

# **Volunteer Orientation Handbook**



**Associated Initiative for Mankind Foundation**

**41 Ballygaunge Terrace. Kolkata -700029**

**[www.aimindia.org.in](http://www.aimindia.org.in)**

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## Welcome Message from our General Secretary

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Dear Volunteers,

Welcome to AIMF Family!

I am thrilled that you have chosen to volunteer with Associated Initiative for Mankind Foundation. We understand that your time is precious, and we are honoured that you are willing to spend some of it with us.

Aim Foundation works in different verticals viz. education, environment, health and hygiene, relief to poor, women empowerment and awareness programmes.

Volunteers are a vital part of achieving our goal of supporting, empowering and enriching the lives of these underprivileged section of the society. Through the sharing of their skills and time, our volunteers have impacted Aim Foundation in making a difference in these lives.

As the saying goes, "A journey of a thousand miles begins with a single step" I hope that you find the duties of your volunteer opportunity to be fulfilling and that your volunteer experience with Aim Foundation is rewarding and positive.

The following information package includes details about our organisation and the responsibilities of our volunteers. If you have any questions, please feel free to contact me or the Volunteer Management Executive at [aimindiafoundation@gmail.com](mailto:aimindiafoundation@gmail.com) or 62900 22813.

Once again, welcome and thank you!

Saibal Ganguly  
General Secretary  
Associated Initiative for Mankind Foundation

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## OUR CORE PRINCIPLES

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# Mission Statement

*Spreading Happiness*

## Vision

*Aim Foundation wants to be a leading NGO committed to build sustainable, healthy and productive communities in India. We aspire for an improved society that raises the standards of the living of underprivileged through education, health and economic liberty.*

*Our vision is to improve the lives of poor people in local communities through education, economic empowerment and social amenities together with public, private and civil sectors. We AIM to contribute towards raising the standards of living in India.*

*This is made possible through:*

- *Training on income-generating activities.*
- *Ensuring economic self-reliance and empowerment for the poor.*
- *Training on innovative techniques in agriculture and cottage industries.*
- *Creating appropriate educational infrastructure.*
- *Health provision and development.*
- *Provision of legal support for the rural women.*

## Objectives

*The objective of Aim Foundation is to make, create and innovate a model of sustainable development platform that could be harnessed for the economic development of the local communities who do not have the right reach or the wherewithal to benefit from the system. Integrating our programs and services consciously and moving from welfare to*

*developmental and long-term sustainable models for the marginalized communities. Community's active involvement and support in such programs are, therefore, imperative.*

*Our major objectives involve*

- 1 To improve the socio-economic condition of the small and marginalized section of the community through various integrated development initiatives and innovations.*
- 2 To develop and implement poverty focus participatory approach in the development program, which is sustainable and can be replicable to other areas of India.*
- 3 To set up a knowledge centre for the rural peoples in the areas of post-harvest management and other aspects of livelihoods.*
- 4 To build up the capacity of a community for self-reliant so that they can be able to identify their problems and self develop the solution through team spirit.*

## **Belief**

*We believe every Indian has the right to realize their potential, and to live free of poverty in a secure and more equitable world. We believe this India is possible.*

## **Core Values**

- 1. **Accountability:** We meet our obligation to Aim India Foundation beneficiaries, target groups, partners and donors to use resources appropriately and ensure that programs will benefit the community.*
- 2. **Transparency:** We make information fully available within the organization and with Aim Foundation Association beneficiaries, target groups, partners and donors.*
- 3. **Sharing:** We jointly use information and resources.*
- 4. **Solidarity:** We are united amongst board, staff, beneficiaries, target groups, partners and donors with shared goals.*
- 5. **Collaboration:** We work together with board, staff, beneficiaries, target groups, partners and donors and share ideas, knowledge, skills and resources.*
- 6. **Integrity:** We act according to the values, beliefs and principles that we claim to hold.*

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## **About the Volunteer Handbook**

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This Volunteer Orientation Handbook (hereinafter referred to as the “Handbook”) provides answers to many of the questions you may have about the volunteer programs we offer. It covers policies and procedures and our mutual responsibilities. You are responsible for reading and understanding the Volunteer Handbook and adhering AIM Foundation’s policies and procedures.

