

UGANDA RED CROSS SOCIETY VOLUNTEER POLICY 2001

1.0 INTRODUCTION

The purpose of this policy and guidelines is to:

- 1.1.1 Establish basic values and attitudes of Uganda Red Cross Society towards volunteering.
- 1.1.2 Reinforce the importance of volunteering to Uganda Red Cross Society.
- 1.1.3 Set out the responsibilities of Uganda Red Cross Society towards volunteers.
- 1.1.4 Set out the rights and responsibilities of people who volunteer for Uganda Red Cross Society.
- 1.1.5 Reinforce the importance of informal volunteering as imbedded in Ugandan culture and tradition.
- 1.1.6 This policy is fully in line with the Federation's policy on volunteering from 1999.

2.0 DEFINITION

A Uganda Red Cross Society volunteer is a person who freely contributes his/her services occasionally or regularly, not by a desire for material or financial gain or by external social, economic or political affiliation.

A Uganda Red Cross Society member is a person who has formally agreed to the condition or membership as required by the Uganda Red Cross Society constitution and rules and is entitled to stand and be an elected Representative on governing bodies and to vote.

Volunteers may or may not be members of Uganda Red Cross Society.

3.0 SCOPE

This policy and guidelines apply to Uganda Red Cross Society structures: the Headquarter, branches and sub branches.

4.0 BASIC PRINCIPLES

Volunteering is a means for an individual or group to put in practice the movements fundamental principle of voluntary service.

The Uganda Red Cross Society sub branches, branches and headquarters;

- 4.1.1 Are committed to promoting volunteering as a significant and positive contribution to mobilizing the power of humanity in improving the lives of the most vulnerable and to strengthening communities and civil society.
- 4.1.2 Recognize and value volunteering as a means of creating and supporting a network of people who are available for URCS in an emergency .
- 4.1.3 Value all volunteers primarily for their individual contributions, enthusiasm. and commitment, as well as for the experience and skills they can bring.
- 4.1.4 Are aware of and value informal volunteering in communities outside the society programs and activities through grass root development activities especially in the field of promotion of health and disaster preparedness.
- 4.1.5 This policy will be implemented on the base of the URCS strategic plan, the Federation's strategy 2010 and the Federation Volunteer Agenda 2005.

5.0 STATEMENT OF RIGHTS, OBLIGATIONS AND DUTIES

5.1 The head quarter, branches and sub branches shall:

5.1.1 Provide a code of conduct approved by the Central Governing Board that sets out the rights and responsibilities for the URCS and its volunteers.

5.1.2 Recruit volunteers for specific explicitly described roles or tasks.

5.1.3 Recruit volunteers on the basis of their commitment and potential.

5.1.4 Actively seek to recruit volunteers irrespective of their race ethnicity, gender, religious affiliation, disability and age.

Ensure that there is appropriate participation of men and women, boys and girls in URCS volunteer programs for effective and gender sensitive delivery of services and activities.

5.1.6 Promote the participation and nondiscrimination of HIV positive volunteers and an active contribution of all URCS volunteers in the fight against HIV / AIDS based on the Ouagadougou Declaration.

Provide appropriate training that will enable a volunteer to meet his or her responsibilities towards the URCS, the specific task or role they were recruited to carry out, and for any emergency response activity they may be asked to carry out.

5.1.8 Provide appropriate identity, equipment and protective wear for the task or role they are asked to carry out.

5.1.9 Reward and recognize volunteers whenever possible and appropriate, and provide appropriate personal development opportunities.

5.1.10 Ensure that volunteers' views and ideas are actively sought and acted upon at all stages of program design, development, implementation and evaluation.

5.1.11 Reimburse reasonable expenses incurred in the course of carrying out approved volunteer tasks.

5.1.12 Provide appropriate insurance protection for volunteers.

5.1.13 Ensure that volunteering work does not substitute for and lead to loss

of paid employment.

