

VOLUNTEER POLICY AND GUIDELINES



M-LISADA ORGANIZATION

TABLE OF CONTENTS

GREETINGS FROM THE DIRECTOR OF M-LISADA	4
THE M-LISADA STORY AND MISSION	5
THE VOLUNTEER POLICY.....	6
Volunteers.....	6
Why People Volunteer	6
Volunteer Rights	6
Volunteer Responsibilities.....	6
Volunteer Assignments	7
DEFINITION OF KEY CONCEPTS.....	7
M-LISADA'S PROGRAMS AND ACTIVITIES.....	8
MUSIC AND OTHER SKILLS.....	8
EDUCATION.....	8
Child Sponsorship Program	8
Foundation Course	9
Library Provision	9
Computer Classes	10
LEGAL JUSTICE	10
HEALTH AND PSYCHOSOCIAL SUPPORT.....	10
NUTRITION AND FOOD SECURITY	10
Bombo Farmland	11
OTHER PROGRAMS.....	11
Children's Associations	11
Athletic Activities.....	11
Arts and Crafts	12
OFFSITE PROGRAMS.....	12
Kampiringsa Rehabilitation Centre Programme	12
Peer-to-Peer Project.....	12
The Mummy Foundation	12
CODE OF CONDUCT	12
Requirements of Staff and Volunteers.....	12
Required Standards for Staff and Volunteers.....	13

Office Conduct	13
General Guidelines and Considerations	14
Dress Code	15
GENERAL TASKS FOR ALL NEW VOLUNTEERS.....	15
CULTURAL CONSIDERATIONS	16
VOLUNTEER FUNDRAISING GUIDE.....	16
CASE MANAGEMENT SYSTEM.....	17
Raising Concerns.....	17
Investigation	17
Resolution Strategies	17
MONITORING AND EVALUATION OF M-LISADA'S VOLUNTEER POLICY	18
APPENDIX	18
M-LISADA'S CURRENT ADMINISTRATIVE STRUCTURE.....	18
UGANDA COUNTRY INFORMATION.....	19
WEATHER.....	19
PUBLIC HOLIDAYS	19
School Holidays	20
LANGUAGE GUIDE.....	20
LETTER FROM A FORMER VOLUNTEER.....	21

GREETINGS FROM THE DIRECTOR OF M-LISADA

Welcome to M-LISADA Organisation.

Congratulations on deciding to volunteer in Uganda and we thank you for choosing M-LISADA.

You are about to embark on a unique experience that will allow you to build friendships with some amazing and talented young people, learn new skills, and, ultimately, grow as a person.

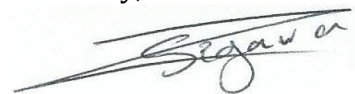
Our staff strives to maintain an open and productive environment through which we hope you will have a well-rounded experience and one of the most enjoyable and rewarding times of your life. Although we will have formal tasks and projects for you to accomplish, we welcome your ideas and look forward to seeing all that you can contribute to the organization.

In return, we expect openness and honesty from all volunteers. Be vocal if you have any issues at any time during your volunteer program, so that we may work to resolve them before they become a problem.

Please read this manual carefully as it contains the majority of the information that you will need throughout your volunteer program, as well as important policies and procedures that are particular to M-LISADA.

We wish you the best of luck.

Sincerely,

A handwritten signature in black ink, appearing to read 'Segawa', with a stylized flourish underneath.

Segawa Bosco
M-LISADA DIRECTOR

THE M-LISADA STORY AND MISSION

Music, Life Skills and Destitution Alleviation (M-LISADA) is a registered nonprofit organization working to promote and protect the rights of children. M-LISADA strives to reduce the number of vulnerable children and youth living in Uganda, by providing them with a home, an education, and protection. We work to restore these children's dignity and self-confidence, through the teaching of life skills, music, and the arts, thereby improving their lives and their chances for a better future.

In 1996, twelve-year-old Segawa Bosco, along with eight fellow street children, founded M-LISADA. Based in Nsambya, a suburb of the Kampala district of Uganda, the youth believed that a path to a better life was possible through the practice of learning to play brass band instruments. The founders recognized that not only were they learning to play instruments, but also there were lessons of determination, commitment, and passion also imbedded in the art of playing music.

The boys worked tirelessly to hone their craft so that they could make a consistent living playing music. Within a few months' time, and with the help of a sponsor, they collected enough money to rent a small room to sleep in and store their instruments. Confronted with the dire circumstances affecting so many of Kampala's youth living on the street, the young men opened their doors to others. This was the start of the M-LISADA Children's Home.

Today, the Home houses about seventy-five children between the ages of seven to seventeen. Music continues to be a part of the fabric of the organization but with such significant growth over the years, cultural dance, acrobatics, sports and crafts are now also a part of M-LISADA's core activities.

Besides skills development, M-LISADA also delivers psychosocial support, education, health care, economic empowerment and livelihood, food and nutrition, and rehabilitation programs.

Our mission is to protect, support, educate, and transform the vulnerable children and youth of Uganda, to restore dignity and self-confidence, so that they may become self-reliant.

THE VOLUNTEER POLICY

This policy articulates the right and obligations of a volunteer when he/she is selected to work with M-LISADA. The policy outlines steps to enhance the working relationships between the volunteer and the organization and also aims to protect both the organization and the volunteer during this working period.

The policy applies to all national and international volunteers and interns of M-LISADA.

Volunteers

A volunteer is a person who provides his/her services without any expressed or implied promise of remuneration. A volunteer is also often a person with a high sense of commitment to the common good, a great sense of compassion, and a willingness to give to a community.

Why People Volunteer

People choose to volunteer for a variety of reasons.

Volunteering provides an opportunity to:

- Give something back to an organization that has impacted a person's life, either directly or indirectly.
- Make a difference in the lives of others.
- Provide assistance to those who are less fortunate or who lack a strong voice.
- Feel valued and be part of a team.
- Spend quality time away from work or a busy lifestyle.
- Gain confidence and improve self-esteem.
- Meet new people and make new friends.
- Be exposed to new environments, skills, approaches and strategies.
- Get to know the local community.
- Develop skills and build on existing experience and knowledge.
- Volunteering can also be a route to employment, or a chance to have a new experience that could lead to a career change.

Volunteer Rights

- To be protected against discrimination.
- To be recognized as an individual with individual skills and talents.
- To be given an orientation.
- To be challenged and provided with opportunities for growth.
- To be given regular appraisal and feedback on work performance.
- To be involved in the organization's daily activities.

Volunteer Responsibilities

- To be clear and honest about how much commitment and time the volunteer is able to give to the organization.

- To be reliable and arrive on time to work.
- To perform assigned duties and responsibilities.
- To let the organization know if a volunteer cannot carry out duties.
- To communicate to his/her immediate supervisor about any problems they encounter.
- To be responsible for his/her own security and property after office hours.
- To abide by the policies, rules, and regulations of the organization.
- To be self-motivated and work under minimum supervision.
- To be transparent and accountable to the organization
- To participate in all organization activities.

Volunteer Assignments

Volunteers' duties are assigned based on the qualifications, experiences, and interests upon assessment of the application. The organization reserves the right to assign a volunteer to a particular project based on the needs of the organization and the qualifications of the volunteer. Volunteers may be required to assume additional responsibilities that will be assigned and detailed by the volunteer's immediate supervisor(s).

Adhere to M-LISADA'S Child Protection Policy, a separate document that will be shared with you.

DEFINITION OF KEY CONCEPTS

Vulnerable Children and Youth: Children or youth who currently or who have lived on the streets, those who are orphans (one or both parents are no longer living), and those who are or have been neglected or abandoned by their parents.

Staff: Individuals who hold a formal position and title within the organizational structure.

Volunteer: An individual who provides his/her time and/or services for a temporary period of time without any expectation of remuneration.

Physical abuse: The actual or likely physical injury to a child or failure to prevent physical injury or suffering to a child.

Neglect: The failure to protect a child from exposure to any kind of danger, including starvation, or failure to carry out care to a child resulting in impairment of the child's health and development.

Emotional abuse: The actual or likely adverse effect on the emotional and behavioral development of a child caused by persistent or severe emotional mistreatment.

Sexual abuse: The actual or likely sexual exploitation of a child or young person. Sexual abuse includes defilement, rape, incest and pornography.

Child protection: The deliberate efforts to undertake and promote interventions to prevent or to stop children from being abused or mistreated.

M-LISADA'S PROGRAMS AND ACTIVITIES

MUSIC AND OTHER SKILLS

The M-LISADA foundation fabric is music, and over the years the organization has developed this core competence, giving us a substantial comparative advantage within and out of Uganda. This niche has paved the way for some of our youth to join prominent bands in Uganda including the Uganda police and prisons band, and bands at international schools. BRASS FOR AFRICA, an NGO in the UK, has donated large quantities of instruments and set up an instrument repair workshop, which further enhance our music capabilities. M-LISADA intends to maximize this opportunity to reach out and sustain its activities.

Other key interventions to further augment M-LISADA's music program are as follows:

- Continually equip and train jazz, brass, acrobats and cultural troupes and teams.
- Develop an effective system for management of the music workshop.
- Source and undertake outreaches in and out of Uganda.
- Establish a training center for music for external persons.
- Build capacity of vulnerable children in music and playing of instruments in other facilities of vulnerable children.
- Procure instruments.
- Annually support at least 5 children to study professional music.

EDUCATION

M-LISADA undertakes early childhood development, and supports primary, secondary and vocational education. Our strategies include sponsorship and establishment of an education center. In the area of education the following interventions are planned:

- Support children to attain formal education.
- Support children, especially those who are in transition, to attain vocational education.
- Establish a learning center at Bombo.

