

Doctors For You -Volunteering Protocols

Doctors For You (DFY) is a pan India humanitarian organization with international presence and is working in various disaster hit zones since last 12 years. DFY focuses on providing medical care to the vulnerable communities during crisis and non-crisis situation, emergency medical aid to people affected by natural disaster, conflicts and epidemics. We are also committed to reducing disaster risk to human society by delivering trainings and capacity development in emergency preparedness and response. The work of DFY is guided by humanitarian principles of humanity, impartiality, and neutrality. It offers services and assistance to people based on need, irrespective of race, class, caste, religion and gender.

Doctors for You was founded in India in 2007, by doctors, medical students and like-minded people with a vision of "Health for all." Currently, DFY is working on various projects in four states of India involving health professional, Disaster Management Practitioners, Social Workers and Administrative Staff. Our organisation received several recognitions from various international communities for our contribution in the field of medical humanitarian response. DFY appreciates your support of our programs and community by volunteering your time with us and expect the following guidelines during your time with us as a volunteer.

Types of Volunteer associated with Doctors For You

DFY welcomes volunteers from time to time based on the requirement for specific profiles. Taking in any interns will be at the sole discretion of the organisation.

Medical Volunteers: Qualified Medical Officers, Nurses and other paramedic may be provided option to join DFY team as a short term volunteer from time to time. Common instances are in the immediate aftermath of a disaster. Medical Volunteers can be recruited also for specific short term project from time to time.

Specialised Volunteers: Volunteers with expertise in their respective field (Finance / Teaching / Admin /Operations/ Impact Assessment Experts/ Researchers) are given opportunity from time to time.

Community Volunteers: Community Volunteers are recruited from the community where the project is implemented for limited support from time to time.

All Volunteers have the right to:

- Work in a safe & healthy workplace, to know about unsafe work and to refuse unsafe work.
- A supportive environment in which to work and contribute.
- Effective and meaningful volunteer involvement practices.

- Have say about their work and ideas regarding their role or program.
- Provide feedback and receive feedback when requested and at regular intervals.
- Be accommodated for any ability needs in order to complete non-essential tasks of the role.

Volunteers have a responsibility to:

- Act with respect for the cause, community, organisation and its work.
- Act responsibly and with integrity.
- Fulfill the duties of the role as defined in the position description, efficiently and effectively
- Respect all policies of the organisation from HR, Against Sexual Harassment, Child Protection, Fraud and Corruptions etc.
- Notify their supervisor if they are unable to fulfil their duties or miss a shift.
- Recommend suggestions and changes if they determine any.

Program Responsibilities:

The program in which a volunteer is placed - DFY will have the responsibility of providing specific job training as well as supervision. The organisation, through program supervisor will also evaluate the volunteer's performance, behaviour and attendance.

The following section briefly outlines important policies for volunteers to be aware of and adhere to,

Record Keeping : Volunteers are required to help and support the DFY admin staff on a monthly basis by providing appropriate Volunteering hours. Record keeping is necessary to ensure required hours are being met and reference letters and/or certificates, if available, accurately depict the number of hours completed.

Volunteer Fees: Details pertaining to the Volunteer fees are project based and are shared before the association is finalised.

Time Commitment: DFY encourages Volunteers to commit time based on the individual Volunteers capacity. However a minimum commitment of 3 months is expected for any paid assignment.

Dress Code : Volunteer dress codes vary and are dependent on the requirements of individual roles. DFY implements a formal dress code. Volunteers may be required to wear official t-shirt while in the community. DFY will provide the same free of cost.

Speaking on Behalf of DFY: No volunteer may act as an official spokesperson for DFY. Volunteers are encouraged to promote DFY's work in formal and informal settings which do not include media interviews. If volunteers are asked to speak about their work with DFY at a formal event, they shall inform a staff member and seek information before doing so.

General Policies: Volunteers must notify their direct supervisor if they will be unable to fulfill a commitment for any reason; if the supervisor cannot be contacted, contact the supervisor's immediate manager. Volunteers are required to attend orientation to the organization and training relevant to the needs of their role to ensure they can perform their duties safely and effectively

Application and Responsibilities : DFY collects and uses personal information from volunteers to support respective program needs and for the following specific reasons:

- Application and recruitment process of volunteers.
- Maintaining contact with volunteers to ensure coverage of shifts and responsibilities and letting volunteers know of opportunities

Volunteer Resignation and Termination Policies

Resignation: Volunteers should provide their direct supervisor with written notice of their resignation. It is expected that volunteers will give a minimum of one (1) week notice. Volunteers are not obligated to provide a reason for resignation.

Termination: A Volunteer Contract may be terminated by DFY at any time for cause, without notice or fees in except payment of outstanding fees to the date of termination. Cause includes, but is not limited to any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination.

Most Common Questions: Hospitals for You App

- How do you vet the volunteers who provide services arranged through your app for in-person interaction or sensitive duties (such as driving someone, picking up prescriptions, etc.)?

The volunteers are involved in purely maintaining and verifying data on the application. This is a purely work from home assignment, involves making verification phone calls to healthcare facilities and feeding the information on web app. At no point of time does the volunteer interact or come in contact with the end user. Volunteers undergo 2 training sessions via video call / screen share under direct supervision of the team of managers for the same.

- Does your app include safety measures to protect the safety of both volunteers and those receiving assistance? If so, please describe these in detail.

The "HFY" app is a hospital finder app, which only provides details about the nearby healthcare facilities. The volunteers do not assist any user directly or indirectly, the volunteers job is to update and verify the data over phone calls and they do not involve in any assistance to patients or the public.

- In which location(s) do you expect your app to be used?

Mumbai/ Suburbs and Mumbai metropolitan region in India. This information is shown as a pop-up on the first install, and also mentioned in the Notifications Tab.

- Does your app include a disclaimer regarding the need for users to comply with local laws and health and safety requirements? If so, please provide us with the language and location of this disclaimer.

The disclaimer is part of FAQs: Navigation Drawer > Legal & Credits > FAQ

Web Link: <http://doctorsforyou.org/faq.php>

- Does your app include COVID-19 information in the app? If so, what are the sources of this information, and where are they cited in the app?

Our App does not provide any COVID-19 information in the app. Our app purely provides the healthcare facilities and the services provided under that facility. We do provide a section of Useful Websites under: Navigation Drawer > Websites & Resources which are government or WHO websites.