's Complaints Handling mechanisms. Any matter which appear to break the standards/guidelines of DiH should be raised either by informing a coordinator, the administration or through our electronic form. To read more about our complaints handling mechanisms or to fill out the electronic complaints form, please [press here](#).
- b) If you have any input to the organisation related to DiH's work or your experiences as a field worker, you should address such through DiH's official email channels and not on social media. After your assignment, you will be invited to answer a small survey. You may also share your feedback on e-mail to volunteer@drapenihavet.no



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- c) When presented with DiH's Social Media Guidelines, DiH Privacy Policy, and the Vulnerable Persons and Child Protection Policy, you should read carefully, accept, sign, and follow these guidelines, instructions, and policies.
- d) In situations where our operation is affected and our need for field workers is reduced, DiH can end your assignment with 14 days' notice. In exceptional cases where our operation is temporary suspended, the notice period may be reduced.

7) Extraordinary measures relating to COVID-19

- a) You must follow the rules and regulations relating to COVID-19 as set forth by both DiH and the authorities in the country you conduct your volunteering.
- b) You must be prepared for temporary lockdown of camp and suspension of activities.
- c) In case of surge in virus cases, you must prepare for a complete lockdown of the area you reside.
- d) If you experience symptoms of the COVID-19, you must isolate yourself in your residence and contact your closest line manager. We have internal procedures on how to proceed further.
- e) If activities close, and are likely to stay closed, for more than 14 days, DiH can end your assignment.

8) Violation of the guidelines

- a) By violating any of the above, the coordinator, the administration of DiH or local authorities may deny you from volunteering with the organisation with immediate effect. If this happens, you must hand in all items belonging to DiH, including the ID card, vest, and/or t-shirt.
- b) Violation of these guidelines may also affect your ability to volunteer with DiH in the future.
- c) DiH will report any issues that are in violation of international or national laws.

9) Liability and confidentiality

- a) As a field worker you are voluntarily participating with the knowledge of the risks involved. You agree to accept all risks of participation.
- b) By signing this document, you exempt DiH, its employees, and other volunteers from any and all liability, claims, or demands which may arise during your assignment with DiH.
- c) Confidential information given to you as a field worker may not be shared with others. This includes, but is not limited to information related to volunteers, PoCs, and collaborators. The oath of confidentiality also applies when your assignment is over.

Safeguarding of Vulnerable Persons and Children

Vulnerable Persons Protection Policy

The purpose of this policy is to ensure that A Drop in the Ocean takes all steps necessary to make itself safe for children and vulnerable persons. A Drop in the Ocean is committed to provide safe and secure operations for vulnerable persons and children and is committed to ensure that vulnerable people who receive our services are not abused and that our working practices minimise the risk of such abuse. Members of staff, volunteers, and others connected to A Drop in the Ocean have a duty to identify and report abuse to the site coordinator. This statement applies to anyone working on behalf of A Drop in the Ocean.

A Drop in the Ocean is engaged in complex humanitarian settings. In emergency settings, safeguarding risks diversify and multiply – and affected people are at increased risk of neglect, abuse, and sexual exploitation – especially children. For children and persons living with disabilities, the risk of abuse is heightened due in part to stigma, isolation, discrimination, and a lack of support. Safeguarding risks, and response, can differ according to gender and age and all our response must be aware of the differences and take the differences into account.

Vulnerable people may be unable to take care of themselves and/or may be unable to protect themselves from harm or exploitation by other people. This could be due to factors such as age, disability, or illness. Abuse can take place in any setting, public or private, and can be perpetuated by anyone.

Abuse can include, but is not limited to:

- Physical abuse
- Financial abuse
- Material abuse
- Sexual abuse
- Psychological abuse
- Discriminatory abuse
- Emotional abuse
- Neglect

Responsibilities of A Drop in the Ocean administration:

- To ensure that all legal requirements are met to accept volunteers to where the organisation operates.
- To ensure that all volunteers provide us with the relevant documentation prior to their assignment.
 - Police certificate
 - Personal information
 - Contact information for personal references.
 - Upon request: letter of recommendation
- To ensure that all volunteers accept and commit to our guidelines.
- To review this policy and good practice annually.
- To use our whistle-blowing mechanism to manage any allegations against staff or volunteers appropriately. Additionally, to ensure the effectiveness of the measures related to the mechanisms.

Responsibilities of A Drop in the Ocean Site Management:

- To ensure that volunteers are aware of vulnerable persons' need for protection.
- To notify the appropriate agencies if abuse is identified or suspected.
- To support, and where possible, secure the safety of individuals and ensure that all referrals to services have full information in relation to identify risk and vulnerability.

Responsibilities of A Drop in the Ocean Staff and Volunteers:

- To be familiar with the Vulnerable Persons Protection Policy.
- To take appropriate action in line with the Safeguarding Policy of A Drop in the Ocean.
- To declare any existing or subsequent convictions.

Support for those who report abuse:

All individuals making a complaint, allegation or expressing concern, whether they are staff or volunteers should be reassured that:

- They will be taken seriously.
- Their comments will usually be treated confidentially, but their concerns may be shared with the appropriate authorities if they or others are at significant risk.

Vulnerable persons have the right to:

- Be made aware of this policy.
- Have alleged incidents recognised and taken seriously.
- Receive fair and respectful treatment.
- Be involved in any process regarding themselves.
- Receive information about the outcome of their case.

Protection of Children

“Child” hereby refers to any person below the age of 18.

In a complex and fast-changing environment, abuse of power can take place at any place and at any time. Children can be subject to abuse by volunteers, other children, family members, co-residents, institutional representatives, and others. All actions should take into account and respect the right of the child, as set out in the [UN Convention on the Rights of the Child](#).

Abuse can take many forms. According to the [World Health Organisation](#), child abuse is defined as:

“all types of physical and/or emotional ill-treatment, sexual abuse, neglect, negligence and commercial or other exploitation, which results in actual or potential harm to the child’s health, survival, development or dignity in the context of a relationship of responsibility, trust or power.”

Sexual abuse, exploitation, and other forms of harm become possible when there are imbalances of power. There are significant imbalances of power between a community in need of aid, and organisations providing aid, and even more so in humanitarian contexts. There are also safety risks within the environment – for example, if a programme has not been designed with children in mind, we may cause accidental harm (for example, if a child falls into an uncovered latrine pit, or we set up a child friendly space beside a toxic waste ground).

The purpose of this policy is:

- To protect all children who participate and use or otherwise indirectly come in contact with A Drop in the Ocean’s activities and services.
- To provide staff and volunteers with guidance in order to best protect the children they encounter while working/volunteering with A Drop in the Ocean.

A Drop in the Ocean recognise and believe that:

- The welfare of the child is paramount.
- All children, regardless of age, disability, gender or gender reassignment, race, religion, or belief, sexual orientation have the right to equal protection from all types of harm or abuse.
- Some children are additionally vulnerable due to the impact of previous experiences, their level of dependency and/or other issues.
- We all have a responsibility to promote the welfare of all children, to keep them safe, and to behave in a way that protects them.
- Our responsibility is also to do no harm towards children.

We will seek to keep children safe by:

- Valuing, listening to, and respecting them.



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- Ensuring that we provide a safe physical environment for children and young persons.
- Have a conscious approach to the power balance between adults and children and avoid actions that exploit this.
- Ensure that children in our activities are aware of their right to **not** participate and that they can withdraw from the activity at any time.

Awareness towards children:

- It is important to respect the children's background and the differences they may have.
- The majority of children directly or indirectly involved in DiH projects may have experienced trauma. Many of them will also come from different cultural backgrounds. Be aware of the fact that many volunteers have never experienced anything similar, which can make it difficult to understand.
- By applying the [Do No Harm principle](#), we are able to increase awareness in unknown situations.

Representatives of DiH should never:

- Physically assault or abuse children.
- Develop any sort of sexual relationship with children.
- Develop relationships with children that could be considered exploitative or abusive in any way.
- Develop a depending relationship where the child feels like they have to pay / give back.
- Act in ways that may be abusive or may place a child at risk for abuse, including acting in an inappropriate or sexually provocative manner.
- Make direct or indirect suggestions, offer advice, or use language that can be inappropriate, offensive, or abusive.
- Be in a situation where they will be alone with a child.
- Take children to their accommodation, out of camp / project areas, or into a confined area.
- Do things for children of a personal nature that they are able to do themselves or act in a way that takes away the responsible caretaker's possibility to care for the child and their needs.
- Have excessive physical contact with children. Children might not feel comfortable with overly friendly behaviours, some can consider them an aggression, especially if they are recovering from extreme emotional or physical abuse.
- Participate in condone behaviour of or towards children that is illegal, unsafe, or abusive.
- Act in ways that puts the child to shame, humiliate, belittle, or degrade, or otherwise commit any form of emotional abuse. Including discriminating, differential treatment or favour particular children to the exclusion of other children.
- Offer gifts to individual children. If providing gifts is appropriate, it should be given to the group and in a format agreed upon with the site coordinator.
- Encourage close attachments with individual children – our visit is temporary, and we cannot maintain contact beyond the visit. The child will be exposed to a sense of abandonment.
- Take photos or videos of children unless prior permission is given by the site coordinator and written consent from the child's legal guardian is obtained.
- Expose children to videos, photos or websites that are inappropriate.

Disclosure:

Disclosure is the process when a child or young person starts to express their experience of abuse and/or neglect. This may take place directly or indirectly. Note that it is **not** our task to help the child disclose abuse. If you have concerns with regards to the safety of a child, talk to one of the coordinators who will follow the right protocol for handling the situation.

Children and young people may disclose abuse in a variety of ways, including:

- **Directly** – specific verbal statements about what happened to them.
- **Indirectly** – verbal statements without a clear statement, which suggests something is wrong.



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- **Behaviourally** – displaying behaviour that signals something is wrong (this may or may not be deliberate, and this might also be difficult to separate from a natural reaction and/or response to trauma that the child has experienced while fleeing, the living conditions in camp, etc.).
- **Non-verbally** – writing letters, drawing pictures, or trying to communicate in other ways.

Sometimes, children and young people make partial disclosure of abuse. They may withhold some information due to:

- Fear that they will get in trouble or upset their families.
- Wanting to deflect blame in case of family difficulties as a result of the disclosure.
- Feelings of shame and guilt.

Responding:

- If you suspect that a child is in danger and/or experiencing abuse based on physical signs, report to the site coordinator as soon as possible so that we can direct it through the appropriate channels.
- Do not take any actions directed towards the child, the child's family, or the person you believe is abusing the child.
- Listen carefully to the child. Avoid commenting on the matter or showing reactions like shock or disbelief, which could cause the child to retract or stop talking.
- Do not talk to the alleged abuser. Confronting the alleged abuser about what the child has told could make the situation a lot worse for the child.
- Do not delay reporting the abuse to the site coordinator. The sooner the abuse is reported, the better.
- Do not share information given to any other than the site coordinator. The identity of the child should be kept anonymous.

Guidelines for the use of social media – A Drop in the Ocean

Social media holds a number of benefits for a Drop in the Ocean (DiH) as an organisation. They make it easier for employees, coordinators and field workers to reach as many people as possible with our message. By social media we mean Facebook, Instagram, Twitter, Snapchat, Tiktok, Blog, LinkedIn, YouTube etc.

Everyone using social media by virtue of being an employee, coordinator or field worker is obliged to follow these guidelines. All use of social media must be in line with DiH's codes of conduct, statutes and directives.