Policies and procedures will change from time to time to accommodate changes in circumstances and applicable law. At any given time, existing policy and regulation will prevail over inadvertent error or outdated material in this handbook.

We ask that you read this handbook carefully and refer to it whenever questions arise. We also suggest that you take it home so your family can become familiar with AIM Foundation and our policies.

Again, on behalf of our members, staff and everyone here, we welcome you to AIM Foundation, and we wish you a meaningful volunteering journey with us.

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## About AIM Foundation

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AIM Foundation is a non-governmental organisation, aiming to tackle the structural causes of poverty, inequality and social exclusion, established on 3rd March, 2016. Recognised for the commitment to accountability, innovation and collaboration; our work takes us into the heart of the communities, where we help the under privileged and marginalised families in making them self-sustainable and live a dignified life.

Our development programmes include provision of Health Care Facility, Educational support, Skill Development Training, Women Empowerment, Green India initiative and Awareness Programmes.

We provide a platform to all those who wish to support a noble cause. Here an individual can support a cause of his/her choice while making sure that the organizations to which the funds are being transferred has been evaluated for transparency and credibility.

### **LEGAL RECOGNITIONS**

#### **Public Charitable Trust:**

Registered under **The Indian Trusts Act, 1882**

#### **Registered with the Income Tax Department, Govt. of India:**

Permanent Account Number (PAN): **AAFTA1983P**

#### **Registered with the Income Tax Department u/s 80G:**

URN: AAFTA1983PE20206

#### **Registered with the NITI Aayog:**

WB/2016/0102540

#### **Registered with Ministry of Corporate Affairs:**

CSR Registration Number: CSR00008879

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## Volunteer Rights and Responsibilities

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As a volunteer, you have rights and responsibilities. AIM Foundation believes volunteers are a vital human resource and commits to the appropriate infrastructure to support volunteer engagement.

*Volunteers have the right to:*

- ❖ Work in a healthy and safe environment.
- ❖ Be interviewed with equal opportunities and no discrimination.
- ❖ Be given accurate and truthful information about AIM Foundation.
- ❖ Have a description of the scope of volunteering and agreed volunteering hours.
- ❖ Be provided with an orientation to the organisation.
- ❖ Be given a copy of the organisation's volunteer policy that affects your work.
- ❖ Provided with sufficient and relevant training to do your job.
- ❖ Have access to a grievance procedure.
- ❖ Be accommodated for any ability needs to complete non-essential tasks of the role.
- ❖ Have your confidential and personal information respected as per your agreement on the Volunteer PDPA.

*Volunteers have a responsibility to:*

- Act with respect for the cause, community, organisation and its work.
- Act responsibly and with integrity.
- Fulfil the duties of the role as defined in the position description efficiently and effectively.
- Respect all policies in place.
- Notify AIM Foundation if they are unable to fulfil their duties or miss a shift.

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## Volunteer Policies and Procedures

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### ***Definition of "Volunteer"***

A "volunteer" is anyone without compensation or expectation of compensation performing a task at the direction of and on behalf of the AIM Foundation. A "volunteer" must be officially accepted and enrolled by AIM Foundation before the performance of the task. Volunteers shall not be considered "employees" of AIM Foundation.

### ***Interview and Orientation***

All volunteers are expected to go through an interview (face-to-face, on line or telephone) before being accepted. Depending on the mode of volunteering, an orientation session may be arranged for the volunteer for familiarisation on the scope of volunteering. The volunteers are expected to follow all directions provided to them after submitting a completed volunteer application form. AIM Foundation will match volunteers to opportunities that recognised their talents, interests, and availability for serving.

### ***Service at the Discretion of AIM Foundation***

AIM Foundation accepts the service of all volunteers with the understanding that such service is at the sole discretion of AIM Foundation. Volunteers agree that AIM Foundation may, at any time, for whatever reason, decide to terminate the volunteer's relationship with AIM Foundation. Volunteers who do not adhere to the rules and procedures of AIM Foundation or who fail to perform their volunteer assignment satisfactorily are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with AIM Foundation staff. The volunteer may, at any time, for whatever reason, decide to sever the volunteer's relationship with AIM Foundation. Notice of such a decision should be

communicated as soon as possible to the Volunteer Management Executive.

### ***Equal Opportunity/Non-discrimination Policy***

There shall be no discrimination based on age, race, religion, sex, national origin, or any other category protected by the laws to provide equal volunteer opportunities to all individuals. In addition, to ensure complete equality of opportunity in all volunteers' operations and activities of AIM Foundation, every person who volunteers with AIM Foundation shall be selected under fair procedures that provide equitable opportunities to all people.

### ***Confidentiality***

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves supporters, staff, volunteers, families, or other persons or overall AIM Foundation business. Generally, AIM Foundation organisation includes but is not limited to all computer software and files, AIM Foundation's organisation documents and printouts, an all-volunteer, employee, donor and supporter records. Failure to maintain confidentiality may result in the volunteer's relationship with AIM Foundation or other relevant action.

### ***To Assure Health and Safety***

*Alcoholic Beverages:* No volunteer may possess, consume or be under the influence of alcohol while on AIM Foundation premises or attending an AIM Foundation activity or event.

*Smoking:* Smoking shall not be permitted at any AIM Foundation activity or on AIM Foundation premises at any time.

*Hostility:* AIM Foundation strictly prohibits hatred in any form against clients, employees, volunteers, visitors, and anyone else having some involvement with the AIM Foundation. Hostility under this policy is

considered to include physical violence as well as harassment, intimidation, stalking, coercion, display of weapons, threats, and talking or joking about hostility whether in person or through some other means of communications such as writing, telephone, voice mail, or electronic mail.

### ***Professional Services***

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or permitted to do so and expressly authorize by AIM Foundation in writing. A copy of any certificate or license must be provided to AIM Foundation.

### ***Dress Code***

As representatives of AIM Foundation, volunteers are responsible for presenting a good, quality image to the community when participating in our activities. Volunteers are expected to dress appropriately for the conditions and performance of their duties. If staff feels your attire is out of place, you may be asked to change into proper attire.

### ***Volunteer and Client Relationship***

The volunteer should always remain respectful and professional throughout the environment in which they are servicing. AIM Foundation policy regarding volunteer work is that relationships stay on grounds and shall not exceed the services to which AIM Foundation and the volunteer have agreed. The volunteer is expected to be on premises only in the time frame for which they were scheduled. The following is a list of actions that are prohibited by this policy. This list does not encompass all activities that would violate this policy. If you have any questions about the appropriateness of action, please contact the Volunteer Management Executive or the General Secretary of AIM Foundation:

- ✓ Volunteers cannot exchange personal information, including e-mail, phone, and address, with any client of AIM Foundation.

- ✓ Volunteers will refrain from imposing religious or political beliefs on any client of AIM Foundation.
- ✓ Volunteers will not accept from or give any gifts or gratuities to any client of AIM Foundation.
- ✓ Volunteers will not engage (either within or outside their volunteer hours) in any social activity with any client of AIM Foundation unless it is a pre-planned AIM Foundation group activity.
- ✓ Volunteers will not give legal advice or assist clients in obtaining services they may need from appropriate agencies.
- ✓ Volunteers will not enter into a financial or legal arrangement, including loans or borrowing of money, with any client of AIM Foundation.
- ✓ Volunteers are not to initiate contact with any client of AIM Foundation or their family members without seeking prior consent from AIM Foundation. If communications are necessary between volunteers and clients or their families, AIM Foundation will make it known to all the relevant parties. In the absence of coordination by AIM Foundation, volunteers are strictly prohibited from contacting any client of AIM Foundation.

### ***Contacting Other Volunteers***

Occasionally, volunteers will need to contact other volunteers concerning their activities with AIM Foundation. We expect all such communications among volunteers to follow general netiquette guidelines. AIM Foundation will not share contact information about a volunteer with another volunteer without all parties' expressed consent.

### ***Representing AIM Foundation***

Volunteers are not to contact organisations or individuals on behalf of AIM Foundation unless they express written directions to do so by AIM Foundation. Before any action or statement which may significantly affect or obligate AIM Foundation, volunteers should seek prior consultation and approval. These actions may include, but are not limited to, public

statements to the press, coalition or lobbying efforts with other organisations, or any agreements involving contractual or other financial obligations.

### ***Inappropriate Communications***

If at any point you receive an e-mail that you feel is inappropriate, for any reason, and you believe you have received it in conjunction with your involvement with AIM Foundation, please forward the e-mail and other details about the communication to the AIM Foundation's Volunteer Management Executive.

### ***Personal Data Protection***

At AIM Foundation, we place great importance on the protection of the personal data of our volunteers. We will not release a volunteer's phone number, age, or other personal information to anyone outside of our organisation or other volunteers without that volunteer's written permission. We will contact volunteers via e-mails and WhatsApp regarding new volunteering opportunities. If you would like to be removed from our contact list at any time, please notify us via e-mail.

### ***Volunteers Under 18***

If you are under 18, please let at least one of your parents / legal Guardian know you will volunteer with AIM Foundation. We strongly suggest that you give your parents the URL of AIM Foundation to learn more about our organisation. Your parents are invited to call or e-mail AIM Foundation if they have any questions or comments about our programmes.

### ***Attendance and Sign-in Procedure***

Volunteers should not be on the premises of AIM Foundation unless they are performing an assigned volunteer task or attending an event function to which they have been invited. Individual volunteers are responsible for signing in at the Front Desk before their volunteer tasks begin. Volunteers

should contact the Volunteer Management Executive in advance if they are unable to perform their job.

### ***Termination Policy***

AIM Foundation has the right to terminate a volunteer without cause but will always consider the reason leading to the termination. In general, failure to adhere to AIM Foundation is the cause of an immediate release.

- Grounds for immediate dismissal may include, but are not limited to:
- Gross misconduct or insubordination.
- Reporting for a volunteer assignment under the influence of alcohol or drugs.
- Theft of property or misuse of equipment or materials
- Falsifying statements on the volunteer application or during the interview process
- Illegal, violent or unsafe acts
- Abuse or mistreatment of clients, volunteers or staff
- Releasing confidential information
- Unwillingness to support and further the mission of the organisation

### ***Two Way Feedback***

At AIM Foundation, we welcome feedback from volunteers to work towards improving our services to the clients and our volunteers. Any feedback regarding AIM Foundation's programmes and events can be e-mailed to [aimindiafoundation@gmail.com](mailto:aimindiafoundation@gmail.com). We would also encourage volunteers to be receptive and open to feedback to optimise their volunteering efforts with us.

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## **Meeting the Unique Needs of Our Stakeholders**

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In the course of volunteering with AIM Foundation, volunteers may have to interact with our stakeholders and their family members. Due to the unique needs of our stakeholders, we would like the volunteers to adhere to the following when interacting with them:

- If you are in sessions with the stakeholders, be attentive to the students that you are assisting.
- Switch all mobile phones to silent mode. If you do need to attend to any urgent calls, please do not do it in the presence of our stakeholders.
- Assist only when necessary or when being asked. Do not attempt to do everything for the stakeholders.
- When in doubt, approach AIM Foundation's staff for advice. Seek clarifications from AIM Foundation's staff when unsure of the role(s) and responsibilities in any volunteering activity.
- Always try to stay calm and positive.

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## Resources

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To know more about AIM Foundation, you are encouraged to visit our website at [www.aimindia.org.in](http://www.aimindia.org.in) for more information.

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## VOLUNTEER AGREEMENT

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By signing this agreement, I acknowledge that I have been given a hard/soft copy of the AIM Foundation Volunteer Orientation Handbook. I understand that it summarises AIM Foundation’s volunteer guidelines and expectations of me as a volunteer. I know that volunteering with AIM Foundation is not for a specified term and is at the mutual consent of AIM Foundation and myself. I agree to abide by the Policies and Procedures laid out in the Volunteer Orientation Handbook.

By signing this form, I agree to:

- Honour my commitment to the program
- Cooperate with AIM Foundation staff and fellow volunteers
- Be prompt and reliable
- Notify the volunteer management executive of any changes to my commitment as a volunteer
- Keep all communications with or concerning AIM Foundation confidential
- Maintain a respectful relationship with clients
- Model professional behaviour, through both dress and decorum
- Discuss all issues with AIM Foundation staff
- Promote the safety of the clients, staff and volunteers by adhering to all AIM Foundation rules and guidelines

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Name	Signature	Date
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