Child Sponsorship Program

M-LISADA runs an active and ever-evolving child sponsorship program aimed at securing outside donors to give money for children's school fees. The organization relies heavily on donors to provide the bulk of the financial support needed for schooling, as education in Uganda is very expensive relative to the income made by the majority of people in this country.

There are three levels of schooling in Kampala—1st, 2nd, and 3rd—with 3rd being the lowest level. Depending on the grade level, annual costs are as follows:

- 1st schools cost 2,100,000 to 4,500,000 UGX (\$700 to \$1,500 U.S.)
- 2nd schools cost 1,650,000 to 3,000,000 UGX (\$550 to \$1,000 U.S.)
- 3rd level schools cost 900,000 to 1,800,000 UGX (\$300 to \$600 U.S.)
- College may cost 1,200,000 to 3,200,000 UGX (\$400 to \$1,050 U.S) depending on whether it is a certificate, diploma, or degree program.

Naturally, the hope is to not only send all of M-LISADA's children to school, but to send them all to first class schools (the highest quality). In order to achieve this we need more and bigger sponsors to join this program.

As a volunteer, you can contribute to this program in the following ways:

- You can help the administrative staff update the child sponsorship database to ensure all of the information listed is current and accurate.
- You can help the administrative staff to follow up with the children to make sure that they have written letters to their sponsors and, if not, help them write them.
- You can choose to sponsor a child who does not yet have sponsor, or contribute to our education pool.

Foundation Course

The purpose of the foundation course is to encourage M-LISADA's staff members to build upon their existing skills and also learn new ones. Foundation course meetings are held frequently.

These meetings can be an opportunity for the staff to engage in knowledge-sharing activities. For example, one staff member will teach other staff members how to do something; senior staff members will share their experiences with junior staff members; an outside professional will be invited to speak to the M-LISADA staff and conduct a specific training session; or a volunteer with useful skills to impart upon the staff of M-LISADA will lead a session.

As a volunteer, you can contribute to this development in the following ways:

- You can identify outside professionals that the organization could invite to lead a training session.
- You can document the presentations by the professional facilitator during the session.
- If you have professional experience or useful skills that could build us as a team, you may prepare a write up, concept or presentation and share it with management for consideration to lead a session.

Library Provision

M-LISADA has been working diligently to establish reading comprehension classes for the children. We have an extensive library, with lots of books, and, as such, we want to ensure that all of the children are not only looking through all of these books but that they also understand the stories.

As a volunteer, you can contribute to this development in the following ways:

- Read to the children and test their ability to comprehend the story's plot.
- Create a game that helps to tell the story or teach a history lesson that will help the children to retain knowledge.
- Guide the children on the selection of age appropriate books.
- Guide the children on being responsible for the books they pick from the library.

Computer Classes

M-LISADA strives to encourage our staff and our children to learn as much as possible and to acquire all different types of skills. As computers increasingly become the way of the world we want both the staff and the children to feel comfortable using them and knowing how they work. Each week, a computer class is held in the M-LISADA library and children are motivated and guided to participate in the session.

As a volunteer, you can contribute to this development in the following ways:

- You can assist children during the computer class to ensure that they comprehend the lesson.
- You can teach the children how to use unfamiliar computer programs so that they can advance their computer skills.
- You can practice computer skills with the children on other days that are not set aside for computer class. Please ask permission from the staff in charge of the library for this activity.

LEGAL JUSTICE

The organization seeks to support children in conflict with the law through the following methods:

- Liaise with partners to provide legal support to children in conflict with law.
- Rehabilitate children in conflict with the law.
- Facilitate provision of music and life skills to children in juvenile homes.

HEALTH AND PSYCHOSOCIAL SUPPORT

The organization supports day-to-day living of children, providing them with daily requirements, and undertakes the following interventions:

- Medical care.
- Reclaim and Reunite – day programs leading to potential reunification of children with families.
- Counseling and guidance.

NUTRITION AND FOOD SECURITY

The organization has an opportunity to meet the nutrition and food security requirements through the utilization of agricultural farmland.

Bombo Farmland

M-LISADA owns 10 acres of land in a nearby village of Kampala, called Bombo, roughly 40km outside of the city. The following projects are being undertaken—fruit farming, horticulture, poultry and piggery.

The purpose of this land is to allow M-LISADA to eventually create its own sustainable source of income and food for its children. Moreover, this land provides an opportunity for the M-LISADA children to learn how to farm; thereby giving them a tangible skill that they can then build upon and, perhaps, one day create their own source of income.

In the future, the organization hopes to build another dormitory on this land in order to accommodate more children, as well as an academic, vocational, and music school.

