

VOLUNTEER HANDBOOK



**Bukulula Action for Children and Young
People (ACYP)**

P.O Box 1880 Masaka, Uganda

www.bacyp.org

VOLUNTEER AT ACYP



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Contents

Welcoming message	4
ABOUT ACYP	6
What we do	6
Our Volunteer Principles.....	7
Dignity and Respect.....	8
Love and Care	9
Accountability and Integrity	10
Empowerment	11
Research and Evidence	12
Collaboration and Partnership.....	12
Our Core Program Areas	13
Our Governance	14
Volunteering Opportunities	15
Who are our volunteers?.....	15
Recruitment.....	15
Our Volunteer Charter	15
We require you to:.....	15
What you should expect from us... ..	16
We will also try to ensure that you.....	16
Current Volunteering Opportunities	17
Educational Volunteers	18
Economic Empowerment Volunteers.....	18
Community Health Volunteers	19
Nutritional Support Volunteers.....	19
Action Green Volunteers.....	20
Child Protection Volunteers.....	20
Other Volunteers as a Corporate team.....	21
Supporting volunteers	21
Induction and Training.....	21
Additional Training	21
Reviews.....	21

First service review	21
Annual Review	22
Support and supervision	22
Social side of volunteering	22
Volunteer awards	22
The essentials	23
Accidents and incidents	23
Emergency situations	23
Expenses	23
Health and wellbeing	23
Holidays and sickness	24
Photographs and multi-media	24
Offers of gifts	24
Personal appearance and what to wear	24
Personal boundaries	25
Personal safety and ID cards	25
Planning activities and events	25
Reliability and commitment	25
Legal requirements	25
Child protection	26
Confidentiality	26
Criminal checks	26
Data Protection	26
Equality and Diversity	27
Health and Safety	27
Preventing and Responding to Challenging Client Behaviours	27
Safeguarding	27
Volunteer Management	28
If you need to make a complaint	28
Relevant Contacts	28



Welcoming message

Dear Volunteers,

On behalf of our organization, I extend a warm welcome to each of you. We are honoured to have you join our team in our mission to support and empower children and young people across Africa. Your commitment to this cause is deeply appreciated, and we are confident that your efforts will significantly impact the lives of those we serve.

Our organization is dedicated to a range of vital projects, including health support, nutritional support, education support, economic empowerment, child protection, and climate change programs. Each of these initiatives plays a crucial role in fostering a brighter and more sustainable future for our communities.

As you commence your volunteer journey with us, please be assured that our team is here to provide you with the necessary support and guidance. We believe that through our collective efforts, we can create a brighter and more promising future for the children and young people in our communities.

Thank you for choosing to volunteer with us. Your contributions are invaluable, and we look forward to collaborating with you to achieve our shared objectives.

With sincere regards,



Dr. Micheal Mwebaza

Volunteer

Project Coordinator

ACYP

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Hello

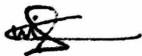
Thank you for choosing to volunteer with Bukulula Action for Children and Young People (ACYP) and for supporting us to improve the lives of vulnerable children, young people and their families.



Volunteering is at the very heart of ACYP. We have a longstanding tradition of recruiting, training and supporting volunteers in different roles across the organisation. Whatever your passion, skills and knowledge are, you are going to enjoy your roles. Our board members and directors are volunteers whose role is to ensure good governance and operation of the charity. Our team of volunteers come from different background and we celebrate the diversity and inclusion of our teams. It's our ambition to ensure that everyone who gives their free time to us feels trusted and valued, that they have a positive volunteering experience and are proud to be part of ACYP. As a volunteer of ACYP, you become part of our Vision of

'A world where underprivileged children and young people have the opportunities to fulfil their life ambitions'.

You are joining a volunteer organisation running six core programs including: education, health, economic empowerment, food and nutrition, future earth movers and child protection. You chose where you want be and go. We work with schools, colleges, churches, health facilities, local groups, local governments, businesses. By working together, we can create communities that are better informed and supportive of vulnerable children, young people and their families, which will lead to making a positive difference. This handbook offers general guidance to our volunteering programmes and what you can expect from ACYP. Supplementary information about specific volunteering opportunities, setting out job roles and tasks, is available with the handbook. By checking out our website you will find more information about ACYP, along with our various publications, reports and the charity's strategy for 2025–203. We hope you enjoy your volunteering experience with us and we will do all that we can to help and support you in your role.



Désiré M. Mutesi

Volunteer Coordinator

ACYP

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ABOUT ACYP- We are ACTION



What we do

We are a non-profit organisation that has existed more than 15 years. We have provided support for children, young people, and their families experiencing different forms of vulnerability in the greater Masaka area. Since inception, ACYP has been instrumental in ensuring accessibility to education for underprivileged children and young people, and enabling access to health services for HIV+ and TB-infected children, which is done in partnership with health facilities. The charity has ensured nutrition support of malnourished children, nutritional education for mothers, and food security for starving families. We have enabled vulnerable families to start up Income Generating Activity (IGA). We apply Community Led Development (CLD) and Asset Based Community Development to economically empower families. For our future earth movers, we enable children and young people to act as climate change catalysts. We encourage participation in climate-related projects and initiatives, raising awareness about climate change, advocating, and acting as behavioural change agents. We agitate for the safeguarding of the children in our child protection activities that are aimed at ensuring the children always live in a safe and enabling environment within families, schools, and communities.

Our Vision

A world where underprivileged children and young people have opportunities to fulfil their life ambitions.

Our Mission

To empower children and young people in Uganda by enabling access to quality education, healthcare, nutritious food, economic opportunities, and fostering environmental sustainability.

Our Volunteer Principles

Dignity and Respect

Love and Care

Accountability and Integrity

Empowerment

Research and Evidence

Collaboration and Partnership

Dignity and Respect



In ACYP, every person possesses inherent worth and value simply by being human, regardless of their circumstances, background, or any other factor. We recognize an individual's right to make choices and have control over their own life, to the extent possible. All our volunteers are expected to respect individual's privacy and maintaining confidentiality of those peoples' information is essential to preserving their dignity. We treating individuals with courtesy, politeness, and consideration, acknowledging their individuality and avoiding any form of humiliation or degradation. In respecting others, we value Individuality by recognizing and appreciating the unique qualities, experiences, and perspectives of each person. Empathy and Understanding is key for all volunteer which is revealed through showing compassion and understanding towards others, acknowledging their feelings and perspectives. We listen attentively to others, valuing their opinions, and engaging in open and honest communication. We don't discriminate, but treat everyone fairly and equitably, without prejudice or bias based on race, ethnicity, gender, religion, or any other status.

By upholding dignity and respect as our core values, we are guided in shaping all interactions, decisions, and actions. Our foundation for relationships have been established through strong trust and positive relationships with others. Dignity and respect has served as a moral compass, guiding behaviour and ensuring that everyone is treated with fairness and compassion and have contribute to creating a culture where everyone feels valued, safe, and empowered.

Since most of the children, young people and their families face additional challenges and may have experienced violations of their rights. Dignity and respect call for prioritizing their well-being through ensuring that their physical, emotional, and psychological needs are met and empowering them through providing opportunities for them to participate in decisions that affect their lives and to express their opinions. It's our mandate to ensure protection through safeguarding them from all forms of abuse, neglect, and exploitation. Therefore, we should aim at promoting their development through supporting their growth and development by providing access to education, healthcare, and other essential services

Love and Care



In ACYP, love and care is upheld and it goes beyond simple affection. It is a powerful force that shape our culture, drive our actions, and ultimately determine our impact. To us, love and care truly mean unconditional acceptance of each child for who they are, regardless of their background, circumstances, health, ability or any challenges they may face. It means valuing their inherent worth and potential without judgment. We show deep empathy through understanding and sharing the feelings of the children, recognizing their pain, fears, and hopes. It means walking alongside them on their journey, offering unwavering support and compassion. We build secure attachments through creating a safe and nurturing environment where children can form trusting relationships with caregivers and staff. These secure attachments are crucial for their emotional healing and development. We thrive to promote belonging through fostering a sense of community and belonging, where children feel loved, valued, and accepted. It means creating a family-like atmosphere where they can build positive relationships with peers and adults. We value caring through ensuring that children's fundamental needs are met, including access to nutritious food, clean water, safe shelter, healthcare, and education.

Our caring also involves the holistic development of a child by addressing their physical, emotional, psychological, social, and spiritual needs. It means providing comprehensive support that enables them to thrive in all areas of their lives. Also safety is key for our children from all forms of abuse, neglect, exploitation, and violence. It means creating a safe and protective environment where they can grow and develop without fear. Therefore, we encourage children and young people to participate in decisions that affect their lives and advocating for their rights and well-being. We give them a voice and ensuring that their needs are heard and addressed.

Our love and care is evident in our volunteers' recruitment and training where we only recruit volunteers passionate about working with vulnerable children, young people and their families and providing the volunteers with the training and support they need to provide compassionate care. Our programs are tailored to the specific needs of each child and that has promoted their holistic development. By doing all this, we have created a culture of love, care, and respect, where everyone feels valued and supported. To ensure children and young people's needs are met, we work in partnership with local communities to ensure that children's needs are met and that their rights are protected.

Accountability and Integrity

Let's talk about integrity and accountability

In ACYP, accountability and integrity are not just good practices, they are fundamental to building trust, ensuring effectiveness, and fulfilling the moral imperative to serve the children, young people and their families. All of us are responsible for the actions we take. This includes owning decisions, actions, and outcomes, both positive and negative. We are answerable to the children, their families, the community, donors, and all stakeholders. We are transparent in operations, openly sharing information about the organization's finances, programs, and decision-making processes. We practice effective and ethical resource management to maximize impact and ensure that every penny goes towards helping the children, young people and their families. Our board members, directors regularly monitor and evaluate programs to assess their effectiveness, identify areas for improvement, and ensure that the organization is achieving its goals. We have an established system for gathering feedback from children, families, and communities to ensure that programs are responsive to their needs and that their voices are heard.

As part of integrity, we celebrate our honesty and ethical conduct which we practice through adhering to the highest ethical standards in all interactions and operations. This includes being truthful, fair, and respectful in all dealings. We hold high regard for the respect of children's rights ensuring that all actions are guided by the best interests of the child. Impartiality and non-discrimination are practiced to all children equally, regardless of their background, ethnicity, gender, religion, or any other status. Confidentiality enables to protect the privacy and confidentiality of children's personal information. We have for long exercised professionalism by maintaining a high level of professionalism in all aspects of the organization's work, from staff conduct to service delivery.

Accountability and integrity evident in our governance structures with a strong and independent board of directors that provides oversight and ensures accountability, our maintenance of a transparent and auditable financial records, ensuring that funds are used for their intended purpose. All our volunteers adhere to a code of conduct that outlines ethical standards and expectations for staff behaviour. We run a strong whistle-blower protection system with a clear mechanism for reporting wrongdoing and protecting those who speak up. This has helped us to build trust, maximize impact, uphold ethical standards and strengthen credibility.

Empowerment



Empowerment value for ACYP is about enabling children, young people and their families to take control of their lives and shape their own futures. It's about fostering their strengths, building their resilience, and creating opportunities for them to thrive. ACYP values self-determination, recognizing and respecting the right of individuals to make their own choices and decisions, to the extent possible. It means giving them agency over their lives and not treating them as passive recipients of aid. We build capacity by investing in the development of skills, knowledge, and confidence. This includes providing access to education, vocational training, life skills development, and leadership opportunities. ACYP strengthens resilience through helping individuals to cope with challenges, overcome adversity, and bounce back from setbacks. It means fostering their inner strength and providing them with the tools they need to navigate difficult situations. ACYP promotes participation through creating platforms for individuals to voice their opinions, participate in decision-making processes that affect their lives, and engage in community development initiatives. Under empowerment, we foster inclusion by ensuring that everyone has equal opportunities to participate and contribute, regardless of their background, ethnicity, gender, disability, or any other status. It means breaking down barriers and challenging discrimination. Lastly we provide access to resources, services, and opportunities that enable individuals to improve their lives and achieve their goals. This includes access to education, healthcare, economic opportunities, and social support.

Empowerment is evident in involving children, young people and families in the design, implementation, and evaluation of programs. We focus on the strengths and assets of individuals and communities, rather than solely on their needs and deficits. ACYP invests in the development of skills and knowledge through education, training, and mentorship programs. We advocate for the rights of children, young people, and families, and empowering them to advocate for themselves. We work in partnership with local communities, governments, and other organizations to create sustainable solutions. We have realised increased self-reliance, sustainable development, enhanced well-being, strengthened communities, achieving of lasting change by addressing the root causes of vulnerability and empowering individuals to shape their own futures.

Research and Evidence

ACYP's research principle recognises the need to critically understand the specific needs and challenges faced by the community to allow us to design targeted, effective interventions, build local capacity, advocate for policy change, and ensure that programs are appropriate and relevant, ultimately leading to more impactful and sustainable development initiatives within the community we serve. The research has enabled us accurately assess the most pressing issues within the communities especially quality educational gaps, health concerns, economic disparities and social injustices which allows to focus our efforts on where there they are most needed. We have managed to gather data that influence our decision making about program design, implementation and evaluation. This has minimized the implementation of activities that are not based on assumptions but real community needs. Community have taken ownership of their issues and contributed solutions whenever they have participated in the research process. The formation of over 25 Village Saving and Loan Schemes Associations (VSLA) was a result of this endeavour. Over 500 families are benefiting from this outcome. We also believe that our volunteers should be equipped in research activities hence gaining the skills to do so.

Collaboration and Partnership

ACYP use a collaborative approach to foster strong relationships with local communities, governments, NGOs, and international organizations which help to ensure that programs are culturally relevant and sustainable. Our collaborations have resulted into resource sharing, knowledge sharing and expertise which has sometimes lead to more efficient use of funds and better program outcomes. This has been evident working along health facilities, schools, local governments and churches. We therefore share on the best practices, report on progress and outcomes to build trust and accountability. We have realised a positive and productive working environment, joint innovative solutions and improved program effectiveness leading to more effective and sustainable outcomes.

Our Core Program Areas



Below illustrates what we offer under each core program area.

Education Support				
Scholastic Materials	School Uniforms	School Meals	Scholarship	Performance Monitoring

Community Health				
Mosquito Nets Provision	HIV+ Care and Support	TB Care and Support	WASH (Water, Sanitation and Hygiene)	Support for Immunisation

Food and Nutritional Support				
Seeds Distribution (Beans, maize, vegetables)	Nutritional Food Supplements	Food Relief to Starving families	Farm inputs (Hoes, Sprayers, Insecticides, Pesticides, fertilizers)	Kitchen Gardens

Economic Empowerment				
Start-Up for vulnerable families	Apprentiship for Our of school young people	Economic Saving Groups (VSLA)	Business Skills Training	ICT training for commercial use

Action Green		
School/College Green Clubs	Community Green Committees (Planting trees, waste management)	Energy Saving Efforts

Child Protection		
Working with Child Abuse Survivors	<ul style="list-style-type: none"> -Child Protection Clubs. -Child Protection committees -Safe spaces 	<ul style="list-style-type: none"> -Networking, -Registering Births - Writing wills

Our Governance

The organization is supported by the four Board of Trustees, all of whom are volunteers. We have advisors drawn from education, health, and social care, whom we can call on for guidance regarding education policy, health services, social policy, service development, and business growth. Children and young people are actively encouraged to participate in our wider planning activities relating to the organization's strategic direction and objectives, policy development, service design, and delivery. The Director of Operations and Senior Management Team are responsible for the day-to-day management of our services and activities. Volunteers are recruited annually and become part of the operations team.

To ensure a consistent approach to volunteering within ACYP, we regularly review our volunteer management program, inviting feedback from all our volunteers. All volunteer roles are assessed to ensure clear separation and delegation of role, function, and accountability compared to paid positions. Our core services are funded through donations. Each shilling is used for the purpose for which it's donated.

Volunteering Opportunities

Who are our volunteers?

Volunteering is a year-round activity. However, all our volunteers are not limited on how long they want to stay with us. So we leave it open without limit. People continue to feel free to give their time to the work of ACYP whenever they can. Volunteers of all ages are welcome, as we believe they bring a wealth of personal interests, skills, and experience that can benefit our community and support the organization's work. Service volunteers must be 18 or older. We welcome younger volunteers for supported activities, such as the young person's social group. Parental or guardian agreement is required for those under 18.

We recognize the significant benefits of intergenerational volunteering for both communities and volunteers. Bringing generations together can foster understanding of how vulnerabilities, stigma, and discrimination continue to impact the lives of needy children, young people and their families

Recruitment

"We hold two recruitment drives per year, primarily focused on service volunteers. However, we also recruit volunteers throughout the year as needed and respond to all inquiries about volunteering.

We have long-standing relationships with churches and three universities. In the coming year, we hope to expand our volunteer recruitment to local high schools and the local tertiary institutions. Our goal is to provide volunteers with experiences that help them fulfil personal aspirations, such as furthering careers in fields like education, ministry, medicine, health and social care, or research. This is particularly important as we aim to attract future leaders in community sustainability.

Similarly, we want to encourage more men, particularly young men, to volunteer because we see their role as essential to providing physical support in the community (e.g., construction of plate racks, supporting in gardening for child headed families and elderly, transporting supplies, building activities, carpentry etc.).

Our Volunteer Charter

We view volunteering as a mutually beneficial partnership based on respect and trust between ACYP and its volunteers. Therefore, we think it's critical to be explicit about what we expect from you and what you should anticipate from us.

We require you to:

- ❖ Commit to our charitable objectives and to abide by our principles and values in all activities.

- ❖ Perform your volunteering role and key responsibilities, as outlined in your role description, to the best of your ability participate in training, in line with your job role, and as identified through support and supervision sessions.
- ❖ Keep yourself regularly informed about our policies and procedures relating to children and young people supported by us, whether you work with individuals or in groups
- ❖ To act in the best interests of children and young people supported by us and work in a manner that is empowering and motivating and which enable children and young people to achieve their personal outcomes
- ❖ Follow service reporting requirements, as set out in your volunteering role, and maintain regular contact with your volunteer supervisor, informing them if your contact details change or if personal circumstances affect your availability to volunteer
- ❖ Maintain client confidentiality at all times, as well as all matters relating to the organisation.

What you should expect from us...

- ❖ Induction about ACYP, including its vision, mission and values; in-service training and support on your chosen volunteering activity and any other training needs which may be identified in the course of you volunteering
- ❖ A delegated volunteer supervisor who will provide regular support and supervision, a three monthly review for new-starts and annual appraisals
- ❖ Guidance on standards we expect from you, in line with our organisation's policies and procedures
- ❖ Reimbursement of all reasonable travel and out of pocket expenses
- ❖ Insurance cover for approved volunteer activity
- ❖ Fair hearing and resolution of any problems, grievances and difficulties and, in the event of an unresolved matter, offer an opportunity to discuss the issues in accordance with our Complaints Policy and Procedure
- ❖ The opportunity to feedback on your volunteering experience
- ❖ Regular updates about the organisation on our website and electronic bulletin, as well as any changes to volunteering policies or management
- ❖ Opportunities to change or extend your volunteering opportunities if wished.

We will also try to ensure that you...

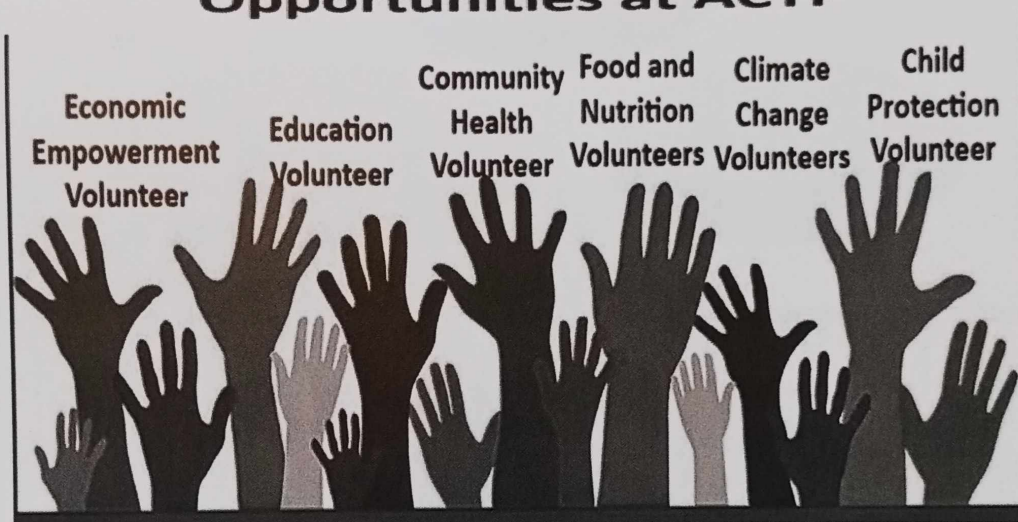
- ❖ Are kept informed of changes and developments that may affect you in your volunteering role and of any new volunteering opportunities
- ❖ Have the opportunity to be involved in discussion groups and decision making across all areas of volunteers, but particularly from your area of experience
- ❖ Are able to say no to inappropriate requests outside the volunteer role
- ❖ Have access to a complaints procedure via an independent member of staff
- ❖ Feel your contribution is valued by paid staff

- ❖ Are able to see how your contribution fits into the broader charitable objectives of ACYP

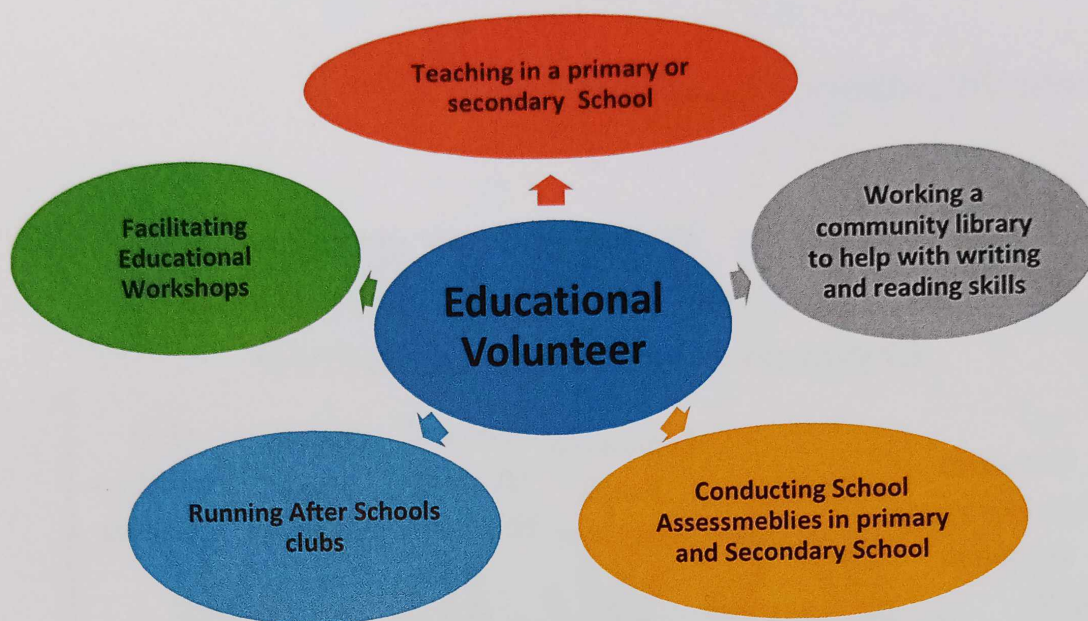
Current Volunteering Opportunities

VOLUNTEER

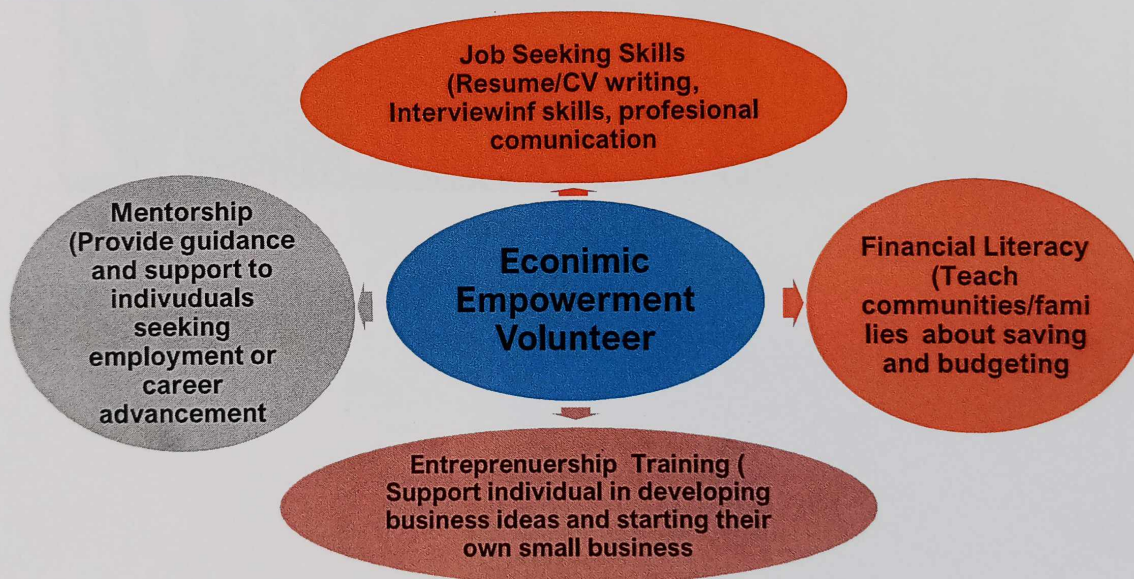
Opportunities at ACYP



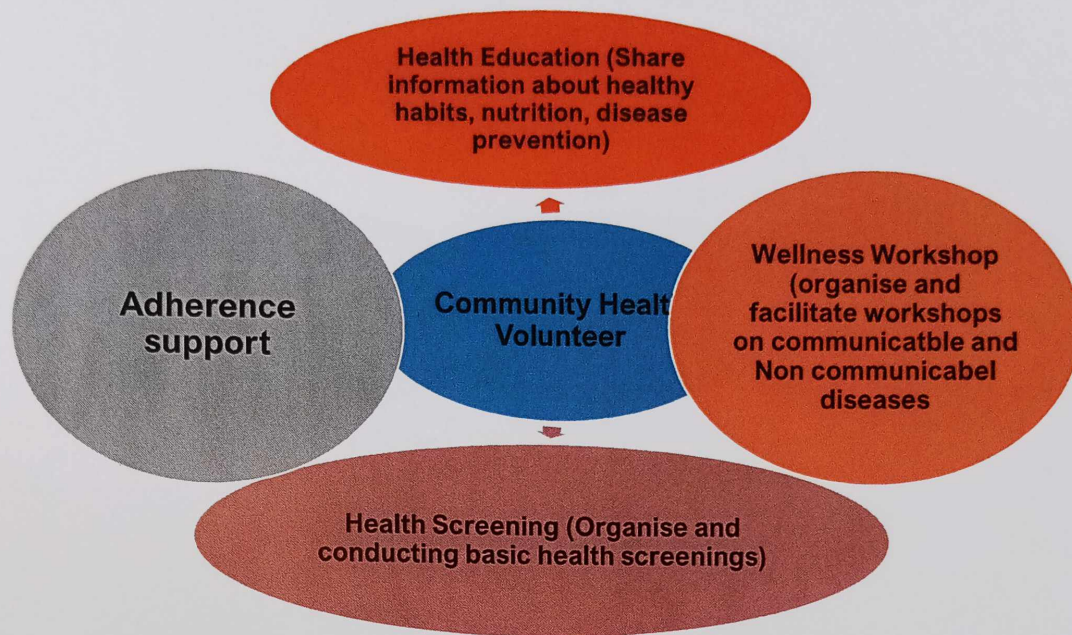
Educational Volunteers



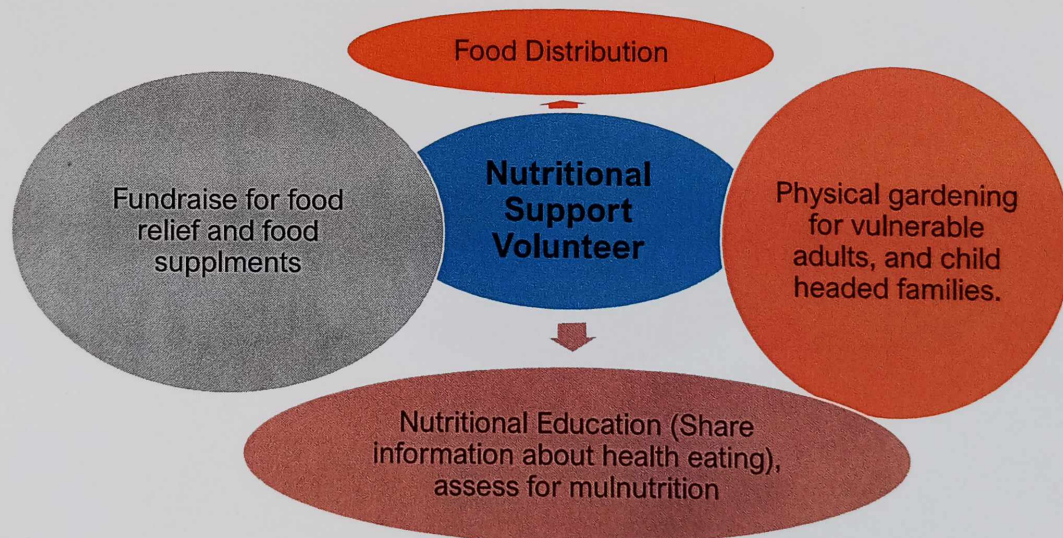
Economic Empowerment Volunteers



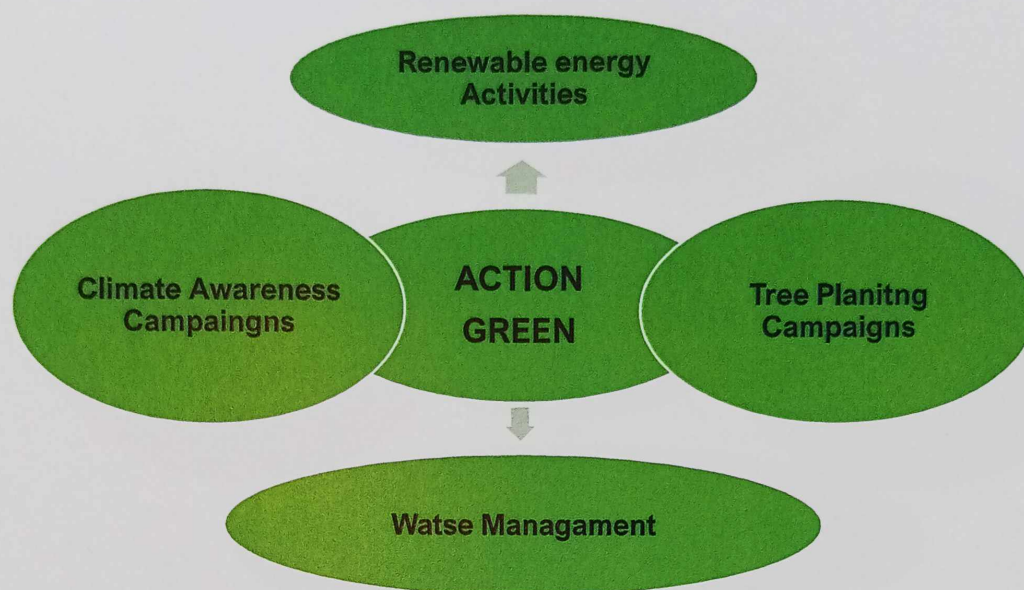
Community Health Volunteers



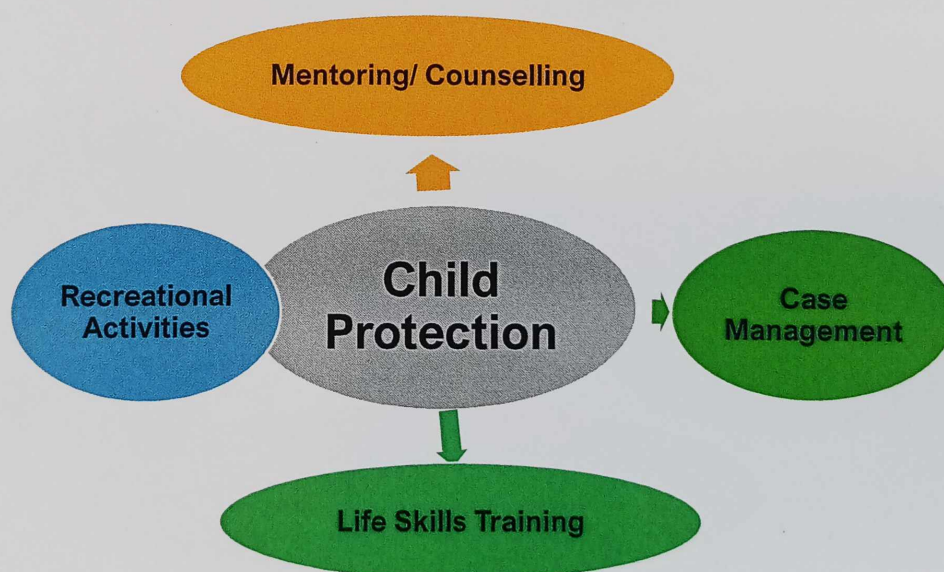
Nutritional Support Volunteers



Action Green Volunteers



Child Protection Volunteers



Other Volunteers as a Corporate team

Board of Trustees: All our trustees are volunteers who offer their time to support the strategic direction of the charity and that all matters conducted in the name of the organisation are carried out with the highest level of good governance.

Office volunteers: Office volunteers are part of the corporate team as they support the organisation in its administration functions, including planning and supporting external events such as our AGM, ICT support, communication and media support.

Fundraising volunteers: We welcome people who wish to fundraise or donate to our organisation. All funds raised will go towards supporting the work of the organisation of supporting vulnerable children, young people and their families. You decide where you want your money be utilised

Supporting volunteers

Induction and Training

All volunteers must complete the ACYP basic volunteer training course as this is part of the recruitment and selection process. This normally consists of three-hour workshop sessions held over a two-week period, usually in the evenings. Once completed, volunteers are provided induction to their volunteering role by the relevant volunteer supervisor and participate in regular in-service training, support and supervision.

Additional Training

We strongly encourage volunteers to register for the First Aid courses when they come around as they provide an invaluable baseline knowledge and skills for essential medical emergency support for children and young people even volunteers. We also are now able to access online training to introduction to volunteering. There are a range of courses appropriate to our work which are organised by the ACYP training department as skills gap is identified.

Reviews

It is important that volunteers feel comfortable in their volunteering role and that the experience meets with their expectations, while also meeting organisation and its' client's needs and outcomes.

First service review

All new volunteers are required to undergo a first service review within three months of becoming a volunteer with ACYP. This is an opportunity for them to discuss how the role is going and any concerns they may have, to decide what changes may need to

be introduced and to consider whether you wish to continue in this role or consider some other volunteer opportunity within ACYP, or elsewhere.

Annual Review

Reviews are held annually and after the first 12 full months of service have been completed. The annual review is an opportunity for volunteers to reflect on their volunteering activity, their personal strengths and what they feel they need to improve on, any training they feel they may need, and also if they wish to consider additional or new volunteering opportunities. Volunteer reviews are confidential and will not be shared with third parties without your knowledge and permission.

Support and supervision

This includes regular 6 -8 weekly support and supervision sessions with your volunteer supervisor. Notes will be taken at each session which must be jointly agreed between yourself and your volunteer supervisor. You will receive your own copy and one copy will be retained by us. Volunteers are actively encouraged to participate in these sessions as they are designed around a process of personal development which helps volunteers to develop their interpersonal skills as well as gain experience, particularly when working directly with children and their families. ACYP aims to treat all volunteers with fairness and respect. If you should ever encounter a personally distressing or difficult situation involving a child, their family, staff member or other volunteer/s please discuss this with your volunteer supervisor, in the first instance. If this is not possible, you should contact the Project Coordinator as soon as possible

Social side of volunteering

We encourage volunteers to participate in all our social activities and networking events as this is an excellent way to meet staff and volunteers and feel part of the charity. We also plan volunteer-only social activities and networking opportunities so that you can learn about what other volunteers do, share and exchange experiences with each other, and generally feel part of the wider volunteer community.

Volunteer awards

We hold a volunteer awards ceremony each year as part of our Annual General Meeting where we acknowledge the work of all our volunteers but also the contributions of individuals who may have reached a milestone of volunteering or may now be leaving us, or who have been nominated for a special award by staff, children, young people and families. We welcome people who offer to fundraise for us who do this as personal challenges that often include involve tests of single-mindedness and physical endurance. Whether holding a concert, a meal, fundraising dinner, cycling, running marathons or bag packing, our fundraising volunteers bring new ideas of how to raise essential funds.

The essentials

Accidents and incidents

We have clear policies and procedures for reporting accidents and incidents for volunteers, whether these occur in our premises or elsewhere when working within different place of the community, this includes threatening or aggressive behaviours. These will have been covered during your induction and training programme. Volunteers must report any accidents or incidents they have had or any client or service users to their Volunteer Coordinator immediately ensuring that no-one is left in any vulnerable or unsafe position or place. If the volunteer coordinator is not available, contact should be made with the Project Coordinator. Volunteers will be required to complete accident and incident reports. In the event that follow up is required this will be undertaken by the Project Coordinator and the Project Administrator and you will be informed of the outcomes.

Emergency situations

In situations where this relates to one or more children, young people or their families and depending on the situation, if anyone has been physically injured, or becomes suddenly unwell, it may be necessary to call for an ambulance or their doctor for medical advice. Some situations may necessitate calling the police. Again, dealing with emergency situations is covered in our volunteer training course and induction programme which sets out our health and safety at work policy and procedure. All our volunteers are provided with emergency contact numbers of who to call in the event of an emergency. However, nothing can quite prepare you for an emergency when it occurs. It is important however that you stay calm and focused and follow health and safety procedures set out in our policy should you be working at outreach.

Expenses

Although ACYP does not have any budget for volunteer activities, all volunteers are given written guidance when they first start on what expenses they can claim and how to submit their claims. This guidance is also reviewed from time to time. We cover travel costs, based on the shortest journey from your home, place of work or study to the place where you volunteer. In some exceptions, we will cover any out of pocket expenses provided these have been agreed beforehand by your Volunteer Coordinator and are aligned to your volunteering activity. All volunteers' expense claims must be completed, signed and submitted with receipts to their Volunteer Coordinator by the 1st of each month. We cannot accept retrospective claims or those not supported by receipts. Payment is usually made directly to you using mobile money or through Masaka Microfinance Development Cooperative Trust account.

Health and wellbeing

There are many reasons why you may have volunteered and volunteering can itself impact positively on your general health and wellbeing. For instance, by making new

friends and helping others, many volunteers feel an improvement in their own self-esteem. We do however require to know from you if you have any health conditions that may affect your volunteering, such as asthma or other allergies, epilepsy or any mental health conditions. You are required to complete the Health at Work statement and inform us of any conditions and any prescribed drugs you are required to take. All information is treated in the strictest confidence.

Holidays and sickness

It is important that you tell us in good time of any planned holidays or if due to sickness you are not able to fulfil your volunteer activity. This is particularly important when supporting children in schools or where you might be facilitating a group or social activity.

Photographs and multi-media

From time to time ACYP will seek permission to participating in one or other activities if they agree to having their photograph taken for use in one of our publications, such as the charity's reports or to depict services or projects for publicity materials. Similarly, we may wish to include quotes from those we serve or to involve them in multi-media events for campaigning. In all such cases those we serve will be approached by a senior member of ACYP and asked to sign a permission slip granting us permission to us. It is important that volunteers do not photograph or record those we serve (audio or video) themselves as this may constitute a breach of trust and lead to disciplinary action.

Offers of gifts

A personal gift should only be accepted on a 'one-off basis' and must not exceed Sh20,000 in value. Frequent offers of such gifts must not be accepted. If the giver insists on giving any gift, he/she should be advised that you are unable to accept such gifts personally and that the gift would have to be given for the benefit of the organisation. If a giver offers a gift of cash this must be given to the Administrator with full contact details of the giver. Any gifts offered to the organisation will be acknowledged with a letter of thanks from the Project Coordinator. In all cases, volunteers must inform their Volunteer Coordinator who will make a note of this in their file notes.

Personal appearance and what to wear

If you are in contact with those we serve or members of the public (or both), then it is very important that you convey a professional manner in your personal appearance and dress appropriately at all times. This is important to those you may be supporting and also because you are a representative of this organisation. ACYP provides T-Shirts in different colours to allow different activities. The appear in White, Cream, Black and Green. These are to be worn most of the time for identification. On important occasions or events, a volunteer card is worn.

Personal boundaries

Observing professional and personal boundaries are central principles of social care management for all staff and volunteers. For example, volunteers should not give personal contact details nor should they buy or receive gifts or accept offers of cash from service users, except where these may be permitted by ACYP policy. How we relate to service users is essential for building trust and confidence in our support services and in their relationships with staff and volunteers. It is important then that our communication with those we serve is clear and open, that we avoid speaking in a way that may be ambiguous or which can be misconstrued or misunderstood and lead to a breach of that client trust and confidence. Boundaries can change over time, often for very positive reasons, and volunteer activities will need to re-appraise boundaries within the relationships it establishes.

Personal safety and ID cards

All ACYP volunteers must provide a current passport size photo of themselves for their personal ID card which must be signed by both the Project Coordinator and themselves. This must be carried at all times when volunteering.

Planning activities and events

Where volunteers are involved in planning activities or events on behalf of the organisation, or for a particular service, they must be planned in line with the organisation's events management guidelines and in conjunction with the Volunteer Coordinator and/or administrator.

Reliability and commitment

It is important that you are punctual and ready to start your volunteer role at the agreed time. This is a matter of courtesy to those we serve and other volunteers. If you are persistently late or fail to meet agreed commitments, your Volunteer Coordinator will meet with you to discuss any problems or difficulties in meeting existing commitments.

Legal requirements

When volunteering with us you'll need to be aware of our organisation's policies and procedures, particularly those below which affect not only you as a volunteer but also where you are working directly with service users. There are made available to you at your induction and volunteer training but can also be accessed through the common drive. Please take a few minutes to give them a good read through and do get in touch if you have any questions.

Child protection

ACYP has a duty of care to all children, young people and volunteers to ensure that we meet all legal requirements pertaining to care management. Our work entails working with vulnerable people, whether in their own homes, in our premises or other locations. If there are any concerns about any individual these should be reported to your Volunteer Coordinator immediately and they will decide what, if any, action is required, alternatively the Project Coordinators. If the situation is judged to be an emergency the Police must be called. Our child protection policies are validated meet required standards.

Confidentiality

You must not disclose any information you are given in confidence to any person by a child, young person, or care giver outside of ACYP, and only then to your volunteer supervisor. Support and supervision provides you with the opportunity to discuss any matters regarding your direct work with children and young people, but where you are unsure or have some concerns these must be reported directly to your Volunteer Coordinator or the Project Coordinator immediately. If you believe that any person of those we serve may be at risk you should follow our child protection policy. Please also note that the principle of confidentiality remains after you have completed a task or are no longer a volunteer for ACYP and you should not disclose sensitive information obtained whilst a volunteer under any circumstance.

Criminal checks

All volunteers working with children and young people are supposed to be checked for any previous conviction that might forbid them to work with the people in that category. This will include declaration of any conviction and provision of three referees who can give detailed information about the volunteers. Having a criminal record will not necessarily bar someone from volunteering with us. This will depend on the nature of the position and the circumstances and background of their offence.

Data Protection

Volunteers must comply with the ACYP Data Protection Policy and Procedures where any task you are involved in requires access to the personal details of children and young people, volunteers and any other person that you may deal with on behalf of us. You must not keep records on personal systems, manual or otherwise, that we do not have access to, without permission. If you are involved in a task that requires you to deal directly with sensitive information we will ask you to sign a declaration confirming that you will abide with our policy on data protection and confidentiality. We require to hold your details on record – this can be both in paper and digital formats, as follows:

- ❖ your volunteer application form, references and Health at Work form will be held in a secure personnel file
- ❖ you will be entered into the service volunteer database – this will be updated by volunteer coordinator on a regular basis but only designated

directors will have access to it. The database provides important data on volunteer profiles that we use for our annual reports – annual accounts and charity report. All information is confidential.

Equality and Diversity

ACYP is committed to ensuring that services are provided and accessible to people regardless of ability, age, race, gender, religion, tribe, and that opportunities for volunteering are made available without bias or discrimination.

Health and Safety

ACYP is committed to looking after the health, safety and wellbeing of everyone who works for us, whether this is in our premises or when working with children in schools, in community clubs, or in their own families or other locations. Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by anyone in the organisation. It is therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe

working environment for all. As a volunteer it is important that:

- ❖ You carry out your tasks in such a way as to not risk your own health and safety or that of those we serve, staff and other volunteers you follow our health and safety policy and procedures and, where appropriate
- ❖ Report any health and safety concerns you may have in good time to your volunteer coordinator, or if you feel uncertain about anything.

Preventing and Responding to Challenging Client Behaviours

We need to ensure that all our volunteers working directly with those we serve, whether individually or in groups, feel that they are safe and well supported in their work and confident that they know how to and can respond appropriately should any difficult or challenging situations arise. We recognise and accept that children and young people may become unwell, feel stressed and anxious at times and that this may sometimes present in ways that can be seen as challenging and possibly threatening. It is our duty to ensure that we have the right policies and procedures in place for staff and volunteers, and therefore working outside of the office, or working from our premises.

Safeguarding

As a volunteer you may find that you have concerns about a child, young person or a guardian may confide in you that they have been or are being abused. If a client confides in you, reassure them, but keep questions to a minimum. You are not expected to investigate child or adult protection issues but rather to report, in line with our policies and procedures. It is important that you make a full and accurate record of your concerns, of what is said, heard and seen and pass this information on



immediately to your Volunteer Coordinator or, in their absence, to the Project Coordinators.

Volunteer Management

Volunteering is a core activity of ACYP and as such we believe it is important that we have a volunteering strategy which sets out what we can offer people and that this reflects changes in the delivery of education, economic empowerment, health and social care, but that we also understand the various reasons why people volunteer and what they may wish to gain from the experience for themselves. Alongside the volunteer strategy, our volunteer management policy sets out in more formal terms how we will work with volunteers, from recruitment, training to deployment through to support and completion of their volunteering experience.

If you need to make a complaint

Although dealing with complaints can be difficult, it can give us a positive opportunity to improve and provide a better service for people affected by mental ill-health. We have a complaints policy and procedure to ensure that we respond to all complaints, whether informal or formal, and that the complainant sees that we will respond quickly to any complaint. If you wish to make a complaint or you receive a complaint from someone about your service or anything to do with the work of ACYP, please pass this onto your volunteer supervisor. If unavailable, this should be forwarded to the Project Coordinator as soon as possible.

Relevant Contacts

Chair Board- Rev John Davis Byanyimba
jbyanyimba@yahoo.com

Project Coordinators
michealmwebaza@yahoo.com

Project Administrator/Secretary
info@bacyp.org

Director Community Health promotions
nansambamilly@yahoo.com

Volunteer Coordinator
children.action@yahoo.com

Head Social Worker
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