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# BAYANIHAN PARA SA

# KAUNLARAN



**PHILIPPINE STANDARDS  
FOR VOLUNTEERING FOR DEVELOPMENT**

This publication is a localized version of the **Global Standards for Volunteering for Development (GSVD)** which was developed by the **International Forum for Volunteering in Development (FORUM)**.

Published by the **Philippine Coalition on Volunteerism (PhilCV), Inc.**

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**PhilCV** is a consortium of SEC-registered volunteer-involving/engaging organizations (VI/EOs) committed to unifying VI/EOs and to influencing policies on volunteering for development (VfD).

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# MESSAGE



**ASEC. CARLOS BERNARDO O. ABAD SANTOS**  
**Assistant Secretary, NEDA**

*Chair, Multi-Sectoral Advisory Board (MSAB) of  
PNVSCA*

version of the Global Standard for Volunteering for Development has been crafted through the initiative of the Philippine Coalition for Volunteerism, Inc. (PhilCV). We appreciate the series of consultations done with various public and private stakeholders of the voluntary sector to make sure that the Standards are developed in the context of the Philippines.

The publication of the Philippine Standards for Volunteering for Development (PSVD) is indeed timely as it guides volunteer involving organizations in organizing and governing their volunteers in the implementation of the development programs. With organizations becoming more proactive in extending support and assistance during non-disaster and emergency-response situations, the PSVD will surely help organizations implement their volunteering activities efficiently and effectively.

We, the Multi-Sectoral Advisory Body (MSAB) of PNVSCA, reiterate our commendation to PhilCV and its partner agencies for developing the Philippine Standards for Volunteering for Development to provide standards and benchmarks for organizations in mobilizing volunteering activities.

It is our aspiration that through the Standards, it will pave the way to create a strong foundation and partnership between government agencies, VIOs and volunteers in promoting and making volunteerism a way of life for every Filipino.

It has been the commitment of the government to coordinate, facilitate and encourage the participation of the voluntary sector in the promotion, utilization, and recognition of volunteerism in national development and international cooperation (Sec.7 of RA 9418). To carry out this commitment, the Philippine National Volunteer Service Coordinating Agency (PNVSCA) has worked with local and international volunteer service organizations and local partner institutions to provide an enabling and conducive environment for volunteer work. The government, through PNVSCA, also recognizes the complementary efforts, and support and cooperation of the volunteer involving organizations and the private sector.

As we face the challenges of the Fourth Industrial Revolution amidst a vulnerable, uncertain, complex and ambiguous world especially in this time of the pandemic, volunteerism as a cross-cutting development strategy can be maximized to contribute to our organizational and collective development goals. We are therefore very pleased that a local

# MESSAGE



**DONALD JAMES D. GAWE**

*Executive Director*

Philippine National Volunteer Service  
Coordinating Agency (PNVSCA)

Volunteerism has long been ingrained in the Filipino culture. It has helped to harness citizen participation and is considered as an important mechanism towards social development. Over the years, more and more individuals and groups are engaging in volunteer work not only in the implementation of development projects and activities but also during disasters and calamities especially at this time of the pandemic. Thus we see the need for a set of volunteering standards that will guide volunteer managers and volunteer involving or engaging organizations (VI/EOs) to maximize the volunteers' contributions by aligning their efforts to the country's development priorities.

It is for this reason that we commend the Philippine Coalition on Volunteerism, Inc. (PhilCV) for coming up with the Philippine Standards for Volunteering for Development (PSVD) which will serve as guide for VIOs to ensure that their interventions are aligned with the Philippine National Agenda as well as the United Nations (UN) Sustainable Development Goals, while at the same time ensuring that the communities

they serve are protected and volunteers are given proper care and management. The publication of the PSVD is indeed timely as we see an increasing number of VI/EOs that are planning to move towards volunteering for development.

PNVSCA is glad to have taken part in the enhancement of this Guide. We also thank all our partners and stakeholders who have given their inputs and shared their experiences, which reflects their support and commitment in volunteerism.

As the government agency mandated to promote and advocate volunteerism as a cross-cutting development strategy, PNVSCA strongly encourages all volunteer involving and engaging organizations to use the Standards such that they may be able to assess their current initiatives, recognize their strong points and best practices which they may share to other organizations; and identify capacity gaps and areas for continual improvement, and eventually pursue their efforts towards volunteering for development. We also hope that the Standards will guide government agencies and local government units when they engage VI/EOs in their volunteer programs.

# MESSAGE



**JAMES O'BRIEN**  
*Executive Director*  
International Forum for  
Volunteering in Development  
(FORUM)

Volunteers are a unique and powerful force in development cooperation, especially when they are well prepared and supported, and when they contribute to projects that are defined and designed in equitable collaboration with the local communities they serve. That is why good practice standards for volunteering are so important.

Bayanihan: Philippine Standards for Volunteering for Development (BPSVD) which has been developed by our colleagues in PhilCV, draws on and localises the Global Volunteering Standard. In 2016, The International Forum for Volunteering in Development (commonly known as Forum) set out to create The Global Volunteering Standard. To do this we led a global, collaborative effort that has drawn on expertise and wisdom of several hundred people and organisations from 80 countries who are working across the volunteering for development sector and beyond. This includes valuable input and advice from the Philippines Coalition for Volunteering (PhilCV). By actively engaging a wide range of stakeholders throughout the process of developing, piloting, and reviewing the Global Standard, this resource has truly been developed by the volunteering sector, for the volunteering sector.



**RAHIM HASSANALI**  
*Global Leadership Manager and  
Project Coordinator*  
Forum Standards Working  
Group, VSO

We recognise the work of PhilCV and a wide range of colleagues in the Philippines, who have localised Forum's work in this area for the particular national context of the Philippines. In being localised, the Global Standard can maximise its reach and impact across different regions and countries. Our hope is that this localised version of the Global Standard supports volunteer involving organisations across the Philippines to advance good practice towards a greater degree of responsible and impactful volunteering for development.

The work of agreeing and setting standards is an ongoing process. We note some areas of divergence between the Global and Philippine Standards, and we commit to working closely with PhilCV and colleagues in the Philippines towards greater convergence. In particular, the Global Volunteering Standard includes a strict prohibition on volunteering in orphanages. This prohibition is based on the well-documented reality that orphanage care is harmful to children and orphanage volunteering increases this harm. Divestment from orphanage volunteering cannot, and should not, happen overnight, and we call for future editions of the standard to align with the Global Volunteering Standard on this issue.

Forum commits to offering continued support to PhilCV and its members in utilising the Global Standard, and in sharing upcoming tools and resources linked to the Global Standard that facilitate learning and improvement for all volunteer involving organisations. We wish you and your community all the best in your volunteer journey.

# MESSAGE



**MAXIMILLAN G. VENTURA**

*PhilCV Chair*

As in all journeys, it started with a realization and an intent.

A realization that volunteering is an integral expression of our being social beings. Regardless of ethnicity, belief, gender or social and economic standing, the spirit of volunteerism is an impulse that is easily triggered by the levels of inequality and need in our society. This same spirit stems from the recognition that as a community, we need to work together in alleviating each other's conditions or we shall perish together.

However, we can no longer rely of simple impulses and goodwill of individuals. For the sake of sustainability and preserving gains won, this spirit would need to be channeled in a more organized and directed work. Since then, various volunteer involving organizations (VIOs) have begun to flourish as they provide venues for expression of this goodwill. This has become our

intent; to encourage the continuation of the good work that has been done by our volunteers.

In December 2018, the Philippine Coalition on Volunteerism (PhilCV), Inc. hosted the Global Volunteering for Development Workshop which was spearheaded by the International Volunteering in Development. It is through this workshop that the Philippine VIOs were able to define Volunteerism for Development and identify the indicators that would show how to become more developmental in its approach in volunteering. This culminated in a final workshop that drafted the Global Standards for Volunteering for Development.

This document is our attempt to further localize these standards to better reflect the volunteering milieu in the Philippines. It captures the vibrancy of volunteering in all of its expression, coming from the non-profit and corporate sectors. It is our hope that through this document, we would be able to encourage all volunteer involving organizations to truly work for a more sustainable and long-lasting impact in our community.

Let us continue to tap the spirit of volunteerism among Filipinos and wield it as a potent tool for national development.

# MESSAGE



**CAMILLE B. BUENAVENTURA**

*PhilCV President*

Internal CSR Manager, San Miguel Foundation, Inc.

The Philippine Coalition on Volunteerism (PhilCV) has always strived to unify and synergize volunteer organizations to advocate and influence policy on volunteering for Philippine development. One such advocacy is the promotion of Volunteerism for Development among the volunteer-involving/engaging organizations (VI/EOs). We truly believe that the volunteer expressions of the Filipinos are but seeds towards a more meaningful and enduring social outcome that is responsive to the needs of our times.

This Philippine Standards for Volunteering for Development is but a first step towards that direction. We believe that the core pillars and principles of the standards shall encourage several volunteer efforts to consider moving towards a more developmental approach. We are emboldened by the prospect that more and more VIOs would gravitate towards refining their target and work towards a collaborative, volunteer-conscious, and community-based approach to programs aligned with the national and international sustainable goals.

We at PhilCV are also gearing up our services to help the various VIOs to attain the status of Volunteerism for Development. We are currently working with our members to fine-tune our training opportunities, discussion boards, and membership outreach to cater to the needs of the various VIOs as they continue to grow in their influence and participation in national development. Strengthening our ties and partnership with the Philippine National Volunteer Service Coordinating Agency (PNVSCA) has allowed us to align ourselves and that of our members to the national agenda.

It is our fervent prayer that PhilCV, through all its members and partners, shall be able to finally see the Philippines with vibrant and socially responsible volunteerism.



Republic of the Philippines  
National Economic and Development Authority

PHILIPPINE NATIONAL VOLUNTEER SERVICE COORDINATING AGENCY

PNVSCA MULTI-SECTORAL ADVISORY BODY  
RESOLUTION NO. 01-2021

**APPROVING THE PROMOTION OF THE PHILIPPINE STANDARDS FOR VOLUNTEERING FOR DEVELOPMENT (PSVD) ENTITLED “BAYANIHAN PARA SA KAUNLARAN” FOR VOLUNTARY IMPLEMENTATION OF VOLUNTEER-INVOLVING ORGANIZATIONS (VIOs)**

*Whereas*, in accordance with R.A. 9418 or the Volunteer Act of 2007 and its Implementing Rules and Regulations, the Multi-Sectoral Advisory Body (MSAB) was reconstituted in January 2010 to assist the Philippine National Volunteer Service Coordinating Agency (PNVSCA) in policy review and formulation and strengthening linkages between and among volunteer groups;

*Whereas*, the PNVSCA MSAB is composed of permanent representatives from the government and representatives from the private sector that serve on two (2) year term;

*Whereas*, the Philippine Coalition on Volunteerism, Inc. (PhilCV) recently drafted the Philippine Standards for Volunteering for Development (PSVD) which aims to localize the “Global Standards for Volunteering for Development” (GSVD) and serve as a guide for volunteer-involving organizations (VIOs) to ensure that their interventions are aligned with the United Nations (UN) Sustainable Development Goals (SDGs) and that the communities they serve are protected and volunteers are given proper care and management;

*Whereas*, the PSVD is designed for VIOs that have actively pursued the accomplishments of the Philippine National Agenda as well as the SDGs through a more organized and programmed response; and aims to further encourage VIOs to pursue volunteerism for development, help identify areas for improvement for the VIOs, and motivate other volunteer efforts to move towards volunteering for development;

*Whereas*, PNVSCA took an active role in developing the PSVD by providing inputs and generating comments from various stakeholders, such as the NEDA Regional Offices (NROs), national government agencies/government owned and controlled corporations (NGAs/GOCCs), local government units (LGUs), and local and international volunteer-service organizations (VSOs);

*Whereas*, in the MSAB meeting held on 29 July 2021, PhilCV presented the highlights of the PSVD which was eventually approved by the Body for endorsement for voluntary implementation of VIOs but stressed that the Standards should not be used by PNVSCA for accreditation purposes;



*Whereas*, the Body further agreed to assign the following tasks to PNVSCA and PhilCV;

**a. For PNVSCA**

- Endorse and promote the Standards to accredited VIOs, partners and stakeholders;
- Submit feedback report after 2 years of implementation;
- Integrate the Standards in the awards and recognition program (SOV/SOCV); and
- Provide capacity-building to VIOs, when necessary.

**b. For PhilCV**

- Integrate additional comments from PNVSCA and MSAB and finalize the document;
- Endorse and promote the Standards to members and partners;
- Draft second edition after 2 years of implementation based on feedback from the stakeholders; and
- Provide capacity-building to VIOs, when necessary.

**NOW, THEREFORE**, the members of the MSAB duly represented by the Chair **RESOLVE, AS IT IS HEREBY RESOLVED**, to approve the promotion of the use of the Standards to VIOs for voluntary implementation and assign the abovementioned tasks to PNVSCA and PhilCV.

**RESOLVED FURTHER** to request the Regional and Local Development Councils to assist the PNVSCA and the PhilCV in promoting the Philippine Standards for Volunteering to VIOs in their areas to ensure an impactful volunteering efforts.

**APPROVED**, this 1<sup>st</sup> day of October 2021 in Quezon City, Philippines.

Approved:



**CARLOS BERNARDO O. ABAD SANTOS**

Assistant Secretary

National Economic and Development Authority - Policy and Planning Group  
Chair, PNVSCA-MSAB

Attested:



**DONALD JAMES D. GAWE**  
Executive Director, PNVSCA  
Vice Chair, PNVSCA-MSAB

# ACKNOWLEDGEMENT

This document is a product of several minds that came together with the hope of championing “Volunteerism for Development” in the country.

We are grateful for the funding support from VSO Philippines and AIA Philippines, without which, the development of this document would not have been possible.

We are thankful for the full support that the Philippine National Volunteer Service Coordinating Agency (PNVSCA), Director Donald James D. Gawe and staff who have provided us with valuable inputs and insights in the drafting of the Philippine Standards for Volunteering for Development.

We would also like to thank all those who took the time to comment on the various drafts of this document.

## **First Draft**

- a. Jesuit Volunteers Philippines Foundation, Inc.
- b. Josefa Segovia Foundation, Inc.
- c. Kaisa Para sa Kaunlaran, Inc.
- d. AIA Philippines
- e. TELUS International Philippines, Inc.
- f. Uygongco Foundation, Inc.