As a volunteer, you can contribute to this program in the following ways:

- If you have experience with agriculture, gardening, or environmental activities, you can teach the staff and the children how to make best use of the land.
- Offer to go to the land in the company of M-LISADA staff and work on the farm – digging, planting, and removing weeds, and so on.
- Identify with M-LISADA, and find partner organizations that might facilitate M-LISADA in learning how to farm the land, generate a water source, and install solar panels.

OTHER PROGRAMS

Children's Associations

Children in M-LISADA promote associations such as The Amazing Girls Club, The Golden Boys Club, and the Junior Court. These associations empower children with life skills or survival skills.

As a volunteer, you can contribute to these programs in the following ways:

- You can participate in the general activities of the associations by teaching entrepreneurial skills, suggesting speakers to speak about such diverse subjects as savings accounts, gender and empowerment issues, finding your first job, etc.
- You can document the activities of the associations and the reports may inform your monthly or quarterly reports to your supervisors.

Athletic Activities

Children love football, baseball, and other team sports. The M-LISADA Soccer Academy sponsors soccer activities for our residents and the street children.

As a volunteer, you can contribute to these activities in the following ways:

- Depending on your skill level, you can teach a sport or engage in sports with our children.

Arts and Crafts

The M-LISADA children produce beautiful cards, jewelry, art pieces, baskets, small wallets and bags. We exhibit and sell our work at craft exhibitions.

As a volunteer, you can contribute to these activities in the following ways:

- Teach the children any arts and crafts project.
- Set up the arts and crafts sales room.
- Set up and sell arts and crafts at band functions.

OFFSITE PROGRAMS

Kampiringisa Rehabilitation Centre Programme

Kampiringisa is home to children "at conflict with the law" and also many innocent street children that have been rounded up from the streets of Kampala. This psychosocial project aims to rebuild the self-esteem and outlook of these usually forgotten children. M-LISADA engages these children in music education, games and sports, academic education, and counseling.

Peer-to-Peer Project

In association with Interkultura, M-LISADA has established the Peer-to-Peer Project, whereby M-Lisada social workers strive to rehabilitate street children, reuniting them with their respective homes, training them in life skills and business, and empowering them to live self-reliant lives. These rehabilitated children have become role models to their friends who are still in the streets, with the aim to remove them from the slums.

The Mummy Foundation

Closely aligned with M-Lisada, The Mummy Foundation was formed to provide a safe haven for girls and teenage mothers in Katwe, a slum in Kampala, and to deal with the challenges and obstacles faced by young girls in the community,

As a volunteer, you can contribute to the above projects in the following ways:

- If invited, you may go to with staff, and assist with all activities.

CODE OF CONDUCT

All personnel of M-LISADA organization must comply with the Public Service Code of Conduct of Uganda. The Code sets stringent standards for personal behavior while working in the office and during work-related events outside of the office. The Code serves as a tool of reference for all staff and relevant personnel and seeks to guide each individual toward best practices. All staff and volunteers (both National and International) are required to adhere to the rules and policies of the Code detailed in the sections to follow. Any participant or staff member who violates this Code is subject to discipline, up to and including removal from the program.

Requirements of Staff and Volunteers

- Be aware of situations that may present risks, and manage them at all costs.

- Ensure that a culture of openness exists, to enable any issues or concerns to be raised and discussed among staff and volunteers with the intention of preventing bad practices.
- Ensure that a sense of accountability exists between staff members and volunteers, so that poor behavior does not go unreported.
- Inform and educate the children about their own rights and obligations, to empower them and give them a sense of responsibility to themselves, to each other, and to the organization.
- Inform and educate the children about how to properly report a violation of their rights.
- Empower parents, guardians, and community members about children's rights and the potential risks that children can be exposed to. For all of these specific references consult the Child Protection Policy.

Required Standards for Staff and Volunteers

- Do not develop a physical/sexual relationship with any of the children.
- Do not engage in a relationship with any of children that could be considered exploitative.
- Do not physically or verbally abuse any of the children.
- Do not punish a child cruelly or inhumanely.
- Do not act in ways that are intended to shame, humiliate, or degrade any of the children.
- Avoid language or gestures that could be considered offensive or abusive.
- Do not guide or teach children language, gestures, or behaviors that could be considered inappropriate or sexual in nature.
- Do not act in ways that may be considered abusive or may place a child at risk of abuse.
- Do not take children to the staff member's or volunteer's personal place of residence.
- Do not spend time alone with any of the children without prior consent from the administration.
- Only the residence Matron and Warden are permitted to sleep in the same room with the M-LISADA children. Under no circumstances is any other staff member or volunteer permitted to sleep in the same bed or room as the children.
- Avoid engaging in any outside business or business-related transactions within the bounds of the organization or the M-LISADA home property.
- Do not engage in any drug use or alcohol consumption prior to arriving or while at the M-LISADA premises or activities.
- Do not treat any child differently than another, regardless of age, gender, or cultural background. Do not give preference to certain children over others.
- Respect the cultural norms and traditions of the country and that of the organization.

Office Conduct

All employees and volunteers are expected to maintain a level of respect and work within the office environment. Adhere to the following:

- Recognize that not all staff and volunteers speak Luganda, so it is important to speak English as often as possible in order to create an environment of inclusion and transparency.
- If a staff meeting is held, all staff members are expected to attend without fail and on time unless they have justifiable reasons.
- Every staff member is given equal opportunity to have a voice, give their opinions, and raise concerns.
- Share workspace with fellow employees and volunteers when space is limited.
- If a computer is already in use, ask the current user if he/she is finished with his/her work before taking the device for your own use.
- If an employee or volunteer would like to take an office supply (laptop, book) off of the organization's premises, the loan must be approved and the item must be properly signed out.

General Guidelines and Considerations

- Be prepared to listen more than you speak; it will serve you well and you will learn a lot more about how M-LISADA operates.
- Do not give money directly to the children, even if they ask you for it. If you would like to make a contribution please do so through M-LISADA administration and receive an acknowledgement.
- Do not make comparisons to the children of how you do things at home versus how things operate here in Uganda.
- When it comes to eating lunch, you may eat the M-LISADA food—it is typically, beans, yams, and one other starch product. Or you may bring your own food from outside but make sure to eat it privately, since you will likely have something different that the children may want too
- If you would like to bring a treat (snack, candy, toy, etc.) please make sure that you bring enough for ALL of the M-LISADA children and involve the administration in checking quantity and in the distribution.
- Do not take any child off of the premises on your own without prior approval from M-LISADA administration.
- Do not smoke on or near the M-LISADA premises.
- Do not make promises to the children. Whether you are promising to come the next day, or to bring them something, or to adopt them, any and all of these promises are irresponsible and should not be made. Things come up, and plans change, so it is essential that you not put yourself in a position where you have to break a promise.
- Keep your mobile phones aside and switched off to avoid distractions.
- Do not take photos of the children without their consent and do not post any photos of the children or the home on the Internet without prior approval from the administration.
- You may be at M-LISADA as many days as you would like, as long as you gain approval from your supervisor when deciding your work days/hours.
- You may bring friends/family/colleagues to M-LISADA to see the work you are doing, but properly plan their arrival with the organization so that M-LISADA may schedule a good time for them to visit.

Dress Code

The dress code at M-LISADA is “smart casual.”

- For women, wear loose fitting pants or a skirt that falls to the knee, a shirt that covers your shoulders, and practical footwear.
- For men, wear pants or shorts, a shirt that covers your shoulders, and practical footwear.
- On Fridays you are allowed to wear an organization t-shirt or any t-shirt of your choice.
- Wearing excessive jewelry is not recommended.

GENERAL TASKS FOR ALL NEW VOLUNTEERS

You may find that it takes a few days to get your footing at M-LISADA and have specific tasks assigned to you. For this reason, below is a list of some general tasks you can get started with right away so that you feel productive from the start.

- Read your volunteer manual.
- Bring a packet of nametags and ask the M-LISADA staff if you can arrange a “nametag day” on a weekend so that you may learn everyone else’s names. You should, of course, wear one as well so that everyone can get to know your name too.
- Interact with the children that are not in school.
- Teach them a game/song. Try to include a learning message in the activity, for example “Head, Shoulders, Knees and Toes” teaches parts of the body. Teach them counting/alphabet/colors/addition-subtraction.
- Complete one-on-one or small group reading sessions with the children. Ask them questions about the stories. Pick out pictures on the page and test their understanding of what is being shown.
- Ensure the books in the library are tidy, and in their rightful place.
- Ensure the daily task chart is on display and updated with today’s activities/meetings. If it is not updated, ask the Administrator how you might be able to help update it.
- Begin to look for opportunities/areas of improvement that you can impact. Make a list and then present it to your supervisor for review and see if you accomplish some things during your time at M-LISADA.
- Write a list of your skills/areas of expertise/activities you have enjoyed/where you feel you can make a difference. Discuss this list with the administration. Write yourself a personal goal.
- Garden and grounds upkeep: pick up any litter and help keep the areas tidy. Help to clean the bathrooms.
- Assist with home duties, which include homework, revision, washing and ironing, music, sports.
- Offer to help the Matron in the kitchen, to prepare meals/clean dishes.
- Inspect the dormitory areas. Have the beds been made? Are they clear from rubbish? Do any clothes need picking up/folding? Teach the children how to organize their belongings and keep them tidy.
- Teach the children about hygiene, cleanliness, health issues etc. Try to think of fun and educative ways to do this.

CULTURAL CONSIDERATIONS

Remember that you are in an environment, a country, and a culture that may be very different from your own. Therefore, be mindful of the values of the Ugandan society and how it may differ from your own and how that can influence different behaviors and customs.

- It is recommended that you say, “Hello, how are you?” before you start speaking to someone. Unlike in other countries where people simply just approach someone and begin talking, Ugandans greet each other before they begin asking a question or tell someone what has happened that day.
- If you are interested in learning a bit more about African and/or Ugandan culture, here are a few books that you may find useful:
 - The Fate of Africa, Martin Meredith
 - The Teeth May Smile but the Heart Does Not Forget, Andrew Rice
 - Uganda: The Land and Its People, Godfrey Mwakikiagile

VOLUNTEER FUNDRAISING GUIDE

If you choose to fundraise on behalf of the organization:

- You must receive prior approval from the M-LISADA administration before conducting any fundraising activities. This includes use of the name, logo, or description of any current or future programs.
- Prior to the fundraising event or activity, you must organize a system of collecting donated money and delivering back to the organization. This process must be approved by the administration.
- Any persons who are found to be using M-LISADA’s name, logo, or mission to raise funds that are not intended to benefit the organization could be subject to legal ramifications.

Please note: We deeply appreciate your commitment to supporting our organization in a bigger way, as a fundraiser, and we hope that you will understand the importance of adhering to these guidelines in an effort to continuously promote accountability and transparency within M-LISADA.

Below are a few suggestions or ways you can fundraise while you are here at M-LISADA, as well as events you can put together when you return home.

While you are volunteering you can engage in the following fundraising activities:

- Participate in outreaches to any organization to which you belong and ask them if they would like to donate to M-LISADA.
- Ask your family and friends to donate to M-LISADA through a personal blog, Facebook or any other social medium.
- If you are part of a school or university, you can ask your friends to organize a fundraising event on behalf of M-LISADA.

After you finish volunteering, you can plan the following types of events at home, on behalf of M-LISADA:

- Organize a fundraising event to benefit M-LISADA, such as a private event at a restaurant, bar, catering space, etc., a walkathon or race event, or a benefit concert.

CASE MANAGEMENT SYSTEM

M-LISADA recognizes the fact that when people with different backgrounds, upbringing, temperaments and personalities interact, conflicts, misunderstandings, and violations of each other's rights may be unavoidable. The following case management system may be adopted under such circumstances.

Raising Concerns

To promote and maintain the standards of conduct expected of the organization, it is important that any employee or volunteer who has a concern about the conduct of another employee or volunteer is able to raise their concern freely and without fear of intimidation or repercussion. To encourage all employees and volunteers to come forward with any concern, M-LISADA will:

- Consider all complaints seriously.
- Investigate formal complaints, where appropriate, immediately.
- Take all reasonable steps to ensure any employee or volunteer who makes a complaint in good faith is protected against any disadvantage, victimization or discrimination because he or she reported a breach of the Code;
- Follow the appropriate procedures.

Investigation

If, upon investigation, those responsible for conducting the investigation form the opinion that the complaint is untrue, exaggerated, or made maliciously or with intent to harm the employee to whom the complaint was made against; or for some other reason was not made in good faith, the complaint itself may arise to a violation of the Code by the employee who made the complaint. The organization may initiate disciplinary action against anyone responsible for making the untrue, exaggerated, malicious, or harmful complaint.

Resolution Strategies

Where an employee or volunteer witnesses or becomes aware of conduct which, in the employee's or volunteer's view, gives rise to a violation of the Code, the employee should follow the steps outlined below as correctional strategies:

- If appropriate, the employee or volunteer should attempt to resolve their concern.
- Where the aforementioned procedure is not appropriate, or is unsuccessful, the employee or volunteer should attempt to resolve their concern by commencing the formal procedure for making a complaint.
- If an employee or volunteer is unsure of how to proceed with a complaint or which procedure to follow, they should discuss their concern with their immediate supervisor.

- If the employee or volunteer has concerns about raising the issue with their immediate supervisor, assistance should be sought from the next most senior staff member in the line of management responsibility.

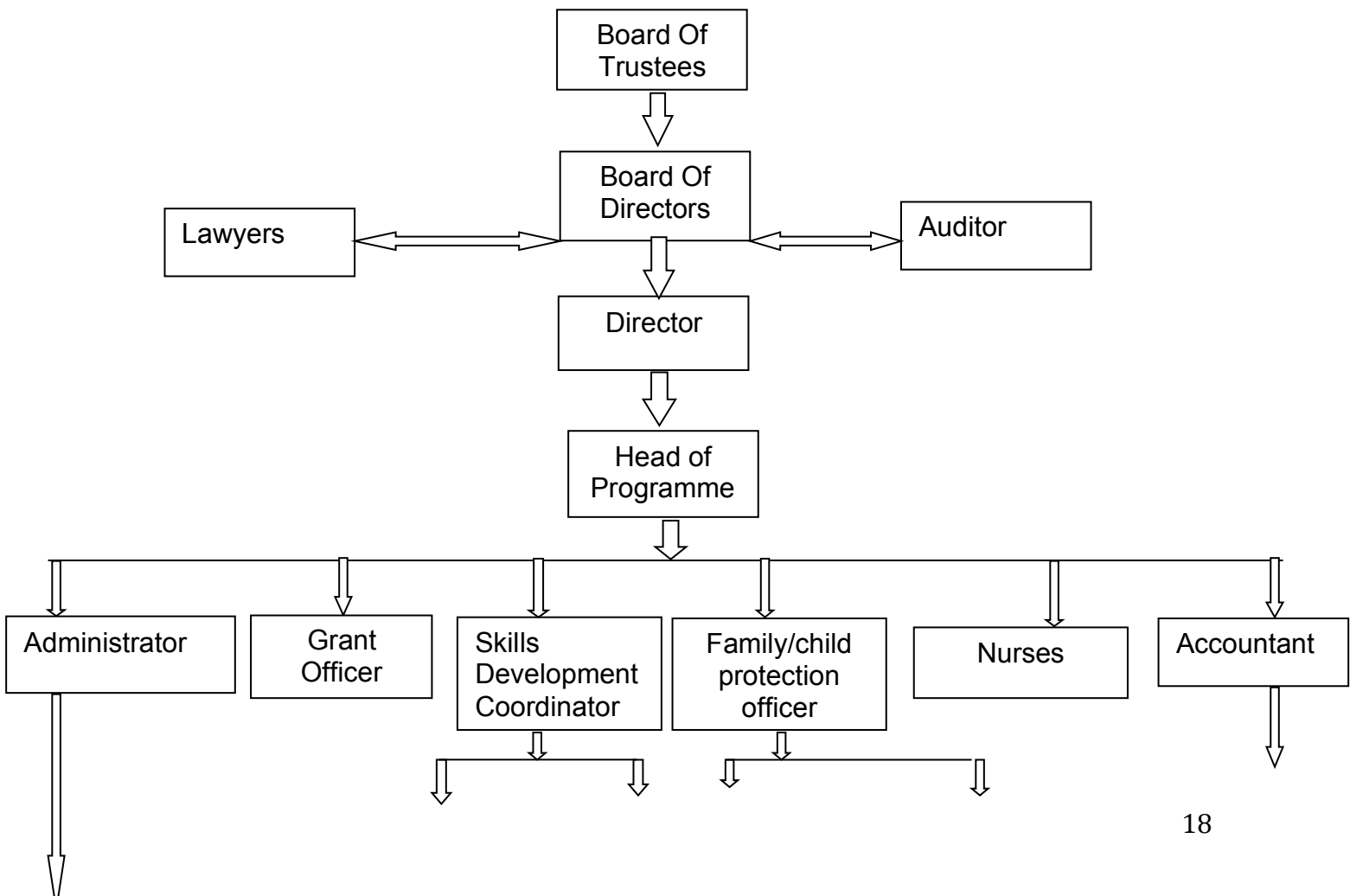
MONITORING AND EVALUATION OF M-LISADA'S VOLUNTEER POLICY

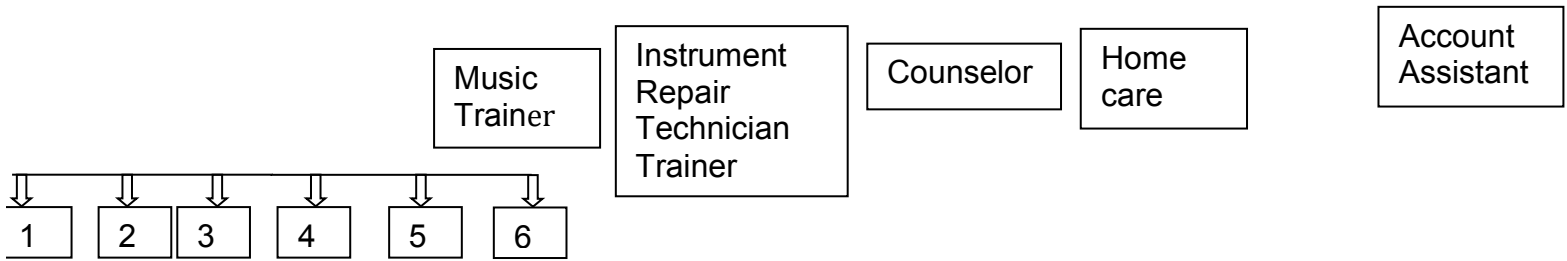
M-LISADA recognizes the importance of Monitoring and Evaluation (M&E) as an important tool for accountability and a means of learning what works or does not work in relation to implementation of this policy. The following M & E activities shall be conducted:

- Through participatory processes, annual assessments shall be done with key stakeholders including children and volunteers to assess compliance and the extent to which the policy is feasible.
- Based on the learning gathered from monitoring processes, a thorough and participatory review of the volunteer policy shall be done after 2 years, with a view to ensure that it remains relevant to the context of M-LISADA.

APPENDIX

M-LISADA'S CURRENT ADMINISTRATIVE STRUCTURE





Key (support staff)

1. IT
2. Warden
3. Matron
4. Security Officer
5. Driver
6. Volunteers

UGANDA COUNTRY INFORMATION

Population: 38.8 million.

Capital City: Kampala

Predominant Languages in Kampala: English, Luganda

Religions: Roman Catholic Church (41.9%), Anglican Church of Uganda (35.9%), Muslim (12%)

Currency: Ugandan Schilling (UGX)

Emergency Number: 999

Time Zone: GMT/UTC + 3 hours

WEATHER

Due to its proximity to the equator and altitude, the weather in Uganda is favorable all year round. For most of the year, Uganda is sunny with temperatures rarely rising above 29°C (85°F). The average temperature is about 26°C (79°F).

Uganda has two main wet seasons. Light rain comes from November to December. The majority of the rain comes during the months of March and May. Rainfall usually comes in short and heavy intervals. In all, Uganda does not encounter extreme weather conditions and largely experiences sunny days.

PUBLIC HOLIDAYS

Date*	Holiday
January 1	New Year's Day
January 26	Liberation Day
March 8	International Women's Day
April 6	Good Friday

April 9	Easter Monday
May 1	Labor Day
June 3	Martyr's Day
June 9	National Heroes Day
	Eid-al-Fitr (End of Ramadan)
October 9	Independence Day
	Eid al-Adha (Feast of Sacrifice)
December 25	Christmas Day
December 26	Boxing Day

*Exact date is subject to change based on the calendar year

School Holidays

Holiday Period	Start	End
Spring	April	May
Summer	August	September
Winter	December	January

*Exact date is based on the education calendar year.

LANGUAGE GUIDE

Below are Luganda phrases that may help you during your time at M-LISADA:

English	Luganda	Phonetic Spelling
Hello, How are you?	Oli Otya?	O-LEE-OAT-YA?
I am fine	Gyendi	JENNDI
Good Morning	Wasuze Otya	WA-SUUZ-OAT-YA
Good Afternoon or Good Evening	Osiibye Otya	O-SEEB-YE-OAT-YA
Goodnight	Sula Bulungi	SUE-LA-BALLOON-GEE
My name is...	Nze...	N-ZE
What is your name?	Elinyalyo Gwe ani?	ELLEN-YALL-YO-GWAN-NEE?
Please	Baambi	BAUM-BEE
Thank you	Weebale	WEB-ALL-EH
Sir	Ssebo	SEBO
Madam	Nnyabo	N-YA-BO
What's up?	Ki ki?	CHEE-CHEE
Nothing	Tewali	TE-WALL-EH
Okay	Kaale	KAA-LEH
See you later!	Tunaalabagana!	TUNA-LA-BAG-ANAH
How much is it?	Ssente mmeka?	CENT-EH MECCA?
Do you speak English?	Omanyi Oluzungu?	O-MAN-YEE LOU-ZOON-GU?

I do not understand	Sitegeera	SIT-EGG-EAR-AH
Slowly, Slowly (typically used when driving)	Mpola Mpola	MM-POLE-AH MM-POLE-AH
Where is the bathroom?	Ekinabiro Kiriwa?	EEK-KIN-AH-BEER-OH CHI-REE-WAH?
Yes	Yee	YE
No	Nedda	NED-AH
I do not understand	Sitegeera	SIT-EGG-EAR-AH

“Mzungu” means “white person” and is an affectionate term assigned to all fair skinned visitors to the country. It is said with a mixture of respect and gentle teasing. It may get a bit annoying after awhile but you will soon miss it when you leave Uganda

LETTER FROM A FORMER VOLUNTEER

Hello and welcome to M-LISADA!

I can tell you that you are about to embark on one of the most amazing experiences and you will learn more than you can imagine about yourself, about people, and about compassion.

After spending my summer at M-LISADA, I realized that one of the greatest gifts you can give yourself and others is to be a volunteer.

Being someone who has already gone through this experience, I want to share some words of advice and a few insights into what you may encounter along the way. I thought it might be helpful for you to hear a few things from my perspective in the hopes that it might answer some questions for you and also help you to make decisions about things you may encounter. With that being said, here goes...

As a volunteer at M-LISADA you are without a doubt giving over your time, energy, attention, and love to the people that live and work here. You are also gaining an immense amount of experience, knowledge, and understanding about an organization that works tirelessly to provide for many children, and sees to it that they grow and prosper within a safe and healthy environment.

As a volunteer at M-LISADA, I had the chance to be immersed in every project, program, and activity that the organization had put together during my time there. The doors were literally and figuratively always open, and it is an experience I will never forget.

In an environment like M-LISADA you also get to see a lot. Some things teach you how to be a better person, a better worker, and a better friend. And other experiences teach you about patience, respect, and the need for tactfulness.

Wishing you the best of luck at one of the most wonderful places, M-LISADA!

