

# Volunteer Management Policy

Revised as of: 1<sup>st</sup> January 2019  
Effective from: 1<sup>st</sup> December 2018



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## About Catalysts for Social Action (CSA)

Fact Sheet																									
Name of the organization	Catalysts for Social Action (CSA)																								
Registered address / Head office address	Registered address : C/O Accelya Kale Solution Ltd., 1 <sup>st</sup> Floor, Sharada Arcade, Satara Road, Pune - 411037, Maharashtra  Head office address: 711 & 712, Bhaveshwar Arcade Annex, Nityanand Nagar, LBS Marg, Ghatkopar 400086 (Opp Shreyas Cinema), Mumbai - Maharashtra. INDIA.																								
Telephone number	Mumbai Office:- 022-8291890505																								
Email / Website	<b>Email:</b> <a href="mailto:info@csa.org.in">info@csa.org.in</a> <b>Website:</b> <a href="http://www.csa.org.in">www.csa.org.in</a>																								
Geographical outreach	CSA currently supports 3600+ children in the states of Maharashtra (Mumbai & Pune), Odisha, Goa, Madhya Pradesh. In these states, we have field offices and permanent staff based locally.																								
PAN Card number	AAATC5088N																								
Registered as	A Society & a Trust																								
Registration details	<ul style="list-style-type: none"><li>○ <b>Society</b> - The Societies Registration Act 1860, vide Registration number MH/ 1282/ 2002/ Pune dated 03/09/2002.</li><li>○ <b>Trust</b> - The Bombay Public Trust Act 1950, vide Registration number F-18514 (Pune) dated 10/02/2003.</li><li>○ <b>Registration number for 12A</b> : Pn. ITO (OSD)/Regn./80G/12A (a)/45/2003-04, dated 30/07/2003.   Lifetime validity</li><li>○ <b>Registration number for 80G</b> : Pn/CIT- I/12A(a)/80G/243/2007-08/4757.   Lifetime validity</li><li>○ <b>FCRA registration</b> : 83930483 (Valid till dated 31/10/2021)</li><li>○ <b>Darpan Unique ID</b>: MH/2018/0193830</li></ul>																								
List of trustees	<div>Membership Strength: <b>9 members</b>    Remuneration: <b>NIL</b></div> <table><tr><th>SN</th><th>Name</th><th>Position</th></tr><tr><td>1</td><td>Vipul Jain</td><td>Co-founder &amp; President</td></tr><tr><td>2</td><td>Bharati Dasgupta</td><td>Co-founder &amp; Member</td></tr><tr><td>3</td><td>Shibani Jain</td><td>Co-founder &amp; Member</td></tr><tr><td>4</td><td>Bhaskar Bhattacharya</td><td>Secretary</td></tr><tr><td>5</td><td>Vinayak Kamath</td><td>Treasurer</td></tr><tr><td>6</td><td>Javed Tapia</td><td>Member</td></tr><tr><td>7</td><td>Vivek Sarin</td><td>Member</td></tr></table>	SN	Name	Position	1	Vipul Jain	Co-founder & President	2	Bharati Dasgupta	Co-founder & Member	3	Shibani Jain	Co-founder & Member	4	Bhaskar Bhattacharya	Secretary	5	Vinayak Kamath	Treasurer	6	Javed Tapia	Member	7	Vivek Sarin	Member
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Number of years of existence	15+ years (Since September 2002)																								

## **Vision, Mission and Values**

**Vision** - To build a nation where children in need of care and protection are nurtured into happy and contributing members of the society.

### **Mission**

We believe that every child needs a family or family-like care in a well-managed institution.

With this objective we work towards:

- Increasing adoptions and supporting adoptive parents and children
- Maintaining higher standards in child care homes
- Supporting children in their transition into independent living and secure livelihoods
- Supporting Government policies and their implementation

Our role is not only to provide direct services but to also act as a catalyst for systemic and sustainable change.

### **Values**

#### **Every child Matters**

- Our work must make a real difference to children.
- Every child is an individual and we must help him/her achieve their full potential

#### **Holistic Approach**

- We must be aware of the gaps and work towards closing them
- We must look beyond our immediate area of work or intervention to ensure that the overall problem is also being addressed
- We must work with partners who have specialized expertise

#### **Sustainable Change**

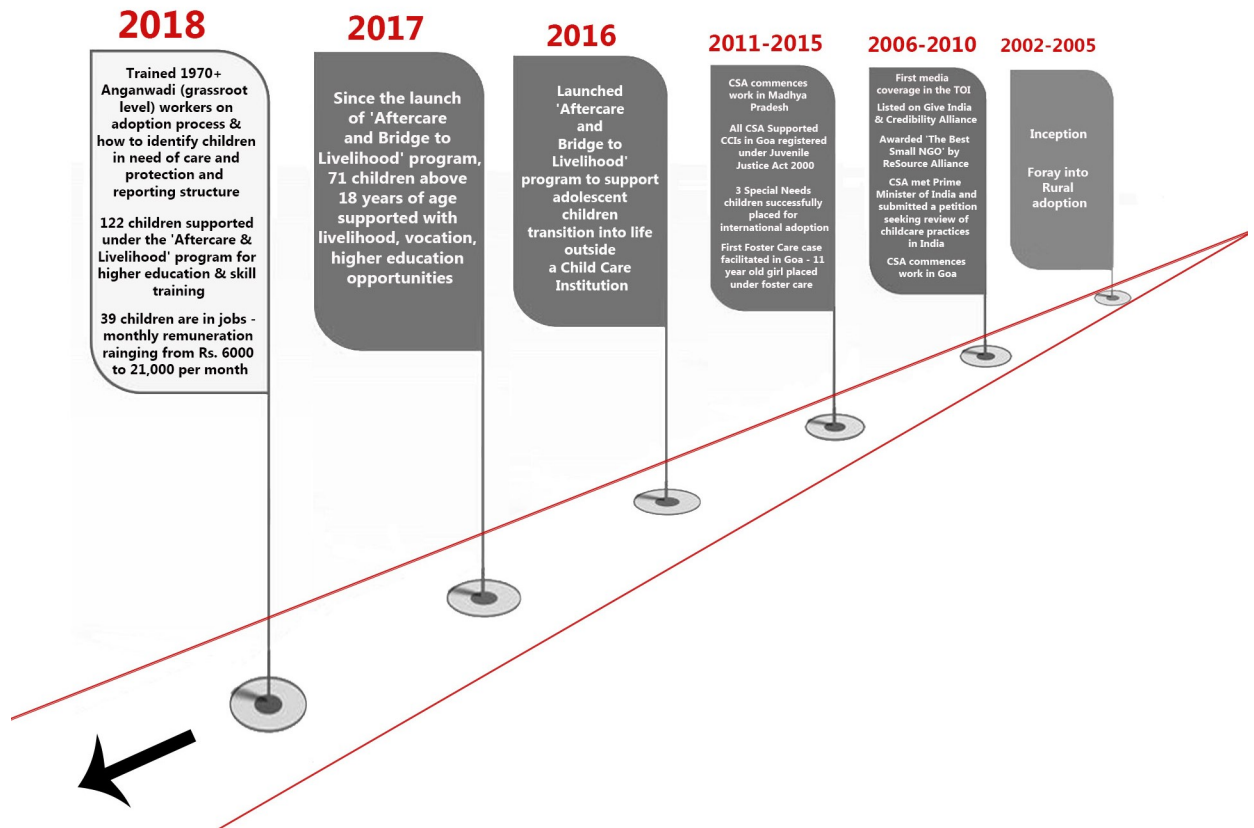
- Our interventions must be implemented all the way until the child is independent and is an earning adult
- Our work must create sustainable change for the child homes that we support
- We must work on the ecosystem to bring systemic change

#### **Best Management Practices**

- We must follow robust management practices across all verticals such as HR, Accounting, Donor Management, Technology and Program Management.
- We must follow rigorous and robust compliance and governance practices.

## Historical Milestones

Enlisted below are some significant milestones in our journey.

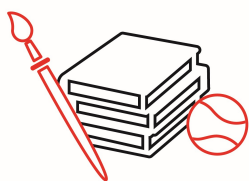


## Our Areas of Work



### Health & Nutrition

- Health & WaSH (Water, Sanitation & Hygiene)
- Supplementary Nutrition
- Infrastructure
- Day to Day Essentials



### Education & Child Development

- Education
- Life Skills
- Recreation
- Sports



### Livelihood & Aftercare

- Preparatory program
- Aftercare support – Higher Education & Skill Training
- Vocation Training



### Capacity Building & Advocacy

- Adoption
- CCI Capacity Building
- Stakeholder Workshops & Trainings

## Health & Nutrition

Program / Interventions	Objective	On-ground Approach/Interventions
<b>Health, Hygiene &amp; Sanitation</b>	To improve Children's health, hygiene & sanitation conditions of CCIs, thus ensuring a good base for development of children	<ul style="list-style-type: none"> <li>• Bi-yearly basic health check-up in August &amp; February under 4 areas - Dental, Eye, ENT and Physical &amp; Others</li> <li>• Prescribed treatment for children based on health check-up results</li> <li>• Awareness trainings on basic health care &amp; hygiene for children and staff</li> <li>• Availability of basic &amp; additional hygiene kit and sanitation material to the children &amp; CCI respectively</li> </ul>
<b>Supplementary Nutrition</b>	Support being provided to children in the form of supplementary nutrition in order to improve overall health & BMI levels	<ul style="list-style-type: none"> <li>• Bi-yearly BMI (Body Mass Index) level assessment</li> <li>• Consultation with nutritionist based on BMI status, post health check-ups</li> <li>• Supplementary nutrition support – fruits, vegetables, milk, nutritious snacks etc. based on suggestions from nutritionist</li> <li>• Regular follow-up &amp; monitoring of the nutrition support provided</li> </ul>
<b>Day To Day Essentials</b>	To ensure basic day to day requirements are available	<ul style="list-style-type: none"> <li>• Providing innerwear, footwear and other essentials</li> </ul>
<b>Infrastructure to improve health &amp; hygiene</b>	To provide safe & hygienic living conditions	<ul style="list-style-type: none"> <li>• Support basic repairs and toilet / bathroom construction</li> <li>• Support for beds and bedding kit, water filters, basic electrification, whitewash etc.</li> </ul>

