



FAUJI KE ALFAAZ

ABOUT THE VOLUNTEER ACTION

Fauji ke Alfaaz (FKA) does not give a Volunteer a mandatory time period in which to volunteer, otherwise it is a time bounded certified program. It is up to the Volunteer to choose. If a volunteer is not able to continue volunteering for some reason, he/she must inform (preferably in writing) the concerned FKA mentor and mention the reason/s for the same. A FKA Volunteer has the option of continuing through digital/virtual volunteering or can come back after a certain period, when available.

Volunteer Recognition and Benefits

Volunteers at Fauji ke Alfaaz will be provided a unique Volunteer Id that would be used for all the purposes all long their tenure. FKA provides certificates only for a special program being run as required. Otherwise, only to those volunteers who have continued for more than 6 months to 1 year and have engaged actively. Active refers to active participation in the assigned work and execution, taking up responsibilities and being consistent and regular. FKA may not provide certificates to volunteers who have just participated in one or two activities/events unless if it is agreed upon prior to the event.

Fauji ke Alfaaz does not provide any stipend or remuneration to Volunteers. FKA may reimburse the following expenses upon submission of receipts and other supporting documents that would be required. Expenses incurred in carrying out activities, campaigns or events, if there is budget available. Volunteers need to check with the respective FKA mentor for the details of the available fund and a detailed budget plan needs to be done together with the FKA mentor. FKA will not be able to reimburse, if the expense exceeds the accepted limit. In case of a partnership or group volunteering (such as College Collectives), budgetary aspects would need to be discussed as part of a MoU signed.

VOLUNTEER/INTERN CODE OF CONDUCT AND NORMS

Volunteer/Intern Code of Conduct: Do's and Don'ts

Volunteers/Interns make a commitment and are accountable to the organization. Hence you are expected to abide by the Core values and Principles of Fauji ke Alfaaz.

- Respect the Mission, Vision, Values and goals of FAUJI KE ALFAAZ. Take your commitment to heart and perform your tasks to the best of your ability.
- Volunteers/Interns are expected to act with integrity, respect and respond to others with whom they interact during the course of Volunteering.



- Kindly treat your fellow volunteers/interns, community members and children without any discrimination.
- Please do not accept any valuable gifts or monetary resources or give any gifts or lend any monetary resources to the communities/children and other stakeholders.
- Please do not take/collect any kind of monetary resources in the name of FKA from anyone, unless communicated to you to do in writing by FKA.
- Be courteous, friendly and cooperative.
- Offer constructive feedback about our organization, in case if you have any in an appropriate manner.
- Don't engage in charity services in the name of FKA. Do not collect or distribute clothes, stationery or other materials in the community and do not make any promises. This point validates unless communicated to you to do in writing by FKA.
- If you have taken a responsibility, honour it or inform the FKA mentor in advance, in case if you are not able to accomplish it.
- Interns are expected to commit to the structure and program of the internship which is decided in consultation with their mentor.
- FKA and the mentor reserve the right to terminate an internship in any incidents of basis serious misconduct, non-performance or indiscipline.

Norms for Interacting / Engaging with Community

Your attitude:

- Be non-judgmental. Don't try to impose your ideas, instead try to make them think, try to take their feedback/suggestions on relevant issues.
- You should have an understanding of the people and the practices of the community you are interacting with. This would enable you to interact with them more effectively.
- Treat them as equals; get their opinions and point of views.
- Never be intimidating. Be friendly and non-threatening to the people you interact with.

Your Objective:

- Be clear on the purpose, the objective and the desirable outcome of the event/ activity as well as your target audience.
- Be sensitive to the community beliefs/practices/traditions.
- Involve the key point person from the community. E.g.: The local leader, Para Clubs.
- Try to involve the teachers and headmasters/principals in any educational premises.

A few things to be careful about:



- Be very clear on your non-political and non-religious stance. Bring out the fact that you are there to collaborate and to strengthen the already existing services such that they are accessible and usable.
- Avoid/don't entertain people who would try to merge your efforts with their party/community/religious politics OR would try to bring their party/religious angles to your work.
- Do not take sides of the community, middle-class or the Government.
- Don't say or promise anything that you would be unable to deliver, even if it's due to unforeseen reasons
- Never give any material gifts; they tend to overshadow the cause.

Your interaction:

- Interactions should be such that they don't result in offending the community members' sensibilities/beliefs and sentiments; instead pave the way for your acceptance.
- Language used should be clear, simple and easy to understand.
- Be patient during your interactions, the discussions seem to be going off the point, then gradually bring them back to the point by reminding them of the original issue being discussed.
- Avoid very long sessions (anything over 3-4 hours). Avoid being too preachy and using terms like 'should'.
- Provide relevant information/facts that they you're using examples in your interactions then use the ones to which they can easily relate to /most connect to.
- Do thorough secondary research (facts and figures, landmark judgments, Acts/legislations) whenever needed. It helps to sharpen your understanding and analysis of field realities.
- Keeping field notes is very useful. Ideally it is to be detailed observation gathered from the field- human interest stories, quotes of people immediate surroundings, anecdotes, and relevant facts and figures.
- Take photographs/ videos only if it is consented by the people who are the subjects. Photos, short films, video clips on your work and community voices are a good way of keeping record and for overall documentation.
- Arrive at the conclusion only after gathering data and insights from all concerned stakeholders. Then it will make sure your interpretation is authentic.

Your appearance:

- Body language-positive, attentive, accepting, non-judgmental.
- Maintain eye contact with community members, listen carefully to what they say; might help you to read in between the lines
- Dress appropriately. Your appearance and communication style has a bearing on how communities perceive you and whether they feel comfortable talking to you.



- You are there in the field as a **Fauji ke Alfaaz** Volunteer so communicate and act responsibly. Be very sure about the messages disseminated.

Norms for Interacting with Children

- Treat every single child with due respect, dignity and integrity.
- Parents or the legal guardian should be informed of any activity or event that volunteers plan to conduct with children.
- Never take the children out of the community premises or school for any activity without the approval from **Fauji ke Alfaaz** mentor and a written consent from the Parents/ guardian. During enrolment drives, hospital checkups, etc. please take a Parent / legal guardian to the school along with the child and not alone.
- Under no circumstance, should Volunteer abuse children in any form (sexual, verbal and physical) or misuse children.
- Volunteers should be very sensitive while approaching and dealing with children. Appropriate action will be taken against those who are found to be misbehaving with children.
- Make sure children are briefed and are comfortable with the format of the event. And if the child still says 'No', then it shouldn't be forcibly thrust upon him/her.
- Linguistic sensitivity for the children - ensure the conference is in a language they can understand. Ensure translation if necessary.
- The child should be allowed to speak even if it takes more than the time set; otherwise spontaneity is lost.
- If children are not comfortable to speak, the parents/ guardian should be on hand to provide moral support. If necessary the parents/ guardian should relate the story with inputs.
- If volunteers/interns come across any situations of children subjected to any traumatic/violent experiences, need to report immediately to the **Fauji ke Alfaaz** mentor and their guidelines should be taken in addressing those issues.

Photography Ethics and Guidelines

Points to consider while taking photos, videos and interacting with the community:

- Ensure you have permission of the persons being photographed.
- Do not upload photographs that you do not have the rights for (photographs that do not belong to you).
- Ensure that the dignity of the child and community is always upheld.
- Be complete and provide context when photographing or recording subjects.
- Respect the integrity of the photographic moment.
- Be accurate and comprehensive in the representation of subjects.



- Resist being manipulated by staged photo opportunities.
- Avoid stereotyping individuals and groups. Avoid presenting one's own biases in the work.
- Treat all subjects with respect and dignity. Give special consideration to vulnerable subjects and compassion to victims of crime or tragedy.
- While photographing subjects do not intentionally contribute to, alter, or seek to alter or influence events.
- Editing should maintain the integrity of the photographic images' content and context. Do not manipulate images or add or alter sound in any way that can mislead viewers or misrepresent subjects.
- Do not pay sources or subjects or reward them materially for information or participation.
- Do not accept gifts, favours, or compensation from those who might seek to influence coverage.
- Do not intentionally sabotage the efforts of other photographers.
- Strive for total and unrestricted access to subjects, recommend alternatives to shallow or rushed opportunities, seek a diversity of viewpoints, and work to show unpopular or unnoticed points of view.
- Avoid political, civic and business involvements or other employment that compromise or give the appearance of compromising one's own independence.
- Strive to be unobtrusive and humble in dealing with subjects.
- Strive by example and influence to maintain the spirit and high standards expressed in this code. When confronted with situations in which the proper action is not clear, seek the counsel of those who exhibit the highest standards of the profession. Photographers should continuously study their craft and the ethics that guide it.