## **Second Draft**

### **A. PhilCV Member Organizations**

- Associate Missionaries of the Assumption (AMA) Philippines, Inc.
- Hands on Manila (HOM) Foundation, Inc.
- Josefa Segovia Foundation (JSF), Inc.
- Kaisa para sa Kaunlaran, Inc.
- LBC Hari ng Padala Foundation, Inc.
- Manila Water Foundation, Inc. (MWF)
- Philippine Network of VOICE Volunteers, Inc. (PNVV/VOICE Network)
- Ronald McDonald House Charities (RMHC) of the Philippines, Inc.
- Virlanie Foundation, Inc. (VFI)

### **B. National Government Agencies (NGAs)**

- Overseas Workers Welfare Administration (OWWA)
- Philippine Information Agency (PIA)

### **C. NEDA Regional Offices (NROs) and BPDA-BARMM**

- BPDA-BARMM
- NEDA CAR
- NEDA CARAGA
- NEDA Region I
- NEDA Region II
- NEDA III
- NEDA IV-A
- NEDA IV-B
- NEDA Region V
- NEDA Region VI
- NEDA Region VII
- NEDA Region X
- NEDA Region XII

#### **D. Local Government Units (LGUs)**

- Balayan, Batangas
- Bauan, Batangas
- Bolinao, Pangasinan
- Dagupan City
- Lemery, Batangas
- Morong, Rizal
- Munai, Lanao Del Norte
- Provincial Government of Bulacan
- Provincial Government of Oriental Mindoro
- Provincial Government of Sorsogon

#### **E. Volunteer-Service Organizations (Local and International)**

- International Forum in Volunteering for Development (Forum)
- Filipino United Nations Volunteers Association (FUNVA)
- Global Initiative for Exchange and Development (GIED)
- Japan International Cooperation Agency (JICA)
- Korea International Cooperation Agency (KOICA)
- Konkokyo Peace Activity Center in Formation Office (KPACIO), Inc.
- Maranao People Development Center (MARADECA), Inc.
- National Youth Volunteers Coalition, Inc. (NYVC)
- Samahan ng Kabataang Boluntaryo ng Pilipinas (SKBP)
- United States Peace Corps (USPC)

We would like to thank the members of the Technical Working Group and Advisers who helped finalize this last draft, namely:

Grace Aguilin-Dalisay, PhD. , Ma. Pia Paz Gan Uygongco  
Timothy G. Gabuna and Joyce Mabelle Talag.

We also want to thank PhilCV former Trustees, Maloy Tiongson and Marie Angeles for helping us drive the initial work entailed for the localization of the GSVD.

Lastly, we thank all members of PhilCV, Board of Trustees and Secretariat for their time, support and inputs; to our Board who tirelessly reviewed the drafts and provided direction for the project: Maximillan Ventura of AIA Philippines, Camille Buenaventura of San Miguel Foundation, Phoebe Lynn Carrera of TELUS International Philippines, and Arlene Mahinay of VSO Philippines, who coordinated the development of this localized version of the Global Standard, to make one for the Philippines.

# TABLE OF CONTENTS

Introduction	01
Volunteering in the Philippines	05
Bayanihan para sa Kaunlaran	06
Differences with the Global Standards for Volunteering for Development	07
Operational Definition of Terms in the Standards	08
How to Use the Standards	10
Standards for Regular and Embedded Volunteer Engagement (REmVE)	17-33
Standards for Employee Volunteer Engagement (EVE)	36-43
Standards for Activity-based Volunteer Engagement (AVE)	45-50
Evaluation Forms	
a) REmVE Form	53-69
b) EVE Form	72-78
c) AVE Form	80-84

This document is for volunteer-involving and engaging organizations (VI/EOs) that are implementing development programs. The work of these VI/EOs are characterized by an organized and directed deployment of volunteers with measurable targets and expectations that are linked with the national development agenda or the sustainable development goals. The standards are aids for the VI/EOs to determine areas for growth and program implementation for more impactful results, not only to the community they serve but also to the volunteers they deploy.

## **INTRODUCTION**

Volunteerism is an international phenomenon with expressions differing from each country; influenced by their cultural norms. Here in the Philippines, community members assisting a neighbor in need was such a natural occurrence that it was more of a norm than an exception, especially among indigenous communities. Over the years, as development interventions by the private sector and the non-government sectors gained more footing, volunteerism was invigorated, as people found channels within the non-government organizations (NGOs) and a few select government agencies to express their desire to also help the vulnerable and other marginalized sectors of society. This is a clear indication that as a people, we see each other as one community called to help others improve their quality of life.

In 2019, the International Forum for Volunteering in Development gathered top volunteers involving/engaging organizations worldwide, including the Philippine Coalition on Volunteerism, Inc. (PhilCV), to draft the Global Standards for Volunteering for Development (GSVD). The standards serve to guide volunteer-involving/engaging organizations (VI/EOs) to not only focus and align their interventions with the United Nations' Sustainable Development Goals, but also ensure that the communities they serve are protected, and proper care and management of volunteers are considered and observed.

The following document is PhilCV's effort to localize these global standards as it responds and pertains to the volunteering experience and practice in the Philippines. The impact of the COVID-19 pandemic was also considered in this document with the inclusion of institutionalizing health protocols to adapt to the new normal of doing volunteerism activities.

### **BASIS OF THE GLOBAL STANDARDS**

The Global Standards is established based on three solid foundations that support volunteering in development, namely:

#### ***Primacy of the Community***

The needs and active participation of the community in laying out and implementing the development plan are central to the standards. True development can only be achieved with the involvement and willingness of the community in taking stock of their situation and changing their circumstances. The standards also emphasize the need to consider sensitivities to diversity and inclusion which may be present in the organization or in the communities where the volunteer is deployed.

#### ***Volunteers***

The care and personal growth of volunteers are also one of the underlying foundations of the Global standards. The volunteers' overall well-being including physical and emotional safety, and recording their contribution to the development agenda are underscored; as well as the need to be sensitive to the diverse backgrounds these volunteers are coming from. The standard calls attention to the volunteer as an individual that must also be acknowledged, respected, and find growth from the experience.

### ***Sustainable Development Goals (SDGs)***

Established by the United Nations and adopted in 2015, this is a set of universal goals that meet the urgent environmental, political and economic challenges of the world. Each of the goals interconnect to the point that success of one affects the success of others; not leaving anyone behind.

### **CENTRAL PILLARS OF THE STANDARDS**

Arising from the foundations are three pillars that support and serve as the rationale for the standards. These serve as the backbone for the development intervention involving volunteers. It is from these that the development plans are measured for its effectiveness and responsiveness to the situation being addressed:

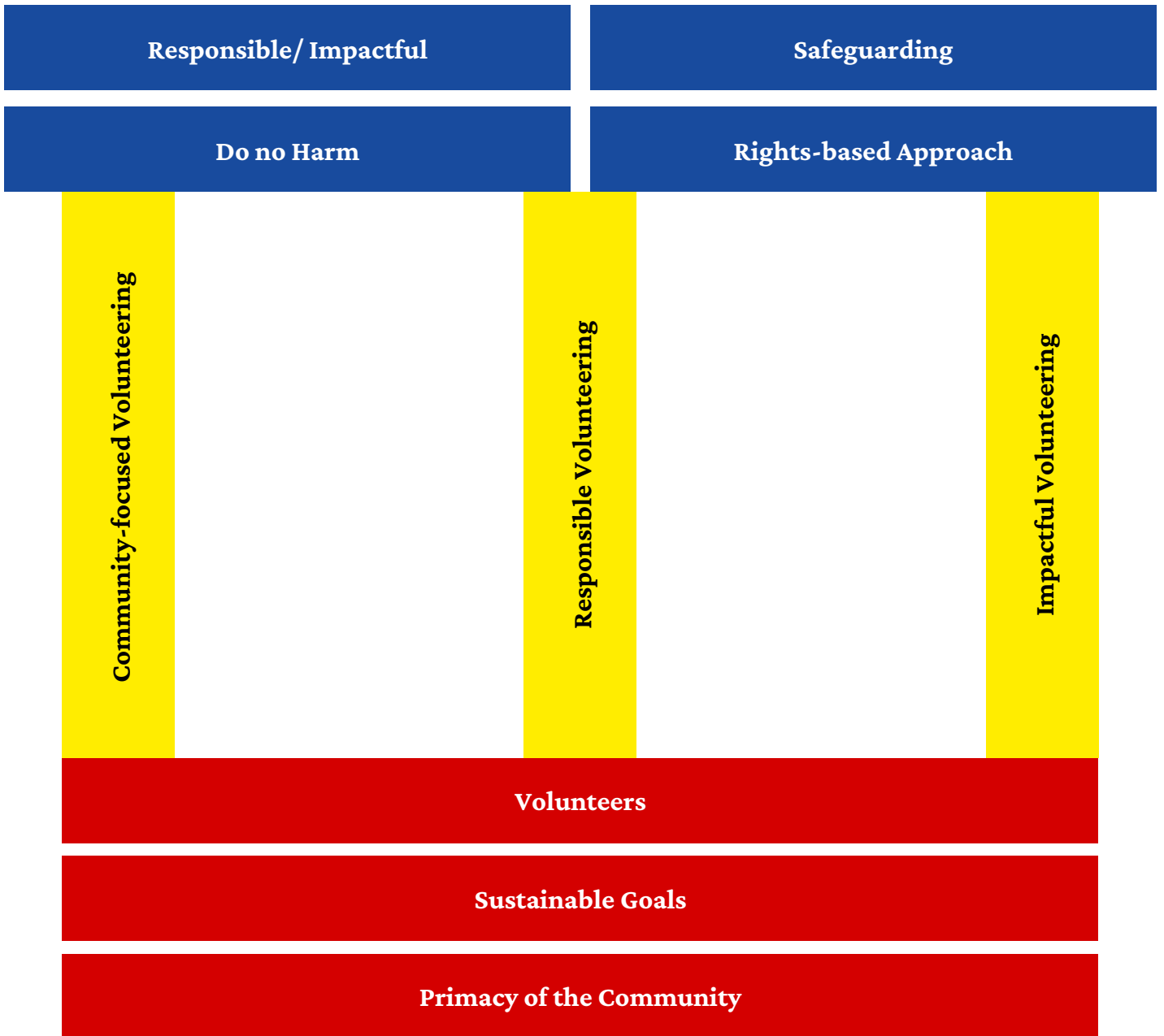
<b>Community-focused Volunteering</b>	<b>Impactful Volunteering</b>	<b>Responsible Volunteering</b>
Draw on skills of volunteers to work alongside people and communities to improve quality of life and support capacities to address poverty, inequities and inequalities in line with the Philippine Development Plan (PDP) and the SDGs. Programs and plans are community focused and involves participatory volunteering.	Delivers measurable and sustainable improvements for the vulnerable and marginalized communities that are aligned with the Philippine national agenda and SDG goals. It also considers growth of the volunteers through their experience of providing time, talent and treasure to the program or project.	Volunteering activities are locally identified and designed to respond to the needs of the communities as defined by the communities. Volunteers are selected and prepared to deliver impact in equal partnership with the communities. Hence, no harm must come from the volunteers that may affect the community and the area's natural resources and ecosystems. Volunteering must be done in a gender and culturally sensitive and transformative approach.

### **PRINCIPLES OF THE STANDARDS**

The foundational philosophy of the GSVD stems from 4 basic principles, namely:

<b>Do no harm</b>	<b>Rights based Approach</b>	<b>Responsible and Impactful</b>	<b>Safeguarding</b>
Prevent any negative effects that may be inadvertently caused by providing a volunteer or service to a community, their members, and even the volunteer before, during and after the project.	Go beyond 'charity' and design and deliver projects to promote and protect human rights to empower the people.	The actions of the organization respond to the short and long-term effect of the program/project of all stakeholders.	Recognizes the right of everyone to feel safe from violence and abuse. Especially, to ensure the protection of children and vulnerable adults from sexual exploitation and abuse.

*Volunteerism for Development Structure*



## **FOUR MAJOR THEMES OF THE GLOBAL STANDARDS**

In compliance with the Global Standards for Volunteering for Development (GSVD), the Philippine Standards on Volunteerism for Development (PSVD) follows the four major themes prioritized by the International Forum for Volunteering in Development (FORUM):

### **A. Designing and Delivering the Projects**

**Commitment:** Communities, organizations, and volunteers are expected to be involved in collaboratively-designing and effectively delivering Volunteering for Development projects which respond to community needs and deliver impact and sustainable outcomes.

**Scope:** This must be met by any organization or partner that has a role in designing or delivering Volunteering for Development activities. It provides a framework for the impactful and responsible design and delivery of these activities throughout the project cycle.

### **B. Duty of Care**

**Commitment:** The community can expect that the organizations, and the people associated with them, will protect and will allow no harm to come to anyone in the community in which they operate, whether volunteers or local community members. Organizations recognize that they have a duty of care not to cause nor fail to prevent psychological or physical harm to volunteers, employees, and other associates.

**Scope:** This must be met by any organization and partner working in a community with volunteers for any duration to ensure community members and volunteers are kept safe and free from harm.

### **C. Managing Volunteers**

**Commitment:** Volunteers can expect to receive preparation briefings, training, and support which ensures effective, impactful and ongoing engagement in supporting the development efforts locally and internationally.

**Scope:** This will apply to volunteers as well as to the organizations that engage and work with them. It will apply to local, national, and international volunteers. This provides a supported and structured framework for all stages of the volunteer journey.

### **D. Measuring Impact**

**Commitment:** Communities, funders and other stakeholders can expect that the intended impact of our project is identified by the community before the start and is tracked throughout, using information and insights from the community, volunteers and other relevant stakeholders. Project success is defined by the community.

**Scope:** This will apply to organizations, partners, volunteers and communities working together to measure the impact of Volunteering for Development activities. This also provides a framework for continuous learning and improvement, which in turn will inform future project design and planning.



## VOLUNTEERING IN THE PHILIPPINES

The International Forum for Volunteering in Development (Forum) defines a volunteer as:

*“Any person donating his/her time to help others, who has some form of agreement with an organization. It refers to anyone of any age or level of experience, long-term or short-term, working internationally or nationally, with allowances or not. It does not refer to community-based volunteers working without a formal structure or citizen activists.”*

The Philippine Republic Act 9418, also known as “Volunteer Act of 2007” defines a volunteer as:

*“An act involving a wide range of activities, including traditional forms of mutual aid and developmental interventions that provide an enabling and empowering environment both on the part of the beneficiary receiving and the volunteer rendering the act, undertaken for reasons arising from socio-developmental, business or corporate orientation, commitment or conviction for the attainment of the public good and where monetary and other incentives or reward are not the primary motivating factors.”*

The law further states that the activity the volunteers would be involved in:

- a. Not primarily undertaken for financial gain
- b. Is undertaken voluntarily, according to the individual's own free will [1]; and
- c. Is not just for immediate family and friends, but for the benefit of a wider community or society at large [2]

**Volunteering in the private sector:** Volunteers can come in many forms. They may be students or fresh graduates who do some volunteer work before seeking employment. They may also be professionals who seek activities separate from what they do as employees to participate in their company’s Corporate Social Responsibility (CSR) activities, or they may be retirees who want to remain active and useful to the community where they live or to their country. Regardless of the form, these are well-intentioned individuals that seek to do their part in helping their society.

Another feature of volunteerism is the rise of corporate foundations that also echo and support the various interventions of the developmental non-profit sector. These foundations not only implement their own programs but also become a conduit for employees of the corporation to volunteer. There are many reasons why corporations implement or encourage their employees to volunteer; for some, volunteerism is a way to foster teamwork and bonding among employees, while for others, it is a way for employees to participate in the corporation’s commitment to give back to society. Whatever the reason, these have become valid expressions of volunteerism in the country.

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[1] Actions that are undertaken to fulfill an academic or professional requirement are not volunteer work.

[2] Coming together to raise funds to pay for a friend or family member’s hospital bill are some examples of these activities that are not considered as volunteer work.

**Volunteering in the public sector:** Volunteerism in the government sector (national and local) is enjoined by the Philippine Civil Service Commission (CSC)[3], encouraging all heads of agencies to establish and implement a volunteer program. This aims to provide an opportunity for government employees to express and actualize their motivation and desire to help, particularly to the development of the identified communities or marginalized sectors where volunteer efforts are needed.

Volunteering can be a spontaneous action or individual initiative, e.g., volunteering during a disaster or accident. There is no employment commitment on the part of the volunteer; in some cases, there may not even be a formal organization to work with. In contrast, a formal volunteering program has clearly defined and planned activities; it has structures to implement its programs, and it engages with other organizations and institutions to achieve its social development goals. Volunteers are recruited to bring in their skills and services. [4] It is in the second expression that the standards would apply.

Localizing the standards to the Philippine context would entail capturing the spirit of these different variations of volunteering for development and leveling it up to the global expectation of volunteerism. The standards are concerned with volunteering-involving and engaging organizations (VI/EOs) that are committed to responding to the developmental needs of communities. These organizations are established development actors in society that have been performing sustained, focused, and directed interventions geared towards sustainable development. PhilCV, with funding and input support from the Voluntary Service Overseas, Philippines (VSOP) and the Philam Foundation, undertook the project of localizing the standards to help VI/EOs in the Philippines rise up to the level of the international volunteer community.

## **BAYANIHAN PARA SA KAUNLARAN**



The imagery of volunteerism in the Philippines has been captured in the concept of "Bayanihan", immortalized by the painting of Fernando Amorsolo in 1962. In the painting, community members carry a neighbor's house onto their shoulders in order to assist in transferring to a new and presumably, better condition. "Bayanihan" refers to a spirit of communal unity, work and cooperation to achieve a particular goal [5]. The suggestion to use "Bayanihan" to refer to volunteerism was made by representatives of the National Economic and Development Authority (NEDA) when the second draft of this

Philippine National Volunteer Service Coordinating Agency (PNVSCA) for its partners' comments. While there was no objection, the PhilCV Board decided to secure other opinions to convey what it truly wants with the use of the standards.

[3] Civil Service Commission Memorandum Circular no. 23 s. 2012

[4] Taken from the "Volunteer Program Management and Development" made by the Voluntary Service Overseas Philippines (VSO)

[5] The Bayanihan Spirit: <https://themixedculture.com/2013/09/25/filipinos-bayanihan/>

Dr. Grace Aguilung-Dalisay, Psychology Professor from the University of the Philippines -Diliman and President of the Philippine Network of VOICE Volunteers (PNVV-VOICE) opined that while “Bayanihan” refers to the spirit of volunteering, an act of individual kindness, it does not necessarily reflect formal or organized volunteering for sustainable development that adheres to certain standards of volunteer action. Timothy Gabuna, Trustee of the PNVV-VOICE added that volunteerism should rise above the “feeling good” aspect and towards a more directed and developmental endeavor. He asserted that a development volunteer should:

- a. Belong to a group
- b. Be trained, oriented and prepared for deployment; and
- c. Signed a contract with a volunteer-involving organization
- d. Follow certain standards in the performance of duties to be impactful and responsible volunteers

To this, PhilCV is presenting “*Bayanihan Para sa Kaunlaran*”, to represent that new volunteering spirit that is geared towards a more directed and planned action that contribute to society. “*Bayanihan Para sa Kaunlaran*” conjures the image of coming together for purposeful action with a clear goal in mind. “*Kaunlaran*” or development not only depicts progress but also inclusivity and expansiveness, which highlights the importance of everyone’s role in achieving our ideal society. The term captures the Philippine perspective and at the same time embodies the international call for volunteerism for development; the kind of volunteerism that reinforces key development engagement such as [6]:

- a. National ownership;
- b. Sustainability;
- c. Human rights-based approach;
- d. Gender equality; and
- e. Capacity Development.