## Education & Child Development

Program / Interventions	Objective	On-ground Approach/Interventions
<b>Education</b>	To improve education outcomes and learning level of the children	<ul style="list-style-type: none"> <li>• Out of school academic support through Tuition training for Language &amp; Mathematics</li> <li>• Recruitment of Tuition Teachers (TTs) and bi-yearly training on innovative teaching &amp; learning practices</li> <li>• Baseline &amp; End line assessments to review the intervention and impact</li> <li>• Focused Bi-monthly classroom engagements by CSA Program Officers</li> <li>• Monthly Staff Review with all the TTs and trustees/CCI manager</li> <li>• Provision of education material – school uniforms, shoes, stationery and support for school fees</li> <li>• Provide coaching class support for children in 10<sup>th</sup> and 12<sup>th</sup> grades</li> </ul>
<b>Life-Skills (from year 2 onwards)</b>	To help in development of key life skill competencies	<ul style="list-style-type: none"> <li>• Imparting 25 Life skill sessions on 21st century life skills (Communication, Self-Awareness, Critical Thinking, Collaboration &amp; Self Esteem) to 14+ year old children</li> <li>• Baseline &amp; Endline assessments</li> <li>• Imparting Adolescent Health education Program (AHP) on knowledge, skill and attitude development on sexual health and related aspects</li> </ul>
<b>Learn with fun</b>	Creating an ecosystem for fun and learning	<ul style="list-style-type: none"> <li>• Arranging educational visits to historic places</li> <li>• Festival celebration</li> <li>• Learning through extracurricular forums &amp; hobby classes</li> </ul>

## Livelihood & Aftercare

Program / Interventions	Objective	On-ground Approach/Interventions
<b>Preparatory Program</b>	To prepare children above 14+ years of age for livelihood & independent living outside the CCI	<ul style="list-style-type: none"> <li>• Career awareness and orientation</li> <li>• Career Counselling</li> <li>• Financial literacy training</li> <li>• Computer literacy</li> </ul>
<b>Aftercare Support</b>	To help children over 18+ years transition into decent careers & jobs	<ul style="list-style-type: none"> <li>• Livelihood training and/or higher education support along with job placement</li> <li>• Focused and consistent mentoring &amp; handholding</li> <li>• Support for stay, food, day to day essentials (aftercare kit)</li> </ul>
<b>Vocational Training</b>	To provide skills to children based on their interest through various vocational courses	<ul style="list-style-type: none"> <li>• Organization/execution of various vocational short term training for 14+ yrs children (e.g. – computer training, self-defence etc.)</li> </ul>

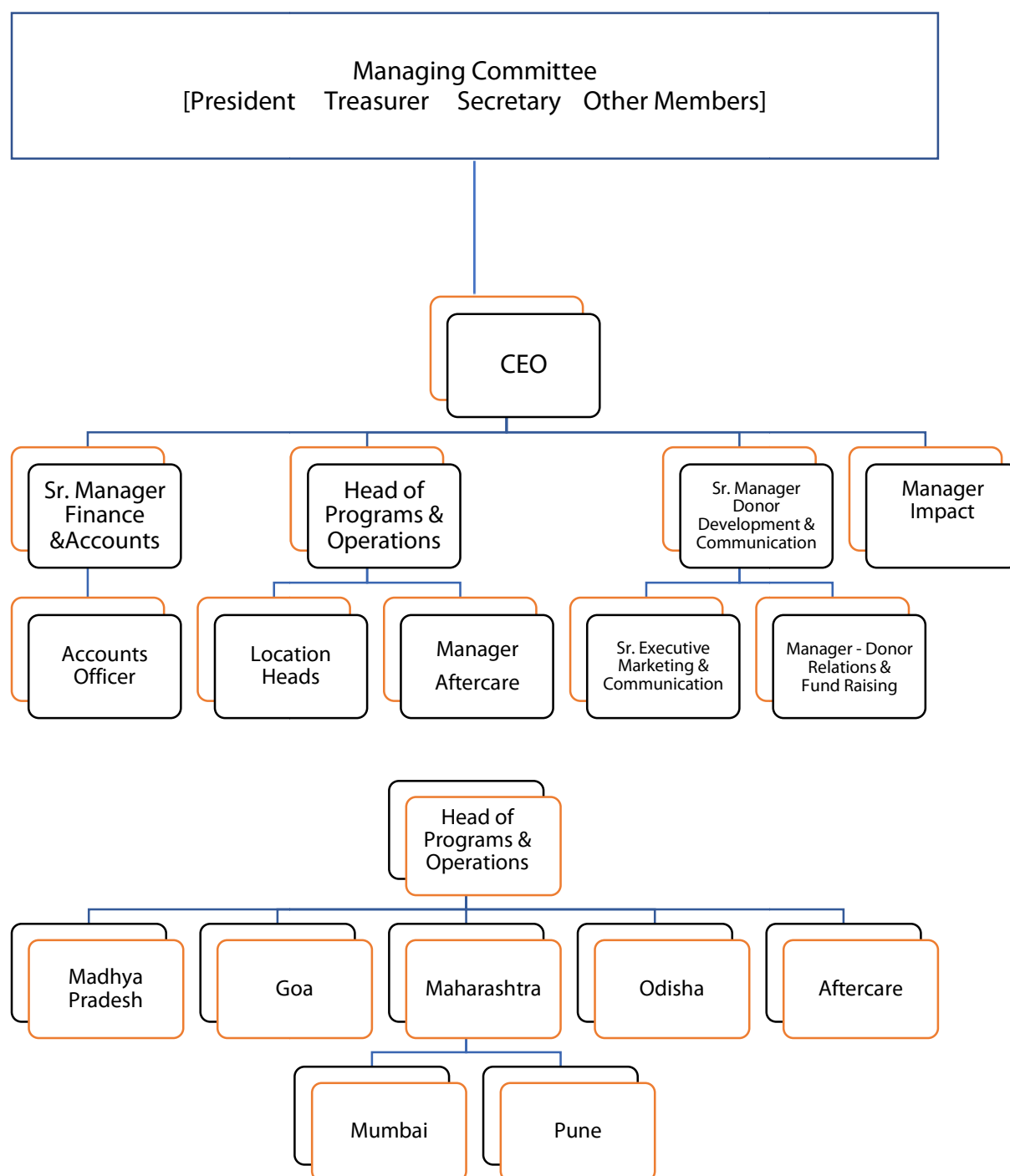


## Capacity Building & Advocacy

Program / Interventions	Objective	On-ground Approach/Interventions
<b>Adoption</b>	To help children get into the adoption stream so that they have a chance at getting adopted	<ul style="list-style-type: none"> <li>• Making Children Legally free for adoption by assessing parental contact of children at child care institutions and reporting them to the child welfare committees to make them legally free</li> <li>• Helpline to support prospective adoptive parents with inquiries around application &amp; documentation process</li> <li>• Grassroots level workshops to train Anganwadi workers on adoption process &amp; how to identify children in need of care &amp; protection</li> </ul>
<b>CCI Capacity Building</b>	To help build capacity & capability of CCIs to sustain their work in child care at a higher level	<ul style="list-style-type: none"> <li>• Train CCI trustees, management &amp; staff on Juvenile Justice Act, documentation &amp; record maintenance and best child care practices</li> </ul>
<b>Stakeholder Workshops &amp; Trainings</b>	To build awareness amongst stakeholders around children in CCIs & adoption	<ul style="list-style-type: none"> <li>• Conduct sensitization workshops for grass root level workers, CWC, hospitals, police, adoptive parents, judiciary etc.</li> <li>• Trainings for CCI staff on Juvenile Justice Act</li> </ul>

## Authority and Accountability Issues in the Organization

### Organizational Structure



#### Program Team

- Program Manager
- Sr. Program Officer
- Program Officer

## Scope and Purpose of Policy

Welcome to Catalysts for Social Action (CSA). You have embarked on an exciting journey with us as a volunteer.

The Volunteer Management policy forms the foundation upon which the volunteering programme at CSA is based.

This policy is applicable to all full time/part time volunteers of CSA in India. All volunteers are expected to read and understand the same and abide by the policies, rules and regulations provided herein.

Any changes to the policy will be circulated as and when changes are made.

If you need any further clarification on any aspect of this policy, please reach out to Wilma Correa ([wilma.correa@csa.org.in](mailto:wilma.correa@csa.org.in)) who overlooks Volunteer management at CSA.

This policy was documented in November 2018 by Wilma Correa in consultation with the Management and will be reviewed annually during the month of April. It will be made available to volunteers as and when new volunteers come onboard.

We look forward to your active contribution towards the growth and success of our organization.

## Volunteer Coordinator

The Volunteer Coordinator (VC) plays a vital role by driving the volunteer management program at CSA and providing ongoing support to volunteers.

The candidate must have strong communication and management skills, since he/she must volunteer with many different kinds of people at different levels in the organization as well as from outside. The VC will report into the CEO.

The VC is the main point of contact for all volunteers at CSA. This person is responsible for selecting, training, and supervising volunteers and must communicate effectively with volunteers and program teams.

The VC helps volunteers understand the volunteering role in detail, is there to answer any queries that may arise, and is the main point of contact for the volunteer. Apart from the coordinator, the volunteer also receives support from:

- Accounts & Admin Head: For all queries relating to daily operating procedures – maintenance of discipline in office, amenities in office, hygiene in office, IT-support queries etc
- Program Head: For all program-related queries, if the volunteer coordinator is unable to answer these
- CEO: If the volunteer feels that his/her queries are still not being addressed by any of the other designated team members, he/she could approach the CEO for guidance and support

The VC role is currently managed by the Donor Relations and Communication Head.

## Volunteer Coordinator Role Description Template

<b>Role Title:</b>	<b>Department:</b>
<b>Reports to:</b>	<b>Location:</b>

### ROLE OVERVIEW

Volunteer Coordinator (VC) is appointed / assigned the task to ensure that the interests of volunteers are served. They may coordinate and schedule volunteers on an ongoing basis or organize single events. The VC is largely responsible for setting up plans & processes in conjunction with the CEO and managing volunteers within the organisation.

<b>ROLES AND RESPONSIBILITIES</b>	
<b>Recruitment &amp; Selection</b>	When new volunteers are required, the Volunteer Coordinator uses a variety of methods to attract suitable candidates - post volunteer opportunities online, on social media, word of mouth, referrals etc. Will also interview potential volunteers to determine if they are a good fit.
<b>Orientation</b>	Ensure Proper orientation for volunteers in order to enable them to perform their role as required, ensure they understand their responsibilities within our organization.
<b>Training &amp; Development</b>	Once a new volunteer comes on board, it's the Volunteer Coordinator's responsibility to provide comprehensive training, conduct orientation sessions and help new volunteers get settled into their roles.
<b>Communication /Policy</b>	Volunteer coordinators must also maintain communication with existing / new volunteers. It is important that they feel appreciated and stay informed of relevant processes, timelines etc.
<b>Management - (Engagement, Motivation, Assessment, Resignation, Conflicts, disciplinary action, etc.)</b>	Manage the life cycle of volunteer while he/she is with the organization, match interested volunteers with an opportunity that suits their skill set, make an effort to ensure that individual volunteers feel comfortable and understand their responsibilities
<b>Rewards &amp; Recognition</b>	Make known to volunteers the overall policy around rewards, recognition, process around reimbursements - may or may not provide depending on the role & time period etc.

