



## Volunteer Guidelines

Thank you for offering to volunteer at Hearts of Hope Children's Home. The following document outlines in alphabetical order the principles and guidelines we adhere to in running the home and specifically with regards to volunteers. If there are any further queries that you have we would be happy to discuss them.

- **Authority:**  
The authority of the Operations Manager and Caregivers must be respected. Each child has a routine and we would appreciate your support in adhering to it. Please do not request the staff to change their routine to accommodate your visit. We will generally be left with "out of sorts" children after you have left
- **Commitment:**  
We would appreciate volunteers who can commit themselves to regular service. It would be of most value to us if we could count on you, even if it is half an hour once a month. Please complete your application form at the end of this guideline and email it to [info@heartsofhope.org.za](mailto:info@heartsofhope.org.za) in order for us to advise you where the volunteering requirements are.
- **Concerns:**  
If you are concerned about the health or wellbeing of the children or have any other concerns, please discuss such with the Operations Manager, the Caregiver on duty, or any one of the Directors (contact details are included at the end of this document).
- **Donations:**  
If donating food, household items or money please enter the details in the donations file at the front door of the house. We would like to send you a note of appreciation and ensure that we are accountable for all donations received.
- **HIV/Aids:-**  
Whilst we are aware of the HIV status of all the children in the home, we are not at liberty to reveal such details, so please do not ask. As with any domestic household, there is little to no risk of infection if basic precautions are followed by our volunteers. A few basic rules should be followed:-
  - Never touch anyone's blood. There are gloves available should there be an accident.
  - There is little to no risk of transmission of HIV via bodily fluids other than blood. Saliva, urine, faeces has very low trace of the HIV virus, and can only live for a few seconds outside the human body.
  - There would have to be a direct "blood to blood" contact for any chance of infection to occur.
  - If you have a scratch or sore, please cover it with a plaster.
  - Try to prevent the children from scratching their sores or from biting each other.
- **Men:**  
Men have asked to volunteer. We would be happy to accommodate men in our volunteer programme particularly with the many DIY chores around the home or cooking meals etc. Due to some of children being sensitive to the presence of men, we do not allow male volunteers to be at the Home on their own. Please contact one of the Directors for more information.

- **Membership**

Hearts of Hope is a Section 21 Non Profit Company and Non Profit Christian based organisation. The structures allow for Directors and Members. We would welcome building our membership base with people who have the same heart as us for the children and the work we do. We have the following criteria for membership:

- a volunteer spends 10 work days at the house and is immersed in our ethos and ways of working over a 6 month period.
- persons who can commit to regular volunteering
- mutual agreement to become members
- approval by the Board of Directors

- **Needs:**

As the children change, the needs of the Home change. Please email us to be advised of our current requirements.

- **Other children:**

Other children visiting the home should be accompanied by their parents (or other responsible adult). Whilst we love involving children at the Home we are not permitted and cannot be held responsible for the care of additional children when we have 34 of our own to look after. Children under the age of 14 must be accompanied by an adult who can supervise their activities.

- **Outings and Activities:**

Permission from the Operations Manager, Caregivers or the Director on duty must be sought before starting an activity with the children, feeding them, taking them outside, putting them to sleep etc

- The regulations regarding outings and overnight stays is governed by the State. All the children are wards of the State and may not be removed from the house for any length of time without a court order. Short outings will be considered on request. However, we do require that a person would have volunteered at the home for a minimum of 6 months before being allowed to take a child on a pre-arranged outing. The child's health and general well-being will be our main consideration. We will always reserve the right to refuse requests without providing detail or explanations. There may be a family private matter that we are not at liberty to disclose.

Ratio of adults to children on an outing is as follows :

- 1 adult to 4 children above the age of 4 and
- 1 adult to 2 children below the age of 4 ,but above the age of 2
- and 1 adult to 1 child below the age of 2.
- Special needs and disabled children require 1 on 1 individual care.

A minimum of two adults is required for any outing – even if less than 4 are taken on an outing. Some outings will require a higher ratio of adults to children. One of the staff members from Hearts of Hope must accompany the children on any outing. All adults are required to have a fully functional working cell phone in their possession whilst on an outing with the children. A first aid box from the Home must be taken on every outing.

- **Car Safety.** All children are to be strapped into an appropriate car seat. Drivers are to ensure that no children are in the front seat of the car. Under no circumstances may children be buckled in with just a seat belt. Overloading of a car may not occur. Drivers are required to have a valid driver's licence and drive slowly and carefully when transporting children.
- **Parking:**  
Safe parking is most often available on the pavement outside the Home.

- **Refreshments**  
Volunteers should bring their own refreshments. Many of the groceries are donated to the home for the sole benefit of the children.
- **Report of accident and or injury**  
Any accident or injury must be reported to the Operations Manager, Caregivers or the Director on duty. An accident report form is to be completed. A first aid box and insect sting first aid bag can be found in the kitchen.
- **Routine:**  
The children have very strict routines and these will not be compromised on unless management permission is obtained.
- **Strangers:**  
We will not let strangers onto the property unless we understand their association with the Home. If you are uncertain please speak to the Operations Manager, Caregiver or one of the Directors.
- **Supervision:**  
If you take the children out into the garden and the staff remain inside with the babies or to clean or prepare food, please make sure you know their whereabouts at all times. The children are adventurous and can wonder off and fall, and as such they require adult supervision at all times. Do not assume that because another adult is present in the home that they will automatically take responsibility for a roaming child.
- **Swimming pool**  
Please do not allow the children into the swimming pool area at any time. Only Directors can take responsibility for supervising this activity. **NO** swimming may happen unless a Director is present.
- **Values**  
God is at the centre of everything we do. We therefore embrace the following values:
  - The family structure and creating a sense of belonging
  - Accountability to our donors – we take this responsibility very seriously
  - Integrity and law abiding. We will only operate within the law and within our license conditions
  - Non racial and non discrimination on any grounds
  - Our heart is for the under-privileged children in our care who are victims of adults in society
  - Excellence – we want to do everything to the highest standards
  - Being outward looking – open to support other good works
  - Being a resource to others and not hoarding things for ourselves
  - Humility and openness to change and grow. God has not pre-equipped us to know what to do in every situation, but with His grace and wisdom we will, we will work through all the challenges we face.
- **Visiting hours**  
Volunteer helping hours are Monday to Friday 09h30 - 17h00.  
Weekends by arrangement only.

If you have any queries please feel free to contact the Director below:

**Deborah van Dongen**  
**info@heartsofhope.org.za**

## **Volunteer Application Form**

Please note the following information is required in terms of The Children's Act governing children in Care.

Full Name:.....

Identity Number : .....

Street Address:

.....

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Postal Address:

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Home Tel:.....

Work Tel:..... Place of Work : .....

Cell No.:.....

Email:.....

I can help by:

.....

.....

.....

.....

Regular time slot:

Day:.....

Time:.....

Any other details:-

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.....

I hereby consent to criminal and police checks to be conducted by Hearts of Hope as required by The Children's Act of South Africa.

Signed : ..... Date : .....

Email: [info@heartsofhope.org.za](mailto:info@heartsofhope.org.za)

Website: [www.heartsofhope.org.za](http://www.heartsofhope.org.za)



## **VOLUNTEER RELEASE OF LIABILITY AND INDEMNITY**

The undersigned volunteer ("**Volunteer**"), in consideration for permission to act as a volunteer for Hearts of Hope ("**HOH**"), hereby acknowledges and agrees to the following:

### **1. Volunteer Relationship**

Volunteer has expressed an interest in providing services, as needed, to HOH on a volunteer basis. This release of liability and indemnity will apply to all HOH events or activities in which Volunteer provides voluntary services. Volunteer hereby acknowledges Volunteer's desire to volunteer services to HOH for charitable and/or humanitarian reasons. Volunteer understands and agrees that as a volunteer, Volunteer is not an employee, partner, agent, representative or contractor of HOH under local law or regulations. Volunteer also understands and agrees that because Volunteer is donating services to HOH for altruistic reasons: (a) Volunteer has no expectation of any compensation, pay, fee, or benefits for the services; and (b) Volunteer is not entitled to wages or employee benefits to which HOH employees are entitled.

### **2. Waiver of Liability and Release**

Volunteer assumes all risk of injury, including death, to Volunteer's person and property arising from the services as a HOH volunteer. Volunteer further releases, discharges and holds harmless, for Volunteer and Volunteer's heirs, administrators, executors and assigns, HOH, its directors, officers, employees, agents, administrators, insurers, successors and assigns, from all liability and claims of any and every kind of nature, whether arising out of negligence or otherwise, for any injuries, including death and loss of property, and including but not limited to theft, loss, negligence, invasion of privacy, fire or other acts, and Volunteer hereby waives all current and future claims, whether or not known and whether or not foreseeable, against such parties arising from any loss, damage or injury, including death, to Volunteer's person and property arising from the services as a HOH volunteer.

### **3. Indemnification**

Volunteer agrees to indemnify, hold harmless and defend, to the fullest extent permitted by law, HOH, its directors, officers, employees, agents, administrators, insurers, successors and assigns from and against any and all demands, claims, liabilities, suits, causes of action, judgments, damages, losses, penalties, and/or expenses of any kind or nature whatsoever, including attorneys' fees on attorney and own client scale, arising, directly or indirectly, from or resulting, directly or indirectly, from Volunteer's performance of volunteer services hereunder, however caused and regardless of any actions or omissions of HOH.

This document and any dispute arising from it whether contractual or non-contractual will be governed by the laws of the Republic of South Africa. Volunteer certifies that Volunteer has reviewed and understands this entire document and all information is true and correct.

Name of Volunteer: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_