



## **VOLUNTEERING PROCEDURE FOR MISSIONS AT KIMBONDO**

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### **PREAMBLE**

This document is addressed to all persons and organizations that are close to the Pediatrics and who intend to travel to Kimbondo for volunteering missions to spend their time and offer their services for free.

The Children's Hospital of Kimbondo is a place of health and spirituality and anyone who wants to experience it is called to enter into this spirit of devotion and sacredness towards the poor that has always animated its founders, aware that this mission will require adaptation and sacrifice and that the living conditions in Kimbondo are very different from those to which we are accustomed and often extremely harsh, both from a physical and a mental point.

Pediatrics has always welcomed anyone who asks to go there with generosity. The number of children has grown tremendously over the years but also the number of volunteers; Father Hugo set certain criteria and standards which will remain in the value of unconditional acceptance ensuring the sustainability of the same. Persons wishing to go to Kimbondo as visitors and cooperating in projects that are taking place there will not be accommodated within the Pediatrics but it will be agreed, depending on the demands and possibilities, the place where they will stay.

### **OBJECTIVE**

Among the statutory roles of the Hub for Kimbondo (HFK) there is the organization of volunteers who go on missions to the Pediatrics (Article 6, Section 8).

The intention is to structure HFK gradually the organization of the volunteers taking into account two fundamental principles

- The total acceptance way;
- The support to Pediatrics through actions (and therefore missions) aimed at the welfare of the children housed and the structure itself, with respect for people who work steadily and for the rules of the place.

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## **INTRODUCTION**

In the past, those who wanted to travel to Kimbondo contacted father Hugo and accorded with him.

Father Hugo has always worked to accommodate and follow all the volunteers who worked in Pediatrics, indicating to each rules, tasks and needs.

With the growth of Pediatrics and consequently the needs, Father Hugo has sought the collaboration of Italian and foreign associations to require trained personnel, able to go on a mission to Kimbondo with specific tasks of education and health care.

At the same time, aid organizations near to the Pediatric Foundation of Kimbondo (FPK) have been increasing and structuring and has the flow of volunteers on missions has grown considerably (109 in 2012, 114 in 2013, over 5 cooperating).

The coordination of aid is the purpose for which it was constituted HFK.

Regarding the tasks of the volunteers, in the first year, HFK has carried out organizational work already started in 2009 according with the requests of Father Hugo who needed a logistics support and a local referent for Italy. This task was carried out initially in an independent and separate way from organizations and individuals: Agape onlus, Risvegli onlus and Jasedo (especially the latter, managing the Italian site of Pediatrics, collected many requests for volunteers) and Marcello Quinci (which held and maintains contacts with those interested in Pediatrics). Subsequently HFK gave coordination, tools and contents to this work and formed the working group composed of those who in the years before the birth of HFK helped Father Hugo in this task.

The missions of the volunteers who brought their help in Kimbondo often have revealed some major gaps on several fronts: preparing people to the reality that they would meet, the timing of the missions, lack of coordination between those alternates, lack of visibility of the missions conducted.

It also happened that some volunteers encounter problems in staying in Kimbondo or vice versa that they created them.

The Pediatrics can accommodate about 12 people. When the lack of information and coordination has seen a greater number of volunteers present simultaneously, the logistical difficulties and costs of hospitality were very high. In some periods of the year there is a very high number of arrivals and departures (three / four week trip to the airport): being able to bring together and coordinate the missions at possible dates allows a great saving for Pediatrics. In fact, every trip to the airport has costs (fuel, driver, entering in the airport, accompanying to the gate) and often requires a full day (almost always paid by Father Hugo that takes time away from the Pediatrics).

Currently HFK ensures coordination of volunteers that allows to match the missions of several persons or arrivals and departures.

The Pediatrics welcomes volunteers and supports all related expenditure: food and lodging, traveling, specific needs or emergencies (medicines, returning practices, etc). HFK is committed to fully take charge of the entire operating costs of Pediatrics. We have chosen not to ask money for assistance to the volunteers who lend their work in pediatrics but leave each free to make a donation at the end of the mission according to their availability, to support the reception costs which can be estimated at about 8/10 € per day to each volunteer.

In order to make the experience of volunteers increasingly useful first to Pediatrics but also to the volunteers themselves, HFK has prepared this document based on the analysis of the missions of recent

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years and the growing needs of Pediatrics that is constantly evolving and changing and is monitored by the constant work of coordination of ongoing projects and funding done by HFK.

This journey has been carried out through a research of the largest organizations with international cooperation projects and it was found that many of them have a complex system of selection, training and sending volunteers procedure: the requirements for participation are often high, the process of preparation before the mission is long and the regulation of travel is severe. Sometimes this is one of the reasons that leads those who are interested in doing this kind of experience to turn to Pediatrics, knowing to find easier access and consequent realization of their project.

## **ORGANIZATION OF MISSIONS**

The working group of HFK for organizing volunteer missions will work in synergy with organizations or with individuals who want to go on mission to Kimbondo.

To enable such coordination is deemed necessary to regulate some aspects, both in terms of logistics and content, as follows.

### **Tasks of the group HFK**

- Keep in constant contact with Father Hugo, picking needs, wants and needs by checking with him the people who offer themselves as volunteers and the tasks that they will do;
- Raise the sheets of volunteer candidates;
- Know the volunteers through a meeting where are preliminarily probed the motivations of the candidates;
- Organize information and training sessions before the mission (also in several Italian cities);
- Give the *go ahead* to the mission after evaluation of the candidate using the following two criteria: analysis of priority needs to Pediatrics and verification receptivity welcome;
- Let sign the document Commitment to volunteer;
- Inform the volunteers about all the necessities for the preparation and realization of the trip (Handbook);
- Carry out, where the volunteer requests it, the function as intermediaries for flight and visa (according to a protocol of agreements signed by HFK with travel agency Raptim of Rome and the DRC embassy in Rome);
- Organize the calendar of missions crossing in the best possible way the supply and the demand;
- Organize and coordinate the sending of urgent material through volunteers;
- Establish with each volunteer (or group) for their assigned functions (or evaluation of specific projects), remotely monitor the performance and verify the results in mission ended;
- Give visibility to missions by increasing the information / communication with the members and friends of HFK and through web channels, in particular the site.

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### Tasks of the individual volunteer (or association of reference)

- Contact the referent of the volunteers with at least **3 months** in advance compared to the mission (prior knowledge and presentation curriculum vitae);
- Participate in cognitive / evaluative / training meetings according to the instructions and requests made by the referent (considered and decided upon by the group according to the type and origin of the volunteer);
- Wait for the HFK's ok to start the preparation of the trip;
- Bear the costs of travel and have willingness to contribute (according to their possibility) to the costs that the Pediatrics supports for the reception of volunteers;
- Have flexibility regarding the dates: availability to change start times / stay or postpone the mission depending on the needs of Pediatrics (for the summer months it is expected to have only 3/4 days a month where you can arrive or leave);
- Tasks and coaching: the task to be performed during the mission will be agreed with the reference that indicates the volunteer contact person on site;
- Inspect the provided material;
- Sign the volunteer Commitment document;
- Give willingness to carry luggage with urgent material for Pediatrics;
- Carry out the mission of service to the Pediatrics;
- Make written report of the mission and work carried out on the return to Italy;

### A VOLUNTEER NEEDS TO:

- Be over 18 years old;
- Have a good physical and psychologic status that would allow him/her to adapt in the environment and sociologic and sanitary conditions of the Hospital;
- Has to be highly motivated;
- Basic knowledge of French is preferred;
- Previous experience, professional or as volunteer, in helping or taking care of others;
- Study the general culture and habits of Congolese and the rules of the Pediatric hospital (or be available to learn it);
- Be able to approach a different culture without judging;
- Capacity of adaptation, hold of stress and auto control in situation like danger, conflict, seeing people suffering and / or dying;
- Be respectful toward people and rules;
- Be aware of the sanitary risks; gather information and know how to prevent diseases;

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