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# **INTRODUCTION & ORIENTATION**

# Welcome to the Ayeta charitable hands Africa's structured volunteer program.

# As Ayeta’s(A.C.H.A.) volunteer Centre, Volunteers has been serving the public since 2019 to build a caring and committed community of people who give their time towards Building a healthy Namisindwa district poor villages and Eastern region. We support Orphans, vulnerable children, street children, poor water and sanitation, etc. Retired individuals and just about anyone looking to use their time to give back. As a Volunteer for Volunteer of Ayeta charitable hands Africa contributes to a better Namisindwa district and Eastern region of Uganda.

# **MISION STATEMENT**

# Our mission is to provide emergency protective care , a transitional home and community resettlement Service for orphans and other vulnerable children in eastern Uganda thus through education, sports and other impactful co curricular activities that bring a transitional change and hope for a better developmental milestone.

# **VISION**:

# Our vision is to ensure that no child suffers or perishes from neglect., abuse or deprivation and that every child grows up in a loving home. Mainstreaming the Orphan, Semi Orphan and Street children in national building by providing care, support & protection through shelter, food, sports and Education is our mission. On the part of the education, our future goal prospect is to buy more land and add onto that we have to build an orphanage glorious school to aid and give support to the less fortunate kids with disabilities thus the Vulnerable children.

# **OUR VALVALUE**

# **We** believe that every child deserves a loving home, a family and parents or care takers who cater for their physical and emotional well-being and development.

# We believe that children belong in homes and families not in institutions. Among our core values are:

# Love, care, compassion and philanthropy.

# **CONTACT & ROLE INFORMATION**

# Here at Volunteer Ayeta charitable hands Africa organisation, you’ll report to the primary supervisor of your program. Include Their contact name, phone number and e-mail address here:

# Supervisor: Netondo Ritah

# Phone number: +256706157234

# E-mail: Netoritah@gmail.com

# For general concerns, or if you can’t contact

# Your supervisor, contact the general volunteer

# •Administrator: Volunteeratvolunteer@gmail.om

# +256705645480

# **Programs & Roles**

# Volunteer Ayeta charitable hands Africa’s work is split into two main areas: community serving and organization Serving. Here are the volunteer roles within these program streams:

# **COMMUNITY ENGAGEMENT**

# The Community Engagement department works with volunteers and potential volunteers to inspire them to volunteer and let them know how to get started. Working with diverse Audiences, volunteers here will support the client-facing operations of Volunteer (A.C.H.A).

# • **Referral Counselors**

# Help clients find volunteer roles through our online listings via in-person and phone

# Appointments

# • **Outreach Volunteers**

# Represent Volunteer Namisidwa district and surrounding poor communities.(Eastern region).

# Events and for different audiences, as

# Well as facilitate community outreach &

# Information sessions

# • **Youth Volunteer Ambassador.**

# Across the city and encourage more youth to volunteer

# • **Youth Advisory Council**

# Help guide Volunteer youthful (A.C.H.A)

# Engagement initiatives even if your volunteer already knows who their Supervisor is, having this information handy Will be useful down the road. We’ve included a generic contact for the “general volunteer Administrator,” but here you should include your contact info as a volunteer manager. If the volunteer won’t have a program supervisor and simple Engaging Organizations

# The Engaging Organizations department works with hundreds of non-profit and charitable organizations across Namisidwa and eastern part of Uganda to help them find volunteers and develop great volunteers team programs. Volunteers in this department support the organizations requiring our services.

# • **Subscription Assistant**

# Through phone calls, e-mails, research and

# data collection, support the Subscriptions

# Manager and the hundreds of organizations

# that subscriber to our services

# • **Research Assistant**

# Support research efforts examining trends

# and changes in the voluntary sector Organization-Wide Volunteer Roles

# Some volunteer roles support the entire organization in a variety of ways:

# • **Director**

# Sitting on the Board of Directors in a variety of potential roles, determine oversight and

# provide support for strategic planning organization-wide

# • **Events Support Volunteers**

# Provide assistance for planning and coordination of a variety of events including volunteer fairs and premier events including the conferences

# • **Photographer/Videographer**

# For a variety of needs, including events and campaigns, photographers/videographers capture moments for use on social media, online and in print.

# • **Social Media/Website Volunteer**

# Assist with organizational communications through social media and Volunteer Ayeta charitable hands Africa’s organisation website, Facebook and Instagram.

# **Rights & Responsibilities**

# As a volunteer, you have rights and responsibilities. Volunteer Ayeta charitable hands Africa’s organisation believes volunteers are a vital human resource and commits to the appropriate infrastructure to support Volunteer engagement. Volunteers have the right to:

# • Work in a safe & healthy workplace, to know about unsafe work and to refuse unsafe Work

# • A supportive environment in which to work and contribute.

# • Effective and meaningful volunteer involvement practices.

# • Have their say about their work and ideas regarding their role or program.

# • Provide feedback and receive feedback when requested and at regular intervals

# • Be reimbursed for transit expenses to and from the Volunteer( A.C.H.A’s) office .

# • Ask for and receive support from their supervisor when required.

# **Volunteers have a responsibility to:**

# • Act with respect for the cause, community, organization and its work.

# • Act responsibly and with integrity

# • Fulfill the duties of the role as defined in the position description, efficiently and Effectively

# • Respect all policies in place

# • Notify their supervisor if they are unable to fulfill their duties or miss a shift

# • Recommend suggestions and changes if they determine any

# **General Volunteer Policies**

# The following section outlines important policies and Policy statements for volunteers to be aware of and adhere to. If you have any questions about policies, please consult Your supervisor for more information.

# **Record Keeping**

# Volunteers are required to keep track on a monthly basis of the numbers of hours spent

# Volunteering at Volunteer at Ayeta charitable hands Africa organisation using **Time counts.** Training on the Time counts software will be provided and the system can be accessed at home or during Volunteer shifts at the office. **Record keeping** is necessary to ensure required Hours are being met and reference letters and/or certificates, if available,

# Accurately depict the number of hours completed.

# **Dress Code**

# Volunteer dress codes vary and are dependent on the requirements of individual roles.

# Volunteer (A.C.H.A) implements a casual dress code and makes no distinctions or preferences

# Based on gendered clothing. Any clothing may be worn (with the exception of jeans with Rips), and footwear of any kind is appropriate. You may at times be required to wear a Volunteer Ayeta charitable hands Africa’s organisation t-shirt, which will be provided.

# It may be necessary for Volunteer (A.C.H.A) to amend the dress code to accommodate the Needs of certain events. If amendments are made, these will be made clear to the volunteer In advance of the affected shift, and volunteers may decline that shift with no negative Impact on their volunteer record.

# Unless considered a safety hazard.

# Choices about the following are left to individual volunteers’ judgment:

# • Haircut, style, and colour.

# • Tattoos, piercings, and other body art

# • Religious & culture-specific attire & jewellery just as long as you don't Volunteer and walk in naked suit.😁😁

# **NB**. Always consider and bear it in mind that were a 501©(3) organisation.

# You should have all of your Volunteer policies readily available.

# To volunteer in some way, whether through a hard-copy printout or an online location.

# This dress code statement is part of a full

# Dress code policy that you can include; it’s

# Likely only necessary to highlight what the

# Speaking on Behalf of Volunteer( A.C.H.A)

# No volunteer may act as an official spokesperson for Volunteer Ayeta charitable hands Africa’s organisation without designation.

# By the Board of Directors or Executive Director. Volunteers are encouraged to promote Volunteer(A.C.H.A’s) work in formal and informal settings which do not include media Interviews.

# If volunteers are asked to speak about their work with Volunteer (A.C.H.A) at a formal event, they shall inform a staff member and seek information on current client trends, any Upcoming promotional events, or current fundraising goals.

# **Social Media Statement**

# Volunteers are encouraged to share their experience with friends, family and networks.

# Volunteer Ayeta charitable hands Africa organisation can be found on Facebook, Twitter, Instagram, LinkedIn, YouTube and

# Tumblr – and social media is a great place to share experience. Follow, like & tag Volunteer (A.C.H.A) and share photos & status updates to show the world what it’s like to volunteer at Volunteer (A.C.H.A) organisation.

# **General Policies**

# Volunteers must notify their direct supervisor if they will be unable to fulfill a commitment, for any reason, if the supervisor cannot be contacted, contact the general volunteer Administrator.

# Volunteers are required to attend orientation to the organization and training relevant to the needs of their role to ensure they can perform their duties safely and effectively.

# If a volunteer doesn’t receive this training, they should contact the general volunteer administrator.

# Volunteers must complete the Emergency Contact Form to ensure that Volunteer

# (A.C.H.A) has important information on file in the event of an emergency. By signing this

# Form, volunteers consent to this information being stored for the duration of the volunteer’s Engagement and only used in emergency situations.

# Volunteers must complete a Confidentiality Pledge Form, Computer Use Form and

# Acceptance of Role & Responsibilities Form Signing these forms ensures Volunteer work will comply with relevant legislation, not breach. This is Volunteer (A.C.H.A’s)Privacy & Personal Information Policy. Please note that you are Included in this policy and your personal information will be kept secure. By volunteering With (A.C.H.A) and signing the Acceptance of Role & Responsibilities form , you are consenting to your information being collected and stored for the purposes of

# Volunteer engagement

# Policy Title: Privacy & Personal Information Policy

# Approval Date: June, 04, 2019.

# **Purpose**

# In adherence to the Personal Information Protection and Electronic Documents Act, this policy Ensures the privacy and protection of volunteers’ personal information.

# Policy Statement Volunteer (A.C.H.A) is committed to protecting the privacy of personal information of all stakeholders In the organization including volunteers. This is in accordance with the constitutional and local Government privacy legislation to ensure the collection, safeguarding and appropriate disclosure Of personal information. Pursuant to this policy, all individuals have the right to their own personal Information stored and used by Volunteer (A.C.H.A)

# **Definitions**

# “Personal Information” includes any information about an identifiable individual, including race, Ethnic origin, colour, age, marital status, religion, education, medical, criminal, employment Or financial records, address, telephone number, e-mail address, numerical identifiers such as Social Insurance Number and views or personal opinions. “Provincial and constitutional law” refers to

# Use of personal information. The organization is expected to only disclose specific information as dictated by funding Requirements and where applicable by provincial and constitutional law. No information will be disclosed

# Without prior consent from volunteers with the exception of information made anonymous.

# It is the responsibility of volunteers to provide consent for the collection of their personal Information.

# It is the responsibility of volunteer supervisors to determine how long they will retain volunteer Information after the volunteer has ceased their engagement with the organization.

# **Procedures**

# Consent Statement by signing the Acceptance of Role & Responsibilities, I consent to my personal information being Collected for the sole purpose as indicated. I acknowledge that my information will be used, safely Stored and protected by Volunteer (A.C.H.A) for the duration that it is needed. Information Storage. All personal information will be stored in digital copy on Volunteer (A.C.H.A's )secure shared drive and in physical copies in the relevant volunteer supervisor’s files. These physical files will be Locked in a cabinet or filing space only to be accessed when necessary. Personal information will Be kept for the following durations:

# • Reference information will be kept until 3 months after the interview process

# • Volunteer general information will be kept for 5 years from the end date of their engagement

# • Role-specific information will be made anonymous 1 year after the end date of a volunteer’s Engagement.

# At the end of these terms, volunteer information will be destroyed or made anonymous for Statistical purposes.

# **Disclosure**

# Under most circumstances, personal information will be used by volunteer coordinators to match Roles and maintain

# contact with active volunteers. Certain information may be disclosed under

# The following circumstances:

# • Funder statistical requirements & reporting

# • Regional volunteer location assessment

# • Subpoena, warrant, court order or government request

# Volunteer (A.C.H.A) will not provide names and contact information of volunteers to other organizations Or companies without prior explicit consent.

# **Personal Access**

# Upon written request and with reasonable notice, all current and former volunteers (within the Aforementioned timeframes) can access their own personal information, affirm or challenge its Accuracy and request amendments when necessary.

# Challenges to collection, use or disclosure of personal information are to be resolved immediately By the Executive Director and complainants notified of their right to seek additional information Or file complaints with the Office of the Privacy Commissioner of Uganda. All challenges and Complaints will be responded to in writing

# **Resignation & Termination Policies**

# These are Volunteer (A.C.H.A) policies on Volunteer Resignation and Volunteer Termination. These policies are in place to ensure you are aware of the process for resigning from your Volunteer role, as well as the process for termination if necessary.

# **Policy Statement**

# Volunteers should provide their direct supervisor with written Notice of their resignation. It is expected that volunteers will give A minimum of one (1) week notice, except in the circumstance Of family or medical emergency. Volunteers are not obligated to Provide a reason for resignation. However, volunteers who provide Less than one week’s notice and do not disclose a family or medical Emergency may not be invited back to Volunteer (A.C.H.A) for a Minimum of three (3) years.

# **Application/Responsibilities**

# Volunteers who wish to resign from their position should follow the procedures described below.

# Staff supervisors are expected to know and understand Volunteer(A.C.H.A) policy and procedures On volunteer resignation.

# This policy will be reviewed annually by all staff who engage volunteers to ensure accuracy and of no conflict.

# Any changes to Volunteer (A.C.H.A)volunteer involvement landscape. The Board of Directors will Review policy changes as they arise on a yearly basis.

# Failure to follow this policy could result in the disruption of Volunteer (A.C.H.A).

# **Procedures**

# Resignation Provided with a Minimum of One Week’s Notice.

# Volunteers who wish to resign from their position and do so with a minimum of one week’s notice Must write a letter stating their intention and the last date of volunteer service. The resignation Letter should be forwarded to the volunteer’s direct supervisor electronically or provided in hard Copy. Staff supervisors will acknowledge in writing receipt of resignation letters that are provided Via email.

# A copy of the resignation and acceptance of resignation will be kept on the volunteer’s record for a minimum of three years.

# Resignation Provided with Less than One Week’s Notice Volunteers who wish to resign from their position and do So with less than one week’s notice must write a letter Stating their intention and last date of volunteer service. The resignation letter should be forwarded to the volunteer’s Direct supervisor electronically or provided in hard copy. Staff supervisors will acknowledge in writing receipt of Resignation letters that are provided via email.

# Volunteers may disclose a family or medical emergency as a Reason for resignation to any Volunteer (A.C.H.A) staff member In person, over the telephone, or in writing. If an emergency Is provided as the reason for sudden resignation, this will be Indicated on the volunteer’s record, and the volunteer may Apply to return to Volunteer (A.C.H.A) at any time. If no emergency is disclosed, the volunteer may Not be welcome back to Volunteer (A.C.H.A.) for a minimum of three years.

# To ensure that dismissal of volunteers is fair, equitable and reasonable based on the process Herein and the expectations, responsibilities and consequences of volunteer actions.

# **Policy Statement**

# Volunteer (ACHA) has the right to dismiss any volunteer whose actions have not supported the Vision and mission of the organization and/or who has violated Volunteer (A.C.H.A’s) policies, Procedures, boundaries and position responsibilities.

# **Application/Responsibilities**

# Volunteer supervisors within the organization will determine the responsibilities of each volunteer Role – along with any associated expectations, boundaries, duties and rules that are appropriate.

# Volunteers will also sign an Acceptance of Role & Responsibilities including appropriate behavior, Rights and responsibilities, revised annually by the Policy Review Team. It is the responsibility of every volunteer coordinator and supervisor to ensure volunteers are aware of their expectations and responsibilities, and all possible consequences for failing to meet these Expectations, breaching a boundary, or inappropriate behaviour. It is the responsibility of volunteers to understand their expectations and be aware of the dismissal Policy and process to follow each step accordingly

# **Procedures**

# The following are considered grounds for immediate dismissal:

# • Illegal, violent and/or unsafe acts (will also involve (A.C.H.A’s Police Services)

# • Theft of property or misuse of Volunteer (A.C.H.A’s) funds, equipment or materials

# • Being under the influence of alcohol or drugs while performing volunteer duties

# • Any action or behaviour that causes harm to clients.

# All volunteers are subject to a probation period as determined by their supervisor and as outlined In their position description. During this probation period, the following procedure may not apply

# As volunteers may only receive one or no warnings for improvement, depending on the severity of the issue. The following procedure applies in all other cases besides probation and the immediate

# Dismissal grounds listed above:

# **1.** Any instance of failure to meet the requirements of the role, behave within the boundaries And Code of Conduct and/or misrepresent or contravene the mission of Volunteer (A.C.H.A)Will be documented in the volunteer’s file using an Incident Report. Each occurrence will be Shared and followed-up with the volunteer. A plan will be created to improve behavior and Ensure instances aren’t repeated.

# **2.** If such occurrences are repetitive or frequent, the volunteer will be given a warning in person And in writing. This warning will be recorded in the volunteer’s file.

# **3.** Depending on the severity of the issue, the number of warnings before termination will vary a Standard consideration should be 2 warnings, as the volunteer will be given opportunities to Improve after each and the failure to improve after the 2nd warning would warrant dismissal.

# **4.** The duration between the last warning and informing a volunteer of their dismissal should be No more than 2 weeks – this depends on the volunteer’s engagement (daily, weekly, monthly, Occasional) and should still allow for volunteers to improve behaviour and performance if Possible.

# **5.** An appointment should be scheduled to inform the volunteer of the decision to dismiss them In person – present at this meeting will be the direct coordinator of this volunteer and one Other member of senior staff. The volunteer is invited to Bring another volunteer or any other person for support Purposes. This meeting is to inform the volunteer of The decision, not to discuss or potentially change the Decision.

# **6.** The volunteer should be supplied with a confirmation Of their termination in the form of a Dismissal Letter, Signed by their supervisor and the Executive Director. Your dismissal policy should be clear And succinct; don’t dance around The topic as volunteers need to know Clearly what could get them dismissed, And what the process looks like.

# We welcome every body to join us and volunteer whenever feels like at any given place you're. We love you and may God bless you.

**Written and organised by the C.E.O. Ayeta charitable hands Africa.**

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