

Volunteer Programme

**Health Safety & Security Handbook**

**Policies, Principles & Procedures**

## ACKNOWLEDGEMENTS

This handbook was compiled by the SERVE Volunteer Programme team, with some content adapted from the following sources: Suas Health, Safety and Security Policy, Concern’s ‘Personal Safety Guidelines for Concern International, July 2001’, VSO’s Volunteer Policy and Guidelines, the Suzy Lamplugh Trust’s ‘Passport to Safer Travel’, ‘CARE International Safety & Security Handbook’, ‘Introduction to SAFETI Adaptation of Peace Corps Resources’, the Suzy Lamplugh Trust website ([www.suzylampugh.org](http://www.suzylampugh.org)), David Lloyd Roberts, ‘Staying Alive’, Save the Children, ‘Safety First: A Field Security Handbook’. ‘Children First: National Guidelines for the Protection and Welfare of Children’ from the Department of Health and Children, ‘Code of Good Practice: Child Protection for the Youth Work Sector’ from the Department of Education and Science, and, ‘Code of Behaviour when Working with Underage Players’, published by the GAA. It incorporates lessons learnt from previous programmes and feedback from previous programme participants.

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Introduction

**The purpose of this document is to:**

Present SERVE’s Policies, Principles and Procedures on Health, Safety and Security (HSS)

**In a way that:**

* Describes and explains our approach to HSS
* Describes the respective roles & responsibilities of SERVE, Volunteers and Project Leaders
* Provides general guidelines and advice on specific situations
* Includes a full description of our insurance cover with a list of excluded activities

**So that participants:**

* Are presented with the information & support materials available from SERVE to manage their risk
* Understand and agree to their own role & responsibilities relating to HSS before, during & after the overseas placement
* Have guidelines on how to act in case of an incident
* All return safely *without* serious incident to themselves or members of the host organisations
* Achieve a satisfactory HSS record to enable the continuation and future development of the SERVE Volunteer Programme (SVP)

Document Outline

This document has five main sections as follows:

**A) Statement of Intent:** This outlines our intention behind our HSS policies, principles and procedures

**B) Policies:** This section outlines SERVE’s current policies on all matters pertaining to HSS

**C) Principles:** This section outlines the core thinking that underlies our approach to HSS

**D) Procedures:** This section outlines how the policies are implemented. It includes important information on managing risk and incidents in the event that they do arise.

**E) Appendices:** There is a long appendices section containing additional information on the topics in the main body, our processes in the Dublin office as well as copies of forms and templates used in our HSS processes.

Section A) STATEMENT OF INTENT

At SERVE, we take health, security and safety very seriously. **The safe return of all volunteers *without* serious incident to programme participants, staff or children of the host organisations is the number one objective of the SERVE Volunteer Programme**. Avoiding unacceptable risk, minimising acceptable risk and being prepared for possible incidents so that this objective is met is a duty and responsibility shared by SERVE, the project leaders and the volunteers.

Since the foundation of the Volunteer Programme in 2003, over 1,000 volunteers have travelled overseas without major incident. Heading towards its 15th summer volunteering programme Health, Safety, & Security remains the top programme priority. A satisfactory HSS record underpins the success of the 2017 programme and is essential for the continuation and ongoing development of the programme.

This handbook assembles key information on how to live and work safely on the overseas placement component of the programme. Each participant must carefully read and understand its contents. The key to an effective health, safety and security programme is an individual and collective sense of awareness and responsibility, as well as preparedness in case of an incident. Security is not simply a collection of policies or list of rules. Each individual is ultimately responsible for his or her own safety and security. We are also responsible for each other. It is essential that each individual act in a manner that does not increase risk to other volunteers, to the wider SERVE community or to other members of the development community.

SERVE aims to provide information about the unfamiliar risks that volunteers may face, and ways to minimise and manage them, both through information provided by SERVE & by the volunteers informing themselves. This handbook does not and cannot provide a definitive answer to every problem or situation that a volunteer may potentially face. However, we intend that by conscientiously following these policies, general principles and procedures, Volunteers can minimise their risk, and safely and effectively take part in the SERVE Volunteer Programme.

We will endeavour to continually improve & update existing practices by constantly monitoring & reviewing our activity, and referring to best practice in the area. This document will be reviewed and updated as necessary. Feedback and suggestions for changes are welcome.

Safe journey.

*Gerry O’ Connor C.Ss.R, Chairperson, SERVE Board of Directors*

**SECTION B) POLICIES**

Introduction

All life involves risk. SERVE views the Volunteers as adults who manage risk in their lives every day. However, an overseas placement in a different and unfamiliar culture and environment inevitably brings with it an increased level of risk. These policies aim to enable you to manage your risk, be prepared in case of an incident and ensure the success of the programme.

Volunteers’ acceptance of risk and information needs vary from person to person. Volunteers must ensure that they are satisfied with the information they receive from SERVE, that they personally understand and accept the levels of risk entailed in their placement, and that they follow the policies & procedures provided by SERVE. Volunteers reserve the right to leave their placement at any time if they believe that the HSS risks are unacceptable.

Specific Policies

Reading, Understanding & Adhering to the Policies & Procedures

Each SERVE volunteer must read, understand & adhere to all policies and procedures concerning health, safety and security. Volunteers must also understand and adhere to the HSS policies of their host organisation. (In case of conflict between the policies of SERVE and the host, the volunteer should raise the conflict with their Project leader).

Accepting Responsibility

It is important that all volunteers understand that their decisions and actions impact not just on themselves, but on their fellow team members, on the rest of the SERVE volunteers, on the overseas projects & on the wider SERVE community. Even small lapses in safe conduct can jeopardise the health and welfare of the individual, other team members and the wider programme.

Reputational Risk of SERVE & our Host Organisations Overseas.

In addition to their own health, safety and security, SERVE also expects participants to take responsibility for their role in maintaining and enhancing reputation of the organisation and host organisations.

Principle-Based Approach

SERVE takes a principle-based approach to HSS, emphasising individual responsibility for ones own HSS, risk management and shared responsibility towards the overall HSS record of the team and programme overall. While we do have specific policies and procedures it is intended to support volunteers to manage their own risk, rather than provide a highly structured managed experience.

Personal Conduct

SERVE volunteers must not engage in conduct that interferes with operations, discredits SERVE or is offensive to co-workers, donors, beneficiaries, vendors or visitors. SERVE volunteers must avoid conduct that may lead to their becoming a victim of a safety or security incident. They must avoid lack of sleep, poor stress management and drug or alcohol abuse since they can impair judgement and the ability to react appropriately in a potential health, safety or security incident.

Local Laws

Volunteers must obey local laws at all times. Expatriates are not exempt from laws of the host country. Volunteers must avoid transacting business with those suspected of violating local laws. Doing so can negatively affect the reputation of SERVE in the local area and increase the risk for volunteers. Breaking the law may have negative implications for your insurance cover. SERVE will not guarantee assistance for any event arising from volunteers breaking the law of the host country.

Theft

No material possessions are worth risking the life of any person. When faced with a demand for property, do not resist. If you desire to make a claim for stolen property you will need a police report (see insurance policy for more details).

Health: Medical Examinations, Immunizations, Prophylaxis

All SERVE volunteers must complete a thorough medical examination before departure. A fitness to travel form must then be filled in by the volunteer and the volunteer’s own doctor stating that the volunteer is physically and psychologically fit to take part in the SERVE Volunteer Programme. This form must be submitted to the SERVE office and, in accordance with the Volunteer Contract, the SERVE Volunteer Programme team must be satisfied with its content. Individuals are assessed on a case by case basis. In addition, the volunteers must get a “Medical advice for international travel” form signed by a medical practitioner – e.g. their own GP or a Tropical Medical Bureau doctor, confirming that the volunteer attended a medical practice and received relevant medical advice for their overseas volunteer placement, including the appropriate vaccinations and prescription medications required for travelling to the specific project country.

Stress

Everyone, regardless of age, background or experience, can experience stress in dangerous, unfamiliar or insecure environments. Fear is a natural response to danger and uncertainty, and if ignored or suppressed, may lead to psychological and/or physiological damage. It is recognised that responses to stress vary according to surroundings, perceptions and sensitivities. Guidance about stress management is given by SERVE during the pre-departure days.

During the overseas placement, the project leader, if required, will review any situation involving a volunteer’s reaction to extraordinary stress on an individual basis. At the conclusion of the placement, or earlier if necessary, the project leader may recommend that volunteers individually or as a group receive psychological counselling and assessment. Additionally, any volunteer can request counselling and assessment and this request will be facilitated, in confidence, by SERVE.

Debriefing will be provided to all the volunteer teams as part of the return weekend.

Alcohol

Moderate consumption of alcohol while taking part in the SERVE Volunteer Programme is permitted, within the local laws of the host country. However, volunteers must be aware of the following, and make informed decisions: excess alcohol can seriously impair decision making abilities, particularly in the event of a health, safety & security incident; the climate & altitude of the host country may increase the effect of alcohol on the body; there may be social or cultural stigma around the consumption of alcohol in the host country.

Being under the influence of alcohol while working with SERVE’s host or partner organisations is strictly prohibited. SERVE would expect all volunteers to treat their placement as they would treat a paid job and to maintain routines similar to those that they would follow in Ireland – e.g. It would be assumed in Ireland that workers would not drink excessive alcohol on the night before a working day. The same assumption should be made of every volunteer, irrespective of what country a volunteer is placed in.

Substance Abuse

The use, presence, sale, distribution, manufacture or possession of illegal drugs or controlled substances while on the volunteer programme is prohibited. In many countries, the possession or use of illegal substances, even in minute amounts, can result in immediate incarceration. The judicial system in many countries does not give the accused the right to post bail or communicate with anyone, and pre-trial detention may last for months. All prescription pharmaceuticals must be kept in their original containers with the patient and doctor’s names clearly identified.

Transportation & Travelling

Vehicle accidents are the main cause of injury and fatality among humanitarian aid workers. SERVE volunteers should not drive cars / motorbikes / mopeds or other motorized vehicles unless authorised by the SERVE office in Ireland.

Seat belts, front and rear, if available, must be worn at all times by SERVE volunteers.

Generally volunteers should travel in pairs or larger groups with other volunteers / trusted locals.

**(Location-Specific Travel Policies)**

**Volunteers are urged to be extra vigilant for their safety and to use common sense when on their project placement, i.e.**

* When travelling on buses (specific to the India Project) women should travel in female-only compartments where possible. Females must dress modestly, and be careful not to expose upper arms in public places.
* Never EVER walk at night – alone or in a group.
* Try to travel in pairs where possible, if you are travelling alone in the day, travel only to designated safe areas.
* Never travel alone outside your designated work or accommodation area.
* Use the transport arranged by the programme for travelling to and from the projects.
* During the day, travel in transport recommended by project partners and leaders.

Abduction/ Kidnapping

In the extremely unlikely event of abduction/kidnapping, SERVE, like most international NGOs, does not pay ransom or provide goods under duress, but will use all other appropriate means to secure the release of the hostage. It will intervene in every reasonable way with governmental, non-governmental and international organisations to secure the rapid and safe release of SERVE volunteers. The kidnapped person must have one goal, survival. It is vital to obey the captor’s instructions and not attempt escape. Never attempt heroics. SERVE and the staff member’s government will undertake securing a staff member’s release. SERVE will also provide all possible support to the hostage’s family members.

Media Relations

SERVE’s media objective is to inform the common debate and policy decisions on issues of concern to SERVE, and increase public awareness and understanding of the communities with which SERVE works. SERVE welcomes constructive engagement with local and Irish media. Representation of the host country and organization should be balanced and informed, reflecting the ethos and values of the programme, in particular the spirit of collaboration and partnership. SERVE is a signatory of the Code of Good Practice in the use of images and messages.  All volunteers will be trained in the understanding and use of the code and must abide by the guidelines, in their use of images and messages, created and shared, and how they portray SERVE, the host partners and the project beneficiaries.  The Code guidelines can be accessed here: <http://www.serve.ie/dochas-code-of-conduct-on-images-and-messages/>

Leadership & Teamwork

Leadership, teamwork, cohesion, and preparation can provide greater security than locks or reinforced fencing. Everyone must monitor their safety and security situation and that of their team and must not hesitate to “take the lead” when a discrepancy is noted. Each project leader must encourage conscientious implementation of all SERVE health, safety and security policies and procedures. All involved must work on the assumption that any person may be put in a leadership role during times of crisis or instability.

Selection of Participants

Selection of participants with the required level of maturity, responsibility and independence is an essential component of our approach to HSS. SERVE uses a structured selection process consisting of written application, and individual interviews. An offer to the programme is conditional on receipt of satisfactory Fitness to Travel forms and references.

Child Protection

SERVE takes a six-part approach to ensure the well-being of children with whom the volunteers are working. These measures are also designed to protect the volunteers from wrongful accusations or suspicions.

**(1) Volunteer Selection Process** (as described above)

**(2) Reference Check**

Referees are asked if they consider the volunteer suitable for working with children. Each case thereafter is dealt with on a case-by-case basis.

**(3) Training**

Volunteers are required to attend an introduction to Child Protection as part of their pre-departure preparation. This session is compulsory for all volunteers & project leaders to attend. It is held during one of the pre-departure preparation weekends, and is facilitated by an expert in the area. Volunteers will receive a copy of the SERVE Child Safeguarding Policy and will be required to sign to confirm they have read the policy.

**(4) Programme Design**

As volunteers generally work in pairs and with local staff they are less frequently on their own with only a few children. There are thus internal checks within the programme design.

**(5) Note on Garda Vetting / Police Clearance**: All SERVE volunteers are requested to submit a Garda Vetting / Police Clearance form following the offer of a volunteer position with SERVE. SERVE will then process these forms through the relevant vetting agencies in the North and South of Ireland. The outcomes of this Police check with remain confidential with the designated SERVE Police Liaison officer. Following the outcome of a Garda / Police check the decision to accept a volunteer onto the SERVE programme is entirely at the discretion of the organisation. Each disclosure will be dealt with on its own merit.

**(6) Volunteer Guidelines to Child Protection**

Working with Children and Young People

* The definition of a child is a person under the age of 18.
* Develop an appropriate working relationship with children based on mutual trust and respect.
* Don’t shout at or lecture children or reprimand/ridicule children when they make a mistake.
* Avoid spending excessive amounts of time alone with a child or away from others.
* Respect the rights, dignity and worth of all children and treat them equally regardless of their age, gender, ability, ethnic origin, cultural background or religion.

Volunteers in charge of children

* The minimum adult/child ratio in any group should ideally be one adult per group of eight plus one other adult, and allowing an additional adult for each group of eight thereafter. Local circumstances, the ages of the children, the experience of the volunteers and the staff should be taken into consideration. Safety, ability/disability of young people and the nature of the activities being undertaken may require that these ratios be considerably lower.
* When dealing with group members of mixed sex, it is important that there are sufficient adults of both sexes to properly manage all activities and areas of any premises in use.
* Never use any form of corporal punishment or physical force. Volunteers must never be in any way verbally abusive to a child.
* Do not impose responsibilities or roles on children that may be inappropriate to their age.

Personal Conduct

* Avoid smoking while working with children.
* Do not consume alcohol or non-prescribed drugs immediately prior to or while children are in your care.
* Do not curse or use bad language when around children.
* Volunteers should be sensitive to the fact that jokes of a sexual nature may be offensive to others and should never be told in the presence of children.

Privacy

* Volunteers should always be respectful of the privacy of children in dormitories, changing rooms, showers and toilets. It is recommended that when present in such areas volunteers do not spend time alone with children.
* It is recommended that volunteers be sensitive to the potential risk to personal safety and allegations which may arise when they meet alone with a child in a room. Where it is feasible volunteers should leave the door slightly ajar and inform another colleague that they will be alone in the room with the individual in question.

Contact

* Ensure that all physical contact is appropriate and has the permission and understanding of the child.
* Volunteers and employees should be sensitive to the risks involved in participating in some contact sports with children and exercise particular caution in areas such as beaches, showers, etc.
* Physical contact of a comforting and reassuring nature is a valid way of expressing concern and care for children, where such contact is acceptable to all persons concerned.

Photography

* It is important to have the child’s permission, and where possible the guardian’s permission, when taking a photograph of them.
* Volunteers must not take any inappropriate photographs of children. Obviously, no photographs should be taken under any circumstance of children who are clothed inappropriately.
* Volunteers should be aware of the environment and context in which they take photographs as photographs may be misinterpreted. Volunteers should be aware of any inappropriate scenes present in the back ground of photographic shots.
* No unauthorised photographs should be posted to the volunteers’ personal social networking sites.

Relationships

* Volunteers should be sensitive to the possibility of becoming over involved or spending a great deal of time with any one child. They need to be clear about the purpose and nature of their relationship with any child e.g. whether the relationship is constructive in building up the independence and autonomy of the child or is being used to satisfy some need or desire of the worker.
* Where a volunteer has a concern about the nature of a particular relationship involving themselves or another partner, volunteer or child, they should discuss it with a team leader.
* Do not communicate individually by text/email with under age person.
* Do not engage in communications with under age person via social network sites.
* Any form of sexual relationship with an under-age person is illegal.
* Furthermore, even where the age of consent may be lower in other countries, under Irish law any sexual act involving children (that is involving persons under the age of consent (17) as held in Ireland) committed outside the State is nonetheless considered unlawful by the State and legal action will be pursued by the Irish authorities.

Vigilance

* It is important that volunteers are aware of the possibility that abuse can take place within and outside the organization. A reluctance to think badly of people, including fellow volunteers or international partners, can lead to resistance in hearing, recognising and dealing with the possibility of abuse. Such reluctance must be set aside and incidents of possible abuse dealt with correctly.
* Child abuse can be categorised into four different types: neglect, emotional abuse, physical abuse and sexual abuse. A child may be subjected to more than one form of abuse at any given time.
* If a volunteer becomes aware that child abuse is happening, or suspects child abuse, they must report it immediately to the team leaders and from there the proper authorities.

Volunteer Sexual Behaviour

It is important to remember that when members of the local communities look to the volunteers they see the representatives of SERVE. In this respect volunteers’ actions reflect directly on SERVE’s good reputation among the host community. The success of SERVE’s projects depends on building on previous years and on the host communities’ previous experience of the SERVE programme. Volunteers’ actions then determine the success of the SERVE project.

There are a number of things to remember about the context of the societies in which SERVE operates.

Firstly, SERVE’s partner communities are amongst the poorest in the marginalised world. There is a clear power imbalance between volunteers coming from a wealthy developed country and members of these communities. This inequality must be taken into account by volunteers in any dealings they have, or relationships that might develop, with members of the local community.

Secondly, this power imbalance is further compounded by the gender inequality present in the communities with whom we work. As it has been made clear in SERVE’s mission, training days and development education, women are amongst the most marginalised in the world. This is true also of all our project countries where there are structural power inequalities at work. SERVE in no way means to lessen the impact of poverty on men in stating this.

Volunteers need to be aware that any decisions and any actions taken by the people of the host communities, even when taken of their own volition, are ultimately restricted and influenced by the societal structures in which they live.

How members of the host community, who are all too often in a position of powerlessness, react to comparatively wealthy (and therefore powerful) Europeans must be understood in this context.

The development of friendships based on mutual respect are of course supported and encouraged by SERVE as the embodiment of SERVE’s ethos of solidarity. However, in the case of relationships involving sex, SERVE cannot support and discourages such relationships. We take this stance because of the inherent gender and power inequalities and because of the potential negative outcomes for both volunteers and community members in the context of a short term placement where volunteers will be returning home.

Evacuation

SERVE follows the travel advice of the Irish Department of Foreign Affairs, supplemented by the advice of the UK Foreign office. We monitor the alert status of the host countries through the overseas placement and any change may trigger SERVE to take action including: night curfew, day curfew, evacuation either to another location in the country or back to Ireland or other such arrangements as required to avoid unacceptable risk.

Training

Training enhances overall safety and security, prevents or minimizes potential incidents, and allows the volunteers to react confidently to crisis or emergency situations. Attendance at the three pre-departure training days and debriefing weekend on return is compulsory as per the contract. While SERVE recognises attending every session may not be possible due to other commitments that arise, certain sessions pertaining to HSS are mandatory before volunteers can depart on the overseas placement.

Subjects that are mandatory for all volunteers include

* Basic personal security
* Travel Health talk
* Stress management
* Incident reporting
* Safety & Security briefing, internal & external
* Introduction to child protection

**Training Records**

It is important to record all safety and security training completed. Health, safety & security training must be completed for all volunteers and recorded appropriately

Confidentiality

SERVE respects the right to privacy of all programme participants and expects programme participants to do the same about their colleagues. When sensitive information does need to be shared with the SERVE office, it will be kept to the minimum number of people at SERVE (generally the volunteer programme team & chairperson) and the individual(s) identity will only be shared as necessary. Project leaders must respect the privacy of individual team members.

Excluded Activities

While we take a common-sense approach to risk management, based on previous experiences & insurance requirements the following are **explicitly not permitted** on the programme:

 Bungee Jumping

 Motorcycling

 Mountain biking

 Paragliding

 Parachuting

 Parascending (over land)

 Sky Diving

 White/black water rafting

 Hang-gliding

 High diving (over 5 meters)

 Hand gliding

 Horse jumping

 Parasailing

 Rock climbing (not mountaineering)

 Rock scrambling

 Boxing

 Scuba diving to 30m or more

 Go-Karting

 Engage in flying other than being a passenger

Please note that our insurance cover is dependent on these exclusions i.e. the insurance company was informed that these are excluded activities when the insurance cover was agreed. Claims arising from participating in these activities are unlikely to be met.

Non-Compliance

SERVE respects the right of Volunteers as independent adults to determine their own personal behaviour. However, as a participant on the programme there are also some constraints and additional responsibilities. Our aim is to ensure that these constraints and responsibilities are clearly presented and accepted.

Minor infringements of the HSS policies will be managed as needed by the Project leader on a case by case basis. However in cases of serious or repeated non-compliance SERVE has the right to withdraw its association from any volunteer whose behaviour increases risk beyond a level which SERVE is prepared to support, where others’ safety is jeopardised or where SERVE’s reputation or that of our host organisations may suffer. In such circumstances, in line with the Volunteer Contract, a volunteer may be taken off the volunteer programme prematurely. Please note that withdrawal of volunteer status may jeopardise a volunteer’s visa and thus the right to stay in the country.

In an emergency situation, SERVE expects volunteers to comply with directives from the programme office. Usually cases of non-compliance would go through a review process, however, in an emergency situation such a process takes up valuable time. Volunteers who choose not to comply with an emergency directive are considered to have automatically, voluntarily and immediately withdrawn from the programme.

Roles and Responsibilities

Introduction

All programme participants share in the responsibility of ensuring the health, safety & security of all those involved in the SERVE Volunteer Programme and the safe return of all without serious incident (including incidents with the host projects). The SERVE Programme team, the Volunteers and the Project leaders have interdependent roles and specific responsibilities.

Volunteers – Specific Responsibilities

Pre-departure

* Have a good, general principle-based understanding of how to manage your health, safety & security
* Understand and agree to your role and responsibilities to yourself and to the wider programme
* Understand the potential risks and think through how you would respond in those situations
* Raise any concerns you have about the HSS policies and procedures before departure.
* Attend the three training days including mandatory HSS sessions
* Read and remain familiar with the SERVE HSS Policies & Procedures, as well as the Insurance Policy
* Where possible, learn the basics of the local language of your placement.
* Make your own assessment of the HSS situation in your host country and city
* Undertake any additional reading / research you deem necessary
* Ensure SERVE receives a completed Medical reference form, (one signed by the volunteer and one signed by the volunteer’s doctor).
* Receive relevant medical advice from a GP or Tropical Medical Bureau doctor and, if necessary, the appropriate vaccinations and prescription medications required for travelling to the specific project country.
* Acquire any additional insurance you deem necessary (No adventure sports insurance permitted).
* To be in physically, mentally and emotionally good shape before you depart.
* Review Checklist (Appendix A)

In-country

* **Remain ultimately responsible for your own day-to-day health, safety and security.**
* Act in a mature, responsible manner, being aware that an individual’s actions have implications not only for themselves, but their team, their placement, and the future of the programme.
* Integrate HSS into all your activities 24-7, acting to reduce your risk and increasing level of protection
* Adhere to SERVE’s HSS guidelines & advice and any updates that arise over the placement.
* Adhere to the HSS guidelines of your host organisation.
* Stay aware of your local context – reading papers, talking with host organisation staff, other volunteers.
* Acting appropriately in any HSS incident, taking the lead as required.
* Discuss any safety or security incident, however small, with your co-ordinator.
* Communicate any concerns or suggestions you have on HSS to your Project leader.
* Comply with local laws of the host country.
* Keep your family & next of kin up to date over the course of your stay overseas. Keep your family and your fellow volunteers up to date with your travel plans during the placement.
* Review Checklist (Appendix A)
* Look out for and support your fellow volunteers and respect their confidentiality.
* Support your project leader and other team members in ensuring the HSS of all participants.
* Look after your physical self, taking any necessary medications as indicated by your doctor. Follow the general health advice received from your own doctor.  Take regular sleep & exercise
* Volunteers who are unhappy with the level of security in their placement are expected to alert SERVE programme staff immediately and in writing where possible. Volunteers reserve the right to leave their placement if they assess that their risk is unacceptable.

On your return

* Provide feedback on the HSS to ensure an improved version.
* Return HSS materials.

Project leader

The Project Leaders act as a liaison between the partner/host organisation, the programme team and the volunteer teams during the overseas placement. The Project leaders attend all the pre-departure preparation weekends with their volunteer teams, and in addition receive additional training as a separate group.

**Project leader – Overall Responsibilities**

While each individual volunteer is ultimately responsible for their own health, safety & security, the project leader is responsible to SERVE for ensuring that their team understand, accept & act in accordance with SERVE’s HSS policies, procedures & principles throughout the overseas placement. In order to achieve this, the project leaders have a number of additional responsibilities, listed below:

**Project leader (PL) – Specific Responsibilities**

In addition to the responsibilities of all Volunteers, PL’s have additional responsibilities as follows:

Pre-departure

* Attend additional pre-departure preparation specifically for project leaders.
* Understand the specific HSS profile of your location & keep updated on any changes that arise.
* Be rested and in good physical & psychological shape before you depart.
* Discuss HSS with your team in advance of departure.

In-country

* Follow the Action Steps (listed in Appendix B).
* Support your team’s implementation of the HSS policies and procedures.
* Monitor implementation of HSS by your team, raise issues around non-compliance as needed.
* Support your fellow Project Leaders in implementation of HSS policies and procedures.
* Recommend changes / updates to the HSS policies & procedures in conjunction with the programme office.
* Communicate issues/ concerns to the programme office in a timely manner.
* Act as the point of contact between SERVE & the host organisation & the team on HSS matters.
* Manage incidents if and when they arise including follow-up (incident reports & post-incident reviews).
* Include HSS updates and reviews as part of the weekly reports.
* Conduct a mid-way review on HSS.
* Monitor local environment & events that may impact on risk profile of their team.

SERVE Volunteer Programme Team

The programme team’s responsibilities fall into four areas:

**Design of SERVE HSS Policies & Procedures**

* Researching best practise, incorporating lessons learnt, monitoring & evaluating the HSS components of the programme.
* Pre-departure assessment of the local HSS status.
* Anticipate likely incidents and ensure that an appropriate response is planned.
* Integrating a HSS perspective across all the programme areas as needed to ensure a satisfactory record.

**Pre-departure training and preparation**

* Provide pre-departure training to teams and co-ordinators.
* Ensure appropriate guidelines, policies & procedures and other support materials are made available.
* Arrange travel insurance.

**Remote Support**

* Manning of 24 hour Emergency Hotline.
* Monitoring of security status of all host cities & countries.
* Updating the HSS policies and procedures as needed.
* Sharing information across the teams about the overall HSS record.

**Emergency Support**

* Provide remote support in case of an emergency.
* Liase with next of kin, insurance agencies and other third parties as required.
* Travel overseas as appropriate in emergency incidents.

Section C) Principles

Introduction

The purpose of this section is to explicitly share the thinking that underlies our approach to the design & implementation of HSS to enable you to adopt these principles in your own approach towards HSS. In our review of previous HSS incidents it appeared that many of the incidents that have occurred in the past were avoidable and two key pre-disposing factors emerged:

* A lack of understanding of local conditions and the associated risk of activities in the new context of a developing country.
* Under-appreciation by participants of their wider responsibility to the programme overall i.e. they were not only responsible for themselves as individuals – but also to the programme overall and the overall health, safety and security record.

This insight has strongly influenced our approach to HSS and is reflected in the principles below.

Principle 1: Managing Risk

All life involves risk. Being aware of risk and applying general principles and common sense can ensure that this risk is manageable. There are two halves to this equation:

***Manage your risk: prevention is better than cure.***

**A. Level of Hazard = Risk – Protection**

At all times you need to work to be aware of and reduce your risk, while also increasing your level of protection.

**B. Level of Risk = Activity + Environment / Context**

It is not only what you do e.g. hill-walking – but where, how and who with that you do it (there is a big difference in risk between hill-walking on your own and with a companion, between drinking water from a tap in Ireland and drinking water from a tap in India and so on)

All of the activities in the first part of the procedure section relate to reducing your risk.

***Be Prepared***

Preparation is the key to factor in successfully resolving a situation when something does go wrong.

Principle 2: Interdependence  
The actions of each volunteer potentially impact on the entire programme. Each volunteer is ultimately responsible for their individual HSS, managing their risk and there is a shared responsibility towards the wider programme.

Principle 3: Trust-based

SERVE has an obligation to itself and our stakeholders to reasonably monitor, test and evaluate adherence to the HSS policies. However it is not our intention or desire to police them. Ultimately this is a trust-based system and volunteers are entrusted with the programme’s HSS record once they depart for overseas. Also, participants are expected to respect one another’s confidentiality

Principle 4: Informed commonsense

SERVE provides guidelines on what to do in certain circumstances. However these cannot be exhaustive or cover every situation. Commonsense, backed up by a knowledge of HSS and the local environment is the best guide when making day to day decisions.

Principle 5: Integrated approach

HSS is a cross-cutting topic. HSS is not something to think about only at specific times; there is a HSS thread through all your activities formal and informal.

Principle 6: Better by Design

There are ***four key principles*** behind our HSS design. We suggest that you adopt these as you adapt the HSS procedures for your own living and working conditions overseas, as well as during any travel throughout or after the placement.

**1. Communications:** Timely, accurate communications underpin appropriate prevention & incident management.

**2. Redundancy:** SERVE’s HSS processes are built around the principle of redundancy i.e. there must be no complete dependence on any one component (person or materials) and there must be a back up for everything.

**3. Best practice.** SERVE reviews best practice from other organisations and adapts to suit our particular needs.

**4. Simplicity.** Keep the processes as simple as possible. Although this is a lengthy document, all the key messages are reduced down to basic approaches and key principles.

Section D) Procedures

Introduction

This section is divided into two parts. The first focuses on how to reduce risk, the second on what to do should an incident arise.

Personal Health, Safety & Security Guidelines

Keeping Safe – The P.L.A.N

**This is a general approach to ensuring your personal safety & security.**

PLAN for your own personal safety:

**P**repare Yourself

**L**ook Confident

**A**void putting yourself at risk

**N**ever Assume

**Prepare yourself**

* Assess your risks. Everyone must take responsibility for their own personal safety and health, taking steps to modify or change our behaviour according to the risks.
* Integrate risk assessment and security awareness into all aspects of your placement.
* Be informed regarding potential risks associated with work, residential or, if you are planning to travel after the programme, travel destinations.
* Thinking things through and planning for the unexpected helps you feel confident and react well in emergencies.
* Begin learning the language (if possible) and cultural nuances so that you can communicate and interpret situations, and so that others can communicate with you. Even a few words such as ‘help’, ‘police’, ‘fire’ can help.
* Keep fit. Good stamina, posture and tension control can all aid personal safety, think about what activities can be incorporated into your daily routine.
* Know SERVE’s procedures for medical and security emergencies.
* Know and abide by local laws and regulations, traffic rules, curfews.
* **Take your mobile phone if possible / purchase or hire one overseas.**  If planning to use your current phone and network, ensure that you are set up for “roaming” before departure. Otherwise get your phone “unblocked” by your service provider prior to departure (This ensures that you will be able to use a local Network Sim card when in-country). Store all key numbers including the Hotline on your phone. Keep a back-up card if you need credit in an emergency. Memorise the emergency phone number and that of your coordinator.
* Keep your **Companion card** with you at all times (this will be distributed to you prior to your departure & will contain all the essential phone numbers). Make sure you know the location of your medical kit, emergency fund, local hospital and police station.
* Understand the context/ environment
* In advance of departure, get informed of cultural expectations regarding social behaviour, religious norms, dress code etc: don’t expect the culture to adapt to you, you will have to adapt your behaviour to it
* Talk to previous volunteers. Learn from their ideas of how to best handle potential risk situations.
* Know the address locations and phone numbers of the projects (where applicable), police, medical services, embassies etc.
* Keep yourself informed of local conditions & potential changes in the security situation (elections, demonstrations etc): read the papers, talk to locals, especially the staff at the host organisations, check the Irish Dept of Foreign Affairs & British Foreign Office websites for travel advice

**Look Confident**

* A confident person is much less likely to be attacked.
* Be alert when out and about. Walk tall. Hold your head up; be aware of your surroundings and the potential hazards.
* Develop your skills of remaining situationally aware. Trust your instincts.
* Try to be relaxed. You can escalate an aggressive situation if you are rushed, stressed or afraid.
* Respect other people’s space. Each of us has our personal buffer zone, which we are quick to defend.
* Avoid an aggressive stance: crossed arms, hands on hips, a wagging finger or raised arm will challenge and confront.
* Avoid looking down on anybody or touching someone unnecessarily
* Know your own abilities. Be honest in evaluating your capabilities.
* Avoid confrontation- do not meet aggression with aggression.
* Ask yourself, what are you doing in order to prevent the build up of stress?
* Are you getting adequate rest?

**Avoid putting yourself at Risk**

Your aim is to remain safe. Remember that your taking chances can also result in the personal safety of others being compromised.

Situational Awareness

* Staying informed and aware of your local context is one of your single best steps for reducing risk.

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Out and About: Walking, Travel and Transportation

* Travel in pairs / groups wherever possible. Vary personal routines.
* If you are going out – let someone know, or at least leave a note to say where you are going and when you will be back. If your plans change- inform your team members.
* **Follow the location specific advice as per the policy section**

Walking

People tend to feel more vulnerable when walking, especially after dark. However, you can prepare yourself to recognise and avoid potential dangers.

* **Never walk alone at night**
* If carrying important documents e.g. passport, licence etc, ensure that you have made copies. Only carry what you need. Use a money belt.
* Do not give personal details, unless necessary.
* Dress appropriately and wear clothes and shoes that are easy to move in.
* Try to keep at least one hand free. Laden down with bags, you are less mobile.
* Use your senses to be more aware of your surroundings. Wearing a personal stereo will dull your hearing.
* Be informed about safe routes. Keep to lit streets and walk facing oncoming traffic.
* Find out about and avoid unsafe areas.
* Don’t be tempted to take shortcuts through potential danger spots, even if you are in a hurry.
* Be on your guard with strangers; avoid crowds or groups that may feel threatening, be wary of parked vehicle with the engine running and people sitting in them.
* If you think that someone is following you, check by crossing and re- crossing the street. If they persist move quickly to the nearest place with people and call for help.
* Never hitchhike or accept a ride from strangers.
* If a driver pulls alongside to ask for directions, do not approach the vehicle. A common criminal technique is to ask a potential victim to come closer to look at a map.

Using Public Transport- in Taxis, Trains and on Buses

* If taking a taxi, use a reputable company or designated safe drivers.
* Keep anything of value such as bags out of view- they make easy picking for a snatch thief in stop-go traffic and bring unnecessary attention at roadblocks or breaks in your journey.
* Keep taxi doors locked.
* Don’t leave valuables in a parked car/ bus.
* Wear a seat belt where provided.
* Do not ride in deserted compartments on a train or buses.
* Sit close to the front of buses and in the back of taxis. If chatting do not give away personal details.
* If someone present makes you feel uncomfortable, consider getting off at the next busy, well-lit stop or alert the driver.
* Travel in pairs whenever possible.
* Wait in well-lit designated areas during off-peak hours.
* After getting off, check to ensure you are not being followed.
* Female volunteers in India should use the women-only areas on public transport if possible.

Dress Code

* Understand and respect local norms about dress. Females in particular must dress modestly and be aware of local sensitivities.
* We would recommend that you do not bring any unnecessary jewellery, watches, rings etc. with you.
* If carrying valuables or a camera, place them in an inconspicuous bag.
* Use a money belt for cash & cards.

General

* Introduce yourselves to your neighbours.
* Develop good working relationships with placement staff, team members and relevant others.
* Be guided by the advice of trusted national/ international colleagues and friends.
* Always report/ discuss incidents- no matter how small with your co-ordinator and/or other team members.
* Good Practice:Learn & review as you go – the best lessons are the ‘near misses’ / it could have happened otherwise.
* Read this information often-. ‘If something were to happen- what would I do? Take a few moments to consider what you would do if a problem must occur.

**Never Assume…**

**…** it won’t happen to me.

Nobody is invincible. Even though the chances are slight, don’t bury your head in the sand.

**…** your fears are unfounded.

Don’t ignore your instincts or that ‘funny feeling’. Act straight away.

**…** people are what they seem.

Appearances can be deceptive.

**…** that your communication will work.

Specific Guidelines

Safety at your Accommodation

**Locks & Keys**

* Having secure locks and proper key management is central to the concept of physical security. Cheap locks are easily overcome or bypassed, and secure locks are worthless if their keys are not protected from unauthorized access.
* Some general guidelines for lock and key security include:
* *Keep a minimum number of keys for each lock and strictly control who has access to them.*
* *Do not allow duplicate keys to be made without permission, and record who has each duplicate.*
* *If a key is lost under suspicious circumstances have a new lock fitted.*
* *Never leave keys under the mat or in other obvious hiding places.*

**Doors**

* Solid doors provide important protection against theft. Keep entrance doors locked at all times, even when at home.
* When answering the door, identify visitors first through an adjacent window, a peephole, or a safety-chained door.
* Use an outside light when answering the door at night to illuminate your visitor. Do not turn on the interior light.

**Windows**

Keep access windows locked whenever possible

* Those designated for emergency exit must have working locks on them with keys kept nearby in an easily accessed and well-marked location.
* After dark, keep curtains or blinds closed. Draw curtains before turning on lights and turn off lights before drawing back curtains.
* In areas where there is a threat of violence or disaster, select offices and residences without large glass windows and use heavy curtains over all windows.

**Fire and Electrical Safety**

Basic fire & electrical safety and security procedures are often overlooked in new environments. Simple improvements in fire and electrical safety and first aid training and procedures can safeguard all volunteers, and should be looked at immediately on arrival in the host country. Individual volunteers, even when travelling, must make every attempt to adhere to commonsense precautions concerning fire and electrical safety.

Fire extinguishers

* Install and regularly inspect extinguishers / fire blankets. Know the location of fire alarms and extinguishers, if present, in hotels, residences and offices.

Emergency exits

* Every residence must have a primary and secondary exit route. Plan ahead on how to exit in the case of fire.

Smoking areas

* Smoke only in designated areas and dispose of cigarettes properly.

Electrical safety

The electrical condition of many offices and residences in the host countries can be considered poor, with overloaded circuits, poor maintenance and inferior wiring. This can increase the risk of electrical shock or fire. Locate and mark the electrical cut-off for all offices and residences. The cut-off must be kept free from obstruction, must never be in a locked space, and everyone must be made aware of its location.

Smoke detectors / Fire alarms

Smoke detectors must be placed where there is cooking or a heat source (lounges with microwaves, coffeepots, kitchens, etc.) and by the main electrical circuit box. Detectors must be tamper resistant, ideally using a sealed power source to prevent battery theft.

**Note:**

**If you or someone near you is on fire, remember - stop, drop and roll.**

**Stop**. Don’t panic and don’t allow others to run about if they are on fire.

Remove burning clothes, if possible.

**Drop.** Fall quickly to the ground or floor. If someone else is on fire, try to get them to do so. “Tackle” them only if you will not catch fire yourself.

**Roll.** Roll flat over and over (back and forth if in a room) until the fire is extinguished. The rolling will smother and scatter the fire in most cases. If someone else is on fire, have them roll. You can use water, sand, or a blanket to help smother the fire while they are rolling. Do not attempt to beat the fire out with bare hands; continue rolling instead.

**Summon aid.** Once the fire is extinguished, summon aid. Remove outer clothing if necessary and begin first aid.

Money Management

* Carrying credit and debit cards and traveller’s cheques is more secure than carrying money, but you must always treat cards and cheques as carefully as you would cash.
* Keep travellers cheques sales receipts separate from the cheques themselves.
* Memorise your PIN and keep it secret. Verify your daily withdrawal limit before travelling and test your card before you go.
* Be observant and cautious when you use an ATM machine. Don’t let anyone see the screen and keyboard, and put away your cash immediately.
* Report lost or stolen cards and travellers cheques immediately.
* Wear a money belt and only carry what you need with you.
* Keep the contact information in case of loss of your credit or bank card separate from your cards

If Staying in Hostels or similar accommodation while on Placement

* Take advice on where is good to stay and how to travel safely to and from the hostel
* Ask for a room above ground level
* Before leaving your transport, take a look around. Does this seem a reputable establishment? Trust your instincts
* Keep your door locked. Carry and use a rubber door stop for added security.
* Stay alert for risks and always act on same.
* Always check the security situation of the locations to which you are travelling
* Carry a list of emergency contact details including names, addresses, phone numbers, and the names of reputable hostels along your route.
* While waiting in airports sit near other people and keep your belongings0 in front of you.
* In hostels, avoid rooms that are easily accessible from the outside. Always secure the door when inside your room. Take note where the safety exits are in case of fire or any other emergency.
* Consider the best way to deal with valuables – don’t leave them in your room. Use hotel safe if available
* Review your proposed itinerary with local staff and someone who can provide an expatriate perspective (i.e. some places will be fine for a local person – but expatriates may have a different risk profile).

Developing Relationships:

* Do what the locals do: build your support network!
* Building a positive rapport and good relations with the people with whom you work and in your local community is probably the most important contribution you can make towards your own security. In building positive relations it is important to consider the following:
* Interact as often as possible with your neighbours, communities, local staff etc. Listen to them.
* Introduce yourself to and build a rapport with the local authorities and community leaders.
* Involve yourself in community activities apart from you work. Do not let your only interaction with the local community be when you enter and leave your protected compound. However, be aware of how any interaction you do have is perceived by others, as there may be security implications as a result of the relationships you develop.
* Attempt to learn the local language and practice it as often as possible.
* Avoid being drawn into relationships that might carry personal obligations or expectations you cannot meet.

Behaviour and attitudes

* Remember at all times that you are an ambassador for SERVE. Think carefully about how others see you, and how your actions or behaviour might be perceived. Avoid any behaviour or attitudes that might offend or provoke aggression.
* Communicate and interact with all individuals in a respectful and positive manner.
* Be respectful towards religious beliefs, local customs and cultural practices of the communities in which you work. In situations where you feel that you must question customs and practices which are harmful to individuals, this must be done in a sensitive and appropriate manner.
* Make sure you understand the ground rules in your location for personal communication between men and women; for example, acceptable levels of familiarity and how to greet male and female members of the society.
* Be aware of local laws and attitudes – refrain from excessive use of alcohol where it may compromise personal and team security.

Stalking and Harassment

In any area, sexual harassment or stalking is incompatible with providing a safe and secure working environment and as such is unacceptable. Stalking is defined as ‘persistent harassment’ and sexual harassment can take a multitude of forms. Sexual harassment can be directed at men or women, but women are most often the targets. Any unwanted and offensive conduct, verbal or non-verbal, which is targeted at an individual because of their gender, can constitute sexual harassment.

Volunteers must be aware when someone is focusing unwanted attention on them or others with overt or subtle pressure or by other actions or comments.

Sexual harassment can take a multitude of forms. You may be the target of sexual harassment from a random stranger while walking in the street, or from a colleague while in the workplace or a social setting. Some common forms of sexual harassment are:

* Obvious sexual gestures or remarks directed at you
* Suggestive invitations or remarks
* Staring at your body
* Uninvited visits to your room
* Close physical contact
* Touches or grabs at your body
* Threat of physical assault

Ways to reduce the risk:

• Exercise caution when meeting people. Arrange the meeting in a public place or with others.

• Communicate clearly. Be assertive and insist on being treated with respect.

If faced with any unwanted attention, you may consider any one or more of the following steps:

* Confront the harasser. Talk to the person directly if you feel comfortable and secure in doing so. Explain that their behaviour makes you uncomfortable & you find it offensive, ask them to stop.
* Tell someone. Discuss the problem with a friend or your project leader. Get advice from appropriate sources on how to handle it and the options available.
* Document the harassment. While the incident is still fresh in your mind, write down what happened, where, when and how you responded. Include the names of any witnesses.

Sexual Assault

Everyone, whether male or female is a potential victim of sexual assault. Statistics show that most victims know their assailant. Sexual assault is a crime of violence. However, in some of the countries there may be different perceptions and assumptions about sexual violence.

In order to reduce your risk;

* Stay alert for warning signals e.g. obscene remarks, leers and indecent gestures, and trust your instincts.
* Be aware that a number of assault cases cite the use of drugs. Therefore, when out, do not leave your drinks unattended and watch as your drinks are being served.
* Take whatever measures possible to stay out of danger.
* Follow other HSS guidelines re: walking, using public transport, developing relationships, dress code etc

If you have been involved in any type of incident that has been out of the ordinary and is causing you distress, please seek assistance.

See the incident management section for what to do in case of sexual assault.

Additional Considerations For Women

You may find that the perceived role & status of men and women is different in your host country than what you are used to in Ireland. This poses an additional challenge, particularly for female volunteers. General safety and security measures are the same for everyone but occasionally women may feel more vulnerable. If this is the case, female volunteers must never be pressured, or allowed to forgo common sense safety measures, in order to ‘prove’ themselves on the placement.

Incident Procedures

Introduction

The next section outlines SERVE’s Incident Management Guidelines which advise what to do in the case of specific emergencies including: Illness, Sexual Assault & Mugging. However, in essence the advice can be reduced down to three parts:

1. Stay **Calm**

2. Take **Action**, as appropriate

3. Make **Contact**, call your Project leader and also the SERVE Emergency Hotline, the travel insurance company and local emergency services as needed. (All these numbers will be on your companion card and you should memorise them).

**Project Leader**

Your Project leader should generally be your first point of contact in an emergency. If they are uncontactable, you should try the other Project Leader or the emergency number below.

**SERVE Emergency Phone 24 Hr Hotline**

**(+353 87 3389567 [outside office hours])**

The Emergency Phone is for emergencies in which serious physical, mental or emotional harm has occurred or is possible. Events which could be classed as an ‘emergency’ and precipitate the need for an emergency response include a) deaths, b) serious injury/ illness including sexual assault and dementia, and c) other traumatic events such as violent incidents, a student gone missing, civil unrest and natural disaster.

Using the Emergency phone will trigger the Emergency Protocol (See appendix H).

The emergency phone is not for minor problems or even major inconveniences. Such calls risk distracting from serious incidents. However, if in doubt call the Hotline.

**In the event of an emergency contact project leader. The leader will contact the Insurance company on your behalf. Contact details for the insurance company will be included on your SERVE Companion card, received before departure.**

Making an emergency call

**First:**

1. **NB Give your name** and confirm telephone number that you are calling from - so that if you get cut off you can be contacted
2. Give the name of the volunteer(s) involved
3. Give the location of the emergency/ incident and current location of the volunteer(s) if different

**Then,** give a summary of the situation:

1. The details of what has happened
2. The current physical and psychological condition of the volunteer (s)
3. Details of any onsite response
4. Any specific assistance needed

The Leader / Incident Manager will request the following information if/ where relevant.

* The imminent risk to the volunteer if they remain where they are.
* Whether food, water and adequate medical attention is available.
* The precise nature of medical treatment the participant has received/ is receiving.
* If the volunteer has been injured, assaulted or raped the details of the accident or attack and the on-site response and subsequent follow up to the emergency.
* The name, title, telephone and fax number for any official in charge of the situation (eg. Attendant doctor/ chief of police and/ or other health professional).
* If the next of kin have been informed
* Contact number of the volunteer(s)
* If a volunteer is missing, for how long and whether search and rescue operations are available or already being used.
* To make this call to the insurance company you will need to provide the SERVE Policy Number. This will be provided before departure, on your Companion Card

**Ending the call**

1. Confirm the key points esp. the emergency details, your contact information & that of the volunteer(s)
2. Summarise the next steps each of you will take

Arrange a time when you will next call.

Specific Procedures

## This section provides guidelines on how to manage specific situations as follows:

|  |  |
| --- | --- |
| **For Volunteers** | **For Project leaders** |
| If you feel threatened | Mild injury or illness |
| If you are attacked | Severe illness or injury |
| Mild injury or illness | Death |
| Severe illness or injury | If you (Project Leader) are injured or ill |
| Theft | Reporting an incident to SERVE Head Office |
| Mugging | Post placement travel |
| Sexual Assault or Rape |  |
| Missing Person |  |
| If a project leader is ill or injured |  |
| Post Placement Travel |  |

If you feel threatened

* Stay calm. Breathe out slowly to help your relax.
* Follow your instincts. If your intuition is telling you something is not right- don’t ignore this feeling, act on it. Think about where you could go to feel safer.
* Try hard not to become aggressive. You may not be able to speak the language, but you can still sound calm. Body language differs from country to country, so try remaining in a passive stance.
* It is usually best to back away gradually, before walking away as fast as you can- don’t run unless you have to.
* A safe place to head for is somewhere with other people you can ask for help, such as a café, shop or hotel.
* If someone is determined to take your money or belongings, let them go. Don’t risk being attacked. You are worth more than any possession.
* Don’t assume the only threat comes from men. Women and children participate in, and carry out, attacks and scams.

If you are attacked

1. Use your voice. Making lots of noise may deter an attacker and alert other people to what is happening. Shout a specific instruction like ‘Call the Police’- this will help people to know what to do if they are in earshot.

2. Doing something unexpected, like pretending to see someone you know, can get you away from a potentially dangerous situation. Physical self-defence must be a last resort. It is not weak to walk away from violence.

3. You might want to consider acquiring a personal alarm. If you do have an alarm, hold this as close to the ear of an attacker as possible and let it off. This will shock and disorientate your attacker, giving you valuable extra seconds to get away. An alarm may attract other people’s attention, but this is not its primary purpose. (Remember, there may be restrictions on carrying certain alarms on aeroplanes; contact your carrier in advance and check the alarm manufacturer’s instructions for their advice).

4. Report any incident to the police. If you have been the victim of a crime and are worried about going to the local police, then get in touch with the nearest Irish Embassy (or British Consulate). They can give you advice and help you decide what you want to do. Report the incident to a project leader or contact the office on the emergency phoneline.

Mild injury or illness

1. Tell another volunteer your symptoms.

2. Call the Project Leader. Tell them your symptoms and inform them of any medication you have taken

3. If symptoms are mild leave work and return to accommodation. Lie down and rest. Project Leaders must check up on you as soon as possible. Ensure that you have enough water close to you and keep a mobile phone, on and charged with credit beside you.

4. Decide together if you need to see a doctor. If so, the Project Leader must accompany you.

5 If illness is considered mild, follow doctor’s orders and no further action need be taken.

6. Alert your Project Leader if symptoms continue or worsen.

7. Contact project if you will not be well enough to teach.

Severe illness or injury

1. If you are with a volunteer who becomes seriously ill or injured, accompany them to hospital. Call an ambulance if needed – see numbers on emergency card – or travel in a reputable taxi to the recommended hospital.

2. Contact the Project Leader who must join you immediately. If the Project Leader is not available to come immediately contact the back up co-ordinator or one of the volunteers.

3. Call the SERVE emergency number as soon as possible. If the holder of the emergency phone deems the incident to be an emergency, an incident manger will be appointed, through which communications will be directed. Keep a record of all the phone calls you have made.

4. Pass on all the details of which you are aware to the Project Leader, including any phone calls you have made.

5. Give the Project Leader any background info you are aware of – e.g. if the volunteer had been complaining of symptoms before becoming ill, etc.

6. The incident manager will contact the next of kin, if deemed necessary, and will pass on to the next of kin the number of the PL.

7. The project leader must contact the insurance company (if the Project leader is not available one of the team must contact the insurance company).

8. The project leader must contact the project to let them know what has happened.

9. The incident manager will remain in regular contact with the Project Leader, and the Project Leader will be responsible for submitting a report post, and holding a review meeting with the team following the incident.

**Theft**

1. If you have had cash stolen, notify your Project Leader. They have an emergency fund and will be able to lend you money.

(If you think that you know the person that stole it, do not confront the person – pass any information you have on to the Project Leader who will investigate the matter.).

2. If you intend to claim back on the insurance policy, Report the theft to the local police immediately **and obtain a signed police report.**

3. If your passport is stolen, tell your Project Leader; they will contact the nearest Irish Embassy or Consulate on your behalf

4. If your credit card is stolen, phone your bank to cancel it using the 24-hour emergency number provided for this purpose. You must have at hand the cancellation numbers with you.   
5. If your traveller’s cheques are stolen, report the theft and the serial numbers to the issuing agent. You will need to show your original receipt which you must keep separate to your traveller cheques.   
6. If your travel ticket is stolen, contact your Group leader immediately, who will contact the travel company concerned. Be sure to get a police report for the insurance company.

7. Try and collect any receipts or proof of ownership for any valuables stolen.

8. Refer to the SERVE Insurance policy for coverage.

**Mugging**

1. If you are threatened or being robbed, never attempt to fight with your attacker – always acquiesce to their demands.

2. Try to remember as much as possible about the attackers – if you noticed them following you, what they look like, where they attacked you – for the benefit of other volunteers and for the police report.

3. Leave the area as soon as you are able.

4. If you are injured go to the recommended hospital. Call the Project leader to let them know you have been attacked as soon as possible.

5. If you are not injured, go to the nearest public/ secure area and call recognised transport. Take the transport back to your accommodation and call the Project Leader on route.

6. Between yourself and the Project Leader, decide if want to report the incident to the police. If you decide to report the incident, go with the Project Leader to report the incident to the police. Give them as many details as you can recall. Obtain a signed incident report from the police, and note the name of the officer who was dealing with your report.

7. If you have had money stolen, notify your Project Leader who may be able to lend you money.

8. Gain as much information as possible, including a police report, for the insurance company.

9. Prepare a written report of the incident, including: what happened, where it happened, what was taken, who was affected, any suggestions for how the incident could be avoided in future (e.g. avoiding a particular area) and forward a copy to the Project Leader and the SERVE office.

10. If you are unable to attend the school the next day, remember to contact them.

11. The Project Leader will hold a review meeting with the group, but will discuss in advance with you the details of the event, and if there is any information which you wish to remain confidential.

12. Following the event, the Project Leader will touch base with you regarding your response to the mugging.

13. If additional support or guidance is required, the Project Leader will discuss with you the next steps in obtaining it.

**Sexual Assault or Rape**

1. If you are sexually assaulted or raped, go to a public or safe area and call the Project leader or another volunteer as soon as possible.

2. Go immediately to the hospital. Although the idea of a physical examination may be distressing it may be important for your personal health.

3. The Project leader or accompanying volunteer must notify the SERVE office as soon as possible, giving an account of what happened, what steps are being taken, what the medical needs of the victim are. S/He must also contact FirstAssist.

4. The SERVE office/ Incident manager must not contact the victim’s next of kin without the express permission of the victim.

5. Victim and project leader or volunteer must discuss whether the victim desires to go to the police.

6 If the victim does go to the police, they must give as much detail about their attacker and where they were attacked as possible. They must be accompanied at all times by the project leader or the accompanying volunteer.

7. The Project leader or accompanying volunteer must contact their local Embassy or consulate, for advice and possibly the number of a local counsellor.

8. The victim must be put in direct contact with an In-Ireland counsellor.

9. The victim must always be offered repatriation.

10. The project leader must send a detailed incident report to the SERVE office. This report must not be discussed with the victim or other volunteers.

11. The incident must be reviewed with the team (respecting the confidentially of the victim) and any other follow-up needed identified and implemented.

12. Additional support, debriefing or counselling may be required for the other team members.

Some additional information on sexual assault may be found in the appendix.

**Missing Person**

1. If you realise that a volunteer has gone missing, immediately contact the Project leader.

2. Call other volunteers quickly; find out who they were last seen by and where they were planning to be. Call the project and see if they know any additional information

3. Contact the local police – give them as much information as possible: the missing person’s appearance, what they were wearing when last seen, where they were supposed to be, how long you have known they were missing.

4. Make sure that there is someone at their accommodation and placement, in case they return there.

5. Telephone the SERVE office or emergency number as soon as possible. Notify them of the name of the police officer investigating the situation, and where they can get information.

6. Contact your local embassy or consulate – they will be able to give advice on local agencies specialise in tracing missing persons.

7. If the person has not returned within 12 hours, the SERVE office will contact the next of kin. They must also tell them who is investigating the situation and how they can be contacted.

**If a Project leader is ill or Injured**

1. Notify the back-up project leader as soon as possible – their mobile number must be on the Emergency Contacts List and also in the volunteers’ phones.

2. They must follow the above procedures, taking on the role of the Project leader.

3. They must appoint someone to take over any important jobs that the Project leader is now not able to do.

4. They must notify the SERVE office that they have taken over the role of Project leader.

5. The Project leader may also delegate the HSS role to another member of the team as appropriate.

Project leader – Additional Guidelines

**Mild injury or illness**:

1. After taking call from the volunteer, check up on them as soon as possible.
2. Decide with volunteer if they need to see a doctor – look out for warning signs of more serious illness e.g. fever, severe headache, disorientation, dilated or pinprick pupils, vomiting etc. Visit to the doctor must be the usual course of action.
3. If they do need to see doctor / go to hospital, you must accompany them.
4. You must keep a written record of events and calls, detailing the following –
   1. Time / date
   2. Issues / concerns
   3. Actions taken
   4. Next steps
5. Then notify the back-up Project Leader of your plans – they must let other volunteers know if necessary that they will take over from your day-to-day duties if the volunteer needs your full attention.
6. If illness is considered mild, doctor’s orders must be followed and no further action need be taken.
7. Volunteer may wish to contact next of kin.

**Severe injury or illness**

1. Once informed of the illness, accompany victim to hospital, or join them there is they are already at the hospital
2. Speak to the victim, the volunteer accompanying the victim and the attendant doctor. Elicit as many details as possible about the problem.
3. Call the SERVE Emergency Hotline. If deemed necessary, an incident manager will be appointed to deal with the incident. Contact the insurance company.
4. SERVE’s Director and Chairperson will be contacted and informed and if appropriate at that time will inform next of kin personally.
5. Ensure someone remains with the patient.
6. Notify back-up PL as soon as possible, telling them to take over your duties and alerting them of any outstanding issues/tasks that they will need to deal with in your place.
7. The incident manager, Director or Chairman will contact the next of kin, and pass on your details to them.
8. Notify the insurance company of the incident.
9. Make sure you have all the information requested by the insurance company.
10. If necessary, contact the Medical Advisor/ or recommended doctor in your city – you may need them to provide a second opinion or to liaise with the insurance company.
11. Continue to relay any new information to the incident manager at frequent intervals.
12. Write up a detailed incident report. Report must include: A day-to-day record of all events since the start of the incident, including any additional information that has since come to light.

**Death**

1. Call the emergency phone number as soon as possible; detailing as much information as possible. Contact the insurance company.
2. SERVE’s Director and Chairperson will be contacted; and one of either will inform next of kin personally- this must be done before they hear from any other source.
3. Once this is done, call the other members of the team and the placement staff
4. Accompany the body to hospital.
5. Inform the insurance company of the incident, keeping a record of all phone calls and next steps.
6. Obtain as much information, in writing, from the doctor or police officer in charge of the case. Have them sign the documents.
7. Inform the Embassy or consular with whom the deceased was registered. The Embassy can assist with the following:
   1. Arrange to have the next of kin of the deceased informed by the Garda Síochána
   2. Assist relatives to appoint a local undertaker.
   3. Assist with procuring documents such as death certificates or medical or police reports.
   4. Assist relatives to communicate with the Police and other Authorities.
8. Write a full report as soon as possible and relay to SERVE Head office.
9. Media contact must be directed through the incident manager in Ireland.
10. The SERVE board will immediately send a letter of sympathy to the volunteer’s family and volunteer team overseas.
11. The board will decide if appropriate to fly a SERVE member of Staff over to the local region, to assist with the repatriation of the body and to support the volunteer team.
12. The incident manager must arrange a medical advisor and counsellor and their support offered to the project leader and the volunteer team.

If you are taken ill or injured

1. Contact the backup project leader as soon as you can. They must act as a liaison with the SERVE office and take over your role as the first point of contact. (See above).

2. They must have a copy of the additional information given to you.

3. They must complete the incident reports.

4. You must tell them of any outstanding tasks that you were meant to do, and they must appoint another volunteer in your place.

For all other incidents, see the procedures above.

Incident Reporting

Timely reporting of health, safety and security incidents can aid in protecting present and future volunteers. Incidents are classified into three categories:

Incident Classification:

**Major:** Resulting in long-term injury – mental, emotional or physical

**Medium**: Incidents which require medical or other professional intervention but where there is no long-term injury to the person or persons involved

**Minor:** Minor incidents that do not require any medical or other professional intervention

**Minor** Incidents: can be included in HSS section the weekly update report.

**Medium** Incidents: Contact the SERVE office. Use the emergency phone for out of hour’s reports and/or more serious or potentially serious incidents. Complete an incident report and email to the office.

**Major** Incidents: Contact the Emergency Phone.

**Report Details**

* + **Weekly update report** – this is a fairly brief report to be sent at the end of each week to the programme team including a HSS update (i.e. minor incidents / illnesses, any change in security situation, any problems with volunteers following procedures, non-urgent updates on more serious incidents etc.) Note: More urgent issues e.g. a more serious change in the security situation or a serious problem with non-compliance should be reported sooner in writing and/or by phone.
  + **HSS Incident reports**–in the event of a medium or major HSS incident, it needs to be fully documented. Please mention ALL HSS issues in the weekly update report (as described above).

Post-Incident Review

You must conduct the following review after any major or medium incident and any near misses (esp. if they could potentially have resulted in a major or medium incident).

|  |
| --- |
| * *What* happened, where and when? * *Who* was involved and what was the impact on those affected? * *Any action* required as a result. * *Motives and behaviour* – What are the possible motives of the perpetrators of the incident? Were the underlying motives financial, social, cultural or political? What may have triggered the actions of the perpetrators? * *Targeting* – Are there any indications that the incident was opportunistic, or were you targeted? * *Patterns* – Are there emerging patterns in the locations, timings, targets or victims of incidents that have implications for security? * *Effectiveness* of security procedures – Were security measures in place to tackle the incident? What could have been managed better? * Wasthe incident *avoidable* or *unavoidable*? (if the HSS guidelines had been followed) |

This review must initially be conducted with those directly involved and then with the wider team (respecting confidentially as appropriate).

A report must be written and shared with the SERVE office in Ireland and other Project Leaders (respecting the privacy of the individuals involved).

Additional debriefing and/or counselling for the wider team may also be required after a serious incident.

Medical Procedures

Anti-malaria prophylaxis & prescription medications

* If appropriate in your country destination and if recommended by your own doctor or the Tropical Medical Bureau, take your anti-malaria prophylaxis as indicated as well as other anti-malaria measures e.g. mosquito net.
* If you require prescription medication, please provide a back-up prescription to your Project Leader (this can be in a sealed envelope to ensure privacy).

Other medications

In addition it would be useful for volunteers to carry with them the following:

* Tablets for nausea or vomiting such as Motilium®
* Tablets for diarrhoea such as Arret® or Imodium®
* A cream such as Fucibet® for treating insect bites
* Oral rehydration salts such as Dioralyte® or Raplyte® to prevent dehydration in the event of the development of a diarrhoeal illness®
* Anti-histamine tablets, particularly if sensitive to insect bites
* Some simple plasters and bandages
* Some antiseptic cream or lotion
* Paracetamol as a pain-killer and for lowering an elevated temperature

Volunteers should also carry with them a three-month supply of any medications that they take routinely when at home.

First-Aid / CPR Training

Project leaders receive a basic introduction to first aid, including first-aid and CPR, during their pre departure training. Each team also receives a ‘First Aid Manual, emergency procedures for everyone, at work, at home, at leisure’ and ‘Emergency First Aid, a quick reference guide to step- by step procedures for emergency First Aid’

First-Aid Kits

First-aid kits are supplied for each programme placement. Well maintained kits, when combined with appropriate training for their use, can minimise the effect of medical incidents. The kit must be sealed, well marked and mounted in a central location. Each team must designate someone to inspect and maintain the kits.

Medical Emergency Response

Everyone must be familiar with the medical emergency response procedures in the event of a sudden acute illness or injury.

Next Of Kin And Health Information

All volunteers must have a next of kin and health information document on file in the SERVE HQ. During an emergency, this information can provide a central point to access critical information on pre-existing medical conditions, next of kin, religious restrictions, etc.

Stress

In development work, volunteers are confronted with political, cultural and societal issues that can cause stress to them. The presence of stress is to be expected and may even be desirable to challenge and focus staff efforts. However, the work environment must be monitored to prevent intolerable stress build-up, which can quickly degrade the health and safety of volunteers.

Stress Indicators

During sustained prolonged exposure to unmanaged stress volunteers may exhibit one or more of the following indicators:

• Apathy

• Depression

• Sleeplessness

• Compulsive eating

• Recurrent minor illnesses

• Disharmony with colleagues

• Decline in efficiency and productivity

• Excessive use of alcohol or other substances

Sources Of Stress

Extreme levels of stress can result from both crisis events and the day-to-day operations in a new & challenging environment.

Factors leading to high stress levels include:

***Personal comfort.*** Volunteers may find their personal physical surroundings unfamiliar or difficult, lacking amenities such as consumer goods, favorite foods, etc. Housing, which is communal can result in less ‘personal space’ than volunteers are used to at home.

***Personal safety and security.*** High crime levels, instability or insurrection, and other civil disturbances may cause anxiety for volunteers.

***Restrictions on movement.*** Restrictions on where a volunteer may go, such as ’no go’ areas of the city, or volunteers being confined to their accommodation after dark, not being able to walk in the evening, can add to overall stress. When recreation areas are placed “off limits” it degrades possible stress coping mechanisms as well.

***Work and environment.*** Volunteers will be working in areas where living conditions are often very poor and where the social situations of the children are often difficult.

***Frustration.*** All volunteers may experience a high degree of frustration at the project or work site. Power outages, shortages of equipment and food, bureaucracy etc. can cause volunteers to feel that they are not able to accomplish all that they could if more was available.

***Guilt.*** Volunteers may experience a sense of guilt at “having so much.”

Volunteer Stress Prevention

***Providing orientation.*** The programme team, through the project leader, provides cultural, health and safety information prior to and upon arrival of new staff. In areas of insecurity, conduct staff safety and security briefings as often as required to allow staff members to express safety and security concerns or ideas.

***Encouraging regular time off for all staff***. In is common for volunteers to attempt to work all day every day, which can quickly lead to burnout. Regular down time, in the evenings or at the weekends can help prevent this happening. Pace yourself over the programme.

***Expressing appreciation*** on a regular basis for the individual efforts of each volunteer.

Delayed Reactions To Stress

Delayed reaction to stress, often called post-traumatic stress disorder, can occur well after the source of stress is removed. The symptoms of post-traumatic stress disorder can include:

• Re-experiencing the trauma through nightmares and intrusive memories

• Feelings of avoidance or numbing, which can include memory loss, guilt, or lack of energy

• Heightened arousal, indicated by nervousness, difficulty concentrating, excessive fear, or sleep disorders.

• Manic euphoria or intense mood swings.

Stress Prevention and Mitigation

Through preventive techniques a volunteer can work in arduous circumstances while experiencing relatively low levels of stress. The following techniques can minimize stressors and improve the staff member’s ability to withstand stress.

***Preparation.*** Each person must be properly briefed prior to assignment and receive additional orientation on arrival. Individuals must make every effort to learn about the situation in their area of operations to better prepare for possible sources of stress.

***Belief systems.*** Volunteers must be encouraged to maintain their spiritual health consistent with their personal beliefs.

***Maintain good physical health.*** Establish a regular exercise programme and stick to it. Ensure that everyone is made aware of health risks in the area and how to protect against them.

***Express emotions.*** Volunteers must be encouraged to express emotions appropriately. Fear is a natural response to danger and sharing feelings with colleagues can be an important support element during times of stress.

***Maintain a sense of humor and perspective.*** Try to have contact with others outside of the work environment.

Culture Shock

Individuals moving into an unfamiliar culture or setting, even within their own national boundaries, may experience the phenomenon known as culture shock. It involves a predictable sequence of emotional responses that many, though not all, people transition through as they enter and adjust to their new surroundings. For volunteers, recognizing the effects of these transition states on overall stress levels is important, especially since there are measures that can be taken to minimize the negative effects.

Stages of Adjustment (Culture Shock)

* Enthusiasm & Excitement
* Withdrawal & Loneliness
* Re-emergence & Adjustment
* Achievement & Enthusiasm
* Return Anxiety
* Shock/Reintegration into Parent Culture

**Tips to Minimize the Consequences of Culture Shock**

* Recognize that it is normal to feel overwhelmed and out of place at first.
* Try to construct realistic expectations in the beginning.
* Remember that you have survived major transitions before.
* Take care of yourself: get plenty of rest, maintain proper nutrition, stay fit, and limit intake of alcohol.
* Find a mentor or host country national staff member who can answer questions.
* Don’t withdraw from social contact with others.
* Keep in touch with family and friends “back home.”
* Reach out beyond the expatriate community and beware of reinforcing negative stereotypes of the host country’s people. When taking time off do something not related.

Note: Culture can also be experienced on the return home. Many former volunteers have reported that was actually a more disorientating experience.

**Insurance**

All volunteers are provided with travel insurance for the duration of their placement under the SERVE insurance policy. SERVE’s insurance policy also provides public liability cover for the Volunteers for their pre-departure fundraising activities. The insurance is provided by WR Berkley through our broker JLT Ireland. This cover includes the following five sections (this is an extract from the full policy).

**SECTION A - PERSONAL ACCIDENT**

If during the PERIOD OF INSURANCE and the OPERATIVE TIME OF COVER the INSURED PERSON sustains BODILY INJURY the INSURERS will pay the INSURED up to the amount stated in the SCHEDULE.

**SECTION B.1 – MEDICAL EXPENSES AND EMERGENCY TRAVEL & REPATRIATION EXPENSES**

**IMPORTANT NOTICE**

As soon as is practicable after the occurrence of BODILY INJURY or SICKNESS that is likely to result in a MEDICAL EXPENSES claim for hospital treatment or the incurring of EMERGENCY TRAVEL & REPATRIATION EXPENSES the INSURED or INSURED PERSON must contact the 24/7 FirstAssist

Operations Centre on:

Telephone: +44 (0)20 8763 4814

Facsimile: + 44 (0)20 8763 3035

Email address: international.ops@firstassist.co.uk

If during the PERIOD OF INSURANCE and OPERATIVE TIME OF COVER the INSURED PERSON sustains BODILY INJURY or contracts SICKNESS then INSURERS will indemnify the INSURED in respect of MEDICAL EXPENSES and EMERGENCY TRAVEL & REPATRIATION EXPENSES necessarily incurred in returning to the INSURED PERSON's Country of Domicile up to the amount stated in the SCHEDULE.

**SECTION B.2 – PERSONAL BAGGAGE**

If during the PERIOD OF INSURANCE and the OPERATIVE TIME OF COVER the INSURED PERSON sustains accidental loss or damage of PERSONAL BAGGAGE then INSURERS will indemnify the INSURED on behalf of the INSURED PERSON in respect of such loss or damage up to the amount stated in the SCHEDULE.

**SECTION B.3 – MONEY**

If during the PERIOD OF INSURANCE and OPERATIVE TIME OF COVER the INSURED PERSON suffers accidental loss of MONEY then INSURERS will indemnify the INSURED on behalf of the INSURED PERSON for such loss up to the amount stated in the SCHEDULE.

**SECTION B.4 – CANCELLATION, CURTAILMENT, REPATRIATION & REPLACEMENT**

**IMPORTANT NOTICE**

As soon as is practicable after an occurrence as specified below that is likely to result in a

REPATRIATION and/or REPLACEMENT EXPENSES claim the INSURED or INSURED

PERSON must contact the 24/7 FirstAssist Operations Centre on:

Telephone: +44 (0)20 8763 4814

Facsimile: + 44 (0)20 8763 3035

Email address: international.ops@firstassist.co.uk

(a) **CANCELLATION & CURTAILMENT**

If during the PERIOD OF INSURANCE and the OPERATIVE TIME OF COVER the INSURED or the INSURED PERSON incurs irrecoverable expense as a direct and necessary result of CANCELLATION, CURTAILMENT or rearrangement of any part of an INSURED JOURNEY as an unavoidable consequence of:

(i) the INSURED PERSON sustaining BODILY INJURY or contracting SICKNESS

(ii) BODILY INJURY or SICKNESS of the INSURED PERSON’s close relative, fiancé(e), close business colleague or of any person with whom the INSURED PERSON had arranged to travel, reside or conduct business with or the relative, fiancé(e), or close business colleague of such person

(iii) pre-booked accommodation being rendered uninhabitable as a result of fire, storm, flood or malicious damage

(iv) the resignation, redundancy or termination of employment of the INSURED PERSON

(v) a state of emergency being declared as a result of fire, storm, flood, earthquake and/or disease necessitating the immediate evacuation from a region that the INSURED PERSON has pre-booked to travel to or is travelling in

(vi) compulsory quarantine, jury service, witness summons, subpoena or hijacking involving the

INSURED PERSON or INSURED PERSON’s close relative, fiancé(e) or close business colleague or of the person the INSURED PERSON intends to conduct business with

(vii) cancellation or curtailment of scheduled public transport services consequent upon strike riot or civil commotion

(viii)cancellation, curtailment or postponement of an EVENT as a result of fire, storm, flood or malicious damage

(ix) theft from the INSURED’s premises where the INSURED PERSON is the only key holder available

(x) theft from the INSURED PERSON’s place of residence in their Country of Domicile where the

INSURED PERSON’s presence is required by the local Police Authority

(xi) the INSURED’s premises and/or the INSURED PERSON’s residence in their Country of Domicile being rendered uninhabitable due to fire, storm, flood or malicious damage INSURERS will indemnify the INSURED for the unused portion of pre-booked travel connections or pre-booked accommodation or any reasonable pre-paid costs as a part of or in connection with the INSURED JOURNEY and for which the INSURED or the INSURED PERSON has a contractual liability up to the amount stated in the SCHEDULE provided the INSURED or the INSURED PERSON had no notice of the events specified in (ii) to (xi) above prior to arranging the INSURED JOURNEY.

(b) **REPATRIATION EXPENSES**

If during the PERIOD OF INSURANCE and the OPERATIVE TIME OF COVER the INSURED incurs additional travel or accommodation costs as an unavoidable consequence of the INSURED PERSON having to return to his Country of Domicile as a result of:

(i) the death of the INSURED PERSON’s close relative, fiancé(e) or close business colleague

(ii) the serious illness of the INSURED PERSON’s close relative, fiancé(e) or close business colleague and where the INSURED PERSON’s presence has been requested in their Country of Domicile by a qualified medical practitioner or as a matter of business necessity due to such illness

(iii) a state of emergency being declared as a result of fire, storm, flood, earthquake and/or disease necessitating the immediate evacuation from a region that the INSURED PERSON is travelling in

(iv) theft or attempted theft involving entry to or exit from the INSURED PERSON’s home or place of business in their Country of Domicile by forcible and violent means

(v) the INSURED’s premises and/or the INSURED PERSON’s residence in their Country of Domicile being rendered uninhabitable due to fire, storm, flood or malicious damage INSURERS will compensate the INSURED for all reasonable costs incurred up to the amount stated in the SCHEDULE.

(c) **REPLACEMENT EXPENSES**

If during the PERIOD OF INSURANCE and the OPERATIVE TIME OF COVER the INSURED incurs REPLACEMENT EXPENSES as a direct and necessary result of the INSURED PERSON sustaining BODILY INJURY or contracting SICKNESS during an INSURED JOURNEY for which an indemnity is payable under the terms of the Policy then INSURERS will indemnify the INSURED in respect of such expenses up to the amount stated in the SCHEDULE.

**SECTION B.5 - PERSONAL LIABILITY**

INSURERS will indemnify an INSURED PERSON against legal liability for damages in respect of:

(i) BODILY INJURY to any third party

(ii) accidental loss of or damage to tangible property happening during the PERIOD OF INSURANCE and the OPERATIVE TIME OF COVER. INSURERS will also pay (i) all costs and expenses recoverable by a claimant from the INSURED PERSON (ii) all costs and expenses incurred with the written consent of INSURERS

**SECTION B.6 - LEGAL EXPENSES**

This Section of the policy is provided by Amicus Legal Ltd (WE/US/OUR), who administer this insurance and handle claims on behalf of the LEGAL EXPENSES INSURER who are the underwriters of this Section.

**Cover**

This Section will cover the INSURED PERSON. WE agree to provide the insurance in this Section in accordance with the operative cover shown in the SCHEDULE as long as:

(i) the DATE OF OCCURRENCE of the INSURED INCIDENT happens during the PERIOD OF INSURANCE; and

(ii) any legal proceedings will be dealt with by a court, or other body which WE agree to in the

TERRITORIAL LIMIT; and

(iii) in civil claims it is always more likely than not that the INSURED PERSON will recover damages (or obtain any other legal remedy which WE have agreed to) or make a successful defence; and

(iv) the INSURED INCIDENT occurred in the TERRITORIAL LIMIT; and

(v) the premium has been paid.

For all INSURED INCIDENTS, WE will help in appealing or defending an appeal as long as the INSURED PERSON tells US within the time limits allowed that they want US to appeal. Before WE pay any COSTS AND EXPENSES for appeals, WE must agree that it is always more likely than not that the appeal will be successful. If a LEGAL REPRESENTATIVE is used, WE will pay the COSTS AND EXPENSES incurred for this. The most WE will pay for all claims resulting from one or more event arising from the same time or from the same originating cause is €50,000.

**All claims must be reported to and processed by SERVE**

Appendix A: Volunteers Checklist

**Before you go, have you:**

* Brought a copy of your passport / ticket other essential documents
* Decided if you are bringing a mobile and if so, got it unlocked
* Have any medications you require, with a back-up prescription
* A hard copy of the HSS policies & procedures
* Contact numbers in case you lose your credit or bank card
* Informed the programme team if you are using a different email address

**In-country:**

* Review your accommodation from a HSS to ensure that you are satisfied it meets your needs
* If you get a mobile phone number please share with the programme team through your PL
* Write your reports
* Keep your family posted

**On your return:**

* PLEASE inform the office that you have returned home safely

Appendix B: HSS Checklist for Project leaders

Pre departure

Essential

* Read and understand the SERVE health, safety & security handbook and insurance cover
* Read a standard text on security management (Passport to Safer Travel: Suzy Lamplugh Trust. See also www.suzylamplugh.org)
* Read the UK Foreign Office Website General Guidelines & sign up to the alert service for your host country (www.fco.gov.uk)
* Discuss your placement & host city from a HSS perspective with the relevant previous Co-ordinators
* Feedback to the office if you feel that you are being provided with sufficient support to achieve this objective.
* Assess the HSS readiness and resources of your own team & ensure that your team understand the basic HSS materials before departure

Suggestions

In addition to the above, you are also encouraged to undertake other initiatives which you might identify in order to better prepare. Possible steps include:

* First Aid Course
* Additional Reading
* Encouraging your team members to undertake additional preparations for HSS e.g. also sign-up for the email alerts – read materials on their host country

First few days

Be extra vigilant

Communications

* Contact the programme team on arrival to confirm that you have got there safely.
* Buy local sim card and keep your phone charged and topped with local credit. Make sure the emergency phone number, the SERVE office number, other Project Leaders, and other local emergency numbers are inserted into the phone. Encourage your team to do likewise.
* Send a text message to the SERVE emergency phone to make sure the connection is working & get a reply.
* Keep a written record of all numbers in case the phone goes missing. Post emergency numbers/ contact numbers in a visible location in the accommodation
* Check that the contact numbers you were given are correct; esp. local GP/ Hospital. Visit local GP and introduce yourself
* Retain a copy of each volunteer’s next of kin and insurance info in country. Make sure it is accessible.
* Send the contact phone list of the volunteers when they get their phones sorted to the SERVE office & other teams.

Accommodation

* Complete a risk assessment for accommodation and make yourself aware of safety and evacuation procedures.
* Check that accommodation is secure- check locks and exits. If there is security- get to know the guards. Get a spare set of keys cut for the apartment. Introduce yourself to your neighbours.

Local Network/ Orientation

* Orientate yourself in the area; find out where the local shops/ restaurants/ sporting facilities, local police stations are etc.
* Contact any local reps/ contact who were highlighted and introduce yourself.
* Plan a route to the school/ placements; test out the route before the volunteers arrive. You may want to vary your route throughout the placement

Transport

* Check local taxi company number. If specific taxi drivers were recommended from last year- contact them to re-introduce the group.

Finances

* Ensure that you have the emergency funds accessible in a safe place in the house- team must know where the funds are kept.

When volunteers arrive

* Brief volunteers on the HSS profile of your location- Emphasise a prevention and risk management among the team.
* Agree your procedures for security at your accommodation – access to keys etc.. who
* Once volunteers get phones; insert their numbers into your phone. Make sure the volunteers have each other’s number and other emergency numbers in their phones, including emergency numbers in Ireland.
* Introduce volunteers to local contacts.
* Orientate the group to the local area- shops, restaurants, amenities etc.
* Make sure the group are rested and in good physical health before starting in the projects.
* Back up health officer/ Project Leader – preferably in each placement throughout the programme/ essential during times that you are away.

As you go

* Keep your mobile phone with you, switched on, charged & with credit at all times.
* Raise HSS issues with the team regularly; ideally at the weekly meeting- always keep prevention in mind (even if there is ‘nothing to report’ – that is a success in itself).
* Learn from small incidents and near misses (cheap lessons).
* A healthy, relaxed team.
* Stay up to date with local events & keep in touch with local contacts.
* Complete the HSS component of your weekly reports.
* Revise HSS policies & procedures as required.
* Share ideas, suggestions & experiences with the wider cc team.
* Look after yourself – ensure that you are well rested & healthy.

Half-way through

* Half way through the placement – have a full review of HSS. Avoid complacency at all times, particularly as volunteers become more settled in their host country.
* Review HSS policies/ procedures and risk awareness with volunteers- keep ‘prevention’ as the primary focus.
* Update your contact list.
* Check emergency funds- request additional funds from SERVE if necessary.

Before leaving

* Review and update your contact list.
* Thank local people who have offered support and ask if they will be available next year.

On return

* Complete end of placement report-, which includes recommendations for next year, local advice.
* Ensure complete closeout & handover of information, in a systematic manner to SERVE HQ.
* Return emergency fund, materials & unused supplies.

***Note****: If a coordinator has to leave for any reason their roles and responsibilities will automatically pass to the other coordinator present in that city, until such time as SERVE has reviewed the case and appointed a replacement***.**

Appendix C: Health Pack Checklist (For Group Leaders)

**Documentation:**

SERVE Health, Safety & security handbook

HSS Procedures - including HIV/ Malaria Treatment/ Sexual Assault

Stress management guidelines (ICRC booklet from Karen Markey)

Copy of the Insurance Policy

**Books**

Healthy travel book (from Tropical Medical Bureau)

Copy of Passport to Safer Travel (Suzy Lamplugh book)

First Aid books

**First Aid / Medicines**

List of tablets, medication etc to bring with them

First Aid kit

Back up tablets (e.g. for diarrhoea, sickness etc)

Malaria treatment tablets

**Contact Information**

Wallet sized companion card with – contact details, & personal info

Emergency phone numbers

FirstAssist card

Contact list- confirmed locations

Next of kin information

Copy of volunteer’s passport details

Appendix D: Vaccines & anti-malaria prophylaxis

Vaccines

It is necessary for volunteers to follow the advice of their doctors with respect to vaccinations for their respective countries.

***NB: All vaccines should be completed at least 6 weeks before travel.*** Rabies and hepatitis B are each given as a course of three injections over the course of month. Due to many factors, including exams, ***it is advisable to commence vaccinations*** ***at the beginning of March.***

Malaria prevention

Volunteers should follow their doctor’s advice on taking malaria tablets.

Appendix E: General Medical Support (In-Country)

The SERVE leaders will assist volunteers in receiving all necessary medical support. Adequate medical facilities are mainly available in close proximity to each SERVE project, or for the rural projects, within 20 hours travel time.

Volunteers should carry their own medical kits with them and any filled prescriptions of medication that they may need for the full length of their project placement.

In the event of a Volunteer requiring medical attention for any reason the following procedures should be followed:

* The volunteer should contact the SERVE Project leader and the Project Partner immediately and inform them of the circumstances.
* Arrange with the Project leader to seek local medical assistance immediately.
* Arrange with the Project leader to contact SERVE Head Office to inform them of the situation and arrange for them to make any arrangements or contact with the volunteers next of kin, if deemed necessary.

Appendix F: Sexual Assault- Additional Information

|  |
| --- |
| **Rape Information** |
| (The following are extracts from [www.prevent-crime.com](http://www.prevent-crime.com))  Rape is about power, control, and anger. Think about the unthinkable. Don't mask the facts about rape with myths and stereotypes.  The truth is...  Rape is an act of violence. It is an attempt to control and degrade using sex as a weapon.  Rape can happen to anyone - children, students, wives, mothers, working women, grandmothers, the rich and poor, and boys and men.  Rapists can be anyone. **When the Unthinkable Happens**  How must you handle a rape attempt? It depends on your physical and emotional state, the situation, the rapist's personality. There are no hard and fast, right or wrong answers. Surviving is  The goal.  Try to escape. Scream. Be rude. Make noise to discourage your attacker from following. Talk, stall for time, and assess your options.  If the rapist has a weapon, you may have no choice but to submit. Do whatever it takes to survive.  If you decide to fight back, you must be quick, determined, and effective. Target the eyes or groin. **Surviving Rape**  Tell someone – a friend, the Project leader. Discuss whether to go to the police. The sooner you tell, the greater the chances the rapist will be caught.  Go to a hospital emergency room or a doctor for medical care immediately.  Don't go alone. Ask a friend or the Project leader to go with you.  Get counselling to help deal with feelings of anger, helplessness, fear, and shame caused by rape. It helps to talk to someone about the rape, whether it happened last night, last week, or years ago.  Remember, rape is not your fault. Do not accept blame for being an innocent victim.  Discuss with the project leader or another volunteer the best way to report the incident. It is important that the SERVE office know so that they can prevent such an incident from re-occurring. **If Someone You Know Has Been Raped**  Believe her or him  Don’t blame the victim  Offer support, patience, and compassion to help the rape victim work through the crisis, heal, and emerge a survivor. |

**Resources:**

[www.victimsupport.ie](http://www.victimsupport.ie)

UN, Security Guidelines for Women, New York, 1995

Save The Children, A Field Security Handbook for NGO Staff

[www.prevent-crime.com/sexual-assault.html](http://www.prevent-crime.com/sexual-assault.html)

The Dublin Rape crisis centre, Dublin, Ireland

Appendix G: Insurance policy and claim procedure

**Information on FirstAssist Card**

**Tel: + 44 (0)20 8763 4814**

By calling the telephone number on this card, at any time of the day or night, 365 days, of the year, you will get through to FirstAssist in the UK, who will give you advice and assistance in the event of any medically related emergency.

Your Project Leader should be your first point of contact and they will oversee contact with the insurance company on your behalf.

FirstAssist will decide the most appropriate course of action to help you through the emergency.

But please remember

* To always carry this card.
* To keep a separate record of the telephone and telex numbers
* To give details to a travelling colleague or friend just in case you are unable to make the call yourself.
* To contact FirstAssist before incurring substantial expenses.
* That this is not a credit card and will not be recognized as a guarantee of payment by any hospital.

To ensure that these services operate smoothly when you need them most…

Telephone FirstAssist using the correct international dialing code for the UK in the country from which you are calling.

Quote your name, the title of your company and the policy number.

Give details of any appropriate contacts in Ireland- employer, relative, friend etc.

Give a telephone number of where you can be contacted.

In relation to claims please note that must a person be injured the FirstAssist helpline must be contacted immediately. All other claims can be notified to our office such as cancellation, theft etc.

Please note that it is a condition of your policy that claims be reported to Insurers as soon as possible and in any event within 30 days after the date of occurrence. Must an incident occur such as theft the relevant authorities must also be contacted.

Appendix H: Emergency Protocol

Introduction

The aim of this Emergency Protocol is to ensure that all emergencies involving a volunteer or group on a SERVE placement are dealt with in an efficient and effective manner and with the interests of the participants, their families and host organisations as a top priority. This protocol aims to ensure that accurate information is provided to all parties playing a role in implementing these procedures.

Details

Events which could be classed as an ‘emergency’ and precipitate the need for an emergency response include serious illness or injury, fatal accidents, sudden deaths, suicides, hate crimes, assaults, other violent incidents, political and civil unrest, and natural or environmental disasters.

For the purpose of this protocol these events will be divided into three categories: a) deaths, b) serious injury including sexual assault and dementia, and c) other traumatic events such as violent incidents, a student gone missing, civil unrest and natural disaster.

The primary contact for all emergencies is the SERVE Emergency phone.

In the case of serious illness or injury to a volunteer or group of volunteers SERVE will proceed with contacting the incident managers along with the Director and the Chairperson of the organisation. The report will confirm the location of the incident and the name of the contact person. The incident Manager will:

* Ensure that all information is correct before the next of kin of the volunteer is contacted;
* Determine who will contact and support the family/families/emergency contact;
* Determine the wishes of other program participants regarding their repatriation;
* Make any decisions regarding the need to release programme resources or funding to bring the event to a satisfactory conclusion;
* Make any decisions regarding the SERVE’ public response to the event.

Roles

Emergency Phone Holder:

* Will have the emergency phone, charged and with credit, with them at all times during the duration of the placement
* Will have a notebook and pen with the emergency phone at all times,
* Will ensure that all project leader numbers and number of the core team, are entered into the emergency phone.
* Will have a copy of the HSS procedures with them at all times
* Will pass the phone on to another member of the phone team if they become ill, or are unable to be on call for any reason.
* In the event of an emergency, will advise the contacting volunteer or PL of the correct procedure. Will note the events as they are so far understood – what has happened, who is affected, what steps are being taken – and act in an immediate advisory role.
* If they deem it necessary, will immediately contact the incident manager. If not, will call a meeting as soon as possible in office hours.
* Will brief the incident manager on the process/ incident to date.
* Will hand over the phone, with credit to the next person on the rota when ready.

Incident Manager

Responsibilities include:

* Communication with PL and Volunteer
* Communication with next of kin.
* Accessing required information by FirstAssist etc.
* Liaison with media if necessary
* Tracking incident- maintaining up to date records of the event- who was contacted, next steps, etc.
* Compiling incident report.

**Critical Needs:**

* Contactable- at all time for duration of role- incident manager will use own mobile phone.
* Competency- ability to remain calm, and access resources needed.
* Willingness to take on the role.
* At least one of the above incident managers must be in Ireland at all times.

Incident Manager Advisory Team

Role:

To offer support, direction and advice to Incident Manager.

* Once an incident is in place, incident manager will call the advisory team, and a review meeting will take place.
* Incident manager updates the advisory team and keeps them abreast of affairs throughout the incident.
* The advisory team acts as a support to the incident manager for the duration of the emergency

Additional Support Services Identified in Ireland

* Counsellor/ Psychotherapy
* Dublin Rape Crisis Centre
* Medical Advisor
* Legal Advisor

SERVE Spokesperson

Suggested spokesperson: Director / Chairperson

Role:

* Contact any next of kin must an incident arise that requires SERVE to do so.
* Make a statement to the press in the event it is necessary to do so.
* Representative in court must SERVE need to be represented

Appendix I: HSS Forms

Incident Report Template

|  |  |
| --- | --- |
| Report By: |  |
| Date: |  |
| Location: |  |
| Incident Categorization  (Major/ medium/ minor): |  |
| What Happened, where and when?: |  |
| Who was involved?: |  |
| What was the impact on those affected?: |  |
| Any action required by volunteer team as a result?: |  |
| Any learning/modifications to behaviour required as a result?: |  |
| Next Steps?: |  |
| Any needs from SERVE Head Office?: |  |

**For SERVE Head Office:**

|  |  |
| --- | --- |
| Reviewed By |  |
| Date |  |
| Next Steps |  |

Fitness to travel

All SERVE Volunteers have to complete a fitness to travel form with their GP. The SERVE medical advisor, using the following criteria, will review all forms

***Fit to travel*** GP ‘passes’ the candidate on all 4 questions essentially deeming them fit to travel.

***Previous trivial problems*** (broken legs, tonsillectomies, etc.) don't require any action.

***Current trivial problems*** (e.g., hay-fever, mild eczema, etc.) similarly don't require any action.

***Current significant problems*** may require some action. The sort of issues that might arise could be epilepsy, diabetes, significant asthma, severe allergies (e.g. nut allergies), on-going psychiatric illness, depression, etc. These issues, while significant, may not be significant enough to prevent the individual travelling.

***Previous significant problems*** also may require action, if there is a risk that they may recur. Issues here might include a previous history of depression, anxiety, etc.

Each form is kept in a confidential file in the SERVE Office

The medical advisor, where necessary, will consult with the named GP and advise SERVE on a way forward with the volunteer. (i.e. Precautions to take over the summer/ not fit for the programme) SERVE will note the recommendations and act as appropriate. All recommendations will be added to the form and kept in the confidential file

**Fitness to travel form**

***NB: All information provided by the volunteer and their doctor will be treated in strictest confidence.***

#### What the volunteer must do with this form

* Read the description of the SERVE Volunteer Programme as outlined above.
* Complete Section 1 (volunteer’s statement of health).
* Having completed Section 1, make an appointment with your doctor for a medical check-up. You may need an appointment of up to 30 minutes to ensure that your doctor has enough time to review and complete the form with you.
* Sign at the end of Section 1 where indicated.
* Your doctor will complete Section 2 having completed your medical check-up.
* Ask your doctor to post the completed form to SERVE at the address indicated at the end of the form.

# **TO BE COMPLETED BY THE VOLUNTEER**

Name of Volunteer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Sex: M/F

Date of Birth: \_\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_\_

Do you consider yourself to be currently in good general health? Y / N

If no, please explain

Do you have any current or past medical problems? Y / N

If yes, please explain

Do you have any allergies? Y / N

If yes, please explain

Have you needed admission to hospital for the treatment of any medical conditions in the last 5 years? Y/N

If yes, please explain

Are you currently undergoing treatment for any medical problems? Y / N

If yes, please explain

**Please also complete the reverse side >>>>**

Do you take any medication on a regular basis? Y / N

If yes, state for what reason

Do you have any current or past psychiatric illness? Y / N

If yes, please explain

Have you ever suffered from symptoms of stress which interfered with your day-to-day activities, or which have resulted in you having to take sick-leave? Y / N

If yes, please explain

I certify that I have answered the questions in this section truthfully.

**Volunteer’s name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Volunteer’s signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# **TO BE COMPLETED BY THE VOLUNTEER’S DOCTOR**

Name of Patient:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Sex: M / F

Date of Birth: \_\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_\_

Do you consider this individual to be in good general health? Y / N

If no, please explain

Is there any reason to believe that this individual would be unfit to travel on the SERVE Volunteer Programme, or would be at greater than normal risk of encountering health problems when taking part in this programme? Y / N

If yes, please explain

Does this individual have any medical problems that would not be sufficient to prevent this person taking part in the SERVE Volunteer Programme, but which might require monitoring or special attention? Y / N

If yes, please explain

Is there any reason to believe that this individual would be unfit for this programme for psychological reasons, or might have difficulty coping with the psychological stress of the programme? Y / N

If yes, please explain

How long have you known this patient for? **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Doctor’s name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Doctor’s address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Doctor’s telephone number\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Doctor’s signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Registered qualifications\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PLEASE PROVIDE OFFICIAL STAMP OF DOCTORS SURGERY OR ATTACH**

**BUSINESS CARD**

**Thank you for your time!**

**Next of Kin Details & Emergency/Health Information**

Please complete this form & return it to SERVE

**1. Personal Details**

a) Volunteer’s Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2. Next of Kin Details**

Please provide the name & contact details of **two people** who you would like us to contact in the event of an emergency. Be sure to let them know that you are putting them down as your next of kin. It must be possible to contact at least one of these people at any time - remember that the overseas placement takes place during the summer months, when people are most likely to take holidays.

|  |  |
| --- | --- |
| Next of Kin name |  |
| Home address |  |
| Home email |  |
| Work email |  |
| Home telephone |  |
| Work telephone |  |
| Mobile number (essential) |  |
| Relationship to you |  |
| Is he/she contactable for the full duration of your overseas placement? |  |

|  |  |
| --- | --- |
| Next of Kin name |  |
| Home address |  |
| Home email |  |
| Work email |  |
| Home telephone |  |
| Work telephone |  |
| Mobile number (essential) |  |
| Relationship to you |  |
| Is he/she contactable for the full duration of your overseas placement? |  |

**Please turn over and complete other side >>>>**

**3. College/ Home GP Contact Details**

He/she must be contactable during your overseas placement

|  |  |
| --- | --- |
| Name |  |
| Address |  |
| Surgery Phone |  |
| Mobile Number (if possible) |  |
| Fax number |  |
| Email |  |

**4. Medical Repatriation and Treatment**

With due care, risk awareness and respect for the SERVE Volunteer Programme’s Health, Safety and Security principles &procedures, we hope to reduce the likelihood of a serious incident. However, if one does arise, the following information will help us process repatriation (if necessary) as quickly and as easily as possible.

a) In the event of a medical emergency, which can not be treated locally, what is your preferred country for repatriation?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

b) If not Ireland, please explain your reasons for choosing this country

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**5. Allergies & Dietary Information**

a) Do you have any allergies which the team or project leader must know of?

Yes/ No

If yes, please specify.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

b) Do you have any particular dietary requirements (eg Vegetarian, coeliac) (This is solely for the use of the Group leaders). Please note that while on project you are responsible for highlighting your own dietary requirements.

Yes/ No

If yes, please specify.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**REFERENCE REQUEST FOR VOLUNTEER**

Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_

RE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

The above person has applied to volunteer with us on our overseas projects and has given your name as a reference. We would be grateful if you would complete, sign and date this form, to be returned to us, by **<<DATE>>.** All information provided will be treated in the strictest of confidence.

Many thanks for your time,

David Nolan

SERVE, Scala, Castle Road, Blackrock, Cork

Phone: +353 (0)21 4358800 (ext 204);; Email: david@serve.ie

1. How long have you known the applicant? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. In what capacity is the applicant known to you?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Do you consider the applicant to be honest, trustworthy and reliable?

YES NO

If NO, Could you indicate why : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Taking part in the SERVE Volunteer Programme can at times be very mentally and emottionally stressful . Do you consider that the applicant possesses the qualities to cope with this?

YES NO

If NO, could you indicate why: : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. Taking part in the SERVE Volunteer Programme can at times be very mentally & emotionally stressful . Do you consider that the applicant possesses the personal qualities to cope with this?

YES NO

If NO, could you indicate why: : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. Volunteers live together in teams of approximately 1 or 2 other young people in very basic accommodation, working together in slum areas of the host city. Do you consider that the applicant possesses the abilities & qualities to work well in such a team & in such a demanding situation?

YES NO

If NO, could you indicate why: : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. In your view, is the applicant a suitable person for working with children and young

people in a sometimes relatively unsupervised environment?

YES NO

If NO, could you indicate why: : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8. Does the candidate have any alcohol or substance abuse problem, that you are aware of?

YES NO

If YES, Please comment in general: : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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9. Overall, based on your knowledge of the applicant, do you consider this person to be

suitable for the SERVE Volunteer Programme 2017?

YES NO

10. Do you have any further comments to make on the applicant?

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11. **Declaration**

***I confirm that the information given on this form is accurate to the best of my knowledge***

**SIGNED\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

We would be grateful if you would return this form as soon as possible to:

**David Nolan**

**SERVE, Scala, Castle Road, Blackrock, Cork.**

**If you feel unqualified or unable to fill out this form, please return it to us as soon as you can, stating that you are unable to complete it.**  **Applicants may not start their training & preparation with us until satisfactory references have been received.**