



PARTICIPANT POLICIES AND PROCEDURES

INTRODUCTION

The following policies and procedures set forth Operation Medical's guidelines, rules, requirements, and general advice regarding participation in Operation Medical missions. All participants in Operation Medical missions are required to comply with these Policies and Procedures for the duration of the entire mission. If you have any questions regarding any of the following information, please contact the Executive Director of Operation Medical.

All participants are required to sign these Policies and Procedures to indicate that you have read and understood the information contained herein. Additionally, all participants are required to submit the following forms to the Operation Medical office by the due date indicated on the acceptance email.

- Mission Participant Application Form
- Volunteer Participation Agreement and Assumption of Risk Form
- Medical Disclosure Form (This Form will be kept by the Mission Coordinator and should provide a short list of any medical problems and all medications being used. This list is to be held in strict confidence by the Mission Coordinator and shared only in a situation in which a participant is incapacitated or medical treatment is required. The Medical Disclosure Forms will be destroyed by the Mission Coordinator at the completion of the mission.)

RISK MANAGEMENT

Operation Medical recognizes the inherent risks and hazards of volunteering in developing countries. Operation Medical has a strong commitment to promoting a safe, positive environment that provides the physical and emotional well-being for all participants.

The majority of participants are drawn to Operation Medical from the experiences and stories they have heard from similar organizations. However, this experience is not easy and potential participants should carefully consider the participant commitment. International travel poses real dangers and risks. Participants may travel through impoverished rural and urban communities to carry out the Operation Medical mission.

1. PHYSICAL AND EMOTIONAL DEMANDS

Medical missions may be physically and mentally challenging and will require that participants be both mentally and physically healthy. Each participant must make an honest assessment of their own mental and physical capabilities previous to agreeing to participate on a medical mission.



2. COMMUNICATION PRIOR TO TRIP

Operation Medical participants are responsible for communicating with Operation Medical prior to travel. Prior to the mission's initiation, Operation Medical participants must have regular access to email. Operation Medical will send regular emails regarding trip and mission preparation. Operation Medical participants will be responsible for completing and submitting various documents including the Mission Participant Application Form and the Medical Disclosure Form prior to travel (please see checklist for a full list of required documents.)

3. TRAVEL TO COUNTRY

Operation Medical will research and offer group/individual airline tickets for mission participants. Any Operation Medical participants arriving on a day other than a specified arrival day, or departing on a day other than a specified departure day, may be responsible for their own transportation and lodging. They are not under the supervision or responsibility of Operation Medical until the official mission start. Operation Medical is not responsible for mission participants after the official end date of the mission and any R&R scheduled after the mission dates.

Mission Start Date: _____ Mission End Date: _____

4. OPERATION MEDICAL ACCOMMODATIONS

Operation Medical will make room and board arrangements for participants. The room and board arrangements may or may not be paid for by the hosting organization. In missions where the living arrangements are not provided by the hosting organization, mission participants will be responsible for paying for hotel accommodations.

Mission participants who bring nonparticipating people are responsible for all costs incurred by the nonparticipating person. Nonparticipating people will include people who is not assigned duties during the mission.

5. EMERGENCY PLANS

- 5.1. Operation Medical will make every effort to assist the participant in an emergency medical situation.
- 5.2. In the event of an emergency situation, Operation Medical may cancel any or all planned activities/mission work, restrict participant privileges, and/or cancel any or all mission work without prior notification. During an emergency, participants must follow the Mission



Coordinator's instructions. Failure to follow the Mission Coordinator's instructions may cause serious injury and damage to you and other participants.

6. TRAVEL WITHIN COUNTRY

Travel during the mission may be any combination of travel including hired vehicles, public transport or walking. The following policies govern travel during the mission.

Any activity other than activity set up by Operation Medical is strongly discouraged and should be cleared with the Mission Coordinator. When it is necessary for participants to arrange their own travel, Operation Medical strongly advises against travel by motorcycle, moped, horseback, and any unreliable vehicles or with inexperienced drivers to the extent possible. If participants travel by local public transport (bus, minibus, truck, taxi, bike taxi, etc), it is fully at their own risk and Operation Medical assumes no liability for any accidents or incidents involving such travel.

7. CONDUCT

7.1 Mission participants should not leave the city during the mission. If they do then it is their responsibility to get to/from their chosen destination. Any participant leaving during a mission is responsible for making sure their assigned duties are covered and they receive approval from the Mission Coordinator.

7.2 Non-medical participant duties will not include duties in the operating rooms unless there is a specific request, i.e. nurse needs a break or assistance is requested. In the case of a specific request, the non-medical participant must make sure that their assigned responsibilities are not affected. In no case will a non-medical participant have full-time duties in the operating rooms.

7.3 Personal conduct as it relates to interaction with other team members and/or local volunteers should be kept on a friendly but professional level.

7.4 Team members are NOT permitted to have any type of personal elective surgery performed during a medical mission by any other team member or any in-country physician.

7.5 It is deemed that medical missions are part of a teaching/learning process. Team members should only perform the medical procedures that they have been licensed and chosen to perform on that mission.

7.6 Behavior deemed illegal in your home country such as illicit drug use, is also not permissible and will not be tolerated during the mission.



- 7.7. Sensitivity to and respect for local customs and social values of the country is an essential component of team membership. Each team member is expected to refrain from behavior that is inappropriate or offensive to the local country. Each host country has its own set of sensitive political and social issues in which volunteers must avoid becoming embroiled.
- 7.8. Each Mission Coordinator will provide country dress codes.
- 7.9. All mission participants are expected to attend all pre-mission meetings and other Operation Medical events and meetings while traveling with the mission team unless prevented by illness or injury or unless the participant has received permission from the Mission Coordinator.
- 7.10. Operation Medical strongly cautions against leaving the hotel or hospital alone without the consent of the Mission Coordinator. Leaving the group alone without the consent of the Mission Coordinator may result in immediate dismissal from participation in the current mission and all future missions. Any participant choosing to engage in activities alone does so at their own risk and Operation Medical assumes no liability.

8. SEXUAL HARASSMENT POLICY

- 8.1. Operation Medical will not tolerate Sexual Harassment by participants and members of the organization. Sexual Harassment means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when submission to or rejection of such advances, requests, or conduct is made either explicitly or implicitly a term or condition of participant position.
- 8.2. Sexual Harassment may also include advances, requests, or conduct that 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.

9. EQUAL OPPORTUNITY

Operation Medical does not discriminate on the basis of race, color, religion, creed, sexual orientation, national origin, age or disability in the administration of its admission or employment policies.

Unfortunately if Operation Medical reasonably determines that a disability could lead to an inappropriate level of danger to the participant, patient or other participant, based upon a particular activity, then that person may be ineligible for that particular mission. However, the said individual would not be excluded from other Operation Medical mission opportunities.



10. OPERATION MEDICAL CANCELLATION POLICIES

If you cancel or leave a mission for any reason including dismissal:

1. Deposits are non-refundable.
2. All donations and payments are non-refundable.
3. In the event of an emergency cancellation, program fees may be applied to another mission.

If Operation Medical cancels a mission for any reason, fixed costs may not be refundable.

11. BREAKING POLICY

If a participant breaks one of the rules enumerated in these Policies and Procedures or behaves in a manner that Operation Medical deems otherwise inappropriate or unsafe, the participant shall receive a verbal and/or written warning and Operation Medical will assess the infraction. If the infraction is deemed severe enough, Operation Medical reserves the right to limit the participant's freedom and/or dismiss the participant from Operation Medical at the participant's expense as described in the Grounds for Dismissal Policy.

12. GROUND FOR DISMISSAL

Participants who are dismissed are solely responsible to the costs of changing their plane tickets and all other costs incurred as a result of their dismissal. This includes costs incurred after dismissal but while the participant is still in the country. Refunds will not be granted as described in the Operation Medical Cancellation Policies. Operation Medical staff will provide reasonable assistance to dismissed participants in coordinating travel home.

All Operation Medical volunteer team members agree, by virtue of this signed document, to comply with all rules, policies and guidelines promulgated by the Operation Medical. Failure to comply with these rules and standards can result in disciplinary action, immediate dismissal from the mission or elimination from the Operation Medical volunteer database that would prohibit you from participating on another mission.

I _____ have read, understood and agree to these Policies and Procedures

Signature _____

Date _____