1. It is important to note that what you write as a private person can easily be connected to DiH, for example by using a profile picture with the logo of the organisation.
What you write on social media can be seen and perceived by many. Use common sense and think twice before you post something related to your engagement with DiH. Act the same way you would otherwise in everyday life. Make sure you are following our guidelines when posting something.
2. DiH's codes of conduct also applies when participating on social media. You have the right to participate in debates, but you are obliged to say that you promote your opinions as a private person.
3. By using a profile picture wearing a "Drop vest", jacket, or T-shirt, or with DiH's logo imprint, you are perceived as a representative of the organisation by all appearances in social media. Therefore, be very careful when sharing articles or commenting in debates.
4. While active on social media think through the consequences for DiH before publishing something about the organisation.
5. Confidentiality, privacy, the principle of freedom of expression, and other laws and regulations also apply on social media.
6. Critical matters related to breaking these guidelines by people representing the organisation **MUST** go through the chain of command and not through social media.
7. DiH does not accept any kind of personal harassments on the internet.
8. When member of a closed group, be aware of the differences between open and closed groups. In open groups everyone has access to the information, while in closed groups only those who are members have access. However, discussions and information in closed groups can easily be shared by, for example, screenshots. Therefore, act cautiously even if you perceive it as a closed group.
9. Information received in trust during activities shall not be shared on social media. On a general basis, you can only share content that has already been made known to the public.
10. If part of a critical situation when representing DiH, make sure to have approval from the Head of Communications before posting information about the situation to the public.
11. Posting of pictures in social media must always be approved by the person(s) depicted. Pictures of children under the age of 18 can only be published with a written consent of the child's parents or guardians. On a general basis, if you do not have this consent, any pictures where people can be easily recognised should be avoided.
 - a) Photos or videos that could identify individuals are not to be taken inside camp without permission from site management. Most camps have photo restrictions and do not allow pictures to be taken inside camp.
 - b) Photos or videos of children are not to be taken, unless you have permission from the coordinators beforehand and written consent from the child/s legal guardian(s) or parents.
 - c) DiH have a policy of not posting pictures where a child's face is visible.
 - d) Photos or videos of adults are not to be taken unless you have consent.
 - e) Avoid using photos, video, texts or other types of graphic content with violence, prejudice, racist contents and/or vulnerable persons. Photos and videos involving partially, or fully undressed people and children are strictly forbidden
12. On a general basis we do not use names or tag people of concern.
13. Breaking these guidelines may lead to consequences related to your present and future assignments with DiH. Serious violations may also be reported to relevant authorities.

General advice on being on social media

- Be trustworthy



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- Act truthfully, justifiably, and fairly
- Be consistent
- Be accommodating, honest, and professional at all times
- Be responsive and share
- When you receive valuable knowledge, expertise and insight, share it where appropriate
- As a field worker, coordinator or employee, you are an ambassador for the organisation. Therefore, be aware of your role when publishing on the web internet.

A Drop in the Ocean's Social Media Platforms

FACEBOOK

Regular updates from the various locations are necessary to give insights to our work to all external parties and is a good way to show our donors how some of the money we receive are spent.

- **PAGE:** Only administrators can post on the official Facebook page. We focus on volunteers, recruiting new volunteers, project and activities, and updates about the situation in Greece.
- **MAIN GROUP:** In the closed Facebook group members can post under his/her own name. The post will be approved by administrator. A post does not have to be long, it can for example be a picture from an activity that you did in camp and a short text about it. You can also share articles and other relevant posts.
- **LOCAL GROUPS:** Closed Facebook groups made for smaller local groups of people. Members must post under his/her own name. All post will be approved by administrator/moderator. Posts about local engagement and activity. Local administrators share post from DiH's official account.
- **PROJECT GROUPS:** Groups made for specific projects (ex: English with Drop – online English classes)

Group rules

1. Be friendly and polite

We are together in this group because we strive to make a better and more including world. Let's treat each other with respect. Discussions are good and even healthy sometimes but stay kind.

2. We are here because we care - no bullying accepted

We want people to feel safe. Support and encourage each other! Negative comments about religion, gender, background, sexuality, nationality or identity is not tolerated.