## Definitions

<p><b>Volunteer:</b> Volunteer is anyone who spends time, volunteers with the organisation. Volunteers are required to volunteer for a minimum of 6 hours per week. CSA offers NO remuneration to volunteers and they may or may not be reimbursed. Volunteers shall <b>not</b> be considered as 'employees' – part time, full time or temporary employees of the organization or get any benefits available/applicable to employees</p>	<p><b>Intern:</b> Intern is usually a student who spends a specified time stipulated by their educational Institute to learn certain skill sets. Reimbursement is decided by CSA on a case to case basis.</p> <p>Interns shall not be considered as 'employees' – part time, full time or temporary employees of the organization or get any benefits available/applicable to employees</p>	<p><b>Apprentice:</b> An apprentice is a person who works under an experienced senior professional in order to learn a skill for a fixed period and gets a stipend. This is governed by The Apprentices Act 1961 in India. At CSA, we do NOT hire apprentices</p>	<p><b>Overseas Volunteer:</b> Is an individual who volunteers his/her time &amp; skills without expectation of any monetary compensation, financial gain, benefit or reward outside their respective home countries. Will not receive any reimbursement from CSA. Overseas volunteers should have appropriate volunteer visas to volunteer in India</p>
<p><b>Overseas Intern:</b> is anyone with certain skill sets who interns with or without pay, in order to gain experience outside their respective home countries. Interns shall not be considered as 'employees' of the organization. Overseas interns should have appropriate volunteer visas to volunteer in India. At CSA, we do NOT induct overseas interns</p>	<p><b>Volunteer Coordinator:</b> The Volunteer Coordinator is the main point of contact for all volunteers at CSA. This person is responsible for selecting, training, and supervising the volunteer staff and must communicate effectively with volunteers and program staff.</p>	<p><b>Child Care Institution:</b> A child care institution as defined under the JJ Act 2015 means Children's Home, Open Shelter, Observation Home, Special Home recognized under the Act for providing care and protection to children, who are in need of such services.</p>	

## Profile of Volunteers at CSA

At CSA, we currently have the following volunteer profiles –

<p><b>School student:</b> A person formally engaged in learning at a school – middle or secondary school.  <b>Minimum Duration:</b> 1-4 weeks</p> <p><b>Reimbursements:</b> Will not receive any reimbursements from CSA</p>	<p><b>College / Management Interns:</b> A person enrolled in a college / university or management institution with certain skill sets.  <b>Minimum Duration:</b> 4-6 weeks</p> <p><b>Reimbursements:</b> Will not receive any reimbursement from CSA</p>	<p><b>Corporate Volunteer:</b> Constitutes employees of an organization taking part in social activities on a voluntary basis.  <b>Minimum Duration:</b> 2-4 weeks</p> <p><b>Reimbursements:</b> Will not receive any reimbursement from CSA</p>	<p><b>Event Management Volunteer:</b> Volunteer volunteering on specific events for CSA (Fundraiser, Campaigns, workshops etc.) for a period ranging from 2 to 8 weeks.  <b>Minimum Duration:</b> 4-6 weeks</p> <p><b>Reimbursements:</b> May be given reimbursement in line with CSA's terms and conditions</p>
<p><b>Overseas Volunteer:</b> Is an individual who volunteers his/her services without expectation of any monetary compensation, financial gain, benefit or reward outside their respective home countries. Overseas volunteers should have appropriate volunteer visas to volunteer in India  <b>Minimum Duration:</b> 4-6 weeks</p> <p><b>Reimbursements:</b> Will not receive any reimbursement from CSA.</p>	<p><b>Housewife:</b> Homemaker or a woman on sabbatical.  <b>Minimum Duration:</b> 2-4 weeks</p> <p><b>Reimbursements:</b> May or may not receive reimbursements from CSA</p>		

## Volunteer – Volunteer Plan and Roles and Responsibilities

**Volunteer Profiles** at CSA have been described in detail on the previous page

Volunteers play an important role in developmental organisations by bringing in fresh ideas, enthusiasm & passion especially for causes that are close to their heart. People choose to volunteer for a variety of reasons. For some, it offers the chance to give something back to the community or make a difference to the people around them. For others, it provides an opportunity to develop new skills or build on existing experience and knowledge. However, it is important for a volunteer to understand what he/she is expected to do when they take a volunteering opportunity.

We have stipulated a few roles and responsibilities that volunteers are expected to accomplish during their tenure with CSA. The Volunteer roles and responsibilities are put together by the Volunteer Coordinator and will be reviewed periodically

### Volunteer Roles and Responsibilities –

Volunteers are a valuable resource to any organization. At CSA, we offer volunteers meaningful roles that will help enhance the lives of children from child care institutions we partner with.

Volunteers will either work at the CSA office on different projects, assignments related to programs, fundraising, communication, HR & Admin, Finance & Accounts OR will work directly on the field delivering different projects on the ground & working with children at our partner child care institutions.

We would like all volunteers to work with full commitment, regularity and punctuality.

### Volunteer Work Plans

We have created a series of volunteer work plans in line with our areas of work and other supported functions. Details below –

#### 1. Program – Health and Nutrition

Description	Suitable Profile	Tasks that can be undertaken	Duration
<ul style="list-style-type: none"><li>- To improve health, hygiene, sanitation conditions, fill gaps in nutrition support thus ensuring a safe, healthy, hygienic environment for development of children</li><li>- Health checkups conducted twice a year consisting of dental, ENT, eyes &amp; overall examination to determine if children</li></ul>	College Students / Corporates / Housewives	<ul style="list-style-type: none"><li>- Conduct <b>Health Check Up</b> Camps:<ul style="list-style-type: none"><li>• Organizing &amp; coordinating the event</li><li>• Filling forms for the doctor</li><li>• Documenting Child health data</li><li>• Height/Weight measurement</li></ul></li><li>- Conduct <b>Hygiene Awareness</b> sessions:<ul style="list-style-type: none"><li>• Conduct Awareness training on oral hygiene, personal hygiene, importance of hand washing, right and wrong touch etc.</li><li>• Distribution of hygiene kits to</li></ul></li></ul>	<ul style="list-style-type: none"><li>1 day</li><li>1 day each session</li></ul>



are suffering from any illness		children	
- Hygiene kits distributed twice a year (6 months' supply at a time) consisting of toothbrush, toothpaste, bathing soap & washing soap – to help kids learn & maintain a hygienic lifestyle & reduce incidence of illnesses			

## 2. Program – Education and Child Development

Description	Suitable Profile	Tasks that can be undertaken	Duration
To improve education outcomes & learning levels of children, help in development of key life skill competencies & create an ecosystem for fun & learning	School Students / College Students / Corporates / Housewives	<ul style="list-style-type: none"> <li>- Conduct <b>Tutoring</b> sessions: <ul style="list-style-type: none"> <li>Assist children who need support and help with their studies</li> <li>Spoken English class</li> </ul> </li> <li>- Organize <b>Educational visits / Festival sessions</b> : <ul style="list-style-type: none"> <li>Arranging educational visits to historic places</li> <li>Festival celebration</li> <li>Learning through extracurricular forums &amp; hobby classes</li> <li>Mural Painting, Whitewashing of premise</li> </ul> </li> </ul>	<p>1 or 2 times a week for 3 to 6 months</p> <p>1 day each session</p>

## 3. Livelihood and Aftercare

Description	Suitable Profile	Tasks that can be undertaken	Duration
To prepare adolescent children for livelihood & independent living outside the Child Care Institution (CCI), provide skills based on interest through vocational training, help 18+ children transition into decent careers & jobs	Corporates	<ul style="list-style-type: none"> <li>- Conduct <b>Career awareness</b> sessions: <ul style="list-style-type: none"> <li>Arranging exposure visits to different offices</li> <li>Providing information on various careers, competitive exams, application process etc.</li> <li>Financial literacy sessions</li> </ul> </li> <li>- <b>Mentoring</b> children: <ul style="list-style-type: none"> <li>Depends on employee aptitude and mentoring ability</li> <li>Orientation session for prospective mentors</li> </ul> </li> </ul>	<p>1 day session each</p> <p>Minimum 2 times a month for 6 months as a mentor</p>

#### 4. Capacity Building and Advocacy

Description	Suitable Profile	Tasks that can be undertaken	Duration
To help build capacity & capability of CCI to sustain their work in child care at a high level, build awareness around adoption process & increasing adoption numbers, to build awareness among stakeholders around children in CCIs and adoption	College Students / Corporates / <b>Overseas Volunteers</b>	<ul style="list-style-type: none"> <li>- <b>Documentation</b> review &amp; support: <ul style="list-style-type: none"> <li>• Documentation status of the CCI</li> <li>• Maintaining records of each child on file</li> <li>• Liaise with those in charge of CCI to maintain and update this data</li> </ul> </li> <li>- <b>Research:</b> <ul style="list-style-type: none"> <li>• Research, contribute meaningful articles</li> <li>• Create adoption awareness presentations, creative's</li> <li>• Run campaigns to support CCI programs, adoption</li> </ul> </li> </ul>	<p>1 to 2 days a month</p> <p>1 day each session</p>

#### 5. CSA Brand Building and Communication

Description	Suitable Profile	Tasks that can be undertaken	Duration
To help CSA enhance internal communication material, digital marketing presence, documentation & contribute to overall brand building exercise	College Students / Interns / <b>Overseas Volunteers</b>	<ul style="list-style-type: none"> <li>- <b>Annual Report, Newsletter, Website</b> content &amp; design</li> <li>- <b>Social media</b> engaging posts around specific topics, days</li> <li>- <b>Internal manuals, SOPs</b> – research &amp; compilation</li> <li>- <b>Photography</b> – capture good photos of children, activities etc.</li> </ul>	Minimum 4-6 weeks

## Volunteer Role Description Template

<b>Name of Volunteer:</b>	
<b>Reports to:</b>	
<b>Location:</b>	
<b>Start Date:</b>	
<b>End Date:</b>	
<b>Days &amp; Time:</b>	
<b>Reimbursements / travel costs if any (this will be specified) &amp; details</b>	

