



Your Full Name: _____

Please read the enclosed 'Volunteer Agreement' which is designed to help you understand your role at Rocsana's Hope, how to interact with the girls, what we expect from you and what you can expect from us. Please be aware that the girls at Rocsana's Hope have been lost or abandoned by their families and are fragile and easily influenced. It is important that everyone at Rocsana's Hope presents a loving, caring, compassionate and united front to give these girls a stable and healthy environment that will help them to grow into strong human beings.

The purpose of this document is to help you prepare for your time at Rocsana's Hope as well as protect our girls from those who perhaps might not be the best influence on them. Our Board of Directors has made it mandatory for all volunteers to sign and return a copy of this agreement before being allowed to stay on our compound (or interact with our girls). If you have any questions, please don't hesitate to contact us. Please make sure to sign or initial every page of this document in the appropriate spot.

VOLUNTEERS AGREEMENT

1 AGREEING TO THE EXPECTATIONS

Please read this document carefully. If you have any questions, please contact our office on +19133534673 or office@rocsanashope.org.

By signing and returning a copy of this document, you agree to be bound by the expectations contained within it during your stay at Rocsana's Hope (the "**Mission**"). Failure to adhere to the expectations may result in your immediate removal from the property and possibly criminal prosecution.

2 YOUR ROLE

We want your time with us to be enjoyable and rewarding and we will strive to provide you with work that fits your passion. However, the Mission and the girls are our priority and at times you may be asked to assist in areas which are not your first choice.

Your primary role is to help us in any way which is beneficial to the Mission and the girls. We will explain your duties to you, which may vary from time to time and will depend on needs of the Mission and the girls as well as your skills and abilities.

You do not have fixed working hours. The Mission runs seven days a week, 24 hours a day and you may be requested to assist whenever necessary. You are encouraged to take down-time when you can and to speak to one of the members of the Board of Directors (the "Board") if you feel you are being overextended or require time off due to illness or for personal reasons.

3 REMUNERATION AND REIMBURSEMENT

You are at the Mission as a volunteer. You will not receive monetary or other reimbursement during your stay with us.

Unfortunately we are not able to reimburse you for your personal expenses, such as travel, clothing or medical expenses. This includes loss of property or valuables. You are here at your own risk.

Signature / Initials: _____

4 HEALTH AND MEDICAL

You must have a valid insurance policy to cover you in the event that you require medical assistance. You are responsible for covering any personal medical expenses not covered by your insurance policy.

We recommend that you get all Government recommended vaccinations and seek the counsel of your local doctor before visiting –particularly if you have any medical conditions.

5 CONCLUDING YOUR VISIT

Our first duty is to the Mission and the girls. You may be required to leave the Mission immediately if the Board decides that your continued presence is not in the best interests of the Mission or the girls, or if it is not otherwise reasonable for us to allow you to continue at the Mission.

However, wherever possible we will strive to give you as much notice as possible if it is necessary to end your visit early. We expect you to provide us with the same courtesy.

6 THE MISSION'S LIABILITY TO YOU

Your stay at the Mission is at your own risk. To the extent permitted by law, the Mission and the Board are not liable for any loss, damage or injury suffered by you or your property during your time at the Mission whether due to your own conduct or the conduct of any other volunteer, visitor, staff member, Board Member or child.

7 ACCOMMODATION

We will provide you with accommodation during your stay. You are required to observe the following expectations while using our accommodation:

- (a) Bedrooms may only be shared by relatives, married couples or members of the same gender.
- (b) Lights and fans must be turned off when you are not in the room.
- (c) Rooms must be kept tidy and must be cleaned before your stay comes to an end. Cleaning supplies are available at the Mission office.
- (d) Bedding, furniture and supplies from your room must not be taken outside. Fresh linen may be obtained from the Mission office. Please ensure that any bedding you had to begin with remains in your room when you leave.
- (e) We provide laundry facilities for you to wash your own laundry.
- (f) Any problems (for example, leaking taps or broken lights) should be reported to the Mission office.

8 INTERACTING WITH THE GIRLS

Interacting with the girls is an essential and rewarding part of your time at the Mission. Please remember that, more than most girls, they are vulnerable and easily influenced. Interactions must be in accordance with the Child Protection Policy found on our website.

We encourage you to bond with the girls during your visit. However, you must maintain appropriate boundaries, both physically and emotionally. The girls should refer to you as 'Aunty', 'Uncle', 'Brother' or 'Sister'. They should not refer to you as 'Mother' or 'Father' and you must not encourage them to do so.

Visitors often wish to stay in contact with one or more of the girls after they leave the Mission. This can have a positive impact on the children's lives. However, please think carefully before committing to do so. Maintaining contact for a few months or years and then letting it drop away can be very damaging to the girls, especially given that many of them already struggle with abandonment issues; for which they themselves often feel responsible.

Signature / Initials: _____

Please be mindful of your words and do not make promises that you cannot keep. The girls may latch on to something that you mention only in passing.

Please speak to a staff member if you would like to learn more about how you can continue to be a positive influence in the lives of the girls after your stay comes to an end.

Because the girls are our first priority, while at the Mission you must observe the following:

- (a) You are responsible for ensuring that you are not alone with a girl at any time.
- (b) Girls are not allowed in your room without permission from a member of the Mission staff.
- (c) You must be careful with your physical interactions with the girls. Your interactions should be appropriate according to Guatemalan culture.
- (d) You must not be out at night with the girls without permission from a member of the Mission staff.
- (e) Girls must not be taken off the Mission property or out of designated areas without permission from the Mission staff.
- (f) If traveling away from the Mission with a girl, at least one member of the Mission staff must be present.

9 RESOLVING CONFLICT

If you have a disagreement with any person during your time at the Mission you should bring your disagreement to the Board. Where possible, we will apply the principles from Matthew 18:15-18 to resolve disputes. This means that we will apply the following steps:

- (a) The persons involved will talk to one another privately and in a loving manner.
- (b) If not resolved, one or two members of the Mission staff will participate in the discussion to facilitate an open and honest exchange in which all parties listen to each other's views.
- (c) If not resolved, the matter will be brought before the Board for resolution. The Board's decision is final and you agree to be bound by it.

10 CULTURAL AND RELIGIOUS SENSITIVITY

Out of respect of the Guatemalan culture, you should wear clothing that is respectful towards local Guatemalan culture. For example, female visitors should not wear low-cut/sleeveless tops or short/skirts that show their knees. If you have any questions about appropriate clothing, please ask a member of the Mission staff.

The Mission is run by a Christian family and we raise our girls according to Christian values.

If you have Christian beliefs and would like to pass them on to the girls, please speak with a member of the Mission staff first. There are variations to the beliefs held by Christians across the world. We want to ensure that the girls are not confused and that the message they receive is clear and consistent so that they are able to understand the teaching and make their own informed decisions.

If you do not hold Christian beliefs, we ask that you do not try to influence our girls in one way or another. If you have any questions regarding any of this please contact a member of the staff.

11 SPECIAL PROJECTS

If you would like to contribute to the Mission or the girls in a manner beyond your day to day duties, you must first obtain approval from the Mission staff.

It is not unusual for visitors to want to support the Mission in a specific way. All ideas are gratefully received by the Board and carefully considered. Ideas for specific projects should be submitted as soon as possible, including prior to your arrival so that steps can be taken to consider, approve and facilitate them.

Unfortunately, some ideas cannot be implemented, or can only be implemented at a later date. If your idea cannot be implemented, the Board will, where possible, provide with you with an explanation.

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It may be difficult at times to understand our reasoning for refusing your request, without a thorough appreciation of the complexities of our complete community. Please understand that we have the interest of the girls and the mission as a whole as our first priority.

13 BEHAVIOUR DURING YOUR VISIT

Our standards are honesty, integrity, teamwork and accountability. We expect you to adopt these standards in everything you do while at the Mission.

You are also required to comply with the following:

- (a) You must not consume, possess, provide to girls, or bring onto the Mission property any alcohol, tobacco or illicit drugs.
 - (b) You must not participate in or encourage gambling or the use of coarse or offensive language.
 - (c) Male visitors must not enter areas of the Mission designated solely for females without permission from a member of the Mission staff.
 - (d) You should be on time for meals and give us prior notice if you will not be attending a meal.
 - (e) You must inform someone at the Mission office before leaving the Mission property.
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14 TECHNOLOGY AND INTERNET ACCESS

- (a) Visitors may be provided with wireless internet access. We ask that you consider helping to cover the costs of downloads if your usage is excessive. You must use the internet responsibly and in a manner consistent with the values of the Mission.
 - (b) You must not permit girls to use the internet, your mobile phone or your computer. Their use of computers/internet is supervised by us.
 - (c) You must not disclose the wireless password to any person, including other volunteers or members of the Mission staff. This is something that each individual should get from the office directly.
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15 USE OF VEHICLES

For obvious reasons we must regulate the use of mission vehicles (motorcycles, scooters, cars, buses etc.).

- (a) Mission vehicles must not be used without permission from a member of the Mission office.
- (b) Visitors must not drive any vehicle, including motorcycles, without a valid international or Guatemalan driving license.
- (c) Visitors are completely responsible for themselves and those in the vehicle with them in accordance with the local state and national laws. The Mission will not be held accountable for any action on your behalf.

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16 MONEY / DONATIONS

The Guatemalan Government strictly regulates foreign contributions, which includes any donation, delivery or transfer made by any source, citizen or company of a foreign country:

(a) of any currency, whether Guatemalan or foreign.

It is essential that you speak with a member of the staff before making any such contribution. Unless you have approval from the staff, you must carefully comply with the following:

(b) You must not give any child money or items of significant value. Items of a trivial value may be given to the girls, such as sweets, snacks or stickers. If you are unsure, please err on the side of caution and consult a member of the staff.

(c) You must not transfer money from an international account to the bank account of one of the girls.

(d) You must not conduct any business or other endeavour for the purpose of making a profit while at the Mission.

(e) Any projects conducted by you should not be paid for using your personal money (this includes repairs, purchases, activities... etc.). You are welcome to make a donation to the mission through the correct channels to cover expenditure but this all should be discussed /communicated with us prior to commencing work.

17 QUESTIONS OR CONCERNS

If you are at all uncertain about anything in this document or if you have concerns or questions about anything that happens during your stay please get in contact with someone in the Office.

If a girl discloses something to you that you feel is important for our staff to know please get in contact with them immediately.

18 ACCEPTANCE

I understand and agree to follow the expectations set out in this document as well as those of Rocsana's Hope's Child Protection Policy.

Print Full Name: _____

Signed: _____ **Date:** ____/____/____