

# Volunteer Policy

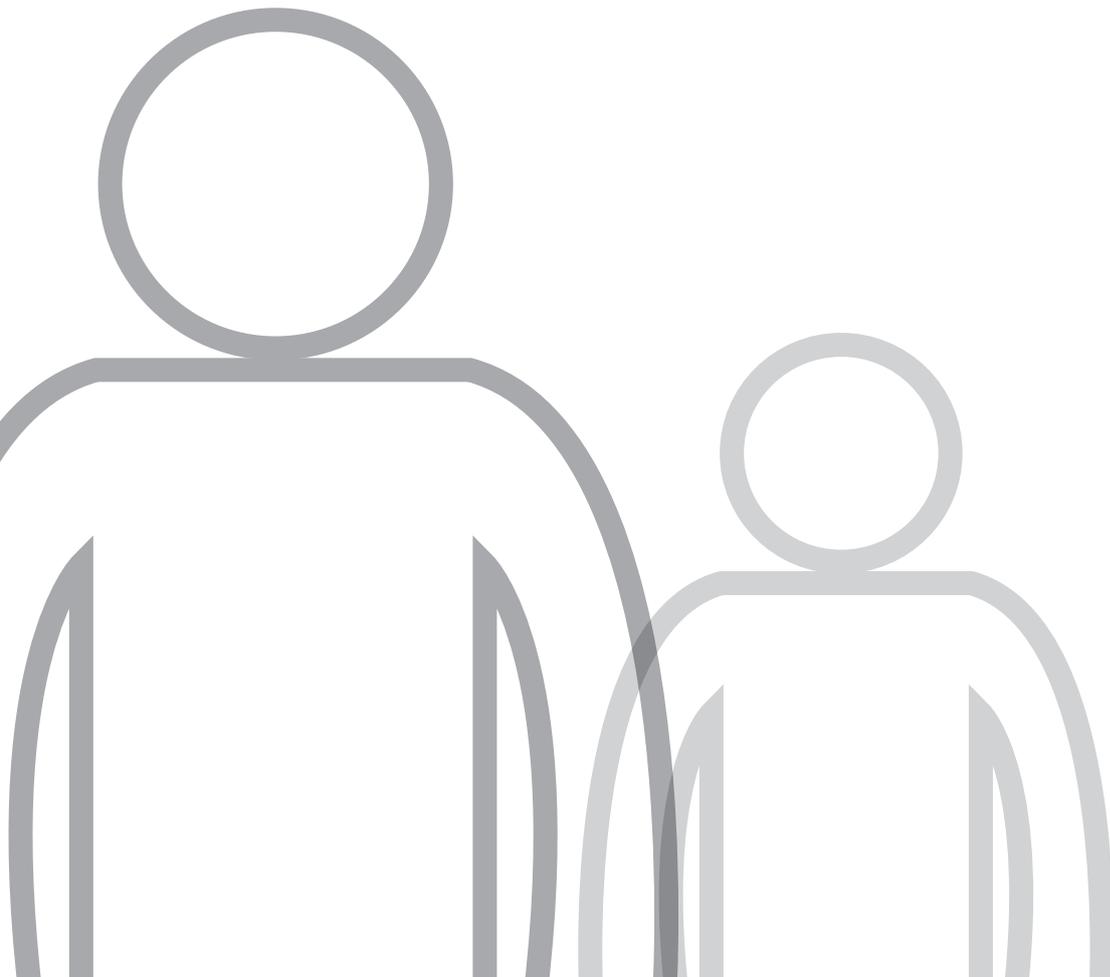
*Aarohi's mission is creating development opportunities for rural Himalayan communities through quality education and healthcare, promotion of livelihoods or any other development intervention.*

*Aarohi is an organization for rural development in the Kumaon Himalayas. A registered 'Society', it was set up with a vision of a more equitable society. Aarohi's mission is creating development opportunities for rural Himalayan communities through quality education and healthcare, promotion of livelihoods or any other development intervention.*

*Satoli is a quiet and picturesque village in Nainital District of Kumaon, situated at a height of 6,000 ft. above sea level. It is 90 km from the railhead of Kathgodam, 68 km from the district headquarters*