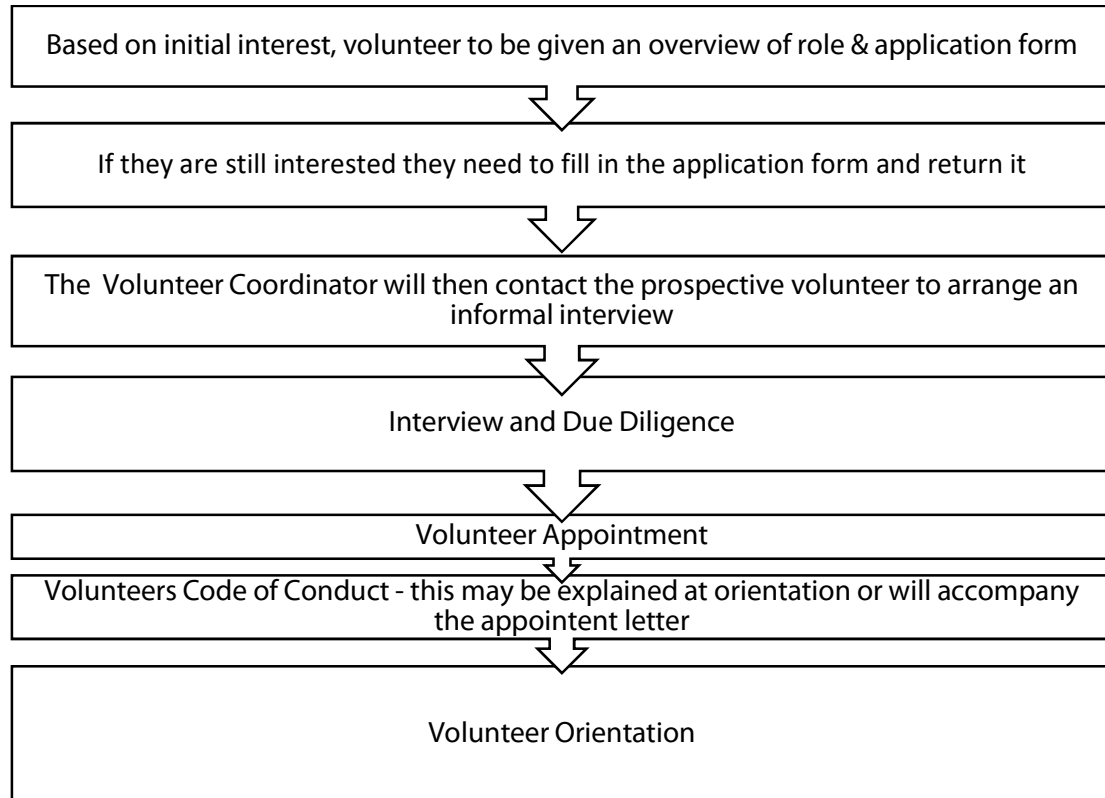
### ROLE OVERVIEW

Volunteers will either volunteer at the CSA office on different projects, assignments related to programs, fundraising, communication, HR & Admin, Finance & Accounts OR will volunteer directly on the field delivering different projects on the ground & volunteering with children at our partner child care institutions

ROLES AND RESPONSIBILITIES	
<b>General Responsibilities</b>	Reporting day and timing
<b>Project /Programme specific responsibilities</b>	Specific tasks will be listed in order of priority, skills required to accomplish the task, who will the volunteer be volunteering with (CSA staff or children or CCI staff)
<b>Deliverables</b>	Project weekly tracking, Project completion report, What is expected at the end of the project, for e.g. BMI has been recorded for all children, Annual report blueprint ready
<b>Expectations</b>	You will be a representative of CSA at all times, A high standard of responsible behaviour to be demonstrated, You are expected to adhere to the code of conduct & child protection policy

## Volunteer Recruitment

Our volunteer recruitment process aims to provide applicants with the information they need to find the right volunteer role for them. It also reflects the significance of our volunteers and to facilitate matching volunteers to roles within our organisation.



## Volunteer Search and Recruitment

### Search

Sources for local volunteers -

- Word of Mouth
- Referrals
- Volunteering organizations and platforms such as ConnectFor, IVolunteer, Internshala, TISS etc.
- Social Media adverts
- Management Institutions, Colleges

### Sources for overseas volunteers -

- Universities / Colleges abroad
- Fellowship programs
- Overseas Donors / Supporters

## Volunteer Recruitment Advertisement Template

Catchy Phrase / Tag line with an Image
About our cause / area we need volunteers for
How can volunteers bring a change / contribute?
What's in it for them as volunteers?
Contact Information for volunteers to get in touch with us (Email, phone & website link)
Call to action

## Volunteer Application

The Volunteer Application form is an important tool that helps us determine the capability, intent, skills & experience of the volunteer. The application form is developed and maintained by the Volunteer Coordinator. Interested candidates are required to fill the application form.

## Volunteer Application Form Template (Local)

<b>Personal / Contact Details:</b>	
<b>Name</b>	
Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss. <input type="checkbox"/>	
<b>Date of Birth</b>	___ / ___ / ___ DD/MM/YY
<b>Gender</b>	<input type="checkbox"/> Male <input type="checkbox"/> Female
<b>Address</b>	
<b>Phone 1 (Landline)</b>	
<b>Phone 2 (Mobile)</b>	
<b>Email address</b>	
<b>Current Occupation / Study Details</b>	<u>Details if Volunteering:</u> <input type="checkbox"/> Volunteer <input type="checkbox"/> Full time <input type="checkbox"/> Part time  <u>Details if Studying:</u> <input type="checkbox"/> Study <input type="checkbox"/> Full time <input type="checkbox"/> Part time
<b>Emergency Contact Details:</b>	
Name:	

Relationship to you:

Phone 1:

Phone 2:

**References:** *Please provide the names and contact details of at least two references*

Name:

☐ Male ☐ Female

Phone1:

Relationship to you:

Name:

☐ Male ☐ Female

Phone1:

Relationship to you:

**Experience and qualifications:** *Please provide details of experience relevant to this role*

*Attach CV*

*Please tick any of these skill areas if they relate to you:*

- ☐ Teaching or tutoring for different subjects
- ☐ Experience volunteering with underprivileged children
- ☐ Technical support (Data Analysis & Automation / Movie Making / Social Media Support)
- ☐ Mentoring Program (Volunteering Professionals)
- ☐ Fundraising & Events (Campaign design & roll out / Joy of Giving / Charity Gala / Marathon)
- ☐ Volunteer at CSA office

**Volunteering Details**

Time Commitment:

☐ Few Days ☐ 1 month ☐ 3 months ☐ more than 3 months

Number of Days a Week:

☐ 1-2 ☐ 3 ☐ 4 ☐ 5 ☐ more than 5

Preference:

☐ Weekdays ☐ Weekends

☐ Part time ☐ Full time

**Identity Proof Documents**

☐ Residential Proof Specify: \_\_\_\_\_

☐ PAN Card

☐ Aadhar Card

**Previous Volunteering Experience :**

Have you volunteered previously YES / NO

Where have you volunteered?

What was the role / position?

Duration

Reimbursement received YES / NO

What have you understood about CSA from our website?

How can you use your skills & experience to contribute to CSA?

What are your expectations from the volunteer role you will undertake at CSA?

How did you hear about CSA?

☐ Friends ☐ Website ☐ Social Media ☐ Internet Search ☐ Ex Volunteer ☐ Company ☐ Other

I understand that submitting this application form does not automatically register me as a volunteer but that there is a selection process including agreement to CSA's Child Protection Policy.

Signature:

Name:

Date:

## Volunteer Application Form Template (Overseas)

### Personal / Contact Details:

**Name**

Mr. ☐ Mrs. ☐ Miss. ☐

**Date of Birth**

\_\_\_ / \_\_\_ / \_\_\_\_ DD/MM/YY

**Gender**

☐ Male ☐ Female

**Address**

**Phone 1**

**Phone 2**

**Email address**

**Current Occupation /  
Study Details**

Details if Working:

☐ Work ☐ Full time ☐ Part time

Details if Studying:

☐ Study ☐ Full time ☐ Part time

### Local Indian Guardian Details:

Name:

Address:

Relationship to you:

Telephone No:

Email:

### References: *Please provide the names and contact details of at least two references*

Name:

☐ Male ☐ Female

Phone1:

Relationship to you:

Name:

☐ Male ☐ Female

Phone1:

Relationship to you:

### Experience and qualifications: *Please provide details of experience relevant to this role*

*Attach CV*

*Please tick any of these skill areas if they relate to you:*

☐ Teaching or tutoring for different subjects

☐ Experience volunteering with underprivileged children

☐ Technical support (Data Analysis & Automation / Movie Making / Social Media Support)

☐ Mentoring Program (Volunteering Professionals)

☐ Fundraising & Events (Campaign design & roll out / Joy of Giving or Giving Tuesday / Charity Gala / Marathon)

☐ Volunteer at CSA office



<b>Volunteering Details</b>	Time Commitment: <input type="checkbox"/> 1 month <input type="checkbox"/> 3 months <input type="checkbox"/> more than 3 months Number of Days a Week: <input type="checkbox"/> 1-2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> more than 5 Preference: <input type="checkbox"/> Weekdays <input type="checkbox"/> Weekends <input type="checkbox"/> Part time <input type="checkbox"/> Full time
<b>Documents for Foreign Nationals</b>	<input type="checkbox"/> Passport No. <input type="checkbox"/> Passport Status <input type="checkbox"/> Health Insurance Details
<b>Previous Volunteering Experience:</b>	
<b>Have you volunteered previously YES / NO</b>	
<b>Where have you volunteered?</b>	
<b>What was the role / position?</b>	
<b>Duration</b>	
<b>Reimbursement received YES / NO</b>	
<b>What have you understood about CSA from our website?</b>	
<b>How can you use your skills &amp; experience to contribute to CSA?</b>	
<b>What are your expectations from the volunteer role you will undertake at CSA?</b>	
<b>Are you aware of the landscape in India? CSA works with remote rural CCIs in the states of Madhya Pradesh, Odisha &amp; Maharashtra – will you be comfortable volunteering in these CCIs?</b>	
<b>How did you hear about CSA?</b>	
<input type="checkbox"/> Friends <input type="checkbox"/> Website <input type="checkbox"/> Social Media <input type="checkbox"/> Internet Search <input type="checkbox"/> Ex Volunteer <input type="checkbox"/> Company <input type="checkbox"/> Other	

I understand that submitting this application form does not automatically register me as a volunteer but that there is a selection process including agreement to CSA's Child Protection Policy.

**Signature:**

**Name:**

**Date:**

## Interviews and Due Diligence

### Volunteer Interviews

Volunteer interview process is quite important and can be very effective in determining if the volunteer is a good fit with our organization. We also want to give the volunteer sufficient information about CSA, so the volunteer can make an informed decision.

Volunteer Interviews will be conducted by way of face to face meeting by the Volunteer Coordinator and sometimes the Program Manager will also be involved in the process, if the candidate has to volunteer directly with the program team. Interviews are generally conducted within a week of receiving applications from interested volunteers.

Volunteer Interview details will be recorded and maintained in soft copies by the Volunteer Coordinator

**In case of Overseas Volunteers**, interviews will be conducted via Skype or available video conferencing services. It is important to communicate our culture, organization set up, local context and any other relevant information to overseas volunteers that will help them gain better understanding of the environment in which they are expected to volunteer.

### Volunteer Due Diligence

It is imperative to do a background check of volunteers enlisted with CSA especially if they will be taking on roles which will have a direct interaction with children at our supported Child Care Institutions. We seek 2 references and the reference checks will be done by the Volunteer Coordinator at CSA. Reference checks to be done prior to confirming a volunteer.

In case of volunteers that come via reference such as colleges, management institutions, corporates, generally a letter of recommendation from relevant stakeholders such as Principals, professors, teachers, HR or CSR representative are acceptable.

**In case of overseas volunteers**, letter of recommendation from the Principal or Professor is mandatory.

## Volunteer Appointment

The Volunteer Coordinator prepares/updates volunteer appointment letter and signs the same. The template will be reserved in soft copy format as part of the Volunteer Management policy and will be reviewed once a year.

Volunteer Appointment is a crucial step in the entire cycle. The main purpose of a Volunteer appointment letter - The VC must keep in mind that the appointment letter must clearly indicate volunteering and no reference to employment. Once the interview & due diligence process has been completed, appointment of selected volunteer will be initiated by the Volunteer Coordinator at CSA.

**The letter maybe given just prior to joining but ideally in case of volunteers, it may be given on the first day of joining. If the volunteer needs to submit any proof or reference he/she may do so at the same time.**

It is important that the volunteer reads, understands and accepts the terms of volunteering. A signature to accept the same is taken.

**For overseas volunteers, the appointment letter and code of conduct document will be sent in advance prior to arrival into India.** This will enable overseas volunteers understand the Indian context with regards to a number of areas.

## Volunteer Appointment Letter Template

Date \_\_\_\_\_

Mr./Ms. \_\_\_\_\_

Dear \_\_\_\_\_,

**Catalysts for Social Action (CSA)** was founded in 2002 as a nonprofit organization, with a goal to create a brighter future for children under institutional care. Our mission - We believe that every child needs a family or family-like care in a well-managed institution. We currently reach out to 3600+ children across 60+ child care institutions in 4 states of India.

We are pleased to appoint you as a **Volunteer** at our project/programme in Mumbai on the below mentioned terms and conditions:

### Duration / Timings / Leave / Reporting

- This will be from “\_\_\_\_\_ 2018 to \_\_\_\_\_ 2018”
- You will be required to volunteer for a minimum of XX hours/days per month.
- You will be reporting to \_\_\_\_\_
- You are eligible for the following leave benefits
- Weekly Holiday (Sunday)
- Applicable Bank Holiday in the month
- As a volunteer, you will not receive any remuneration or compensation for your services

### Reimbursements

- You will be permitted to reimburse travel to and fro from the project / CCI site up to a limit of XXXX
- You may claim any out of pocket expenses for stationary or resources you may use
- Kindly note that all expenses should be approved by the reporting authority **in advance and must be supported by valid bills**

### Roles & Responsibilities

- The Roles and Responsibilities are attached with this letter. As per the needs of the project, there may be additions / changes to the lists of tasks and Roles and Responsibilities about which you will be duly informed.
- Should you have any queries about the Roles and Responsibilities, kindly discuss with VC at the earliest.

### Code of Conduct

- You will be governed by the Volunteer policy of **Catalysts for Social Action (CSA)**.
- You are requested to follow **CSA's** General Code of Conduct.
- You will also be governed by **CSA's** Policy on Sexual Harassment (POSH) and Child Protection policies
- You are also expected to volunteer in adherence to **CSA's** Child Protection policy.

### **Dress & Behavior**

- You are requested to maintain appropriate standards of neat and professional dress. No low necklines or short lengths. No shorts for male volunteers. Your appearance and communication style have a bearing on how our beneficiaries/communities perceive you and whether they feel comfortable interacting with you.
- You are there on the field as our volunteer so communicate and act responsibly. Be very sure about the messages you disseminate.
- Kindly treat your fellow volunteers/interns, community members and children without any discrimination.

### **Beneficiary Confidentiality, Communication & Safety**

- You are requested to maintain the confidentiality of information shared with you and ensure that the data is not shared with any unauthorized persons.
- You are governed by the POSH and Child Protection Policy of our organization.
- You will not take photographs of any beneficiaries without their permission. As per our policy, no close up pictures can be taken.
- You will be bound by the Social media policy of our organization. Kindly note that posting pictures of individual beneficiaries or their close ups is disallowed.
- While posting on social media or communicating about our organization, please identify yourself as a volunteer and make it known that opinions are your own and not that of the organization.

### **Exit and Termination**

- A formal letter of exit should be given by the volunteer to the VC.
- All formalities and handover should be duly completed before the last day of leaving.
- **CSA** reserves the right to terminate the volunteer in any incidents of serious misconduct, non-performance or indiscipline.
- **CSA** reserves the right to not give the volunteer a reference letter if they leave without notice or handover

### **Safety / Indemnity**

- You will follow all safety rules laid down by the organization.
- You agree to hold **CSA**, its employees and its agencies harmless for any injury(s), loss or damages which you might sustain during the course of your volunteer assignments or duties. This waiver includes you, your family members and all legal heirs and survivors.

If any declaration given or information furnished by you to the organization proves to be false or if you are found to have willfully suppressed or concealed any material information, in such cases, you will be liable to removal from services without any notice.

Please sign and return the duplicate of this letter of appointment on or before the joining day to indicate your acceptance of this appointment and the terms of this letter agreement.

We welcome you to CSA and look forward to your association with us.

### **For Catalysts of Social Action**

#### **Volunteer Coordinator**

I have read and understood the above, and hereby accept the terms and conditions mentioned in the above letter

---

**Signature and Date  
(Volunteer)**

## Volunteers Code of Conduct

This code of conduct defines and sets out the principles, practices and procedures to be followed by volunteers, interns and guests at CSA. Discipline and code of conduct are meant for the safety and security of volunteers, interns and guests to avoid potential legal liabilities for CSA, and to maintain the dignity and reputation of CSA and our beneficiaries. Volunteers/interns/guests are expected to follow the Disciplinary Policy and Agreement during their tenure with CSA or face disciplinary action.

### Health & Safety

The health and safety of our volunteers is of utmost concern to us. Every effort is made by CSA to ensure the presence of a safe and productive volunteering environment for all our volunteers. All volunteers are requested to follow all safety information available with the Admin team and adhere by it.

Please convey all health-related and dietary concerns to your colleagues and safeguard yourself from it. Since most volunteers would be volunteering with children, if the volunteer is unwell, he/she should inform the VC and Reporting Manager and refrain from attending. Should the volunteer have a contagious infection, a medical certificate is required.

If there are any ongoing infection/illnesses in the child care institution, the volunteer may be asked not to come until such time as recommended by medical personnel.

CSA does not take any responsibility for any inadvertent accidents that may occur with the volunteer at the CCI

**Overseas volunteers must have health, accident, life & theft insurance.**

### Dress Code

Volunteers are expected to maintain appropriate standards of dress code and behavior. All are expected to be semi-casually dressed from Monday to Thursday and Friday and Saturday are casual dressing days. Slippers/floater are not permitted.

**Overseas Volunteers** - Please dress modestly as per Indian standards. For females – Long trousers, long skirts (below knee length) and loose shirts or T-shirts, or salwar kurtas (easily available Indian outfits). It is advisable for women not to wear sleeveless or too short outfits (above knees length) or low necklines. For males, long trousers, T-shirts or shirts are preferred. It is generally hot in our child care institutions, so you may want to avoid synthetic fabrics.

### Use of Internet

The internet facility is made available to keep the organization abreast with the developments in the outside world. All volunteers will be provided with desktops/laptops/printers/pen drives and internet for their use and as per their needs. However, the organization expects that it will be used judiciously.

Unwanted, offensive and unsafe websites must not be accessed.

Print outs must also be wisely taken.

### **Confidentiality and Integrity of Information**

All volunteers shall ensure the integrity of personal information provided by them to the organization. Information about CSA, its policies and its employees and beneficiaries obtained by virtue of volunteering with CSA is confidential and must be treated as such. Information should neither be modified nor destroyed without proper approval. During the course of volunteering, a volunteer shall not discuss, comment upon, disparage, misuse, disclose or publish any information including data pertaining to the organization, employees, and its current and prospective stakeholders, which is deemed as sensitive or confidential, in any manner or form, directly or indirectly, to any person or entity who may utilize such information for personal gain or any unlawful action.

At the time of exit, CSA volunteers shall handover all data, documents and assets pertaining to CSA in their possession to their reporting managers and ensure that a proper handover procedure is followed

### **Right to Privacy**

All volunteers must respect their colleague's right to privacy. They shall have no concern with their behavior outside the volunteer environment, unless such conduct hampers their performance at the organization, creates conflicts of interest or adversely affects CSA's reputation.

### **Compliance**

CSA volunteers whether in office or in the field must comply with all internal policies and regulations of CSA that is applicable to them. Willful non-adherence and deviation from CSA policies and rules will be treated as breach of conduct.

Volunteers are encouraged to communicate honestly and openly with their reporting managers and others in leadership positions and, in good faith, raise concerns — including those about possible misconduct, and violations of other policies and regulations.

When concerns are raised, reporting managers are expected to listen to and understand the concerns and take them seriously. If deemed appropriate, they may contact HR to undertake necessary investigations and follow-up actions.

### **Confidentiality and Data Protection**

All volunteers must maintain the confidentiality of information shared by CSA. This information is solely meant to be used in official documentation and should not be shared with unauthorized persons. As a volunteer, if you are engaged in surveys and data collection, please ensure that the information obtained by you is safely stored and not made available on the public domain. During your tenure at CSA, if you have been offered access to passwords for any platform/device/server, please do not share the password with others.

### **Interaction with Beneficiaries, their families & confidentiality**

Volunteers must maintain professional values and ethics at all times. They cannot employ or use beneficiaries for their own personal reasons. They must maintain confidentiality with regard to health and other issues of beneficiaries.



### **Reporting, Timings & Leave**

Volunteers will follow office timings and reporting as on their Appointment Letter.

Volunteers are entitled to the same official holidays as declared by the management of CSA for the staff. In situations where additional holidays are required by a volunteer, the volunteer must seek permission from the Volunteer Coordinator (VC) a week in advance at minimum by sending an email to the official VC email address. If a volunteer/intern is away without prior permission, the VC should address the issue and put emphasis on volunteer ethic and sense of responsibility. Warnings to the volunteer can be issued by email and after three warnings in consultation with the CEO, a volunteer can be asked to leave.

### **Communication**

Since we engage with children who come from a sensitive background, we have guidelines in place that will enable privacy of children & also general principles to be followed while posting on social media –

- Photos of children whose identity cannot be disclosed are not to be uploaded anywhere
- Seek consent from older children (18+) & child care institutions for related posts uploaded
- Use group pictures of children instead of individual wherever possible
- Taking photographs or videos of programme participants during events and activities within CSA premises is permitted with prior permission.

When in doubt, please ask your VC or other colleagues. Posting pictures on social media is prohibited unless permitted. As per the organization's child protection policy, no close ups and naming children is permitted in any print or online mediums. Volunteers should refrain from commenting to media at all times.

### **Grievances and Complaints**

Volunteers/interns/guests are entitled to use the CSA complaints procedure. Grievances should be directly reported to the VC by sending an email to the official VC mail address, with date and nature of the complaint. In the absence of the VC or the inability of the VC to address the matter, the volunteer/intern may approach the CEO. A response to the above grievance should be provided via email.

### **Reimbursement**

Volunteers will not be entitled to expenses such as travel and will only receive reimbursement of expenses in cases where the cost has been agreed to be covered by their Volunteer Coordinator in advance (using the expenses request form).

### **Behavior Code & Sexual Conduct**

Volunteers/Interns/Guests are expected to be culturally sensitive by demonstrating modesty in our premises and CCI's especially with regards to excessive physical intimacy. All Volunteers/Interns/Guests are required to abide by the organization's POSH policy and Child Protection policy

## Cultural Context

CSA is secular and does not discriminate on any basis of religion, nationality, caste, creed, color or sexual orientation. People are expected to maintain the same spirit at the volunteer place, particularly in their interactions with people from the community. We encourage volunteers/interns to have a dialogue with people and show respect for different beliefs and perspectives.

## For overseas volunteers beyond the volunteer timings

It is important to remember that during your tenure with CSA, you also represent us outside of the organization.

Information on local guardian and contact numbers should be provided.

Volunteers should refrain from unwarranted behaviour in public places. Do not carry your passport outside but a copy of Form C\*, passport copy, local address & emergency contact number.

**\*What is Form C?** Any Hotel/ Guest House/ Dharmashala/ Individual House/ University/ Hospital/ Institute/ NGO/Others etc. who provide accommodation to foreigners must submit the details of the residing foreigner in Form C to the Registration authorities within 24 hours of the arrival of the foreigner at their premises. This will help the registration authorities in locating and tracking foreigners. This document provides the functionality of registration process of Hotel/ Guest House/ Dharmashala/ Individual House / University/ Hospital/ Institute/ Others etc. owners for Form-C.

## Other

Tips or giving personal donations to the staff or beneficiaries are not encouraged. Alcohol consumption, smoking and substance abuse are prohibited within any of our organization premises at all times. We have zero tolerance for theft, corruption, sexual abuse.

## Handling Violations

We request all volunteers to adhere to the Volunteer Code of Conduct. As an organization, if it is not followed, it may result in disciplinary action or termination depending on the severity of the misconduct.

## Disciplinary Action

Warnings to a volunteer can be issued as so arises by email and after three warnings in consultation with the CEO, a volunteer can be asked to leave. Where appropriate, the role and placement of the volunteer/ intern/ guests may be terminated by the VC at one week's notice, or immediately, where behaviour equivalent to gross misconduct has occurred. In all cases, the volunteer will be entitled to an explanation of the decision and action taken. The VC will report any such terminations to the CEO.

## Overseas Volunteers – Application

Overseas persons may come to India as Volunteers, (now also as interns) or as Employees for an NGO. The Volunteer Coordinator in consultation with the CEO will determine the selection and appointment of overseas volunteers on a case by case basis.

A foreigner cannot volunteer/volunteer in India without having necessary employment Visa (E-Visa) permitting him/her to volunteer/volunteer in India.

The person concerned must obtain E-Visa even if he/she desires to come to India for honorary volunteer (without salary) with an NGO registered in India for volunteering on voluntary basis.

Change of host (NGO) by the foreigner during the validity of the E-Visa is NOT permissible.

Visa conversion: Conversion/extension of the Intern visa into Employment visa or any other type of visa is NOT permitted.

### 1. Invitation Letter from CSA to prospective volunteer

- CSA will provide an invitation letter, stating duration of volunteering and place.
- It may also state the details of return economy air ticket and who will bear the cost. Boarding and lodge cost to be borne by overseas volunteer unless otherwise specified.
- This letter would facilitate the visa application process.

### 2. Application for Visa

- The volunteer applies for the E-visa through the Indian Embassy in their country. They should get it in a few weeks.
- Visa is granted by the Indian Mission or Post abroad with special endorsement on his/her E-Visa "To Volunteer with NGO— (Name of the NGO and place of volunteer)" subject to usual checks and formalities.
- Obtain life/health/accident/theft insurance. Some countries have it mandatory for purpose of obtaining visa.

### 3. Three Types of Visas

**Visa for Volunteer** - They will be issued Employment Visa – marked Volunteer

**Duration:** This visa is for a year, can be extended.

**Remuneration:** These volunteers do not need not be paid any remuneration.

**Reimbursement:** They can be reimbursed out of pocket expenses.

**Visa for Overseas Volunteers who come for employment** (such as fellows etc)

They will be issued Employment Visa.

**Duration:** This visa is for a year, can be extended.

**Remuneration:** These will be deemed as employees of the NGO and will have to be paid a minimum remuneration of US \$ 25,000/- per annum.

**Reimbursement:** At the discretion of the NGO, they can be reimbursed additional out of pocket expenses.

OCI (Overseas Citizen of India) card holders do not need to get a separate employment visa and are not required to register with FRRO for seeking employment. They may take up employment in all areas except mountaineering, missionary and research volunteer and other volunteer requiring Protected Area Permit (PAP) and Restricted Area Permit (RAP).

An intern is essentially a trainee or apprentice who is appointed in order to gain experience or training in India.

**Visa for Overseas Intern:** - issued Employment Visa – marked Intern

**Who would qualify?** Intern visa may be granted to a student after he/she completes graduation/post-graduation. The gap between the completion of graduation/post-graduation and the commencement of the internship should not exceed one year.

**Duration:** The period of the Intern visa would be restricted to the duration of the internship program or one year, whichever is less. The visa may be extended by the FRRO/FRO beyond the initial visa validity period up to a total period of 5 years from the date of issue of the initial E-Visa, on a year to year basis, subject to good conduct, production of necessary documents in support of continued employment and no adverse security inputs about the foreigner. The intern can have single/double/multiple entries in India during the stated internship period.

**Remuneration:** minimum remuneration of US \$ 12,000/- per annum (company)

- Variable Stipend for NGO

**Reimbursement:** At the discretion of the NGO, they can be reimbursed out of pocket expenses.

#### **4. On arrival in India**

##### **On arrival in India**

1. NGO will help volunteer to **complete form 'C'**
2. Complete **Foreign Regional Registration Office** (FRRO) formalities on arrival in India within 14 days of arrival. CSA chooses to not accompany the volunteer for FRRO formalities (if applicable, certain countries are exempt)

*(The procedure above would not apply in case of an NRI (because he/she would be a citizen of India even if not resident in India) nor in the case of an OCI/PIO (under law an OCI/PIO may seek employment in the private sector).*

## Volunteer Letter or Invite Template (For Overseas Volunteers)

To be printed on CSA Letterhead

<Date>

Dear <Volunteer Name>:

Welcome to Catalysts for Social Action. We are inviting you to join us as a volunteer in the Department of <Department Name>.

We anticipate you will be with us from <duration start> until <duration end> as your schedule permits in <place>. You will have access to our office <room number(s)> in the <building name>. Your activities will include <description of services/activities>. As a volunteer, you will receive no remuneration or compensation for your voluntary services to CSA. However, you may be reimbursed for travel related expenses.

The economy airfare costs for return to be borne by you. Boarding and lodging cost are also to be borne by you.

You will be contacted regarding any pre-start requirements that need to be met or completed prior to your start date (i.e. reference check, any relevant trainings, etc.).

For Catalysts for Social Action,

<Volunteer Coordinator>  
<Title>

Cc: <CEO>

## Volunteer Orientation

Once the volunteer has communicated his/her acceptance, an Orientation is planned for them

Frequency of Orientation sessions for volunteers is generally once in a month. Orientation will be conducted & overseen by the VC in conjunction with other departments relevant to the tasks taken up by the volunteer at CSA.

### Orientation Induction Checklist Template

Task	Done (Yes/No)
Providing an organizational overview	
Making introductions with CSA staff and assigning a mentor or an orientation buddy	
Giving a tour of the assigned office space and the rest of the office/organization facility including: Where to safely put belongings <ul style="list-style-type: none"><li>• Location of the washroom, pantry, photocopier, and supplies, etc.</li><li>• Start and finish times, lunch time and breaks</li></ul> Appropriate safety procedures	
Understand own roles and responsibilities to be executed along with that of other departments and individuals	
Ensure that CSA Code of Conduct and Child Protection Policy is read and understood, and a declaration is signed to that effect.	
Understand programmes, projects, plan visits to CCIs	
Organize training sessions (if any)	

### Volunteer Reimbursements – Local/Overseas

At CSA, volunteers may be reimbursed for out-of-pocket expenses or travel expenses incurred while performing a task at the child care institution or on behalf of CSA (project execution etc.)

All reimbursements are subject to prior approval from the VC and the limit will be decided on case by case basis. The amount should not exceed Rs. 500 per day.

It is important to ensure that reimbursements are approved in advance & volunteers are required to maintain & submit supporting bills in order to be eligible for reimbursements.

All reimbursements to be claimed within 3 volunteering days from date of expense (before leaving if the volunteering service is shorter in duration).

Reimbursement claim form along with supporting bills to be submitted to VC or Reporting manager.

Listed below are different types of Compensation options –

- **Reimbursement:** Paid against actual allowable (approved in advance) expenses incurred by the volunteer. (By cash is allowed up to Rs. 2,000/-). They must produce bills or supporting evidence.
- **Honorarium:** A voluntary payment that is given for services for which payment is not legally or traditionally required. It is typically paid to help cover costs for the volunteer.

### Volunteer Database

A database of all volunteers volunteering with CSA will be maintained by the Communication executive. The Volunteer database will be maintained in an excel sheet on a common drive and will be updated once a month.

### Volunteer Database Template

Excel database with the following fields –

Full Name

Contact Number

Email Address

Location

Gender

Age

Skills (Events, CCI Programs, Social Media, Marketing, Communication etc.)

Reference

Interest Areas

## Volunteer Management

Managing volunteers effectively and providing them with adequate support results in longer retention of volunteers with the organization. The following steps encompass volunteer management process -

**Volunteer Training** – Ensure that volunteers are trained to fulfill their roles effectively. Trainings at the start of volunteering are essential & set the bar for volunteers to have that level of competency. Depending on the role undertaken by volunteer, either the VC or Program Manager will train volunteer in the initial phase. Thereafter, refresher sessions may be held from time to time depending on the tenure & nature of tasks that the volunteer is required to accomplish.

**Engaging Volunteers** – Volunteer engagement at different levels is critical to maintain & retain volunteers within our organization. Engagement starts from the recruitment of volunteers and includes training, retention efforts and also appreciation. When done properly, volunteer engagement can help our organization operate more effectively and makes our work more rewarding for everyone involved.

An engaged volunteer is more likely to give back and be an ambassador of the cause. An engaged volunteer team is more likely to gain more volunteers.

Some ways in which volunteers can be kept engaged –

- Make volunteers feel appreciated – Volunteers are given CSA T-shirt towards the end of their volunteering period in an effort to recognise their contribution
- Recognition for Volunteers by featuring their story either in the Annual Report or Website or Newsletter or Social Media
- Train volunteers and provide support
- Provide leadership opportunities within the scope of volunteering

**Volunteer Motivation** – Volunteers require us to motivate them in different ways –

- Know their reasons for volunteer & use it to create long-term commitment
- Communicate frequently with volunteer to manage expectations, welcome suggestions & feedback
- Let volunteers know that their opinions matter
- Show appreciation
- Provide recognition – via emails, social media, in person, children can give them cards etc.

**Volunteer Assessment** – Assess volunteers regularly by providing feedback, how do they manage their time, whether reporting happens on time, in a team setting, how much team work does the volunteer display, willingness to learn new things, punctuality/regular attendance, seeks feedback from the VC, seeks new opportunities to explore & perform

**Volunteer Retention** – Few points to keep in mind that will help with volunteer retention –

- Leverage volunteers skills and strengths
- Keep in touch with volunteers & promote future volunteering opportunities
- Thank volunteers for their time and skills imparted



## Volunteer Exit

Volunteer Exit may be voluntary – end of tenure or due to termination due to failure to comply with stipulated code of conduct or volunteer ethics.

The volunteer will inform the VC regarding his intent to exit in writing. The volunteer has to prepare a brief hand over plan in discussion with the VC and arrange to hand over all tasks to the appointed person.

An exit interview will be scheduled by the VC. An exit questionnaire will be handed over to volunteer to fill up along with his feedback on the whole experience.

Any reimbursements or other dues to be settled in line with the process outlined previously around settlement of dues

### Sample Exit Interview Questionnaire

<b>Name:</b>	
<b>Team/department:</b>	<b>Reporting to:</b>
<b>Date:</b>	<b>Interviewed by:</b>
The information contained within this Exit Interview Report is CONFIDENTIAL. It is not to be communicated to any person other than top management.	
<b>Could you please tell us about your overall volunteering experience at CSA?</b>	
<b>While joining our organization, what were the factors that contributed to you accepting the volunteering opportunity? Were these expectations realized? If not, why?</b>	
<b>Did the volunteer profile match with what was told to you when you were appointed?</b>	
<b>To what extent do you feel that your skills/knowledge was utilized? Did you feel motivated in your role?</b>	
<b>Was your decision to leave influenced by any of the following?</b> Yes No <ul style="list-style-type: none"><li>• Leaving the city</li><li>• Health reasons</li><li>• Family circumstances</li><li>• Secured a better position</li><li>• Career Prospects</li><li>• More knowledge/ Skills</li><li>• Others (please specify)</li></ul>	
<b>Was your decision to leave influenced because you were dissatisfied with any or all of the following?</b> Yes No <ul style="list-style-type: none"><li>• Type of volunteer / profile</li><li>• Volunteering conditions</li><li>• Training</li><li>• Supervision</li><li>• Others (please specify)</li></ul>	

**What do you think of the following in your role?**

	Excellent	Good	Fair	Poor
Orientation to role				
Volunteering conditions				
Volunteering hours				
Infrastructure provided				
Training provided				
Peers/Subordinates				
Team volunteer within the dept				
Transparent policies/systems				
Overall Environment				
Communication (between depts.)				
Communication (Top to Down) * (*On various changes and decisions taken by the management)				

**What was your attitude regarding your supervisor / Reporting manager?**

	Excellent	Good	Fair	Poor
Demonstrates fair and equal treatment				
Provides recognition				
Resolves complaints and problems				
Follows consistent policies and practices				
Informs on matters that directly relate to the role				
Encourages feedback & welcomes suggestions				
Knowledgeable regarding performance and accomplishments of staff				
Expresses instructions clearly				
Develops and encourages team volunteer				

**Would you recommend this organization to a friend or anyone as a place to volunteer / volunteer for?**

**If yes, why?**

If no, why not?

**What do you think about the image of our organization ?**

**Are there any grievances you would like to discuss?**

**Thank you very much for spending your valuable time. We wish you all the very best for your future**

**Signature of the Volunteer**

**Signature of the Interviewer**

## Volunteer Reference Letter Template

To be printed on CSA Letterhead

<Date>

To Whomsoever It May Concern:

This letter is a recommendation for <Name of Volunteer> who has been volunteering with Catalysts for Social Action for the past <period>.

<Name of Volunteer> has been volunteering on <project> and has demonstrated <different skills> to the best of his / her abilities.

We appreciate his / her contributions to the organization and wish him / her all the best for future endeavors.

For Catalysts for Social Action,

<Volunteer Coordinator>

<Title>

Cc: <CEO>

## Volunteer Feedback Form Template

Name - Mr. / Mrs. / Ms.

Duration

Reason for leaving

Assignments

PRE-VISIT (Skype call and e-mail communication with the University)

\*Overseas Volunteer

	Excellent	Good	Satisfactory	Poor
Briefing of the organisation's volunteer				
Understanding of the volunteer and your assignments				
Co-ordination of the volunteering period (paperwork & emails)				

### ORIENTATION – DAY 1

	Excellent	Good	Satisfactory	Poor
Welcome and directions to the office / CCI place				
Induction and understanding your role				
Understanding of the organisation's work				
Understanding of the role and your assignments				

### VOLUNTEER PLAN – THROUGH THE TENURE

	Excellent	Good	Satisfactory	Poor
Understanding your role				
Understanding of the organisation's work				
Understanding of the role and your assignments				

1. Would any of these options have made your experience better? You may add a line to suggest how
  - better use of time
  - shorter time commitment
  - more training
  - better orientation
  - more support
  - better communication
  - networking opportunities
  - more appreciation
  - more enjoyable roles/tasks

2. What did you like most about volunteering with us?

3. What did you like least about volunteering with us?
4. Would you recommend us to other potential volunteers?
5. Please suggest any changes you think we should make in the way we engage with volunteers
6. How would you describe your experience to a future volunteer? (In 3-4 lines)?

**For Overseas Volunteers**

7. What was your reason for choosing our organization /India?
8. What was your best memory about your stay?
9. What is one thing you would like to change?
10. What were your learning's/personal growth?
11. Would you like to continue to volunteer with us/stay in touch?
12. Would you recommend our NGO to others?

## CSA's Child Protection Policy

### Introduction

Children are more vulnerable than adults just by being children, dependent on others for the realization of their rights. In a childcare institution (CCI) setting such as children's homes, orphanages, shelter homes, observation homes, adoption agencies etc., children's exposure to issues that would impede their rights to a safe & protected environment is much higher and the risk of child abuse and violation of child rights is far greater. CSA believes and advocates for child protection. CSA recognizes this and therefore, realizes that it is imperative for all stakeholders of CSA (partner childcare institutions, employees - full & part time, associates, trustees, vendors, and contractors, referral organizations, volunteers - full & part time, donors) to practice the highest standards of child protection.

CSA's intervention with children at childcare institutions includes conducting various activities with children like (health & hygiene camps, educational, awareness sessions, children committees, Vocation training, Counselling, fun & games etc.) In order for CSA to achieve its objectives, it is dependent on a complex web of relationships that involve childcare institutions (CCI's) & their trustees, caretakers, Child Welfare Committees/Women & Child development officials, contract staff, donors, volunteers, communities, vendors, contractors, suppliers. CSA's success is dependent on the honesty, integrity and commitment of all its stakeholders. Therefore, to minimize child protection risk and ensure that children are protected at all times, CSA has developed this Child Protection Policy (CPP) with a clearly outlined code of conduct, basic minimum standards, reporting mechanism and operational guidelines. This policy also intends to increase the awareness on child protection at the workplace and in the community.

### Scope of the CSA Child Protection Policy (CPP)

This CPP applies to:

- **Catalysts for Social Action:** To include all staff (full and part time), trustees, consultants, contract staff and interns
- **Associates of Catalysts for Social Action:** To include contractors, donors, funding agencies, volunteers of CSA and any other individual/s volunteering with children on behalf of CSA

### Review of the CSA Child Protection Policy

This policy will be reviewed every three years by CSA. Upon review, changes made in the policy will be intimated to all organizations and persons who come within the scope of the policy and compliance with these changes would be mandatory.

### Guiding Principles

- Respect for dignity, liberty and freedom of the child
- The best interests of the child must remain in focus in all matters that affect or concern the child
- Children have the right to freedom of expression
- Children have the right to participate in decisions concerning them
- Respect for the child's right to privacy and confidentiality

- Zero tolerance of any form of abuse of any child whether direct or indirect
- Belief that child protection is the responsibility of all
- The child's health (mental, emotional, physical) safety, security & dignity is prime

### Objectives

- To ensure practice of the highest levels of child protection standards in CSA (including partner organizations)
- To ensure a well-defined and practiced reporting mechanism for child protection violations and time bound system of redressal
- To ensure assessment and management of child protection risk
- To ensure that there are basic minimum standards of child protection adhered to by all associates of CSA, partner organizations, contractors, donors, government and referral agencies, sponsors, funding agencies etc.
- To create consciousness and awareness about child protection

### 0.6 Policy Statement

Catalysts for Social Action (CSA) is committed to the protection and well-being of children in childcare institutions and adoption agencies. CSA adopts this CPP to ensure practice of the highest standards of child protection amongst all stakeholders. The policy creates a mechanism to report child protection violations and ensure prompt redressal.

#### 1.0 Components of the Child Protection Policy

##### 1.1 Code of Conduct

##### 1.2 Whistleblower Policy

##### 1.3 Implementation of the Policy

### 1.1 Code of Conduct

CSA recognizes the need for honesty, integrity and respect for the child to reflect both in decisions of the organization as well as in the conduct of its personnel. As a result, this code of conduct has been laid down for all staff and volunteer associates including permanent and full-time as well as part-time staff, consultants and volunteers at CSA and the partner organizations.

#### Personnel Should:

- Be conscious of and respect the privacy and dignity of each and every child at the childcare institution
- Be visible and not in a secluded place while in contact with children at the volunteer place
- Ensure that a culture of openness exists that facilitates children to interact and express their issues and concerns with staff in CSA settings
- Respect and encourage children's voices and views
- Make efforts to ensure children's participation in decisions that affect their lives
- Inform children about steps of interventions being taken with respect to them or in the context of their lives
- Protect the child by not disclosing the identity of the child outside the team

- Uphold the privacy of the child by not disclosing the identity of the child to the media
- Educate children about their rights, issues of abuse, neglect and exploitation
- Ensure that there are staff members of the same gender when escorting the child between locations and also when taking care of the child/children at any location
- Be conscious of the possible need to support or adopt a different response when dealing with children who may suffer from trauma or a challenge to ability, making them more vulnerable than other children in the same situation. Ensure that the child's traumatic experience is not published to visitors/funders/public
- Ensure that visitors, interns, volunteers, outsiders, other CSA staff not associated with the child care institute have prior permission from the orphanage management should they plan to visit or volunteer there

#### **Personnel Should Not:**

- Hug or caress a child
- Touch in an inappropriate manner or area that would make the child uncomfortable
- Spend time with children alone
- Stay in a room alone with a child for an extended period
- Allow interaction with a child in a closed environment without supervision (except for counseling)
- Sleep alone with any child
- Stay back at the child care institution/orphanage or interact with children after dark/ 19:00 hours
- Take children to the residence of the team members / program officers / managers/ HOD for the night
- Do things for children of a personal nature that they can do themselves, such as use the toilet, bathe or change clothes (unless the child is severely ill or injured - in such case, another staff / caretaker should also be present)
- Engage children in personal volunteer or employ children at volunteer or at home
- Use language or expressions that are inappropriate for a child
- Use corporal punishment or tolerate corporal punishment by the staff
- Make any physical gestures in a manner that appears to be inappropriate or have a sexual context or association
- Develop any relationship with any child that is or could be assumed to be exploitative or abusive
- Discriminate against children on any basis such as, for example, community, color, language, disability or physical features
- Stigmatize or humiliate a child
- Act in any manner that puts children at risk
- Give gifts directly to children
- Patronize any service that employs children
- Take any photograph that would or could potentially violate the child's dignity or privacy in any way
- Show pornographic images or videos



- Share their personal contact information with any children or seek personal information of the children
- Share any sensitive and confidential personal & family information shared by the child with CCI staff & management without taking the child's permission

### 1.2 Whistleblower Policy

The Whistleblower Policy is framed to ensure that there is an appropriate mechanism in place to ensure prompt and fair action in the case of a child protection violation.