- 5.1.14 Ensure that, when people need to be paid to perform a task as work, they are recognized as employees, “contract workers” or casual laborers. As such, they should be covered and protected by any relevant legislation applicable, such as minimum wages, contract employment and other legal rights and responsibilities.
- 5.1.15 Provide appropriate training and development opportunities for existing and potential volunteers.
- 5.1.16 Seek to promote cooperation and partnerships with organizations in civil society and public and private sectors that encourage corporate volunteering in line with the fundamental principles of the movement.

5.2 Rights, Obligations and Duties of URCS volunteers.

- 5.2.1 Act in accordance with the fundamental principles of the International, Red Cross and Red Crescent Movement and promote their dissemination.

Respect the regulation on the use of the emblem and to prevent its misuse and abuse.

- 5.2.3 Strive and work for the highest standards of quality.
- 5.2.4 Sign and behave in accordance with URCS code of conduct for volunteers, rules and/ or the URCS code ethics and fundamentals of voluntary services.
- 5.2.5 Be available in an emergency, as agreed with the sub branch, branch or headquarters and according to their skills and abilities.

Respond to the needs of beneficiaries and strengthen their capacity for self-help and active volunteering.

- 5.2.7 Choose to become a member of URCS as defined by the constitution and membership policy.

Have appropriate training or personal development to be able to undertake their agreed tasks or role.

Accept or refuse any task or role in accordance with the code of

Ethics and fundamentals of voluntary service.

5.3 Rights, Obligations and Duties of URCS Headquarters.

Support branches and sub branches in their work with volunteers through the systematic sharing and application of the concept of trained volunteer coordinators.

5.3.2 Identify and support research projects that will help to strengthen sub branch and branch activities that promote volunteering and share this information systematically.

5.3.3 Seek to promote cooperation and partnerships with organizations in the civil society, public and private sector that encourage corporate volunteering.

5.3.4 Promote volunteering within the framework of the Federation with Participating National Societies and Operating National Societies.

6.0 OPPORTUNITIES FOR A VOLUNTEER

These will vary within the broad range of services and activities of URCS and at times in conjunction with the Federation and ICRC country delegations or sub delegations.

They will include: -

6.1 To offer skills and talents for the benefit of the most vulnerable.

6.2 To learn and develop new skills and knowledge.

6.3 Participating in new courses of interest, to URCS and the volunteer.

Choosing among tasks and services available and to familiarize oneself as to where one could best serve and enjoy the task.

6.5 Learning to assist others through URCS community services.

6.6 Participating in disaster relief operations at local, national and international level.

6.7 Representing URCS sub branch, branch or headquarters at meetings, workshops, conference and seminars at various levels.

6.8 Taking an active role in problem solving.

6.9 Short-term as well as long-term assignments

7.0 SUPPORTING VOLUNTEERS.

To enable volunteers reach their full potential they must be well managed and supported through;

Ensuring each volunteer knows exactly what is involved in the task to be performed.

7.2 Tasks should be reviewed regularly.

7.3 Provide practical tools for volunteer management and readers for volunteer coordinators.

- 7.4 When appropriate establish long-term objectives.
- 7.5 Carry out more detailed performance appraisals.
- 7.6 Give necessary resources and provide opportunities for training.
- 7.7 Facilitate good communication (volunteers want to know what others are doing and how their tasks fit in).
- 7.8 Consult volunteers whenever appropriate (always inquire if a volunteer does not turn up as expected).
- 7.9 A thank you means a lot and is valued.
- 7.10 Keep them informed of National Societies progress and achievements.
- 7.11 Arrange visits to projects and other places.
- 7.12 Free exchange of information between staff and volunteers.
- 7.13 Annual volunteer conferences, occasional seminars.
- 7.14 Produce regular newsletters for volunteers.
- 7.15 Arrange social events.
- 7.16 Sending welcome letters to new volunteers.
- 7.17 Learning how to say thank you by telephone, letter , privately or officially, informally or formally.
- 7.18 Long service awards in relation to number of years of service e.g. badges, certificates, medals to show care and support to volunteers.
- 7.19 Ensure volunteers enjoy their work, are valued both by the sub branch, branches and the headquarters.

8.0 REFERENCE

Volunteering affects most aspects of Uganda Red Cross Society activities in particular program development, implementation and evaluation, and local national and international governance.

This policy and guidelines should be considered in conjunction with the Uganda Red Cross Society constitution and all other Uganda Red Cross Society policies with specific reference to the Branch policy, Gender policy, Youth policy, Health policy, Communication policy and Disaster Management policy.

UGANDA RED CROSS SOCIETY VOLUNTEER GUIDELINES

2001

A. VOLUNTEER MANAGEMENT GUIDELINES

1.0 WHO IS A UGANDA RED CROSS SOCIETY VOLUNTEER?

A Uganda Red Cross Society volunteer is a person who freely contributes his/her services regularly or occasionally, not by a desire of material or financial gain or by external social, economic or political affiliation.

2.0 CLASSIFICATION OF VOLUNTEERS

2.1 Regular volunteers.

These regularly provide services on behalf of the URCS and are engaged in the day today activities of the National Society.

2.2 Reservist volunteers.

These are called upon in the time of emergency or need to provide specific services on behalf of the National Society.

CATEGORIES OF VOLUNTEERS

3.1 Service Volunteers.

These are engaged the in general activity implementation of the Uganda Red Cross Society services for the vulnerable.

These include:

Community's Own resource Persons (CORPS); Blood Donors; First Aiders; First Aid Instructors; Red Cross Action Team members; Refugee workers, Emergency response and Stand by teams; Corporate volunteers; Community Health Workers; Traditional Birth Attendants; Village Health Committees; Dissemination Backup teams; Tracing Antennas; Volunteer coordinators and focal point persons for various activities.

3.2 Leadership Volunteers.

These are engaged in the policy making process of the National Society at various levels.

These include:
Board members
Council members

4.0 THE FUNDAMENTALS OF VOLUNTEER SERVICE

A Uganda Red Cross Society Volunteer is bound to:

- 4.1.1 Act in accordance with the fundamental principles of Red Cross and Red Crescent movement and promote their dissemination.
- Respect the regulations on the use of the emblem and prevent its Misuse and abuse.
- 4.1.3 Strive to work for the highest standard of service.
- 4.1.4 Fulfill duties without discrimination of nationality, race, gender , political views or religious belief.
- 4.1.5 Respect each individual.
- 4.1.6 Respect the confidentiality of those you assist.
- 4.1.7 Promote mutual understanding with people they work with and for .
- 4.1.8 Respond to the needs of others in a humanitarian and compassionate way.

5.0 WHY UGANDA RED CROSS SOCIETY NEEDS VOLUNTEERS

To assist URCS in carrying out its humanitarian activities to serve the most vulnerable.

- 5.1.2 To increase membership base in order to meet the humanitarian challenges within Uganda.
- 5.1.3 To build the capacity of the Society in terms of its human resource base.

6.0 HOW TO RECRUIT VOLUNTEERS INTO UGANDA RED CROSS SOCIETY

6.1 Personal, targeted, recruitment.

- 6.1.1 After deciding needed skills, prospective volunteers can be identified using a network of family, friends, colleagues and business contacts. Recruitment of suggested candidates is personal and direct.
- 6.1.2 Design appropriate posters for the type of volunteers needed.
- 6.1.3 Target locations for volunteers you want e.g. waiting areas for doctors, public notice boards, places of worship, Universities, factories, schools, library e.t.c.

6.2 Leaflet campaign

To be put on notice boards, leave in homes, in stores, on packed cars, give out on the streets, give school children to take home, put in image pockets and at any other public places.

6.3 Recruitment at events

6.3.1 Have a display showing various volunteer work by URCS volunteers e.g. relief, emergency, blood donation, dissemination and fundraising.

Provide a person to answer questions, and take names and follow-up contact address.

Provide information leaflets and volunteer application forms.

6.4 Exhibits

6.4.1 Placed in strategic public place.

Include leaflets with a provision to record names and addresses of those interested.

6.5 Mobile recruitment vehicle

6.5.1 Decorate a van, bus or car with posters.

6.5.2 Take to strategic public place like car parks, theatre, hospitals, trading centers, and universities or drive it on a busy street or in communities.

6.6 Open House

6.6.1 Invite volunteers to participate in national, branch or sub branch action.

6.6.2 Invite public to see such action.

6.6.3 Offer information about volunteering.

6.6.4 Provide refreshments.

6.6.5 Have volunteer speak and give testimony on their work for the National Society, branch or sub branch.

6.7 Existing Volunteers

6.7.1 Do something of interest the volunteers occasionally.

6.7.2 Give new and interesting assignments.

7.0 SELECTION OF VOLUNTEERS

Selection as a process is a means by which the suitability of potential volunteers is assessed. It helps show the most appropriate role of a volunteer. The process should be kept as simple and informal as possible. It should help the potential volunteer to judge whether he/she will be happy working for the headquarters, branch or sub branch.

7.1 Application

An application form should be filled with all appropriate detail.

7.2 Informal meeting/interview

An informal meeting/interview should be held. This is to give opportunity for personal impressions and to decide the best placement.

Provide proper guidelines for interview based on branch or headquarters volunteer needs.

7.3 Placement

Inform a volunteer applicant as soon as possible of decision for volunteer tasks. Ensure that there is a particular person in the sub branch, branch or head quarter that the volunteer will relate to who will manage and support him/her.

Produce a welcome park for volunteers as part of the placement.

This may include:

- Introduction letter from an appropriate person.
- A leaflet explaining the aims of URCS and examples of work done by URCS.
- A dissemination session.
- Explanation of the organizational structure of URCS, branch or sub branch.
- Introduction to all key people involved.
- Details of activities the volunteer will participate in.
- Amount of time/period of volunteer involvement.
- Terms and conditions of volunteer involvement.
- A volunteer contract.

8.0 WHEN DOES UGANDA RED CROSS SOCIETY NEED VOLUNTEERS?

In emergency , relief and developmental work.

VOLUNTEER'S GUIDELINES

9.0 ROLES AND RESPONSIBILITIES OF VOLUNTEERS

Each volunteer has a responsibility to URCS and the people he/she has chosen to work for.

Volunteers should:

- 9.1 Remember that when they are working for URCS they are representing the Red Cross movement and its ideals.
 - 9.1.2 Familiarize themselves with the volunteer's code of ethics, the fundamental principles, the philosophy of voluntary service, Geneva Conventions and the two additional protocols.
 - 9.1.3 Be attentive to the needs of others at all times.
 - 9.1.4 Be ready to assume responsibilities and try to be accessible.
 - 9.1.5 Be realistic about their availability and limitations.
 - 9.1.6 Seek to serve at the level of their capacity but be flexible and persevering in performing tasks undertaken.
 - 9.1.7 Seek to strengthen the sub branch, branch or national secretariat by being fully informed of its goals, objectives and policies.
 - 9.1.8 Try to be positive and enthusiastic.
- Establish a positive working relationship with other co-volunteers and staff by improving communication and being aware of the importance of interaction.
- If in doubt, seek advice on URCS or branch matters from the appropriate authority before taking a decision.

10.0 WHAT A UGANDA RED CROSS SOCIETY VOLUNTEER MUST NOT DO.

- 10.1 Commit resources of URCS without prior mandate.
- 10.2 Misuse his/her Red Cross position for personal advantage.
- 10.3 Take advantage of his/her Red Cross status to perform private transactions or sales from which a profit can be derived for himself/herself or for a third party.

11.0 WHAT A UGANDA RED CROSS SOCIETY VOLUNTEER MUST KNOW.

- 11.1 History of the Red Cross movement.
- 11.2 Components of the Red Cross Movement
- 11.3 URCS History , Mission, Structure, and activities
- 11.4 Fundamental Principle of the Red Cross / Red Crescent
- 11.5 The Emblem
- 11.6 The Four Geneva Conventions and additional protocols (IHL)
- 11.7 Fundamental rules of the IHL applicable in armed conflicts
- 11.8 Code of ethics
- 11.9 Responsibilities and teamwork

SCHEDULE ONE

CODE OF ETHICS AND FUNDAMENTALS OF VOLUNTARY SERVICE.

Act in accordance with the fundamental principles of Red Cross and Red Crescent movement and promote their dissemination.

Respect the regulations on the use of the emblem and prevent its Misuse and abuse.

Strive to work for the highest standard of service.

Fulfill duties without discrimination of nationality, race, gender, political views or religious belief.

Respect individual.

Respect the confidentiality of those you assist.

Promote mutual understanding with people they work with and for .

Respond to the needs of others in a humanitarian and compassionate way.

SCHEDULE TWO

UNDERSTANDING BY VOLUNTEER.

I being a volunteer of the Uganda Red Cross Society do hereby undertake to abide by the Uganda Red Cross Society Volunteer Guidelines and to be bound by the rules/regulations therein and the code of ethics and Fundamentals of Voluntary service.

Dated this day of

Signature

C. UGANDA RED CROSS SOCIETY VOLUNTEER AWARD/RECOGNITION SCHEME/SCHEDULE

As per the Uganda Red Cross Society Volunteer Policy and Guidelines this scheme and schedule is to operationalise the provisions herein contained in the Volunteer Guidelines on Volunteer Motivation and Recognition.

The targets are individuals, institutions/ organizations and Red Cross groups (e.g. RCATs, Youth, Women, Blood Donor Clubs). The overall aim is to promote, motivate and recognize URCS volunteer work.

The awards recognize the special contribution and exemplary service by an individual/ group/ institutional/ organization to the alleviation of suffering and building of a better future in volunteer effort.

1.0 CATEGORIES OF THE AWARDS.

1.1 Blood Donor Awards.

These shall apply to blood donors whose special schedule has been mutually agreed with the Uganda Blood Transfusion Services (see attached).

1.2 Job/Training/Activity Orientated Awards.

These shall include:

Certificates for service and leadership volunteers after completion of training, activity or mission. This means every volunteer will receive a certificate after accomplishing an assignment or after serving in a position of responsibility.

1.3 Performance related/ Service Awards.

These are awards for excellence or merit based awards for exceptional performance to three categories that is, individuals groups and Institutions/ organizations. Individuals will include Members and Volunteers; institutions/ organizations will include corporate bodies, Funding Agencies, National and international Institutions, NGOs, Government Departments, Academic Institutions, etc. and groups will include RCATs, Youth Groups, Women Groups, Gender Groups, ex-delegates, etc.

The awards will be named as follows:

1.3.1 The Uganda Red Cross Society Henry Dynant Award.

This will be given to individuals for exceptional performance in the services of the Red Cross cause.

1.3.2 The URCS Humanitarian Award.

This will be given to Institutions/ Organizations and any recognized corporate body that will have contributed to the Red Cross cause.

1.3.3 The URCS Community Services Award.

This award will be given to URCS groups that will have provided a humanitarian service to the vulnerable people within the area of their competence and jurisdiction.

2.0 REGULATIONS FOR URCS AWARDS

The URCS awards are intended to recognize and reward outstanding services, contributions and acts of great devotion, mainly of national significance, to the cause of the Red Cross by any of its members, volunteers Red Cross groups, Institutions and Organizations.

Criteria for the awards include rendering services in the promotion of health, personal freedom and saving life. It may also be awarded for a long period of devoted service to the URCS. Equally to be awarded is for making any kind of contribution to the promotion of the Red Cross cause.

The awards shall be awarded every year by decision of the National Council in plenary session.

2.4 No more than five awards shall normally be awarded every year in each category. The National Council shall be free to reduce that number or in exceptional cases to increase it. This does not however apply to the blood donor Special schedule.

2.5 The URCS awards may be awarded posthumously to members who have died.

2.6 Candidates need not be members of the Red Cross branch

proposing them.

3.0 PROCEDURES FOR NOMINATION

- 3.1 At the beginning of the year, the Secretary General shall release nomination forms to all Branches and interested individuals, requesting all concerned to propose candidates for the award.
- 3.2 Nominations for the award should be addressed to the Secretary General URCS giving details and wherever possible enclosing supporting documents and testimonies. Nominations have to be channeled through branches, to reach by end of the month of March.
- 3.3 The Central Governing Board first through its Subcommittee of Constitutional and International Affairs will vet the applications and thereafter recommend to the National Council the eligible nominees for the award. During the process of vetting the candidates, the Central Governing Board is mandated to make all the necessary inquiries and consultations in order to get all the relevant facts.

The awards shall be presented to the beneficiaries at a public function as will be determined by the Central Governing Board. If the beneficiary or member of his family is not present, the award will be handed to the Secretary General for presentation to the beneficiary on behalf of the Chairperson of the National Council.

4.0 NATURE OF THE AWARDS

The awards will in no way be money in cash form. The awards will be symbolic and will be in forms of Medals, Plaques with relevant Red Cross symbols.

D. PROPOSAL FOR UGANDA RED CROSS AWARDS.

QUESTIONNAIRE

- i) Branch/ individual presenting candidate
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- ii) Name in full and title of person, Group/ Institution/ organization
proposed: *(Type exactly as it should appear on award if selected.)*
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- iii) Present Duties:
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- iv) Date and Place of Birth *(for individuals)*
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- v) Nominee's Current Address:
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- vi) Diplomas, Certificates and Honors *(for individuals)*
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vii) Uganda Red Cross Society posts held *(for individuals)*

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vii) Record of Service.

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ix) Justification of proposal. *(It is essential to give full and accurate reasons for the choice of the candidate)*

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We the members of the Uganda Red Cross Society National Council do hereby adopt to this Volunteer Policy and Volunteer Awards scheme this **23rd day of February 2002.**

Signed for and on behalf of the Council

President
Uganda Red Cross Society

Chairperson
Uganda Red Cross Society

Secretary General
Uganda Red Cross Society

BLOOD DONOR AWARDS

Principles behind Donor awards

- . Token of appreciation to donors
- . Promotion of blood donation
- . Systematic award that is easy to administer.
- . Awards should not have monetary value; certificates are appreciated.

Positive factors of donor awards:

- . Stimulus to donors
- . Thanking Donors
- . Promotion of blood donation

Negative Factors of Donor awards:

- . Risk of confusion when awards are too many
- . Addictive to donors
- . Non- availability, especially in rural areas
- . Risk of commercialization of voluntary blood donation
- . Risk of loss of the spirit of voluntarism.

Award system

- 1st URCS pen and UBTS sticker
- 2nd Pen, sticker and notebook
- 3rd URCS pen and sticker
- 4th URCS Cap
- 5th URCS T-shirt
- 6th Pen and sticker
- 7th - 9th Pen and sticker
- 10th T- shirt
- 11th – 14th Pens and stickers
- 15th Badge and certificate
- 20th T- shirt and certificate
- 25th Silver medal and T- shirt
- 30th T. shirt and certificate
- 35th T-shirt
- 40th – 45th T- shirt and certificate
- 50th Gold medal and certificate
- 75th Shield and T-shirt

Certificates are of different colors and design according to the different levels.