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Ensuring lasting change
for children

Volunteer Policy Manual

Child Rights and You, 2013

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very Individual is a
resource of TIME, SKILL and
GOODWILL'

Rippan Kapur , Founder, CRY

1. Overview and the purpose of the document

CRY – Child Rights and You, welcomes you warmly to our world of Volunteer Action – an innovative and energetic platform where Volunteers/Interns commit their time and skills to ensure children's rights.

This Volunteer Policy Manual aims to serve as a guide and provide each of you, our Volunteers/Interns, a better understanding of our volunteering practices.

The manual also:

- States the organisation's mission, goals and in specific the volunteering program in brief and
- Provide a set of guidelines that CRY Volunteers/Interns are expected to adhere to as a member of CRY and specifically in the course of their interactions with various entities as a representative of CRY.

As a CRY Volunteer/Intern, you are encouraged to familiarize yourself with the contents of the manual. To retain necessary flexibility in the administration of policies and procedures, CRY reserves the right to change, add to, or eliminate any of the policies described in this manual.

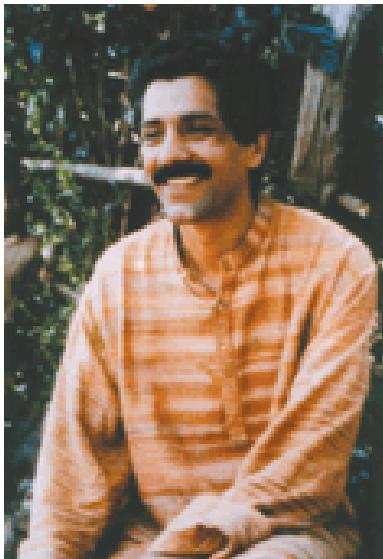
Volunteering with CRY has taught me to be a more responsible citizen.
- Nasia, CRY Volunteer, Chennai.



If you give of yourself, you will make a difference to their lives and to your own

Rippan Kapur , Founder, CRY

2. CRY: Brief note on the Organization



“If we all do something, then together there is no problem we cannot solve. Because the responsibility for change lies with us all”

Rippal Kapur, Founder
- CRY, 1954 -1994

2.1) About CRY:

CRY – Child Rights and You is an Indian NGO, founded in 1979 with the dream that no Indian child would be deprived of basic rights like survival, participation, protection and development.

More than 30 years ago, it took 7 volunteers, a dining table and the sum of Rs.47 to start an organization called CRY.

Over three decades of working with and for children and their families across 23 states in India, CRY and its partner NGOs and communities, have learnt that Lasting Change is possible only when we tackle the root causes that continue

to keep children uneducated, exploited and vulnerable.

With the support of concerned individuals, CRY has changed the lives of more than 2,000,000 children by supporting over 300 grassroots initiatives in more than 13,000 communities from villages and slums across India.

At CRY, we do not believe in charity. Nor do we run schools, orphanages or dispensaries. Instead we partner grassroots-level NGOs working with children, their parents and communities. **We are an 'enabling' organization and not an 'implementing' one.**

About the Volunteer Action in CRY

The Volunteer Action at CRY (“VA”) seeks to motivate and enable people and institutions from diverse segments of society and industry to invest their time and unique talents to create a sustainable change in the lives of Indian children by ensuring that they are able to enjoy their basic rights. The VA is

based on the belief that each individual has unique strengths and hence can contribute in a unique way to the fight for child rights. We believe that a collection of these strengths can be leveraged to reach our ultimate goals and fulfill our mission.

CORE VALUES

DIGNITY
EQUALITY
JUSTICE
INTEGRITY

2.2) CRY's Vision, Mission and Values

Vision

A happy, healthy and creative child whose rights are protected and honoured in a society that is built on respect for dignity, justice and equity for all.

Mission

To enable people to take responsibility for the situation of the deprived Indian child and so motivate them to seek res-

olution through individual and collective action thereby enabling children to realise their full potential. And people to discover their potential for action and change. To enable peoples' collectives and movements encompassing diverse segments, to pledge their particular strengths, working in partnership to secure, protect and honour the rights of India's children.

GUIDING PRINCIPLES

Accountability

Transparency

Participation

Empowerment

Non-discrimination

Non-violence

Secularism

Equity

2.3) CRY Goals

- Universal access to free, equitable quality education for children in the age group of 0-18 years
- Increased access to free equitable quality primary health care for mothers and children such children survive, grow and develop healthily
- Ensure a reduction in the rate of child malnutrition
- Contribute towards creating a protective environment for children that is free from violence, abuse and exploitation
- Ensure children's voices are recognized as significant and unique in issues that affect them



**“ WHAT I CAN DO,
I MUST
DO”**

Rippan Kapur , Founder, CRY

3. Volunteer Specific Information

3.1) Volunteering in CRY

CRY began as an endeavour of 7 young volunteers and ever since, the spirit of volunteerism has been an underlying lifeline of the organisation.

Rippan Kapur, our founder strongly believed that “ People care – the real task was to bring together these people and transform their individual contributions – of skills, time or money – into resources that would help neglected children” .

It is this belief that builds the foundation for the volunteering program in CRY. Today, Volunteers in CRY have formed around 51 public Action groups (PAGs) across

13 cities in India

For CRY, Volunteers/Interns are not additional human resources to aid our work. We believe that you are Child Rights Advocates or Champions who contribute valuable time and energy to bring Lasting Change in the lives of children through individual and collective action. Thus, volunteering opportunities are designed to involving volunteers in a meaningful ways that reflect the abilities, needs and backgrounds, of the volunteer and the organization.

3.1.a) Key focus of Volunteer's work in CRY

The broad focus of a volunteer's work will fall in any one of the following areas.

1. **Amplifying** voices of children and communities through empowering and taking up Systemic advocacy to bring an impact in the lives of children.

2. **Building** public opinion and influencing policies through large, innovative campaigns

both in the online medium as well on ground.

3. **Changing** one's own attitude and practice and triggering change in others through awareness campaigns on Child Rights.

4. **Contributing** skills, knowledge, expertise and time to execute few tasks that supports CRY's work in restoring Child Rights.

“ People

care – the real task was to bring together these people and transform their individual contributions – of skills, time or money – into resources that would help neglected children” .

Rippan Kapur, Founder
- CRY, 1954 -1994

3.1.b) Volunteering Opportunities in CRY

We offer a range of engagement options that are designed keeping in the mind the diverse background of our volunteers and their varied interests, skills, knowledge and time availability.

We don't encourage our volunteers to engage in a charity or relief mode of volunteering. Instead, we encourage them to get involved in an action that address the root causes and brings in direct or indirect impact in the child.

CRY's volunteering options are UNIQUE in many

ways. Volunteering is not just limited to execution of tasks or events (though internships and skill based volunteering may focus on task or event orientated activities) but creates a process where volunteers play an equal role in the design and execution of the tasks.

It is also a unique process since it gives opportunities to volunteers to get aligned directly with affected children, marginalised communities and concerned duty bearers to bring about a positive change.

Volunteering
is not just limited
to execution of
tasks or event
but creates a
process.



Delhi CRY volunteers during 'flash mob'-2013

3.2) Registration and commitment as a Volunteer

3.2.a) Volunteer Recruitment

Volunteer/Intern recruitments are launched through various means and a few of them include online campaigns, media announcements, on ground public events, word of mouth, and CRY's communication materials. We also reach out through Residential Welfare and Civic Associations, Academic Institutions, Corporate Houses and Public places.

3.2.b) Volunteer Screening

There is no screening process involved for volunteers. Anyone interested in volunteering and willing to commit their time for the cause of children is invited to be part of the CRY's volunteering program.

3.2.c) Volunteer Orientation and Registration

To register as a CRY Volunteer, one is expected to attend CRY's Volunteer Orientation (induction) sessions that are conducted once a month. These sessions, orient volunteers on the mission, focus, approach and functions of CRY and on the nature of CRY's Volunteering program. It provides an opportunity to an individual or group, to understand the volunteering program in detail, clarify queries and choose a Volunteering option / PAG

Volunteer Orientations can also be conducted for different academic institutions, corporate offices, and residential areas on a need basis.

Online mode volunteer orientation will be made possible for volunteers who intend to be part of the CRY Virtual Volunteering program.

Volunteer Orientation dates and details are announced on the CRY website and communicated with interested individuals/groups through email or telephone.

At the end of the Orientation session, if an individual/group chooses to volunteer, they would need to complete the CRY Volunteer Registration form.

3.2.d) Taking up Volunteer assignments and execution

Volunteers are encouraged to choose one of the Public Action Groups (PAGs) depending on either proximity to their residence / area of interest to be able to engage in collective action with other volunteers. A Volunteer can also choose to be a Virtual volunteer and contribute in online campaigns or initiate a new PAG in their neighbourhood/corporate/residential association or among their professional network based on guidance of a CRY Volunteer Action employee. In either of the type of volunteering that is chosen, volunteers are expected to commit a reasonable amount of time and perform the task whole heartedly.

“Start volunteering in whichever way possible and you’ll feel proud of yourself and the world around you”

Abhinav Jaipuriar, CRY Volunteer, Delhi



‘Time Lapse’ campaign Mumbai-2012

3.2.e) Supportive Supervision

Public Action groups are anchored/mentored by full time CRY employees or CRY representatives. They will guide volunteers through the planning and execution of the PAG activities. However, volunteers are expected to prime move and take ownership of the activities in the PAG and take up tasks on a volunteering basis. Each PAG will have a core group consisting of a few active volunteers who will drive the PAG activities.

3.2.f) Changing Locations

If the registered volunteer is relocated and wishes to continue volunteering in another CRY Location, they may inform the concerned CRY mentor and join any one of CRY’s Public Action Groups located in the new city. At the moment, CRY PAGs exist in 13 cities across India. In the absence of a PAG in the city of relocation, one may choose to continue through the option of virtual volunteering.





3.2.g) Leaving Volunteer Program/Taking short breaks/ Remaining Inactive

CRY does not give a Volunteer a mandatory time period in which to volunteer. 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 or a telephone call) the concerned CRY mentor and mention the reason/s for the same. A CRY Volunteer has the option of continuing through virtual volunteering or can come back after a certain period, when available.

3.2.h) Volunteer Recognition and Benefits

Our CRY Volunteers are 'Child Rights Advocates' and treated with integrity and respect. The contributions of volunteers are consistently acknowledged with formal and informal methods of recognition. This acknowledgement ranges from on our Online forums (Google groups/face book) and Inter PAG get-togethers.

Every year, CRY acknowledges our Volunteers on International Volunteer day (IVD). IVD is celebrated every year across 6 cities with the objective of—

- **Acknowledging** every individual CRY volunteer for their contribution to protect and promote the rights of children
- **Celebrating together** the changes that volunteers have brought about in the lives of children and
- **Reinforcing** a stronger connect with CRY and to strengthen a sense of identity as Volunteers of CRY.



Delhi CRY volunteers at IVD-2012

3.2.i) Volunteer Certificates

CRY provides certificates only on a ‘need’ basis and 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 PAG planning and

execution, taking up responsibilities and being consistent and regular. CRY 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.

3.2. j) Reimbursement of Expenses

CRY does not provide any stipend or remuneration to Volunteers. A minimum budget would be made available only for PAG activities as mentioned below. CRY 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 in PAG, if there is budget available. Volunteers need to check with the respective CRY mentor for the details of the available fund and a detailed budget plan needs to be done together with the CRY mentor. CRY 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.



The cycle Rally at UB City, Bengaluru- 2012

3.3. Intern Selection Process and Guidelines

“Our

**volunteering days will
give you memories for
a lifetime’ !**

-Mudit Mathur, CRY
Volunteer, Bangalore

- Applicants are required to submit the following either by email or online. :
 - A detailed CV/ Resume
 - Application form and
 - Reference letter from the University.
- On receipt of the above documents and review of the same, CRY may arrange for a telephonic or face-to-face interaction the applicant, which aims to assess the applicant’s interest, commitment, time and other deliverables.
- If selected, CRY will issue a letter of offer to the Intern to sign.
- Compliance with Timeframe of a **minimum** period of placement of **4 - 6 weeks** – (10.00 to 5.00 from Mondays to Fridays) is a must.
- Interns will be given a CRY Internship certificate upon completion of their internship project and at the end of the committed internship period.
- CRY does not provide any stipend or remuneration to Interns. Local conveyance and stationery costs incurred for full time Interns while making field visits or executing any assignments that involve outside travel will be reimbursed upon submission of receipts and other supporting documents. This does not include the local conveyance that an Intern may incur to travel to the CRY office during the period of his/her internship.
- Outstation Interns are expected to make their own travel and accommodation arrangements.