**Response Mechanism in case of a child protection violation:** Outlined below is a reporting and response framework for any alleged, witnessed or suspected child protection violation

- Report the matter in writing, directly to the Director-CSA
- Reporting of child protection violations within CSA is mandatory - anybody coming across a child protection violation must report it
- The Director together with the Program Officer will investigate the matter and take appropriate action in accordance with the guidelines for disciplinary action as has been followed in the past OR outlined in the CSA's Employee Handbook
- While the matter is under investigation, the individual who is suspected of having committed a child protection violation must be removed from direct contact with children / suspended from service
- The matter is to be addressed and brought to closure within a month of having been reported - responsibility lies with the Director-CSA
- Any alarming or inappropriate behavior of a staff member and any action taken against the person must be noted in his / her personal record
- If the abuse falls under IPC (Indian Penal Court) or any other relevant law, First Information Report (*FIR*) must be filed with the local police by CSA

### 1.3 Implementation of the Policy

- The overall implementation of the policy would be the responsibility of the Director-CSA
- The issues concerning protection within CSA intervention cases would fall in the purview of the Director - CSA
- The Partnership Agreement between CSA and Childcare Institutions necessarily includes acceptance of the CPP and the Operational Guidelines detailed ahead in this policy document
- All agreements / contracts / Terms of reference between CSA and its associates would include acceptance of relevant clauses of the CPP and Operational Guidelines detailed ahead in this policy

## 2.0 Operational Guidelines

### 2.1 Human Resource Management

#### 2.2 Representation of Children in the Media

#### 2.3 Protection of Children benefiting from CSA's programs in Child Care Institutions

## 2.1 Human Resource Management

### 2.1a Recruitment

A standard recruitment process would be followed for recruitment of employees (CSA employees / CSA project staff at partner institutions)

- As part of the recruitment process, a resume and photograph should be submitted by the interviewee
- During the interview process -
  - Relevant questions should be asked to assess candidate's attitude and sensibilities regarding child protection
  - Explanations must be sought for matters such as gaps between periods of employment, frequent change of jobs or sudden resignation
- Applicant should provide complete contact information for at least two references along with the resume
- For each candidate, a thorough reference check should be carried out with the previous employer or the academic institute attended by the candidate (*if a fresh graduate*). Minimum of 2 reference checks for each candidate
- At the time of employment, the organization should also take the following from each employee -
  - Proof of Identity
  - Proof of Residence
  - PAN Card
  - Letter of experience from the previous employer
- A duly signed appointment letter should be issued to the employee mentioning conditions of employment
- All new recruits should be provided with a copy of the CPP
- All new recruits are to sign an undertaking acknowledging receipt of the CPP and stating their agreement and acceptance to all components of the Policy
- On recruitment, personnel file of the employee should be duly maintained  
The employee HR file should have -
  - Resume of the staff/employee
  - Photograph of the staff/employee recruited
  - Name and contact details of references and response of the reference checks
  - Copy of appointment letter given to the staff/employee
  - CPP undertaking signed by the staff/employee

- Identity verification documents (*PAN Card, Residence Proof*)
- Yearly performance review
- Each employee should be oriented to child protection and the CPP within a month of recruitment in CSA

### **2.1b Human Resource (HR) Practices for Associates of CSA**

For individuals who are associates of CSA, the guidelines for recruitment should be followed

- CSA does not associate itself with organizations that engage in activities that involve tobacco, alcohol and child labor
- In the case of organizations that want to associate with CSA or organizations that CSA desires to associate with, a detailed diligence exercise in addition to financial diligence needs to be undertaken to ensure that the organization's philosophy, mission, processes and practices are safe for children. The associate organization would need to:
  - Not employ child labor
  - Have zero-tolerance for any form of child exploitation and abuse
  - Not patronize any service that may be exploitative of children

## **2.2 Representation of Children in the Media**

### **2.2a Media**

- CSA must protect the dignity, identity and privacy of children when and if there is contact with the media
- CSA needs to ensure, to the best of its ability, that while highlighting child protection issues, the media does not disclose the identity and details such as name, address, photograph of the child, locality and school
- Documents and records identifying children need to be kept confidential
- CSA should ensure informed consent from the CCI before disclosing any story to the media
- If any case is being reported by the media, proper scrutiny and monitoring of the content is to be ensured. In case of inappropriate reporting, the team is to take action against the same. Such action could include for example, taking up the matter in writing with the media house concerned
- While disclosing children's stories to the media, CSA should ensure that the media covers the story in a responsible and sensitive manner – names, place & personal details NOT to be disclosed at any time
- A standardized press note could be prepared for release to the media; a staffer should be designated for dealing with the media on the case
- Testimonies by children or representation of children in the media to discuss the problem/ abuse should be prohibited completely

## **2.2b Communication Material**

- While photographing children or using children's images in the production of communication material, CSA should explain to the best of its ability, the context and use of the child's image/ images
- In case of representation of CSA cases in publications, it must be ensured that names are changed and photographs do not reveal identity
- Representation of children in CSA material which is detrimental to a child's rights and dignity should not be permitted
- Ensure child personal and physical information that could be used to identify the location of child should not be used on CSA website or in any other form of communication about a child
- Ensure individuals or organizations requesting the use of CSA resource such as videos or photographs should be required to sign an agreement with CSA as to the proper use of such materials (CSA Marketing Manager)

## **2.2c Use of CSA Unpublished Case Records/Studies**

To ensure that a child's right to privacy and confidentiality is not violated -

- No unpublished CSA case record (case sheet/ counseling report, case study, medical report) under any circumstances should be shared with any other individual / entity other than stakeholders involved in the case
- Further no informal verbal discussion of the case should be conducted with any individual/ entity/ anyone other than the stakeholders involved in the case
- Under no circumstances should the identity of the child be revealed to anyone other than the stakeholders involved in the case

## **2.3 Protection of Children benefiting from CSA's programs in Child Care Institutions**

CSA volunteers with children residing in Childcare Institutions day in and day out and our staff often interact with children. Desired requirements in any residential service that CSA volunteers with -

### **2.3a Legal Compliance**

- Registered under the Juvenile Justice (Care and Protection of Children) Act, 2015
- Duly licensed/ recognized as per the procedures laid down in the Juvenile Justice Model Rule/ state rules as shelter/ children's home and declared as a fit institution by the CWC of the district
- Has a management committee and facilitates management and monitoring as per norms of the Juvenile Justice (Care and Protection of Children) Act, 2015

### **2.3b Infrastructure\*\***

- Separate accommodation for boys and girls above the age of 6 years
- The home should have access to transport facility

- The shelter must have sufficient space for children inclusive of stipulated number of toilets & bathing rooms as per JJ ACT 2015
- Safety equipment such as fire extinguisher should be available in the premise
- A room must be allocated to keep the bedding of the children, locker system to keep the personal belongings of the children
- All kinds of sanitary facilities, safe drinking water, hygiene care etc. must be provided
- Barrier free environment, ramp used instead of stairs keeping in mind children with disability
- If the shelter is crowded, alternate arrangements should be made in order to shift the child
- The provision for security to guard the place, should be as per the ICPS standards
- Children's homes must as far as possible take in children as per their capacity and not over crowd the facility
- The premises should be disability-friendly

***\*\* Infrastructure related requirements are the sole responsibility of the CCI. CSA will work with CCIs and follow up with the CCI management to ensure that Infrastructure related requirements are in place, however, CSA is NOT responsible if the CCI does not meet stipulated requirements as per JJ Act 2015 and ICPS***

#### **2.3c Human Resources**

- A trained social worker must be appointed
- Counselor must be appointed
- Visiting doctor once a week
- Care taker/ House parent must be available
- 1 Tutor/ Teacher appointed for every 25 children
- Same gender employees with same gender children, however, women staff can be taken in at boy's home
- NO male staff in girl's home
- Child protection to be included in capacity building programs of staff

#### **2.3d Complaints Redressal Mechanism with Children's Homes**

- Complaint box where children can leave notes explaining their issues. The box should be opened periodically by the Management / Trustee of the institution and or by the board member of the organization
- Every organization needs to have a mechanism for reporting and response of child protection violation

### **3.0 Partner Organization Agreements**

- All of CSA's written agreements with partner organizations will include a clause referring to child protection and the expectation that the partner

- organization will have a child protection policy of its own or agree that its staff will abide by CSA's child protection behavior protocols

#### **4.0 Vendor's and Contractor's Agreements**

- Contractors / Vendors make a self-declaration stating that children (below 18 years) will not be employed by them for any task. This will be one of the clauses in the MOU in CSA's dealings with Contractors/Vendors

#### **5.0 Annexure**

##### **Statement of Commitment / Code of Conduct**

This code of conduct constitutes a set of standards for appropriate behaviour for guiding people who volunteer with Catalysts for Social Action (CSA), whether on a part time or permanent basis. It also gives guidance to avoid situations that increase chances of risk misbehaviour when in the company of children.

The code is applicable to anyone acting as a representative of the organisation, whose volunteer requires him/her to be in contact with children.

##### **Don'ts**

- Every organization needs to have a mechanism for reporting and response of child protection violation
- Spend time alone with a child either at the adult's home overnight or any secluded place
- Carry out personal activities on a child such as bathing and dressing
- Engage in inappropriate touch or physical contact with a child
- Make sexually provocative gestures towards a child
- Have a sexual relationship with a child
- Physically assault or abuse a child
- Make use of language that causes mental or emotional harm to a child
- Exploit children in any way or form
- Practice racial, cultural, gender based, religious, political or any other form of discrimination towards children.

##### **Do's**

- Avoid compromising situations that increase vulnerability
- Meet children in public places as much as possible
- Avoid actions and language and behavior of any kind that can be subject to misinterpretation by a third party
- Get informed written consent from CSA program officer or the CCI before taking photographs or statement from a child
- Be aware that age difference creates a power imbalance between adults and children and so avoid situations that might result in you taking advantage of children

## Statement of Declaration - Format

### Declaration

I (*Name*).....

have read and understood the guidelines, standards, and code of conduct as stated in the Catalysts for Social Action (CSA) Child Protection Policy.

I agree to abide unconditionally to the said policy, and will ensure that my conduct at all times ensures the protection of children as laid down in the policy

Title/Position: ..... State: .....

Signature: ..... Date: .....

Relationship with CSA: ☐ Employee ☐ Volunteer