*of Nainital and 25 km from the nearest town of Almora.*

*Headquartered in Satoli, Aarohi and has road access, electricity and good mobile and internet connectivity. Local shops are able to supply basic provisions. There is a hindi medium, middle level school (till class 8) run by Aarohi and an allopathic hospital, Aarohi Arogya Kendra, with diagnostic, outpatient and emergency services and an operation theatre.*



The Volunteer Policy of Aarohi entails obligations on behalf of both the organization and the volunteer:

**Aarohi will:**

1. Provide or assist to get basic furnished accommodation to the volunteer. Those who can, should pay for the accommodation.
2. Cover the volunteer's cost of travel if traveling to another city or village for official work.
3. Take the volunteer through proper orientation to help him/her know the organization and staff with whom the volunteer needs to work. This would include a code of conduct (see below) expected out of the Volunteer and the penalties that are likely to be applied in case of a breach of the code of conduct.
4. Obtain a signed copy of the Volunteer's assignment along with the Volunteer Policy, and pass it on to the Facilitating Organization (if any).
5. Place the volunteer under a mentor, who would also act as his/her supervisor and reporting authority.
6. Provide general assistance for day-to-day work.
7. Ensure that volunteer performs the work assigned to her/him.
8. Reasonably guarantee security of the volunteer. Make every reasonable effort to ensure that the volunteer is not subjected to verbal, physical or sexual harassment. Aarohi would ensure prompt investigation and documentation of all allegations of harassment.
9. In the event of premature termination of volunteering, Aarohi would provide a written (email) report to any associated organization that may have sent the volunteer, stating the reason for termination, one week before taking any such action. Under extreme conditions requiring immediate action this can be communicated telephonically and would be followed by a written (email) report.

**Disclaimer**

While all efforts will be made to ensure that the volunteer is well looked after and her/his safety is maintained, Aarohi does not take responsibility of any untoward incident that may take place during the period of volunteering.

**Terms of Reference II (Between Host Organization and Volunteer) \*where applicable**

Before and during the placement Host Organization will:

- Share its Volunteer Policy in writing with the Volunteer clearly stating the organization's expectation of volunteers and rules and regulations to be followed during the course of the placement.
- Orient and inform the Volunteer on do's and don'ts for volunteers, potential risks of the region (natural and unnatural) and means to handle the same in the event of an emergency.
- Address the Volunteer's queries and fears satisfactorily and provide sufficient information about the region, placement, responsibilities, support, etc. such that s/he is equipped to work fairly independently.
- Explicitly state the support that the organization is willing to extend to Volunteer on a daily basis.
- Explicitly lay down the penalties, which a Volunteer shall be subjected to if there is a breach of code of conduct.
- Extend maximum support to the Volunteer in the event of an emergency.

## Volunteer's Code Of Conduct

By giving my consent to participate in Aarohi's volunteering program, I agree to abide by the following code of conduct:

- Shall act in good faith with utmost care, skill, diligence, and integrity.
- Shall be sensitive to the needs of others and respect their culture .
- Shall act within the authority conferred upon me.
- Shall keep in mind, at all times, the best interests of Aarohi, the Facilitating Organization (if any) and the rural community and strive to make a positive contribution.
- Shall not participate in or take any decision, which might bring about a conflict of interest with Aarohi, the Facilitating Organization or the rural community.
- Shall not make any statement or act in a manner, which is capable of embarrassing relations between any of the parties concerned.
- Shall not disclose any confidential information to a third party without proper authority.
- Shall keep both the Aarohi, the Facilitating Organization (if any) informed, at all times, of any developments which concern them.
- Shall adhere to Aarohi's policies, practices, procedures, dress code, and standards of conduct till the end of the Volunteering period.
- Shall submit timely output reports as required.

If any of these terms are breached, Aarohi and / or the Facilitating Organization (if any) may terminate the Volunteer-ship and/or may require reimbursement from the participant of payments that have already been made to her/him up to the date of termination.

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**Volunteer**  
**Date :**

.....  
**Secretary/Sector Head**  
**Date :**