‘Time Lapse’ campaign Mumbai-2012

Sometimes, all it takes
to change a lifetime is
SOME TIME



(Photo courtesy -Vasudha Wadhera)

4. Volunteer/Intern Code of Conduct and Norms

4.1. 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 CRY.

- Respect the Mission, Vision, Values and goals of CRY. 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 CRY from anyone.
- Be courteous, friendly and cooperative.
- Offer constructive feedback about our organisation, in case if you have any in an appropriate manner.
- Don't engage in charity services in the name of CRY. Do not collect or distribute clothes, stationery or other materials in the community and do not make any promises.
- If you have taken a responsibility, honour it or inform the CRY 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.

CRY and the mentor reserves the right to terminate an internship in any incidents of basis serious misconduct, non performance or indiscipline.

Respect the Mission, Vision, Values and goals of CRY. Take your commitment to heart and perform your tasks to the best of your ability.

4.2) 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.

Be clear on the purpose, the objective and the desirable outcome of the event/ activity as well as your target audience.

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

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 could use or demand . If 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 a 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 CRY Volunteer so communicate and act responsibly. Be very sure about the messages disseminated.

Body language
-positive,
-attentive,
-accepting,
-non-judgmental.



4.3) 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 CRY mentor and a written consent from the Parents/guardian. During enrolment drives, hospital check ups, etc. please take a Parent / legal guardian to the school along with the child and not alone.
- Under no circumstance, should a 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 CRY mentor and their guidelines should be taken in addressing those issues.

Treat

Every single child with
due **Respect**,
Dignity and
Integrity.





(FULL) campaign



(Click Rights Campaign)

4.4) Photography Ethics and Guidelines

Points to consider while taking photos, videos, 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.

4.5) Media Policy for CRY Volunteers/Interns

I: Purpose: The purpose of this policy is to ensure that the Brand of CRY gives out consistent messages across different media and no person volunteered at any time with CRY will inadvertently or otherwise compromise the integrity and message of the Brand.

II: Scope: The scope of this policy is all Media related activity by CRY Volunteers

II: Description of the Media Policy:

⇒ **i. Prior Approval Required:** No person who is a CRY Volunteer/ Intern or CRY Ex-Volunteer/Ex-Intern will publish anything on a personal basis in any form of media, without prior approval and insertion of a Disclaimer (mentioned below) from the Competent Authority any content that mentions CRY or identifies a CRY Volunteer/Intern or Ex-Volunteer/Ex- Intern as the author.

Definitions:

For this policy “Publishing” includes –

- Book - fiction or non-fiction
- Online publishing, such as Weblogs, e-papers and e-journals, e-magazines
- Opinion Pieces such as articles, letters, any other editorial content
- Studies such as white papers, journal articles
- Social communication networks: online communities and rooms
- Narrative forms such as poetry, drama, essay
- Audio formats such as radio features and podcasts
- Film or any other audio-visual format such as photo essays, slide films
- Any other form of social / mass communications media or communication platforms such as public forum / television debates

The use of CRY properties – logo, audio/visual (recordings/ video/ photos) as well as any references to CRY requires prior permission and authorization from the GM, Communications.

 Please join
CRY to bring
ABOUT A
CHANGE” .

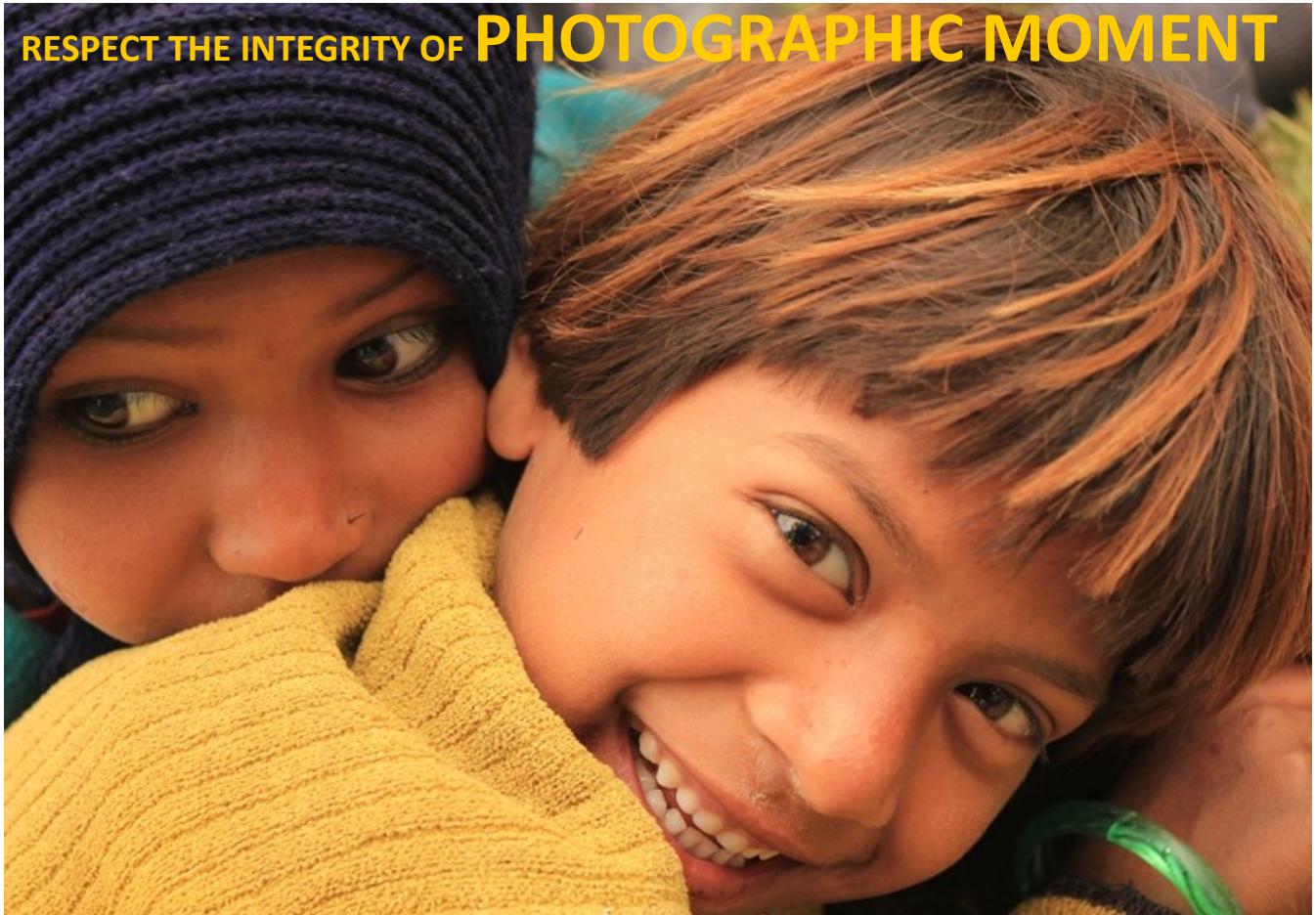
-Navin Bhatt, CRY Volunteer,
Mumbai

Approval Process and Authority: Volunteer to share the draft piece of your work with the respective CRY mentor/anchor in the location and they will take the approval from the Media Advocacy team, on behalf of the Volunteer.

ii. *Prior Approval not required:* A Volunteer/Intern of CRY can publish (according to above definition of publishing) content that does not have the name of CRY in it without approval.

III. Exceptions: Writing on Social Network sites, blogs or tweets, if the content has nothing to do with CRY and the area of opinion or comment is totally different from the area of knowledge and activity that CRY works in, the publishing can be done without disclaimer or approval.

For any clarifications volunteers can contact respective CRY mentor



(Photo courtesy -Vasudha Wadhera)



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4.6) CRY Brand Norms

- The communications are the face of a brand, and different faces each time can confuse the target audience and affect their trust. Therefore, it is important to follow brand guidelines, to create a trust-worthy and a recognisable brand. Hence CRY volunteers are expected to follow the CRY brand guidelines while making any communication materials.
- CRY encourages volunteers to come up innovative communication materials on the basis of same graphical language and tone that CRY has developed over a period of time.
- Avoid social development jargon. Use a sensible, sensitive tone that rings true with reason.
- While using children's images one needs to be sensitive. CRY doesn't encourage the use of sad and gloomy images and it should not violate the integrity and dignity of the child.
- All communication materials prepared by volunteers need to be approved by CRY communications unit in the location. Volunteers may reach the communication person through their respective CRY mentor.
- CRY logo cannot be used in any of the campus/corporate events/activities, online spaces and communication materials without the prior approval/verification from the respective CRY mentor and the CRY Communications unit.
- Volunteer Blogs, PAGs social media links or any online activities to be initiated in consultation with the concerned CRY mentor and the approval of the CRY's Communications unit.
- In terms volunteers holding events that involves multiple partners, it should be discussed and MoU to be signed in terms of basic terms and conditions agreed by both parties. Use of CRY logo along with other partner logo's to be discussed prior to the event and agreed upon.
- Communication materials include both printed and online materials.
- If you require a detailed CRY brand guidelines, please contact your respective CRY mentor.



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Ensuring lasting change
for children

Education, Health and Happiness for every child.

CRY supported project, ADHAR, Orissa

CRY - Child Rights and You

87,125 likes · 1,373 talking about this

 Liked Message

Now

2012

2011

2010

2009

2008

1988

1984

1981

1980

Founded

4.7) CRY Social Media Norms and Guidelines:

Social media websites (such as Facebook, Twitter, LinkedIn, YouTube, blogs, and many others) that allow users to post personal content have become increasingly popular. The Code of Conduct for CRY Interns and Volunteers applies to all online activities, including social media. CRY's Policy regarding use of office equipment also applies to social networking behaviour. CRY has established the following norms and guidelines for the use of social media and social networking sites by CRY Interns and Volunteers :

1. Use of your CRY email address for social networking (e.g., blogs, Facebook, Twitter, LinkedIn) is not permitted.
2. Do not identify yourself as a member of CRY staff in social media.
3. While engaging in social networking, you must avoid the risk of conflict with official duties and should avoid the appearance of impropriety.
4. Do not discuss, post or leak confidential CRY

information.

5. Do not discuss your job responsibilities for CRY on the Internet.
6. Maintain professionalism, honesty, and respect. Your on-line dialogue is subject to the same bounds of civility required at work. CRY Interns and Volunteers must comply with laws covering libel and defamation of character even after the term of your internship is over with CRY.
7. Avoid negative commentary regarding CRY.
8. Observe security protocol. Volunteers must take care to avoid doing things that would compromise the security of CRY and its personnel.
9. Views expressed are your own and cannot be shown as reflecting CRY's viewpoint.

10. Do not post any content on behalf of CRY without prior consent from CRY .

11. Whenever using materials / data given by CRY or created by you for CRY please give credits to CRY as source of info and tag CRY to it.

12. Avoid using social media as a tool to address grievances with CRY even after the term of your internship is over with CRY.

CRY reserves the right to monitor its interns' and volunteers' use of social media by monitoring its interns' and volunteers' Internet activities as set forth in the CRY Policy Regarding Use of Office Equipment. If CRY has just cause for believing that an intern or volunteer has acted contrary to this Policy, CRY reserves the right to visit and monitor social media sites to ensure compliance with the CRY's Social Media and Social Networking Policy.

4.8) Volunteers/Intern Safety Norms

Purpose of the Norms: – We are concerned about the safety of our women volunteers, who fearlessly work in the communities where at times environment is conducive and at times it is hostile. In such situations CRY wants its women volunteers to observe minimum precautionary standards to avoid any untoward incident / mishap.

Applicability – This document covers all the women volunteers associated with CRY.

⇒ Do's and Don'ts (Instructions)

- Before going for an activity of PAG in a suburban area, new volunteers should learn about the area, make all reasonable inquiries from the locals and ensure they have at least 2 already existing members.
- Volunteers are expected to coordinate with the other PAG members/volunteers through Google group and take the mobile numbers of the volunteers who have confirmed their attendance for event.
- Map your route.
- Make sure your mobile phone battery is charged.
- Leave a complete plan with the appropriate contact at your organization, including an expected time of return.
- Leave valuables at home or locked in your car's trunk.
- Choose busy, well lighted streets; avoid isolated areas, alleys, vacant lots, abandoned buildings and construction sites.
- Walk purposefully in an alert state and self assured manner; know where you are headed and act as if you know and don't dawdle or window shop.
- Don't advertise your newness to the area by asking routes to random strangers; preferably seek information from any Traffic Police, a shop keeper or auto rickshaw driver on stand.
- Be alert to your surrounding; observe people around you. Observe the roads leading to a main road, land mark them and follow that route.
- Identify safe places in the nearby vicinity (stores, Police stations, hospitals, fire stations, or malls), where you might have to take refuge to in cases of emergency.

Be **A**lert to your s u r - rounding; **O**bserve people around you. **O**bserve the roads leading to a main road, land mark them and follow that route.

If you're using public transportation or a taxi to get to your assignment:

- Determine risk levels of bus, Metro, train, and walking to the destination.
- Scope out the route by car with a friend first to identify the safest route to take from the stop to your destination.
- Use busy, well-lit stops. Keep aware of your surroundings no dozing or daydreaming.
- If you take a taxi there, how will you get back? Will cabs hailed on the street stop to pick up passengers in that neighbourhood? If called, do they come?
- Ask the taxi driver to wait until you are inside before leaving.
- At night, walk near the curb (away from buildings and recessed doorways) to give yourself room to run.
- Don't fill your arms with packages; keep one arm and hand free, if possible.
- Secure your briefcase, purse or other hand-carried items against your person.
- Keep some extra money separate from wallet or purse for emergencies.

Forewarned is forearmed. If volunteers stay aware, trust their intuition, protect their personal space, and maintain a degree of healthy distrust, they will be less of a target. Knowing how to make them less of a target will reduce the risk that your staff will come to harm while traveling to and from service assignments.

Forewarned is Forearmed

4.9) Data protection policy

Organisation

- CRY collects volunteers' personal information and contact details for internal purpose of maintaining a database and reaching them as and when required for volunteering work. CRY will not share this data with any external agency for any commercial or other purposes, other than CRY related communications.
- CRY volunteers are expected to maintain confidentiality of the data they have gathered from the community or children during the course of the work. Data cannot share with anyone in any form without the approval of the concerned CRY mentor.
- Volunteers are expected to respect the privacy of fellow volunteers. Do not share the contact information of other volunteers with anyone, without their consent.
- If the assignment/project involves dealing any of CRY's data, the volunteer should abide by the policies and rules of CRY. Data cannot be taken in any form (print or soft copy) out of the CRY premises.

4.10) EMERGENCY PROCEDURES

- In case of any emergency situation, contact the CRY mentor in your location. If you cannot reach the concern CRY mentor, reach out other volunteer action team member in the city or CRY office in the location.
- In case of any out station travel, volunteers are expected to share details of a close family member whom we need to contact in situations of emergency.
- If Volunteers come across any emergency situation in the Community or PAG areas, it should deal with the consent and involvement of the Parents/Guardian and in their absence a relative in the community area. Any such situations should be immediately reported on the telephone to the concerned CRY mentor.

Volunteers are expected to **respect** the **privacy** of fellow volunteers.

4.11) HOLD HARMLESS CLAUSE

All CRY volunteers agree to hold CRY (Child Rights and You), its employees and its agencies harmless for any injury(s), loss or damages which they might sustain during the course of their volunteer assignments or duties. This waiver includes volunteers, their family members and all legal heirs and survivors.



If you are amongst those who believe that every child has the right to free and quality education, that every child has their right to childhood, CRY is the means to bring about that end”

-Chandrima Chatterjee, CRY Volunteer, Kolkata



CHILD RIGHTS AND YOU

www.cry.org

Ensuring lasting change
for children



Annexure 1: CRY Offices: Volunteer Action Unit Contact

Bangalore

CRY - Child Rights and You
Madhavi Mansion, 12/3-1, Bachammal Road
Cox Town, Bangalore - 560 005.
Tel - 91-80-2548 4952/ 8574.
Fax - 91-80-2548 7355.

e-mail: vol.blr@crymail.org

Chennai

CRY - Child Rights and You
No. 11, 16th Avenue, Harrington Road
Chennai - 600 031.
Tel - 91-044-2836 5545/ 47/ 49.
Fax - 91-044-2836 5548.

e-mail: vol.che@crymail.org

Delhi

CRY - Child Rights and You
632, Lane No.3, Westend Marg,
M.B. Road, T-Point CISF Camp
(Near Saket Metro Station) Said-ul-Ajaib
(Near Garden of Five Senses, Saket),
New Delhi - 110 030.

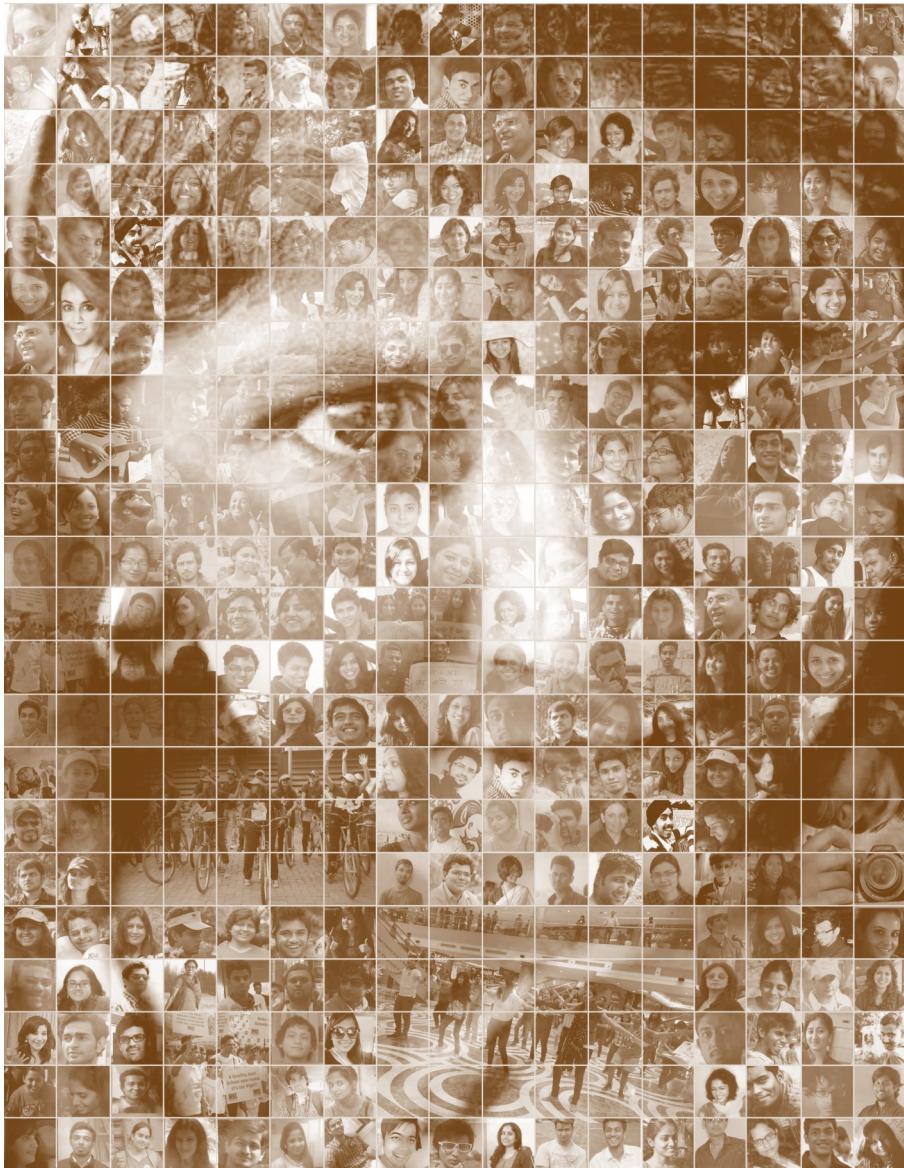
Tel - 91-11-30174700.
Fax - 91-11-30174777.
email : vol.del@crymail.org

Kolkata

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152, Kalikapur, Gitanjali Park, New No. 8,
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Tel: +91 (033) 2416-0007/ 8057/ 8069
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Mumbai

CRY - Child Rights and You
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e-mail: vol.mum@crymail.org



Reflections -

The cover page reflects the numerous volunteers coming together to ensure the lasting change for children.

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CRY-Child Rights and You

