



Volunteer Guidelines

As you begin your service with ASL, you are probably eager to get involved and make a difference in the lives of the people with whom you will be working. We expect that you will view yourself as a representative of ASL, and as such, we ask that you carefully read through and abide by the following guidelines to ensure you will have the most meaningful and worthwhile volunteer experience possible.

- ***When in doubt, ask for help.***

Your supervisor understands the issues at your posting and you are encouraged to approach him or her with problems or questions as they arise. They can assist you in determining that best way to respond in difficult or uncomfortable situations. You are also always welcome to contact the General Manager at ASL

- ***Be Punctual and Responsible.***

Although you are volunteering your time, you are participating in the organisation as a reliable, trustworthy, and contributing member of the team. Both your supervisor and the beneficiaries whom you serve rely on your punctuality and commitment to completing your service hours in order to help the organisation meet its goals and mission within the community and schools we work along side.

- ***Call if you anticipate lateness or absence.***

Call your supervisor if you are unable to come or if you anticipate being late. The community project /school you are assigned to depend on your contributed services and will be at a loss if you fail to come in as scheduled. Be mindful of their needs.

- ***Respect the privacy of all clients.***

If you are privy to confidential information with regard to the persons with whom you are working, such as organisational files, diagnostics, medical histories, personal stories, or other classified agency, employee, or client information, it is vital that you treat it as privileged information. Certain projects may require you to sign a confidentiality contract. Even if they don't, remember to treat such information as confidential.

- ***Be appropriate.***

You are in a work situation and are expected to treat your supervisor, co-workers, and beneficiaries with courtesy and kindness. Dress comfortably and appropriately.

- ***Be flexible.***

The level or intensity of activity at a service site is not always predictable. Your flexibility to changing situations can assist the operation to run smoothly and produce positive outcomes for everyone involved.

On the other hand:

- ***NEVER*** report to your service site under the influence of drugs or alcohol.
- ***NEVER*** give or loan beneficiary money or other personal belongings.
- ***NEVER*** give beneficiaries your address or telephone number.
- ***NEVER*** make promises or commitments to a beneficiaries you cannot keep.
- ***NEVER*** give a beneficiary a ride in a personal vehicle.
- ***NEVER*** tolerate verbal exchange of a sexual nature or engage in behavior that might be perceived as sexual with a beneficiary.

Risk Management

- If you feel uncertain about a situation, ask before you act. Practise common sense and don't be afraid to ask for clarification or help.
- If you are working with children or clients who are members of the opposite sex, always be in the presence of another adult.
- Do not share personal contact information with beneficiaries. If you feel it would be appropriate, discuss it with the General Manager.

Use common sense and conduct yourself in a professional manner at all times. Every project site has its own rules, policies, procedures, protocols, and expectations for which you are responsible. Familiarise yourself with the workings of an organisation. This will contribute to the success of your volunteer experience. Good luck and thank you for helping ASL by volunteering.

ALL VOLUNTEERS MUST HAVE READ SIGNED AND RETURNED BY POST THE VOLUNTEER AGREEMENT FORM BEFORE ARRIVING IN SRI LANKA.

POST TO:

**Bec Lyons, General Manager
AdoptSriLanka
Kikili House
32/5 Lower Dickson Road
Galle, Sri Lanka**