

## CODE AND CONDUCT OF VOLUNTEERS & INTERNS

*An explanation of rules, regulation, rights & expectation*

Community Seva Centre(CSC) is a nonprofit organization was established in 1993. Since its inception Community Seva Centre has provided learning and volunteer opportunities for local students and international volunteers. Over the years CSC has come to depend greatly on the work of our volunteers and interns.

Community Seva Centre considers its volunteers and interns to be valuable assets to the organization. Furthermore, it believes that a clear understanding of the working agreement between Community Seva Centre and its staff (including volunteers and interns) is the basis for a harmonious and productive environment. This document has been developed to explain, in as specific manner as possible, what CSC offers to and asks of its visiting **Volunteers and Interns**.

Given the dire nature of our work and in order to insure its high quality CSC has developed a code of conduct for volunteers and interns which is to serve as a working contract. The contract is to be carefully read and signed by all incoming volunteers or interns to the organization and is to be strictly followed until the end of your work with CSC.

*Interns are required to bring a letter of permission from their university/ in order to receive credit with the organization. You must also provide details to your supervisor regarding the expectations and stipulation of your internship.*

### **1. Working Hours and Conditions**

**a. Work Hour:** Office Hours are from 9.00am to 5.00pm Monday, Saturday 9.00am-1.00 pm.. If you think you will be late for work it is required that you call the office and notify your supervisor on your time of arrival. Frequent lateness will result in a deduction of points in the certification process (for more information on certification read section 8 entitled "Performance Review and Certification or Reference Letter").

**b. Absence:** If, owing to an unforeseen emergency, a volunteer/intern is unable to be at work, he/she should notify his/her immediate supervisor by 9:30 a.m. on the first day of absence. If the absence exceeds beyond one day, the supervisor should be kept informed. An employee should attempt to estimate the likely duration of his/her absence.

*c. Personal Leave and Sick Days:* Volunteers/interns are permitted two days per month of extra\time off (this includes sick days or emergencies although exceptions can be considered by your supervisor). If you would like to take one of these “off days” you must inform your supervisor at least one day in advance.

*d. Resignation:* A volunteer or intern wishing to leave CSC before their scheduled time should inform his/her supervisor in writing, at least two weeks prior to the date of termination. It is requested that an employee who has resigned set aside at least one hour so that the director and the supervisor may discuss his/her reasons for leaving.

*e. Discharge:* Volunteers and inters may be discharged prior to their scheduled date by CSC following an “unsatisfactory” review (after warning procedures) as outlined under section 8 entitled “Performance Review and Certification or Reference Letter” or if they have been found in violation of the Sexual Harassment or Child Rights and Protection policies.

*f. Office closing:* If the office is to be closed because of inclement weather or other emergencies, each employee will be notified by telephone as early as possible. The closing decision will be made by **the Team Leader or in absent the Project Manager** and it is assumed that employees will follow this decision.

Each volunteer/intern should keep his/her supervisor informed of any planned future absences(vacation, holiday, personal day, leave, and travel). In all instances, provisions should be made to ensure that office deadlines are met and request from clients are covered.

## ***2. Travel within the Organization***

*a. Travel:* After one has started work with CSC, if a volunteer or intern must travel due to a project, conference, research or cause of CSC, the organization will assume responsibility for that expense. Expenses must be discussed and approved before departure of travel.

## ***3. Communication***

*a. Office Telephone:* CSC telephones are necessary for business purposes. The number of phone lines is limited, and it is therefore requested that employees keep personal calls to a minimum. Any personal long distance calls that result in a charge to the CSC should be charged to the employee long distance billing code and paid for when the bill comes in.

*b. Personal Cell Phones:* Personal cell phones (including texting or other applications) are not to be used during office hours. During lunch hour you are welcome to make phone calls or text using your phone but please be mindful

that this is a working environment and keep your voice low or make your personal calls outside. In case of an emergency you are able to take your personal calls outside of the office.

**c. Office Coverage:** It is essential that the office and the telephone be staffed at all times from 9.00 A.M to 5.00 P.M. staggered lunch breaks should therefore be arranged among staff. Employees leaving the office should tell the person answering the phones where they will be and when they will return.

#### **4. Your work at CSC**

**a. Projects/Assignments:** Various assignments and projects will be given to you during your time at CSC. The work completed by our interns and volunteers is incredibly critical to our development. The work you contribute could directly affect the lives of our beneficiaries and is representative of CSC as an organization. Therefore, all projects and assignments must be completed on time and must be of a superior quality. Sloppy, incorrect or inadequate work will not be tolerated or accepted by staff. CSC is tolerant of the fact that incoming volunteers and interns may have varying skill levels but we must maintain a professional quality of work. If you need extra assistance please inform your supervisor before the deadline arrives. We are happy to help!

**b. Required Skills for all Volunteers and Interns:** As previously mentioned CSC has long acted as an institution of learning for students and volunteers. However, we have come to the conclusion that we must insist that incoming volunteers/intern be proficient in the following:

- ❖  Computer skills: typing
- ❖  Communication
- ❖  Flexibility in new or difficult environments
- ❖  English: reading, writing, and speaking

**c. Confidentiality:** All files and work completed by volunteers and interns shall be kept confidential at all times. Personal information regarding beneficiaries shall be kept confidential at all times. A volunteer or intern does not have the right to read, expose, talk about or publish any information, photos, documents or videos regarding work relating to, produced by or collected in the name of CSC or any information, photos, documents or videos regarding beneficiaries, staff, partner organizations or CSC affiliates unless permission is granted by your supervisor. More information regarding confidentiality is detailed in the section entitled "Child Rights and Protection Policy" below.

**d. Photos and Videos:** Please provide a copy of all photos or videos taken of CSC related trips, conferences, work or events to your supervisor. Please upload these



documents onto an office computer and store the file in My Computer → D Drive "Photos by Interns and Volunteers". Place them in a new folder with a detailed description of the subjects in the photo (i.e. if there are pictures of a conference simply start a folder entitled "Your Name:Photos" after start a sub folder with the name and year of the conference and the photos of only that conference. After, if you have photos of a trip organized by CSC for example, start a new subfolder entitled "Trip to: Destination Name"). This is incredibly helpful to the development and organization of CSC. Note that your photos may be used in CSC publications.

### **5. Intoxicants:**

**a. Smoking:** No smoking is allowed in CSC NGO Network office or affiliate buildings. You can smoke on the balcony located outside of the main door but please dispose of your cigarette butts in a responsible manner (i.e. all butts must be thoroughly extinguished before entering into a trashcan).

**b. Intoxicants:** Drugs (including but not limited to marijuana) and alcohol are not permitted on the premises of the CSC office or other affiliate buildings and are not to be taken during office hours. If you are found to be intoxicated during office hours you will be terminated for the day and further disciplinary action will be taken. If drugs are found within the premises of an CSC or affiliate building, CSC reserves the right to confiscate the drugs and dispose of them. If a volunteer/intern is consuming intoxicants outside of office hours one is expected to act responsibly as you are a representative of our organization. We will not assume any responsibility for the actions or repercussions of a volunteer/intern who chooses to take intoxicants.

### **6. Outside of the Office Hours:**

**a. Shilling:** Volunteers/interns are responsible for themselves outside of office hours. Although Shilling is a relatively safe, friendly and accepting environment, volunteers should be aware that after 10pm there is a higher chance of running into issues (such as drunk men, trouble makers or men sexually harassing women). You should also be aware that it may be more difficult to catch a taxi after 9pm and will likely be more expensive after this hour. One should also act cautiously when walking alone at night and should be aware of your surroundings.

**b. Meeting New People:** While you are encouraged to make new friends and meet new people it is highly recommended that you take caution in giving out your phone number or address. You must keep in mind that you are likely new to the area, cultures and social customs of India and the Northeast and may be unaware of the repercussions of your actions or the true intentions of others. If you choose to move into a new friend's house you must inform CSC with the

contact details of that person (phone number, address, full name etc.). CSC cannot claim responsibility of your safety after you make this choice as we likely have no relation to this individual.

## **7. Accommodations:**

Volunteers have access to the rooms of 4 or 2 two people on the ground floor of the 'house of the director of CSC, AKNehru, located in Pondicherry and close to the town center and the promenade (10 minutes walk and 2 minutes by rickshaw ). L 'apartment has two bathrooms, fans, television, refrigerator, kitchen and a terrace where you can relax and drying clothes in front of the panorama. A woman carries a laundry twice a week at reasonable prices (5 rupees shirts and pants, from 7 to 10 rupees towels and clothes large).

## **8. Performance Review and Certification or Reference Letter**

Over the years many volunteers and interns have asked CSC to give them a "certification" or "reference letter" upon their departure from CSC. CSC is happy to grant a reference to a volunteer or intern who contributes positively to the work environment but will not write one for those who preformed inadequately. To ensure no misunderstanding on this matter, CSC has developed a performance review and a detailed list of expectations for volunteers and interns so that they can be aware of when they are or are not performing up to the standards of CSC. The review is based on a scoring system so that one's progress is fairly determined and clearly understood.

- a. *Process of Performance Review:* A volunteer/intern's performance review takes place twice during the span of their work with CSC; once during the halfway mark of the volunteer/intern's stay with the organization and again at the end of their stay. The evaluation will be conducted by your supervisor using the grid entitled "Volunteer and Intern Performance Evaluation Form". When conducting a performance review your supervisor will consider the quality and proficiency of your work, your level of compliance with the expectations set forth by the code of conduct contract and whether you have a good working attitude in the office environment. As you will see in the "Volunteer and Intern Performance Evaluation Form", all of these categories, among others, are detailed in meaning and are provided with a point system spanning from 1-5; one meaning not satisfactory and five meaning highly satisfactory.

Because we understand that for many volunteers and interns it may be their first time working in a professional environment we strive to make this a learning process. If one is not performing at a high level, one is able to understand where they are going wrong through the mid-term review and improve their quality of work during the second half of their volunteer/intern contract.

If during the second review your supervisor has seen significant improvement and you receive a grand total of at least 60 points then you will be eligible for certification or a reference letter which details the projects you have completed and expresses your positive performance with our organization.

*If you would like a letter of reference you must ask for one prior to or within one week of your departure with the organization. We will not write a certification for you after this point.*

### **Volunteer and Intern Performance Evaluation Form**

Name of Volunteer/Intern: \_\_\_\_\_ Total Score: \_\_\_\_\_  
Date: \_\_\_\_\_ Review(1<sup>st</sup>or2<sup>nd</sup>): \_\_\_\_\_  
Position: \_\_\_\_\_

This document should be completed by the supervisor of the volunteer or intern (V/I) being reviewed. A copy should be kept on file and one should be given to the volunteer/intern. If the V/I has received a total score that qualifies as "average" or below then the supervisor should meet with the V/I to discuss their performance and how they can improve.

Direction: Circle the appropriate description of the volunteer/interns work which most accurately describes their performance.

Expected V/I Characteristics	1 Point Unsatisfactory	2 Points Marginal	3 Points Average	4 Points Satisfactory or Above average	5 Points Highly Satisfactory
<b>1. Quality</b> Work is consistently thorough, neat, and accurate, lacks errors and has a high degree of excellence.	Work is always negligent, sloppy, and inaccurate, often has errors and has a low degree of excellence.	Work sometimes negligent, sloppy, and inaccurate, often has errors and has a low degree of excellence.	Work is <i>usually</i> proficient, thorough, neat, and accurate, often lacks errors and has a good degree of excellence.	Work is consistently thorough, neat, and accurate, always lacks errors and has a high degree of excellence.	Work goes beyond expectations. It is always thorough, neat, and accurate, lacks errors and has a superior degree of excellence.
<b>2. Efficiency</b> V/I Completes tasks and projects assigned. Does not waste time unnecessarily. Hands in work on schedule and is good with time management.	Work is consistently late or is not completed, V/I is very unsatisfactory with time management.	Work is turned in but often late, V/I is sometimes idle during working hours.	Work is completed in a reasonable time. V/I does not waste time often. V/I is okay with Time management but could improve.	Work is completed on time. V/I does not waste time unnecessarily. V/I is good with time management.	Work is always completed on time or earlier than expected. V/I never wastes time in the work place and is great with time management.
<b>3. Competency</b> The V/I possess the skills necessary to do his or her job. This may include typing, organization, report writing, social networking among others.	V/I possess NO skills necessary for the work required. Notes:	V/I possess FEW skills for the work required. Notes:	V/I possess adequate skills for the work required. Notes:	V/I possess more than proficient skills for the work required. Notes:	V/I possess is a highly skilled and professional individual who adds to the working environment. Notes:
<b>4. Cooperation</b> V/I has good working relationships with superiors, subordinates and co-employees	V/I does not work well with, others, and often disrespects or disregards supervisors authority.	Occasionally difficult to work with. At times not in compliance with supervisor and co-workers.	V/I is generally cooperative and helpful, usually obliging to supervisor and others in work environment.	Cooperates willingly with supervisor and co-workers, well accepted by fellow employees.	Highly cooperative and works very well with co-employees. Goes out of their way to be helpful.
<b>5. Attitude</b> V/I is eager and enthusiastic in learning and doing their job, consistently offers constructive ideas or suggestions, willing to follow instructions of superiors	V/I has a negative attitude or is troublesome indifferent	V/I sometimes lacks a good disposition or is occasionally indifferent, lacks enthusiasm	V/I is usually tactful and has a good attitude towards their work and the organization	V/I is congenial enthusiastic in doing their job and eager to participate in the organization.	V/I always has an upbeat and positive attitude towards work and the organizations. Always eager to contribute and happy to help.
<b>6. Dependability</b> The employee is highly dependable, reliable and trustworthy.	V/I is unreliable and needs constant supervision	V/I sometimes requires prompting and supervision	V/I is usually responsible, reliable and trustworthy	V/I is a responsible, reliable and trustworthy individual. They require little supervision	V/I is self motivated and driven, they are very dependable, trustworthy and reliable.

<p><b>7. Compliance with the Code of Conduct</b> Consistently honors code on conduct contract.</p> <p>Note any particular violations)</p>	<p>V/I consistently violates the terms and regulations set forth by the code of conduct</p> <p>Note:</p>	<p>V/I sometimes violates the terms and regulations set forth by the code of conduct</p> <p>Note:</p>	<p>V/I usually honors the terms and regulations set forth by the code of conduct</p> <p>Note:</p>	<p>V/I honors the terms and regulations set forth by the code of conduct</p> <p>Note:</p>	<p>V/I always honors the terms and regulations set forth by the code of conduct. They are an exemplary employee.</p> <p>Note:</p>
<p><b>8. Personal Appearance</b> Dress is appropriate for an office environment. V/I is well groomed and hygienic.</p>	<p>Always untidy, improperly clothed for an office environment, unhygienic.</p>	<p>Sometimes untidy or carelessly dressed.</p>	<p>Generally neat and clean.</p>	<p>Well groomed</p>	<p>Very well groomed and professional appearing</p>
<p><b>9. Adaptability</b> V/I should be highly adaptable to new, difficult or taxing environments. V/I should be culturally sensitive and integrate well into foreign (whether culturally, economically or ethnically) situations</p>	<p>V/I is not at all adaptable, culturally sensitive or pliable to new environments.</p>	<p>V/I is moderately adaptable to new environments and sometimes attempts to be culturally sensitive. Not very pliable to foreign situations.</p>	<p>V/I is usually adaptable to new environments and culturally sensitive. V/I is generally flexible and handles foreign environments well.</p>	<p>V/I is an adaptable and dynamic person and demonstrates cultural sensitivity. V/I is flexible and integrates well into foreign environments.</p>	<p>V/I is a highly adaptable and dynamic person and always demonstrates cultural sensitivity. V/I is consistently flexible integrates well into and respects foreign environments.</p>
<p><b>10. Willingness to Learn and Improve</b> V/I is willing and interested in improving upon their work quality, attitude and general work ethic.</p>	<p>V/I have demonstrated that they are very unwilling to learn or improve their work quality, attitude or general work ethic.</p>	<p>V/I sometimes seem unwilling to improve their work quality, attitude or general work ethic.</p>	<p>V/I seem willing and interested in improving upon their work quality, attitude and general work ethic.</p>	<p>V/I sometimes actively attempt to improve their work quality, attitude and general work ethic.</p>	<p>V/I actively attempt to improve their work quality, attitude and general work ethic. They are constantly seeking to learn more and be better informed.</p>

**Score Results:**

**Lowest score:** \_\_\_\_\_

**Highest score:** \_\_\_\_\_

**Total score for this review:** \_\_\_\_\_

**Grand total score for V/I's time at CSC (1<sup>st</sup> and 2<sup>nd</sup> review total):** \_\_\_\_\_

**Unsatisfactory Performance**

**First Review 10 points** If you received a score of 10 you have been performing at a very low standard. Your work is consistently negligent, sloppy or inaccurate and often possesses errors. Your work has also been late or is not completed which demonstrates unsatisfactory time management and negligence. Additionally, you possess little to no skills necessary for the work required of

you. You also have an apparent disrespect of the rules set forth in the code of conduct and do not fulfill the needs of your supervisor or the organization. Perhaps most importantly, you have demonstrated that you lack the interest to improve and do not possess the motivation to learn. An evaluation score of 10 will result in immediate termination from your position at CSC.

### **Marginal Performance**

#### **First review: 11-29 points**

Your work at CSC has been marginal at best. You seem to be just barely getting by in the quality of your work, attitude and/or respect for office rules and regulations. If this is your first review than you are expected to improve greatly in order to receive a certification or reference letter. If you received a score from 11-20 then it is up to your supervisor to determine whether you should continue your work at CSC. Discuss your score with your supervisor and carefully note the ways you can improve. Please inform us if there is anything we can do to help you improve.

#### **Grand Total: 30-59 points**

If you have received a Marginal Performance as your “grand total score” for your time at CSC then you have demonstrated that you lack the ability to improve or work to the standards set forth by CSC. You have therefore not contributed positively to CSC and will not receive a certification or reference letter.

### **Average Performance**

#### **First Review: 30-39 Points**

If you have received a score from 30-39 then you have been performing at an average level by CSC’s standards. You have not been doing a noticeably bad job but you haven’t demonstrated particularly exceptional abilities either. Currently you still qualify to receive certification but we would like to see you improve and achieve a higher level of excellence.

Please discuss challenges you have faced in your work at CSC with your supervisor and determine ways in which you can develop your abilities.

#### **Second Review Total: 60-69**

While you have demonstrated weakness or struggles in your ability to work at CSC in some areas, you have also shown your ability to improve and contribute proficiently to the organization. We appreciate your efforts! You qualify to receive certification. Be mindful that you must request a certification within a week of, or prior to departure from CSC.

## **Satisfactory Performance**

### **First Review: 40-49**

You are currently doing an exceptional job at CSC. Keep up the great work and you will soon receive a certification letter.

### **Second Review Total: 70-79**

You have consistently shown yourself to be a valuable asset to CSC and have contributed greatly to the organization. Your work has been completed at a high standard and you require little supervision. You have been a pleasure to work with and we would be happy to work with you again in the future. You absolutely qualify for a certification or reference letter. Be mindful that you must request a certification within a week of, or prior to departure from CSC.

## **Highly Satisfactory Performance**

### **First Review: 50**

You have been performing at a highly professional level. The quality of your work has gone beyond expectations and you seem to contribute immensely to the working environment.

### **Second Review Total: 80-100**

You have consistently gone above and beyond the expectations set forth by your supervisor and have shown yourself to be an invaluable asset to CSC. Your work has contributed immensely to the organization and we are grateful for your efforts. You have demonstrated leadership abilities and have high levels of professionalism. You have been a joy to work with and of course qualify for a glowing review. Thank you again for your contribution!

## CSC Sexual Harassment Policy

### **9. CSC Sexual Harassment Policy**

It is the goal of the CSC NGO Network to promote a workplace that is free of sexual harassment. Sexual harassment of employees occurring in the workplace or in other settings in which employees may find themselves in connection with their employment is unlawful and will not be tolerated by this organization. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated. To achieve our goal of providing a workplace free from sexual harassment, the conduct that is described in this policy will not be tolerated, and we have provided a procedure by which inappropriate conduct will be dealt with if encountered by employees. Because CSC takes allegation of any sexual harassment seriously. We will respond promptly to the complaints of sexual harassment, and where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate. Please note that while this policy sets forth our goals of promoting a workplace that is free of sexual harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct that we deem unacceptable, regardless of whether that conduct satisfies the definition of sexual harassment.

Definition of sexual harassment: The definition of sexual harassment is set forth as follows: Sexual harassment" means sexual advances, requests for sexual favors and verbal or physical conduct of sexual nature when:

- (a). Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions, or.
- (b). such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits, such as favorable reviews salary increases promotions increased benefits or continues employment, constitute sexual harassment. The definition of sexual harassment is broad, and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating or humiliating or male or female workers may constitute sexual harassment.

While it is not possible to list that additional circumstance that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwelcome Sexual advances- whether they involve physical touching or not
- Sexual epithets or jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comments on an individual's body, and comments about an individual's sexual activity, deficiencies, or prowess
- Displaying sexually suggestive objects, pictures, cartoons.
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments.
- Inquiries into an individual's sexual experiences.
- Discussion of one's sexual activities

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint are unlawful and will not be tolerated by this organization.

Complaints of sexual harassment: if any employee believes that he or she has been subjected to sexual harassment, the employee has the right to file a complaint with our organization. This may be done in writing or orally.

If you would like to file a complaint you may do so by contacting (name of sexual harassment officer) this person is available to discuss any concerns you may have and to provide information to you about our policy on sexual harassment and our complaint process.

Sexual harassment investigation: When we receive a complaint, we will promptly investigate the allegation in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Our investigation will include a private interview with the person filing the complaint and with witnesses. We will also interview the person alleged to have committed sexual harassment. When we have completed our investigation, we will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of the investigation.

If it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the offending conduct and where it is appropriate; we will also impose disciplinary action.

**Disciplinary action:** If it is determined that inappropriate conduct has been committed by one of the employees we will take such action as is appropriate under the circumstances. Such action may range from counseling to termination of employment and may include such other forms of disciplinary action as we deem appropriate under the circumstances.

**State and federal remedies:** If you believe you have been subjected to sexual harassment, in addition to the above, you may file a formal complaint with government agencies. Using the company's complaint process does not prohibit you from filing a complaint with these agencies.

## Child Rights and Protection Policy

### **10. Child Rights and Protection Policy**

CSC recognizes UNICEF definition of ‘child protection’ which states that child protection involves: preventing and responding to violence, exploitation and abuse against children – including commercial sexual exploitation, **child** trafficking, child labor and harmful traditional practices, such as female genital mutilation/cutting and child marriage. UNICEF’s child protection programs also target children who are uniquely vulnerable to these abuses.

The Convention on the Rights of the Child (1989) outlines the fundamental rights of children, including the right to be protected from economic exploitation and harmful work, from all forms of sexual exploitation and abuse, and from physical or mental violence, as well as ensuring that children will not be separated from their family against their will. These rights are further refined by two Optional Protocols, one on the sale of children, child prostitution and child pornography, and the other on the involvement of children in armed conflict.

CSC strives to fight for the rights of children, especially their right to protection. Because CSC volunteers and interns may come into contact or work closely with children it is vital that all staff, volunteers and interns abide by the following policy.

#### ***CSCs child protection policy is as follows:***

1. Zero tolerance for abuse – physical, mental or other form of abuse including negligence, maltreatment, and exploitation – towards children.
2. The term ‘children’ is applied to any person aged 18 years and younger.
3. That the interest of the child – legal, physical, and mental – is first and foremost the primary concern of CSC and their staff (including volunteers and interns).
4. The protection of children goes beyond the actions and agenda of CSC. It is a duty that all members of the local, regional, and global community have an accountability to uphold.

#### **CSC’s staff, volunteers and interns therefore vow to uphold the following:**

1. To provide a nurturing environment in which children are being protected and provided a positive development experience.
2. That the protection and well being of children is the responsibility of the community beyond the confines of CSC.
3. To provide proper supervision, support, resources and training to personnel within the organizations that work – directly and indirectly – with children.
4. That it is the responsibility of all personnel to prevent – and if discovered, report – any form of child abuse.
5. To inform and educate all personnel of the regulations set forth in this policy. Each person shall be given a copy of this and other relevant CSC policies.
6. ANY organization working in cooperation with CSC shall be informed of the regulations set forth within this document, and if requested shall be given a copy of the policy.

## **Child rights and protection policy continued**

### **CSC will:**

1. As far as possible, no personnel will work alone with any child, where their activity cannot be seen or easily observable.
2. A system of Parental/Guardian Consent Forms for use of activities and actions shall be operated and maintained by CSC.
3. A system of Incident Documentation shall be operated and maintained by CSC.
4. An appropriate First Aid and/or Emergency Procedure(s) shall be prepared and maintained by CSC in case of emergency.

### **All personnel will adhere to the following:**

1. Treat all children with respect and dignity; this includes language and tone of voice, general physical contact, and other emotional/mental acquaintance.
2. Not engage in any of the following:
  - a. Excessively physical games
  - b. Sexually provocative games
  - c. Making sexually suggestive comments, about or to a child; under no circumstance will this be acceptable
  - d. Inappropriate and intrusive touching of any form
  - e. Any “scape –goating”, ridiculing or rejecting a child
  - f. Invading the privacy of children when they are showering, using the restroom, getting dressed, or engaged in any personal action where privacy would generally be suitable.
  - g. Asking intrusive comments about a child’s life or traumatic experiences.
  - i. If a child initiates a conversation then you are welcome to listen but it is unacceptable to probe the child for impertinent information which invades their privacy or force them to recollect a traumatic event if it is not vital for working purposes or you do not have permission from your supervisor and guidance from a professional.
5. Learn to control and discipline children appropriately; this means without using Coercive physical or emotional tactics.
6. Will not allow children to involve you in activities, which could be misinterpreted, as overtly sexual, physical or emotional in nature; this includes excessive attention seeking.
7. Will not invite a single child or group of children to their place of residence without other personnel being in attendance.
8. Where possible will not share sleeping accommodations with a child or children, nor enter the dormitories of the opposite sex without personnel of the opposite sex in attendance; it is crucial that all resources and options are exhausted before disregarding this rule – with few possibilities, the only exception to this rule would be in an emergency situation.
9. In a situation where, for example, a child not able to dress themselves should be dressed by personnel of the same sex with other adult personnel in attendance.
10. If other personnel are observed disregarding the rules and regulations set forth in this policy, such an incident must be reported to supervising authority.

**Child rights and protection policy continued**

**Supervisors should adhere to the following:**

1. Meet regularly with workers to review daily operations and if necessary, modify CSC's procedure and activity.
2. Ask personnel about relationships, professional and otherwise; with children at CSC and CSC affiliate institutions.
3. Create opportunities and take advantage of occasions to observe personnel working With children.
4. Keep records of meetings with personnel and anything of significance, which has been observed.

If the supervising authority has any suspicion of personnel violating the rules and regulations set forth in this policy, it is that supervisor's responsibility to investigate that suspicion until there is no possibility of abuse.

**The following are forms of abuse that will result in investigation:**

1. Physical: bodily harm and injury
2. Emotional: lack of proper love and/or affection, fear from threats of harm or given responsibility beyond the child's/children ability
3. Sexual: where a child or children are used to fulfill sexual desires
4. Neglect: failure to care for child/children and protect them from danger or inability to provide a nourishing environment in which proper development can be provided.

**If abuse is exposed or discovered:**

- Do not delay
- Do not act alone
- Do not start to investigate
- Do consult with the supervising authority as soon as possible so the appropriate action can be initiated.

**Regulations for Photography and Media**

**1** Standard Photograph' refers to a photo taken of the child, in which the child has a plain background behind in which no defining landscape of the child's location or any other person is visible. The child may be situated in any pose that is comfortable for them, or that is necessary for any physical ability they may have, as long as the pose is NOT considered provocative in any way.

**2**'Personal Information' refers to the full name (given name and surname), address, or any other information that may be used to identify a beneficiary's personal or family location, as well as private history and records.

**3**Prior to distribution of standard photographs and media CSC MUST acquire written consent from both the parent/legal guardian AND the child beneficiary.

**Volunteers and interns:**

- 1 The following regulations are designed specifically relevant to social network sites, However are inclusive of other forms of photograph and media distribution.
  - 2 Under no circumstances may standard photographs, media or personal information be shared, this includes the first name or any nickname for the child.
  - 3 Photos of a single child beneficiary are not permitted, regardless of the activity or CSC program the child is participating in.
  - 4 Photos of a single child beneficiary AND the volunteer are permitted, providing no Personal information is shared and the photo or activity is not provocative in any manner.
  - 5 Group photos and media of the children participating in activities or CSC programs Are permitted, providing no personal information is shared and the photo or activity is not provocative in any manner.
  - 6 Volunteers may physically share (i.e. in person and not via the internet) personal photos And media with friends and family provided that they do not share ANY personal information that can be used to locate that child beneficiary or impair their security and welfare.
- Any violation of the Child Rights and Protection policy set forth in will result in legal action, be it locally or internationally, assuming the country in which the incident occurs would support such proceeding.

**Community Seva Centre Code of Conduct for Volunteers and Interns  
Contract Agreement:**

Please print out this form, fill it in and give it to your supervisor upon your arrival at CSC.

I hereby certify that I have thoroughly read the contents of the document entitled CSC Code of Conduct for Volunteers and Interns Contract Agreement:

I understand the rules, regulations and policies put forth by CSC and agree that I \_\_\_\_\_(your full name here), will follow these rules to the best of my ability.

Signature of volunteer/intern: \_\_\_\_\_

Printed Name Volunteer/Intern: \_\_\_\_\_ Date (mm/dd/yyyy): \_\_\_\_\_

Signature of Supervisor: \_\_\_\_\_

Printed Name of Supervisor \_\_\_\_\_ Date (mm/dd/yyyy): \_\_\_\_\_