

FoD/HRDC-Volunteer Manual

Welcome you on board for volunteering at FOD/HRDC.

HRDC is the one and only program of the Friends of the Disabled (FOD), a non-governmental organization. The setting was initiated in 1985 by Terre des Hommes (TdH), a Switzerland based charitable trust specialized in children's issues. Its management was handed over to FOD by TdH in 1992. Since the very starting, FOD/HRDC has been serving children with physical disabilities by enabling their abilities so they can assert their rights for mobility and functional independence. FOD/HRDC is the leading treatment and rehabilitation program (now approved by the Ministry of Health and Population, Nepal Government) for providing comprehensive treatment and rehabilitation to children with physical disabilities.

The core purpose of FOD is changing the plight of children with physical disabilities through HRDC. Children and their guardians are attended with compassion and encouraged to actively participate in their therapies in whatever way possible. They are taught simple rehabilitation methods that can be followed-up at home. Additionally, they are educated on preventive measures that can be adopted in their communities to minimize disabilities in future.

Criteria for accessing treatment and rehabilitation at FOD/HRDC:

- Children with physical disabilities up to 16 years of age. However rehabilitation service is provided up to 18 years.
- Priority is given to children with physical disabilities from disadvantaged families.

Since October 1997, FOD shifted HRDC to its present permanent location in Janagal, Adhikari Gaon, Kavre District, about 25 kilometers east of Kathmandu in the Ugratara Village Development Committee on a small promontory to the south of Arniko Highway close to the enter point of Banepa Municipality. FOD/HRDC has been efficiently providing treatment and rehabilitation services from this complex since then.

Vision

Creating a society in which individuals (specially, children) with disabilities and their Guardians live as equal citizens with an optimum quality of life.

Mission

Provide comprehensive quality medical care, rehabilitation and facilities the integration into the society of these children with participation restriction due to physical challenges.

FOD/HRDC is connected to the Arniko Highway by approximately 1.2 km of the approach road with the capacity of 74 beds (37 in Main ward, 34 in Rehabilitation Ward & 3 in Intensive Care Unit) for treatment and rehabilitation intervention. FOD/HRDC is planning to increase the number of beds to 100 in near future as it has already obtained the government authorization. FOD/HRDC is the only institution consisting of a nationwide network for family based follow up care and social intervention carried out with the popularly accepted approach of Community Based Rehabilitation (CBR).

FOD/HRDC is the pioneer in applying *Ponseti* (serial casts) Technique for surgeries which has not only reduced the cost of clubfoot intervention in children (less than 4 years) but also shifted intervention from major to minor surgery. Also spine (especially, scoliosis) management has received focus through early identification and medical intervention for the past several years.

Disability management is a never ending process as disability type and nature changes its form as changes in society occur. It is in this context; FOD/HRDC is operating as the referral and tertiary centre with comprehensive management of children with physical disabilities and is intervening up to 18,000 cases every year.

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Volunteering Opportunities and Criteria:

"FOD/HRDC provides equal learning opportunities to in and out volunteers". Volunteers will be recruited and assigned in accord with the FOD/HRDC policy without regard to sex, race, religion, national origin, physical disability, or marital status.

Medical Services, Physiotherapy, Inpatient unit, Prosthesis and orthotic, Outpatient Consultations, Administration/Finance, Community Based Rehabilitation are the ranges where volunteers can be placed.

Normally FOD/HRDC intakes volunteers in (1) January, (2) April, (3) July and (4) October.

Before you are accepted into the program, you must:

- An application pack consisting cover letter with personal details indicating the clear demarcation for volunteering at FOD/HRDC Administration by 1st week of the intakes.
- Detailed CV
- Relevant testimonies
- Recommendation letter from your institute, college or university
- Receipt of payment for volunteering services and the cost is US\$400.00 for upto a month
- Receive approval letter from FOD/HRDC Administration

Upon acceptance into the volunteer program, you must agree to accept and abide by the standard terms and conditions set by the FOD/HRDC and the SoP. If in the opinion of the FOD/HRDC Administration and/or the supervisor of the department to which a volunteer is assigned, a volunteer displays conduct that is not in the best interests of the FOD/HRDC and its patients, the volunteer may be counseled and asked to leave.

You are cleared to start your volunteer service when the following items have been completed:

- You have completed an orientation session given by the administration
- You have met with or have spoken to a departmental supervisor and have set up a volunteer schedule
- You have notified the administration of your schedule and start date at least one week prior to the anticipated day.

On your first day of volunteer service you will receive the following:

- Information about NEPAL and FOD/HRDC
- Identity Card (We require two of your photographs)
- Instruction in the appropriate procedure for reporting absences
- Timesheet
- Apron (the cost of the apron is \$25 or equivalent and can be paid by means of cash.)

* Please note: All volunteers must report to the administration during regular business hours (Mon – Fri 8:30am – 3pm) to complete the above referenced items prior to their first day. Advanced notice is required so that we can prepare the necessary materials.

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Standard Operating Procedures

Attendance

Volunteers are expected to be prompt for their assignments and to sign in and out each day. When you arrive for your assignment, sign in on the daily attendance roster and on your own individual time sheet. Report to your departmental supervisor when you arrive and when you leave. At the end of your assignment, please be sure to sign out on your individual time sheet. Monthly and cumulative totals of hours of volunteer service will be calculated by the administration.

Hours for Volunteering

As a general rule, volunteers are assigned to work at regularly scheduled times each week, between the hours of 8:30am and 4:30pm.

Volunteers are not permitted to work in areas other than those to which they are assigned except with the permission of the FOD/HRDC Administration. If you wish to change your schedule, please proceed through the FOD/HRDC Administration only.

Absences

Please do not report for duty if you are sick or otherwise unable to carry out your assignment. If you must be absent for a day, call your departmental Heads as soon as possible and inform the FOD/HRDC administration.

Leaving Volunteer Service

When the time comes for you to leave volunteer service, please notify the FOD/HRDC Administration as soon as possible. Please be sure to return your identification badges on your last day of service. If you would like a letter of reference or other verification of your volunteer service, we will be happy to supply for you.

Apron

Volunteers are required to be in apron when they are on duty. Uniforms should be purchased from the FOD/HRDC Domestic Unit on the volunteer's first day of service. The cost of the uniform is \$25 or equivalent to Nepalese rupees. Payment can be made by cash or by cheque.

Volunteers are expected to keep their apron clean, neatly pressed and in good repair, and to report to the FOD/HRDC in proper uniform, clean, and well groomed. A neat and professional appearance is required.

Identification Badges

Every volunteer will be issued a FOD/HRDC identification badge upon payment of a certain charges. One should be worn it is clearly visible.

The identification badge should be worn at all time while the volunteer is on duty in the FOD/HRDC.

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The identification badges will be valid for stipulated date from the date they issued. Volunteers are responsible for arranging for the renewal of their badges if necessary.

Relationship with Staff

Each volunteer is a member of the FOD/HRDC and works under the general supervision of the Department Head and staff. When you receive your assignment, you will work under the direct supervision of a member of the staff of the department to which you are assigned. The staff member will be responsible for orienting you to the department, assigning your duties, pointing out any special restrictions or precautions, and for providing on-site supervision.

Volunteers must accept supervision gracefully and follow all instructions exactly as they are given. Ask questions if you have any doubts or reservations concerning a staff member's instructions.

Each volunteer assignment is designed to supplement and enhance staff functions in order to make each patient's stay at FOD/HRDC as pleasant and comfortable as possible.

Do not request medical advice, treatment, drugs or supplies from the staff of the FOD/HRDC. If you become ill or are injured while on duty, notify your departmental Heads and the administration at once. If medical treatment is necessary, the administration will connect you to the appropriate service provider.

Volunteers should not attempt to provide any form of professional or medical services to patients. If a patient needs medical or nursing attention, inform the staff of the department at once.

Infection Control

All members of the HRDC Staff, including volunteers, must cooperate in controlling the spread of infection. Procedures for the control of infection are designed to minimize the spread of infection from:

- patient to patient
- patients to personnel (including volunteers)
- personnel to patients

Hand Hygiene Instructions for Volunteers in Patient Care Areas

Volunteers who select assignments that involve direct patient contact (Nursing, Physical Therapy, Occupational Therapy, and Out Patient Department etc.) must adhere to the additional hand hygiene requirements as follows:

- Finger nails are to be neatly trimmed and maintained at a reasonable length

Isolation

It is also important that you recognize isolation areas and do not enter isolation rooms unless you have received explicit permission

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Certain areas of the HRDC should not be entered without special precautions. These areas include the Operating Room, the Recovery Room and the intensive care unit (ICU)

Gloves, Masks, and Gowns

At times and in certain areas of the HRDC, you may be required to wear disposable gloves, masks and/or gowns. Universal Precautions to be used in the care of patients. If you have any questions about the proper use or disposal of these items, please ask the nurse on duty.

Don'ts

- Do not report for volunteer service if you are sick, especially if you have a fever, diarrhea, or a skin infection.
- Do not eat or drink in a patient's room.
- Do not eat or drink anything from a patient's tray.
- Do not enter an isolation room unless you first check with the nurse.
- Do not attempt to clean up spilled specimens.
- Do not handle needles.
- Do not touch any item that may be contaminated with blood and/or body fluids.

If you have any doubts about your safety or about procedures for infection control, please ask the nursing staff on duty.

Other Safety Hazards

Various areas in the HRDC contain hazardous biological, chemical and radiological hazards. As a volunteer, you will not be assigned to areas or functions in which you may be exposed to these hazards. If you have any doubts concerning your safety or the safety of others, please report your concerns to the departmental Heads at once. Do not attempt to clean up any spilled or soiled material. Report all safety hazards immediately.

Accidents

If you have an accident of any sort - spill a specimen, damage HRDC property or equipment, cause an injury to a patient - do not attempt to correct the situation yourself. Instead, notify your departmental Heads and the administration immediately.

Notify your departmental Heads and the administration at once if you witness an accident or unusual incident at the HRDC or if you observe any safety or health hazard.

Smoking and others

Smoking is strictly prohibited in all areas of the HRDC. Volunteers should not smoke while on duty in any area of the HRDC. It is not expected to see gambling, drinking alcohol, relaxing, sleeping etc inside the HRDC premises.

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Gratuities

Volunteers should not accept/offer money or gifts of any significant value from patients or their families. You might make a donation in the name of FOD/HRDC so that we could utilize it without any biasness.

Confidentiality of Information

Patients have a right to expect that any information about their medical history, condition, or treatment will be held in the strictest confidence. Volunteers must respect this right and must never share information about any patient with anyone outside HRDC.

Lockers

The assigned lockers may be used to store personal belongings. Volunteers wishing to use the lockers, may incur some additional charges, should bring their own locks. Please use the lockers only while you are working as a volunteer. FOD/HRDC is not responsible for the loss or theft of property left unattended. Any loss or theft should be reported promptly to the FOD/HRDC Administration.

Canteen

In appreciation of your valuable service to FoD/HRDC, the administration has arranged for you to receive meals/snacks in the canteen at a reasonably subsidized rate.

Pre-paid Meal coupons are available in the cash counter: Monday – Friday from 8:30am – 3pm.

Photography:

Any photography inside the HRDC premise is allowed only after permission from Administration. It is not permissible to publish HRDC photographs without written permission from the HRDC authority.

Reporting:

At the end of the completion of volunteering it is compulsory to submit a report along with stories of at least five children in a printed form and a soft copy.

All the volunteers will be awarded a certificate of appreciation at the completion of his/her tenure.

Thank you!!!

FOD/HRDC ADMINISTRATION