



## **VOLUNTEER POLICIES AND PROCEDURES**

**Mission Location:** \_\_\_\_\_

**Mission Start Date:** \_\_\_\_\_ **Mission End Date:** \_\_\_\_\_

**Volunteers must hold a valid passport with an expiration date of at least six months past the travel dates of the mission. If the country requires a travel visa, it is the Volunteer's responsibility to obtain same and Operation Medical will provide guidance on where to obtain the visa.**

**All licensed participants must provide Operation Medical with a copy of their current license.**

### **INTRODUCTION**

The following policies and procedures set forth Operation Medical's guidelines, rules, requirements, and general advice regarding participation in Operation Medical missions. All Volunteers 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 Volunteers are required to sign these Policies and Procedures to indicate that you have read and understood the information contained herein. Additionally, all Volunteers are required to submit the following forms to Operation Medical by the due date indicated in the email containing your Volunteer Document Package.

- Volunteer Information / Application Form
- Volunteer Participation and Risk Assumption Agreement
- Volunteer Policies and Procedures

### **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 Volunteers.

Many volunteers are drawn to Operation Medical from the experiences and stories they have heard from similar organizations. However, this experience is not easy and potential volunteers should carefully consider the commitment. International travel poses real dangers and risks. Volunteers 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 Volunteers be both mentally and physically healthy. Each Volunteer must make an honest assessment of their own mental and physical capabilities before agreeing to participate on a medical mission.

### **2. COMMUNICATION PRIOR TO TRIP**

Operation Medical Volunteers are responsible for timely communication with Operation Medical prior to travel. Prior to the mission's initiation, Volunteers must have regular access to email. Operation Medical will send emails regarding updates, travel & lodging, and mission preparation. Operation Medical Volunteers will be responsible for completing and submitting all documents in the Volunteer Document Package and licensed providers must provide copy of current licensure. Some locations will require an application for temporary license to practice and other documents which will be communicated to Volunteers as this information becomes available. Failure to complete all required documentation will result in termination of your participation in the mission.

### **3. TRAVEL TO COUNTRY**

Any Operation Medical Volunteers 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 expenses relating to lodging and transportation to the airport or next location. Volunteers are not under the supervision or responsibility of Operation Medical until the official mission start. Operation Medical is not responsible for mission Volunteers after the official end date of the mission and any R&R scheduled after the mission dates.

### **4. OPERATION MEDICAL ACCOMMODATIONS**

Operation Medical will advise Volunteers of room and board arrangements for the mission. These 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 Volunteers will be responsible for paying for these items.

Mission Volunteers who bring approved non-participating guests are responsible for all costs incurred by the nonparticipating guest. Nonparticipating guests include people who are not assigned duties by the Team Leader / Trip Coordinator during the mission.



## **5. EMERGENCY PLANS**

- 5.1. Operation Medical will make every effort to assist the Volunteer in an emergency medical situation.
- 5.2. In the event of an emergency, Operation Medical may cancel any or all planned activities/mission work, restrict Volunteer privileges, and/or cancel any or all mission work without prior notification. During an emergency, Volunteers must follow the Team Leader / Trip Coordinator's instructions. Failure to follow these instructions may cause serious injury and damage to you and other Volunteers.

## **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 Team Leader / Trip Coordinator. When it is necessary for Volunteers 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 Volunteers travel by local public transport (e.g., bus, minibus, truck, taxi, bike taxi), 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 Volunteers should not leave the city during the mission. If they do, then it is their responsibility to get to/from their chosen destination. Any Volunteer leaving during a mission is responsible for making sure their assigned duties are covered and they receive approval from the Team Leader / Trip Coordinator.
- 7.2. All Volunteers are assigned specific duties during the mission and should not leave their assigned post unless approved by Team Leader / Trip Coordinator.
- 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. Dress Code: Err on the side of being conservative if your Team Leader / Trip Coordinator does not provide you with a packing list. Choose clothing that is not revealing or provocative, and modest. Avoid T-shirts with controversial logos or slogans.
- 7.9. All mission Volunteers 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 Volunteer has received permission from the Team Leader / Trip Coordinator.
- 7.10. Operation Medical strongly cautions against leaving the hotel or hospital alone without the consent of the Team Leader / Trip Coordinator. Leaving the group alone without the consent of the Team Leader / Trip Coordinator may result in immediate dismissal from participation in the current mission and all future missions. Any Volunteer 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 Volunteers 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 Volunteer 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 based on race, color, religion, creed, sexual orientation, national origin, age, or disability in the administration of its admission or employment policies.

Unfortunately, if Operation Medical determines that a disability could lead to an inappropriate level of



danger to the Volunteer, patient, or other Volunteer, based upon a particular activity, then that Volunteer may be ineligible for that 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.

Operation Medical is not responsible for Volunteer travel expenses for any cancellation reason.

#### **11. SOCIAL MEDIA POLICY**

We believe that social media, when used appropriately, can be a powerful tool to increase awareness and support of Operation Medical's mission, and that our volunteers are our best advocates. This policy seeks to ensure that volunteers portray Operation Medical's mission and core values.

When posting anything related to Operation Medical on social media, we ask that volunteers adhere to the following:

- DO Share anecdotes, photos, and videos of your volunteer experience with Operation Medical. Share any / all posts made by Operation Medical to its official social media pages.
- DON'T Share any patient's personally identifiable information (e.g., full name, date of birth, etc.) in any social media post. Specifically, the text of a post should not contain any patient information. Share any inappropriate or graphic photos or videos of surgery or other medical treatments or procedures.

If you are unsure if a post is appropriate, please ask your Team Leader / Trip Coordinator for approval before posting.

#### **12. BREAKING POLICY**

Any Volunteer who 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 Volunteer 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 Volunteer's freedom and/or dismiss the Volunteer from Operation Medical at the Volunteer's expense as described in the Grounds for Dismissal Policy.



### 13. GROUNDS FOR DISMISSAL

Volunteers who are dismissed are solely responsible to the costs of changing their plane tickets and all other costs incurred because of their dismissal. This includes costs incurred after dismissal but while the Volunteer 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 Volunteers 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

Full Name

these Policies and Procedures.

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

Operation Medical  
44 Hersha Drive  
Harrisburg, PA 17012

717-615-9199

Info@operationmedical.org

u/d 07/27/22

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