3. We help you help others

We encourage you to host fundraisers for the cause and can give advice on how to do it. To promote fundraising to private accounts or other NGOs must be done elsewhere. Spam and irrelevant links will be removed.

4. Respect privacy

We'd love you to share your experience regards volunteer work and the situation for displaced people. But remember, the people living in the refugee camps are in vulnerable positions. It is important to protect their privacy, so think twice and make sure you have all consents before you share stories and photos.

The main Facebook group should contribute to:

- Provide information and highlight refugees and migrants' situation in and around the refugee camps where we work.
- Create a strong team spirit amongst the members of the group and encourage the team members to spread the word of our work.
- Highlight DiH's work for displaced people and put our work into the relevant refugee and migration context.



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- Be a vivid group where followers can ask questions and receive answers from either previous volunteers or someone in the administration.
- Let volunteers and coordinators share their experiences.
- Show that we are still a grassroots organisation and it is easy for everyone to contribute.
- Share events that may be of interest to followers.
- Show what funds raised contributes to.

Creating DiH groups on Facebook

Facebook groups related to DiH's projects or work are created and administered by headquarters. If a Facebook group should be established, one must contact the Head of Communication and Fundraising. It is not allowed to establish groups without approval from the Head of Communication and Fundraising.

INSTAGRAM

Instagram is a good channel to share photos and shorter stories from our daily work in the field.

If posting something from one's personal account about our work, @drapenihavet should be tagged, and the post can then be used on our official account or other platforms.

TWITTER

If tweeting from your personal account about your work with DiH, @drapenihavet should be tagged, and the post can then be retweeted by administrator. Messages of significant importance for the organisation, should be sent to post@drapenihavet.no for posting on the official account.

A tweet should be accompanied by a good picture/link and include relevant hashtags and tagging of relevant actors. Examples: #Refugees #RefugeesGR #Greece #drapenihavet #adropintheocean #lesvos #moria

Twitter is the organisation's strongest point of entry relating to political impact. As an organisation we do not have a political stance, but that does not mean that we cannot be political. It is important that we state our thoughts/opinions about the government's actions (no matter which political party that is currently in charge), when they do something we disagree with. A good tool is to tag politicians/organisations in our tweets such as @regjering, @ the prime minister, @ the minister of development, @NorwayMFA, and other (aid) organisations you find suitable in the current setting, such as @norad, @nrc.

BLOG POSTS

The DiH website is our main information channel where people actively seeking information about the organisation should be directed. On the website, weekly blog posts from the field should feature in-depth stories from our work, our field workers, and refugees that we meet. A blog post should be accompanied by good pictures. For those who have written a blog post, or have an idea for a blog post, text and photos should be sent to post@drapenihavet.no

YOUTUBE

DiH has a YouTube channel where we post videos highlighting our work. These are often made by volunteers. Video should be uploaded to Dropbox or similar platforms, and the link should be sent to post@drapenihavet.no. The video can then be shared through various social media channels.

PICTURES/VIDEOS

A good picture is vital for telling a story. If you have taken pictures that you think are good and useful for the organisation including written consent, you should send them to post@drapenihavet.no, or give them to the coordinators so they can upload it to DiH's joint picture-bank.

LANGUAGE

Facebook posts should always be in English and/or Norwegian. For Twitter and Instagram posting in English is sufficient.

The following guidelines and policies are accepted by me:

- Guidelines for Volunteer Field Workers
- Vulnerable Persons Protection Policy
- Guidelines for the use of Social Media

I am aware that as a volunteer field worker, I am not employed by A Drop in the Ocean and I will not receive a salary. I understand that DiH is not responsible for any loss or harm I may experience during my assignment and I agree to accept all risks of participation

By signing these guidelines, I accept that DiH process and store my personal information according to DiH's [Privacy Policy](#).

Start date:

Planned end date:

Name in capital letters:

Signature:

Date/Place: