



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

Version	3
Policy number	2400
Short description	A policy to provide guidelines regarding the process of hosting Volunteers and External Service Providers, together with required documents
Relevant to	All employees, volunteers, external service provider
Authority	This Policy has been approved by Director
Responsible officer	HR Department, Child Safety Coordinator
Responsible office	Director, HR Department, Principals, Deputies and Management
Date introduced	Sep 2017
Date(s) modified	April 2019
Next scheduled review date	April 2021
Related documents	HOPE Volunteers External Service Provider Application Form Volunteer Code of Conduct Child Safety Acknowledgement
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 and External Service Providers must undergo a vetting process to assess their suitability to serve at HOPE and 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 adults access to children and will screen all potential volunteers and providers recognizing this fact.

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

2. DEFINITIONS

- **Volunteer**- Any person who assists in any capacity at HOPE International School for more than 2 days without receiving a salary
- **Visitor**- Any person who comes to HOPE in any capacity for less than 2 days.
- **External Service Provider**- Any person providing a service external to the school provided activities (for example, Hagar employees, private music teachers, gymnastic coaches).

3. CHILD SAFETY AT HOPE

The HOPE Child Safety Policy utilizes multifaceted prevention strategies to promote child safety, incorporating current child safety practices including screening, training and adherence to the relevant code of conduct. These strategies aim to increase awareness and accountability while setting clear boundaries and promoting an organizational culture that encourages the reporting of Child Safety concerns.

4. PROCEDURES

- **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 from their passport country, 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, Guards) will be expected to complete the External Service Provider Application Form and provide a copy of the passport and criminal background check from their passport country.
- **Screening of Visitors**
People visiting the school and some other members of the community must register at the gate to get a visitors badge and register at the front office. They must be accompanied with a member of staff/HOPE. ej. Home School parents/students, ESD extensions services.

- **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 at school providing 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.

5. DIRECTOR / PRINCIPAL'S APPROVAL

All volunteers placements must be approved by the Director or relevant principal or manager.

TABLE OF AMENDMENTS

Version number	Date	Short description of amendment
3	11/2019	New logo and links

Appendix 1

Volunteer Application: [Volunteers/External Service Provider Application Form](#)



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.

Adult's 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.

Adult's 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
- 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:

1. inappropriate behavior between adults and children,
2. inappropriate behaviour between students
3. significant misconduct by students or staff

Name

Signature

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