



Title: **Volunteer, Visitor and External Service Provider Policy and Procedure**

Version	2.0
Policy number	2400
Short description	A policy to provide guidelines regarding the process of hosting Visitors, Volunteers and External Service Providers, together with required documents
Relevant to	All employees, visitors, volunteers, external service provider
Authority	This Policy has been approved by Director
Responsible officer	HR Department, Management
Responsible office	Director, HR Department, Principals
Date introduced	Sep 2017
Date(s) modified	Jan 2019
Next scheduled review date	Jan 2021
Related documents	Volunteers application, HOPE Volunteers External Service Provider Application Form Volunteer Code of Conduct Child Safety Acknowledgement Visitor Form
Related policies	Child Safety Policy

Policy Statement

The Bible maintains that children are a gift from God, they are a blessing, and that they should be treated with special care and protection. As a Christian school, HOPE International School is committed to providing an environment where all children can learn and grow in safety and security, and are actively protected from all types of harm, regardless of ethnicity, gender, disability, or social position.

1. PURPOSE

All HOPE International School Volunteers, Visitors and External Service Provider must undergo a process to assess their suitability to serve at HOPE and to have contact with children. Even if the role does not involve the person working directly with children, HOPE International School recognizes that any role in the school gives staff access to children and will screen all potential staff recognizing this fact.

All volunteers, visitors and external service providers are required to read, sign and adhere to the HOPE International School Code of Conduct.

2. DEFINITIONS

- Visitor: Any invited guest who is at HOPE for a specific purpose (for example admissions, extended family, external contractor to complete a specific job)
- Volunteer: Any person who assists in any capacity at HOPE International School without receiving a salary.
- External Service Provider: Any person providing a service external to the school provided activities (for example, Hagar employees, private music teachers, gymnastic coaches).

3. PROCEDURES

- **Screening of Visitors**

People who are visiting HOPE for 3 days or less need to sign in, complete a visitor form and wear a visitor badge. During the visit they must be accompanied by the appropriate employee.

- **Screening of Volunteers**

People who are volunteering on a recurring basis, or attending overnight excursions (e.g. Camp Week) will be asked to provide a criminal background check, copy of passport and complete a Volunteer Application Form.

- **Screening of External Service Providers**

All people providing a service external to school provided activities (e.g. Hagar Employees, Educational Consultants, Private Music Lessons) will be expected to complete the External Service Provider Application Form and provide a copy of the passport or official ID and criminal background check. Some external organisations may provide background checks, eg guards.

- **Training**

- **Training for Volunteers**

People who are volunteering on a recurring basis or attending overnight excursions (e.g. Camp Week) will be asked to read, sign and adhere to the HOPE International School Volunteer Code of Conduct and will be required to complete a short child safety training program which outlines basic child safety principles.

- **Training for External Service Providers**

All people providing a service external to school provided activities (e.g. Educational Consultants, Clubs, Private Music Lessons) will be expected to annually read, sign and adhere to the HOPE International School Code of Conduct and complete a short child safety training program which outlines basic child safety principles.

4. DIRECTOR / PRINCIPAL'S APPROVAL

All volunteers placements must be approved by the Director or relevant designated employee.

ABLE OF AMENDMENTS

Version number	Date	Short description of amendment
1	9/2017	Created, revised by management
2	1/2019	Revised and include visitors policy, procedure and form, forms to be translated to Khmer for signatures and include witness signature if necessary.

Appendix 1

Volunteer Application: [VolunteersExternalServiceProviderApplicationForm](#)

Volunteer & External Service Provider Code of Conduct

HOPE International School (HOPE) requires that all adults engage in safe, supportive, and respectful interactions with children at all times. The following information outlines appropriate and expected conduct for physical behavior, verbal and digital communication, reporting, and general conduct.

By signing this document, I understand that children have intrinsic value as declared in scripture and deserve our respect, nurture, care and protection. I understand the Bible is clear on warnings towards those who mistreat children. I am committed to treating children fairly regardless of race, gender, age, or religion.

As an Adult I will:

- Treat all children with respect and provide safe and supportive interactions that foster children's social, emotional, and academic development.
- Fully cooperate with and participate in any HOPE child safety inquiry.
- Comply with mandatory reporting procedures for HOPE and Cambodia.

As an Adult I will not:

- Engage in any inappropriate behaviors outlined in this Code of Conduct and the HOPE Child Safety Policy.
- Use or be under the influence of alcohol, tobacco, or other drugs in the presence of children whilst representing HOPE.
- Give individual children gifts without the knowledge of the children's caregivers.

Physical Behavior

- In my interactions with students I will be careful to reduce potential risk by following the strategies of minimizing isolation, increasing accountability, and balancing power and control.
- I will avoid one-to-one situations with students that give the appearance of being inappropriate and/or are isolating. I understand that a child should always be given the option of having another adult present.
- As a person who has engendered trust from a child, I will not tolerate physical, emotional or sexual child abuse or neglect and will report when alerted to such.

The following are examples of appropriate and unacceptable physical behavior:

Appropriate physical behavior includes contact that maintains physical boundaries at all times and only consists of public and nonsexual touches, such as:

- pats on the back or shoulder
- child-initiated hugs
- holding hands to cross campus safely

- support with toileting or changing clothes only with younger children who require assistance and with another adult or child present

Unacceptable physical behavior is any contact that abuses, exploits, or harasses the child, such as:

- slapping, shaking, pinching, hitting, punching, pushing, grabbing, kicking, spanking, unnecessarily restraining students
- patting the buttocks or genitals
- touching private body parts
- intimate/romantic/sexual contact or inappropriate emotional attachment with students
- possessing/viewing/accessing/ downloading child pornography or involving children in pornographic viewing or activities

Communication

I will use caution and discretion in all verbal, nonverbal and digital communication with students (including email, text, and all forms of social media, etc.) I will be guided by principles of professionalism and integrity.

Appropriate

- praise and/or positive reinforcement with a pedagogical purpose when used consistently and equally for all children

Unacceptable

- profanity, sexual innuendo, or risqué jokes
- private messaging via private phone messaging, social media and/or online gaming communities
- yelling, threatening, ridiculing, shaming, humiliating, or degrading comments
- allowing access to electronic devices that may expose children to inappropriate content

Reporting

I will immediately report any reasonable suspicion, knowledge and/or disclosure of the following to the Director according to school policy:

- inappropriate behavior between adults and children
- inappropriate behaviour between students
- significant misconduct by students or staff,

___ Read ___ Read to me

Name

Signature

Date

Witness Name (if necessary)

Signature (if necessary)

Date

Child Safety Policy Acknowledgement Signature

I understand the definitions of abuse and am familiar with the policies and protocols that all HOPE International volunteers and external service providers should follow. I have read and understood this Code of Conduct and commit to these expectations, regardless of differences in cultural background, family background or personal convictions.

I confirm that I have not been accused of (to the best of my knowledge), been investigated for, or prosecuted for instances involving any form of abuse or inappropriate behavior with a child.

I agree to immediately report any reasonable suspicion of or disclosure of inappropriate behavior between adults and students or between students to the HOPE Director immediately.

I agree to cooperate fully with any Child Safety Inquiry carried out by a recognized child safety team.

I understand that any violation of this Code of Conduct by a volunteer may result in immediate volunteer dismissal from HOPE. I understand that HOPE will fully cooperate with local authorities, embassies, employers, professional agencies, and sending organizations if allegations of abuse are made, investigated and confirmed.

Name

Signature

Date

Witness Name (if necessary)

Witness Signature (if necessary)



VISITOR FORM

I WILL BE VISITING HOPE TO:

DATE/S OF VISIT:

OVERSEEING TEACHER/EMPLOYEE:

SIGNATURE OF EMPLOYEE:

PERSONAL DETAILS:

Surname (Block letters):

First Names:

Title:

Date of birth (dd/mm/yyyy):

Citizenship:

Home address:

Telephone No:

Email address:

SCHOOL ETHOS

HOPE International School is a Christian school. We expect all staff, volunteers and visitors to affirm the values of the school and to perform their duties and interact with students and families in a manner which is consistent with the values of the school.

I agree to uphold and affirm the Christian values of HOPE International School in all my dealings with staff, students and parents.

Signature:

Date:

I hereby declare that I have never:

- been accused of inappropriate behaviour towards children.

Signature:

Date: