

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 a fieldworker, 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. Its validity must be of a maximum of three (3) months before starting your assignment.
- b. You must complete the list of mandatory online Training before the start of your assignment, and provide us with the certificates of completion. Some locations may require more training than others.
 - Mental Health Wellbeing (Interaction & Intervention, Stress Management)
 - Humanitarian Essentials (Humanitarian Basics, Code of Conduct)
 - Protection and Safeguarding (Child Protection, Child Safeguarding, Safeguarding)
 - WASH (Water Sanitation & Hygiene in Emergencies)
 - Fleet Management
- 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 Euros to the organisation. This can be done here.
- e. You must attend the induction at the location. The 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 a DiH ID card and/or a 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 see-through clothes. Your shoulders and waist must always be covered, and your attire should be mid-calf to ankle.
- l. An international volunteer is eligible to take one week off after completing 3 months of continuous volunteer work (this week will be reimbursed from DiH)
- m. An international volunteer can take 1 to 2 days off due to sickness (those days will be reimbursed from DiH). In case of continuous sickness, the volunteer will need to present a doctor's note justifying the absence (in that case reimbursement will be provided by DiH).
- n. Days off are not encouraged to be taken, as they disrupt the continuity of the Project. If it is needed, the reimbursement cannot cover those days off.
- o. In case of volunteer commitment with a minimum of four weeks, the daily amount of Reimbursement is counted to 12,5 euros, for full-time volunteers (30 hours per week).
- p. In case you were accepted for a short-term volunteer commitment (two or three weeks, only accepted for out-of-camp operations), and you wish to extend your agreement with DiH, the following procedure will follow:
 - i. You must preferably communicate your wish for an extended agreement to your Volunteer Coordinator at the location before the end of your assignment, or to DiH's HR Coordinator as soon as possible.
 - ii. In case of an extension, you must commit for a minimum of another two weeks or preferably one month.
 - iii. An extension is not automatically granted and that may be due to limited budget, HR maximum capacity at the location, length of administrative procedures for camp access, or other reasons. The extension will be reviewed by the administrative team, and you will be notified accordingly.
 - iv. The approval of an extension does not automatically grant you access to a camp, as the necessary administrative procedures must be completed first.
- q. In case you were accepted for a long-term volunteer assignment and you wish to extend your agreement with DiH, the following procedure will follow:
 - i. You must preferably communicate your wish for an extended agreement to your Volunteer Coordinator at the location before the end of your assignment, or to DiH's HR Coordinator as soon as possible.
 - ii. An extension is not automatically granted, and that may be due to limited budget, HR maximum capacity at the location, length of administrative procedures for camp access, or other reasons. The extension will be reviewed by the administrative team, and you will be notified accordingly.

3. Socialisation and Code 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.



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- 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 DiH or the organisation's reputation. You should not be overly intoxicated.
 - 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 is 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 performing tasks that may be confused with 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 encourages field workers to share their experiences from the field. All inquiries from the 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 prejudiced 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 503.67.54327 / IBAN NO3015036754327, or to the Greek DiH bank account - Account Name: DRAPEN I HAVET STAGONA, IBAN: GR28 0171 3550 0063 5514 8373 803, BIC/SWIFT CODE: PIRBGRAA, PIRAEUS BANK GREECE (communicate with a coordinator beforehand if this is your preferred option).

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 can be best used.
- c. Always consult a coordinator before making any purchases for the organisation with your own funds.
If you donate 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 appears 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. In DiH, we try to provide the best possible experience for our fieldworkers, and we rely on your valuable feedback to achieve that. At the end of your assignment, you will be invited to fill out our Exit Survey, where you can give us your input, recommendations, and insights on your experience with DiH. Your Volunteer Coordinator will remind you at the end of your assignment to complete it, and additionally, you can always find the survey [Here](#). If you have anything else to contribute or share with us, you can always reach out via email at: volunteer@drapenihavet.no.
- 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 a 14 days notice. In exceptional cases where our operation is temporarily 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 a temporary lockdown of the camp and suspension of activities.
- c. In case of a surge in virus cases, you must prepare for a complete lockdown of the area you reside in.
- d. If you experience symptoms of 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 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 all forms of vulnerable persons. DiH is committed to ensure that vulnerable people who receive our services are not abused or mistreated, and that our working practices minimise the risk of such occurrences. 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 or relevant line manager. 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 responses, can differ



according to gender and age and all of our responses must be aware and take into account such differences.

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 at the location the organisation operates in.
- To ensure that all volunteers provide us with the relevant documentation prior to their assignment.
- To ensure that all volunteers accept and commit to our guidelines.
- To review this policy and good practice, at a minimum, 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 identifying 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, to best protect the children they encounter while working/volunteering with A Drop in the Ocean.

A Drop in the Ocean recognises and believes that:

- The welfare of the child is paramount.
- All children, regardless of age, disability, gender or gender reassignment, race, religion, belief, or 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 to do no harm towards children.

We will seek to keep children safe by:

- Valuing, listening to, and respecting them.
- Ensuring that we provide a safe physical, psychological, and social environment for children and young persons.
- Have a conscious approach to the balance of power between adults and children, and avoid actions that exploit this.
- Ensure in our activities that children 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 backgrounds 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 challenging to comprehend.
- By applying the Do No Harm principle, we are able to increase awareness in unknown situations.

Representatives of DiH should never:



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- 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 dependent relationship where the child feels like they have to pay/give back in any way.
- Act in ways that may be abusive or may place a child at risk of 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 and/or isolated 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 ability to care for the child and their needs.
- Have excessive or unnatural physical contact with children. Children might not feel comfortable with overly friendly behaviours, some can consider them aggressive, especially if they are recovering from extreme emotional or physical abuse.
- Participate in or condone behaviour towards children that is illegal, unsafe, or abusive.
- Act in ways that put the child to shame, humiliate, belittle, degrade, or otherwise commit any form of emotional abuse. This includes discriminating, differential treatment or favour particular children to the exclusion of other children.
- Offer gifts to individual children. If providing gifts is appropriate, they 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, material, 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 regard to the safety of a child, talk to one of the coordinators who will follow the right protocol for the handling of the situation.

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



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- Directly – specific verbal statements about what happened to them.
- Indirectly – verbal statements without a clear statement, which suggests something is wrong.
- 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 the 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 people around them.
 - Wanting to deflect blame in case of family and/ or close relationship 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 legal guardian, 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 said could make the situation a lot worse, or even dangerous, 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 anyone other than the site coordinator. The identity of the child should be kept anonymous in conversations with anyone other than the site coordinator.

DO

- Respect and be kind to all people (refugees, fellow volunteers, staff, locals, authorities, etc.) when working with children or advocating for their rights.
- Introduce yourself each time you talk to a child for the first time.
- Follow the policies and systems for activities in and around the different sites, and advocate for the children to do the same.
- Report any suspicious or concerning behaviour.

DON'T

- Do not take pictures of our participants.
- Do not share pictures of children or personal data of children on social media, or in WhatsApp groups (e.g. general coordination etc.)
- Respect participants' right to privacy. Only disclose information on a need-to-know basis and after advising your supervisor.
- Do not engage in personal friendship relations or create wrong expectations, remember we are professionals delivering services. One-on-One activities with beneficiaries after working hours are strictly prohibited.
- Do not exchange personal numbers, or emails, or add participants on social media.
- Do not give cash or non-cash donations to individual participants. Channel the assistance through formal, organized channels of assistance distribution.
- Do not give advice to refugees on directions to other countries in Europe, or on legal procedures you are not qualified to advise on.

Adult Safeguarding

A Drop in the Ocean is committed to applying the same protection principles and procedures to our participants who are legally considered to be adults. However, we do recognize key differences which are highlighted below and important to keep in mind when working with adults.

- Referral pathways might be different for adults; the same maintenance referral pathways apply to coordinators.
- Self-determination: One important difference between children and adults is an adult's right to self-determination. Adults may choose not to act at all to protect themselves. Only in extreme circumstances does the law allow you to intervene. This may be when the adult is at serious risk of harming themselves or others, or is assessed to lack the capacity to make a decision in that area.
- Confidentiality: Due to the above-mentioned right to self-determination, you are not allowed to share confidential information with anyone, including coordinators, unless you have explicit consent from the adult in question, or you have serious concerns about this person presenting a harm to themselves or others. These situations can often be stressful and difficult to assess, and we encourage you to seek advice from coordinators if you need support. By leaving out personal details such as name and nationality, you can maintain confidentiality and get support at the same time.
- Referral procedures: If you are concerned about a participant or you want to make a referral, speak to your project coordinator. The coordinator will assess the situation and advise you on the information needed for the referral. The same Do's and Don'ts about interaction with children apply on how to interact with adults in our operations.

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



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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.

- a. 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.
- b. 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.
- c. DiH's code 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.
- d. 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 on debates.
- e. While active on social media think through the consequences for DiH, before publishing something about the organisation.
- f. Confidentiality, privacy, the principle of freedom of expression, and other laws and regulations also apply to social media.
- g. Critical matters related to violation(s) of these guidelines by people representing the organisation MUST go through the chain of command and not through social media.
- h. DiH does not accept any kind of personal harassment on the internet.
- i. When a 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.
- j. 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.
- k. 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.
- l. Posting of pictures on social media must always be approved by the person(s) depicted. Pictures of children under the age of 18 can only be published with the 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.



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- i. Photos or videos that could identify individuals are not to be taken inside the camp without permission from the site's management. Most camps have photo restrictions and do not allow pictures to be taken inside the camp.
 - ii. 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.
 - iii. DiH has a policy of not posting pictures where a child's face is visible.
 - iv. Photos or videos of adults are not to be taken unless you have consent.
 - v. Avoid using photos, videos, texts, or other types of graphic content with violence, prejudice, racist content, and/or vulnerable persons. Photos and videos involving partially, or fully undressed people and children are strictly forbidden
- m. On a general basis, we do not use names or tag People of Concern.
- n. Breaking these guidelines may lead to consequences related to your present and future assignments with DiH. Serious violations may also be reported to the relevant authorities.

General advice on being on social media

- Be trustworthy.
- 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 into our work to all external parties and are a good way to show our donors how some of the money we receive is spent.

- **PAGE:** Only administrators can post on the official Facebook page. We focus on volunteers, recruiting new volunteers, projects, and activities, and updates about the situation in Greece.
- **MAIN GROUP:** In the closed Facebook group members can post under their own name. The post will be approved by an 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.

Group rules



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- Be friendly and polite
- We are together in this group because we strive to make a better and more inclusive world. Let's treat each other with respect. Discussions are good and even healthy sometimes but stay kind.
- 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 are not tolerated.

- We help you help others

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

- Respect privacy

We'd love you to share your experience in regard to volunteer work and the situation of 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 consent(s) before you share stories and photos.

The main Facebook group should contribute to:

- Provide information and highlight refugees' and migrants' situations 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 about our work.
- Highlight DiH's work for displaced people and put our work into the relevant refugee and migration context.
- 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 contribute to.

Please note that it is not allowed to establish A Drop in the Ocean's 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.



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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 an 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 related 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 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 the 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. A 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 that they can upload them to DiH's joint picture bank.

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 will process and store my personal information according to [DiH's Privacy Policy](#).

Start date:

Planned end date:

Name in capital letters:

Signature:

Date/Place: