



Thank you for your interest in becoming a volunteer at Hearts of Hope. Our primary programme is a Children's Home based in Wendywood, Sandton. As we are a home of safety and protection, please read this document detailing our code of conduct and volunteer guidelines.

1. Please complete and sign the he included **Volunteer Application** form and **Indemnity Form**
2. Attach a **copy of your ID**
3. Attach **3 x Character references**
4. Email the above items to **info@heartsofhope.co.za**.

## **Being a Volunteer – Before you sign up?**

***Please note that all volunteer roles are subject to:***

- A minimum of a 3 - 6 month commitment.
- Volunteer Application review and approval.
- Volunteer slots available
- Criminal, Form 30 and credit background check.

## **Available Hearts of Hope Volunteer Slots for 2019:**

- Week Days: 14h00 – 16h00
- Saturdays: 09h00 – 15h00

## **Available Hearts of Hope Volunteer Roles:**

1. Helping with homework and / or reading to children.
2. Playing games such as board games and puzzles.
3. Outdoor sports / activities such as skipping, soccer, netball, hockey and hula-hoops.
4. House chores such as painting, cleaning & packing cupboards and toy boxes.
5. Washing windows and tidy up the garden.
6. My School Card Ambassador / Back a Buddy Champion Fundraiser

## **How it works:**

Once you have attended a **Volunteer Assessment Session**, and your Volunteer Application has been approved (and if we have an available Volunteer slot) you will receive an email confirmation to book your designated volunteer slot. Please note that if we don't receive a response within 72 hours, your slot will then automatically be given to the next volunteer.

## **What to bring on your Volunteer Assessment Day:**

1. **Completed Volunteer Application Form – (if you have not already submitted)**
2. **Printed copy of your ID**
3. **R100 cash**
4. **Optional tinned food**

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**HEARTS OF HOPE IS A LEVEL 1 CONTRIBUTOR IN TERMS OF B-BBEE  
PROCUREMENT RECOGNITION FOR SOCIO-ECONOMIC DEVELOPMENT**

Section 21 Registration: 2003/005003/08; NPO Registration: 033-126-NPO; PBO Registration: 930015347

Directors: Warrick Grainger; Zanele Jordan; Sizwe Khumalo; Joel Mogoiba; Kabelo Mokoena; Keneiloe Mohafa;

Mpho Rabada;

## Hearts of Hope Code of Conduct and Volunteer Guidelines:

The following document outlines in alphabetical order the principles and guidelines we adhere to in running the home and specifically with regards to volunteers.

- **Address:** For security and privacy, please do not share or publicise our address without our permission. As the children are in protective care, their continued safety depends on their whereabouts being unknown.
- **Digital Media Privacy:** For security reasons, please respect the safety and privacy of our children: No social media “check ins” or sharing of internal communication and sharing of our physical address.  
No posting or sharing of pictures of our children
- **Authority:** The authority of the Staff 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, with a minimum of 3 **months commitment**, as our children need reliability and consistency. Please complete your application form at the end of this guideline and email it to [info@heartsofhope.co.za](mailto:info@heartsofhope.co.za) in order for us to advise on the next volunteer assessment session.
- **Concerns:** If you are concerned about the health or wellbeing of the children or have any other concerns, please discuss such with the 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.
- **Dress Code:** Please dress moderately and appropriately, as you are an example to our children. We also advise dressing comfortably for physical movement, carrying and child’s play / activities.
- **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 six month period.
  - persons who can commit to regular volunteering
  - mutual agreement to become members
  - approval by the Board of Directors
- **Mobile Phones:** Please refrain from using your mobile phone whilst volunteering. As a volunteer we ask that you be fully “present” and engaged with the children.
  - **Needs:** As our children grow and change, the needs for our home changes. Please email us to be advised of our current requirements, or see our website and social channels for regular updates.
  - **Other children:** Other children visiting the home must be accompanied by their parents (or other responsible adult) together with prior approval from Hearts of Hope. 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 children to look after. Children under the age of 15 must be accompanied by an adult who can supervise their activities.
  - **Outings and Activities:** Permission from the Manager, Caregivers or the Director on duty must be sought before starting an activity with the children, feeding them, or taking them outside, 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 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. ALL outings are only permitted on approval from the CEO.

- **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.
- **Punctuality & Cancellations:** Our children have already suffered neglect and abandonment, we are vehemently protective over further disappointments. Cancellations and late arrivals are not taken lightly.
- **Questions about our children:** Please refrain from asking personal questions about the children in front of them – they can hear and understand you!

- **Refreshments:** Volunteers need to bring their own refreshments. Many of the groceries are donated to the home for the sole benefit of the children. We don't have budget to cater for volunteers.
- **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:** Our children have strict routines and these will not be compromised unless management permission is obtained in advance.
- **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 Manager, Caregiver or one of the Directors on duty.
- **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 by appointment only:**

Some of our children are under legal protection, and we are not an “open house”. All visits need to be requested and booked in advance for obvious security reasons.

**Our volunteer hours are week days: 14h00–16h00 and Saturdays: 09h00–15h00.**

**Heart of hope Volunteer Application Form – PLEASE PRINT CLEARLY:**

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:.....(Please print clearly)

How did you hear about Hearts of Hope? .....

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Do you agree to a criminal, Sexual Offences Clearance (Form 30) and credit check?

.....

Which volunteer time slot are you available for?.....

*Week Days: 14h00 – 16h00 OR Saturdays: 09h00 – 15h00 OR Both Weekdays and Saturdays*

Which volunteer activity are you applying for? (Refer to Page 1 above):

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How many months can you commit your time as a regular volunteer?.....

*Our volunteer programme requires a minimum of 3 – 6 month commitment*

Why do you want to volunteer at Hearts of Hope? .....

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Do you have any experience with children and / or volunteering? .....

If "YES", please tell us more? .....

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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.

I hereby agree to respect and uphold the Hearts of Hope House Rules, Code of Conduct and Volunteer Guidelines mentioned above.

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

Name: .....

If you have any queries please feel free to contact Deborah or Brigitte

Deborah van Dongen / Brigitte Standl  
info@heartsofhope.co.za  
www.heartsofhope.org.za  
Facebook @HeartsofHopeZA  
Instagram @HeartsofHopeZA

**Next Steps:**

1. Please complete and sign the he included **Volunteer Application** form and **Indemnity Form**
2. Attach a **copy of your ID**
3. Attach **3 x Character references**
4. Email the above 4 items to [info@heartsofhope.co.za](mailto:info@heartsofhope.co.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: \_\_\_\_\_