## **DIFFERENCES WITH THE GLOBAL STANDARDS FOR VOLUNTEERING FOR DEVELOPMENT**

The Global Standards for Volunteering for Development (GSVD) that was launched at IVCO 2019 in Kigali, Rwanda by the International Forum for Volunteering in Development (Forum) is the document that helped provide a backbone for organizations engaged in volunteering for development. The decision to localize the standards is a way to facilitate applications of the standards in the context of the Philippines.

One of the major differences between the two documents is the emphasis on operational practice. The GSVD was looking at establishing the key action points and indicators for practices of a VIO. To aid Philippine VIOs, the Philippine Standards for Volunteering for Development (PSVD) translated the key action points and indicators into operational practices. In this way, Philippine VIOs will be led to a self-reflection on how they conduct their projects and programs in accordance with the requirements of the standards. This led to requesting Philippine VIOs to review documentary evidence in their own organizations to justify their self-rating.

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[6] United Nations Volunteers: Programming Volunteerism for Development

Another major difference is the inclusion of allowing VIOs to send volunteers to orphanages. The Forum has adopted the recommendation of the Better Care Network and Save the Children. The UK is to no longer send volunteers to orphanages given the following:

- a. Vulnerable children may be a target of predatory practices and sending volunteers normalizes allowing access of unqualified staff to the children.
- b. There is a danger that orphans may form attachments to the volunteers that may create emotional abandonment when the volunteer leaves.
- c. Most volunteers do not have the skills needed in dealing with children.
- d. Sending volunteers encourages the creation of orphanages as well as presents children in a miserable context

The Philippines recognizes the validity of these concerns. However, we felt that volunteers play an important role in Philippine orphanages. Consulting with an orphanage as well as securing the views of our members, we retained the sending of volunteers because of the following:

- a. Orphanages in the Philippines are under the strict scrutiny of the Philippine government which necessitates that all staff involved would be qualified to present care for the vulnerable children.
- b. However, most orphanages are run by religious or private groups that live on donations with no government support.
- c. As such, most of the budget of the orphanages goes to administrative and operational support and very few for development intervention.
- d. Volunteers help orphanages access talents that could extend skills training or literacy coaching for the orphans.
- e. Likewise, volunteers supplement other administrative work such as fundraising.
- f. It was also shared that orphanages ensure that the children's interactions with the volunteers are limited and psycho-social support is given to the students by qualified staff of the orphanage.

While we allow for the sending of volunteers to orphanages, the standards seek to ensure that the safety of the children (community) is the foremost consideration.

## OPERATIONAL DEFINITION OF TERMS AS USED IN THE STANDARDS

**Organization** - for this document, this would refer to volunteer-involving and engaging organizations (VI/EOs) responsible for the recruitment, qualifying, sending or receiving, deploying, and monitoring of volunteers to a particular project or program.

**Partner** - for this document on the standards, this refers to non-governmental organizations/non-profits, community/peoples' organizations, institutions, or even government agencies that requested and receive volunteers from volunteer-involving and engaging organizations (VI/EOs) to augment their ability to implement their social development programs or projects.

**Mobilizing Organization** - refers to the volunteer-involving organization that taps, mobilizes, or manages employee volunteers of a particular corporation or government agency.

**Program** - a series of projects whose objectives together contribute to a common overall objective, at a sector, country, or even multi-country level

**Project** - an activity for which money will be spent in expectation of returns and which logically seems to lend itself to planning, financing, and implementing as a unit.

**Activity-based Volunteers** - based on the Volunteer Program Management and Development Training (VPMDT) of Volunteer Service Organization Philippines (VSOP), this refers to signing up for special, seasonal or one-off activities, e.g., packing relief goods; joining coastal clean-up, Brigada Eskwela, or construction of houses for vulnerable communities; volunteering during the Olympics or special sports events. There is a clear start and end to the activity. The activity may be prompted by the organization, corporation, government agency or even the funder usually upon the request of a focal government agency. [7]

**Regular Volunteers** - the VPMDT describes these as volunteers engaged on a long-term basis by organizations to implement projects or programs, although not necessarily full-time. Examples given are volunteer ‘guardians’ in community-initiated marine protected areas or in church feeding programs, and others. [8]

**Embedded Volunteers** - the VPMDT distinguishes these volunteers as those engaged full-time for a predetermined period that may be in service delivery or capacity building. [9]

**Employee Volunteers** - refers to the group of volunteers who identifies as part of/or representative of a corporation or government agency. The activity may be initiated by the employees or is organized by the corporate foundation of the company, the company itself, or by a government agency. The employee volunteer represents the company/agency during the volunteer activity.

**Diversity and Inclusion** - this refers to addressing the uniqueness of every individual that we encounter. Diversity and inclusion fall within the following:

- a. Cultural diversity
- b. Racial diversity
- c. Religious diversity
- d. Age diversity
- e. Sex/ Gender diversity
- f. Sexual orientation and identity (LGBTQI+)
- g. Capability (physical and mental)

#### **Local Partner Institutions**

**Pertains to foreign volunteers;** it is the Philippine volunteer involving and engaging organization (VI/EOs) that receives the foreign volunteers, and is responsible for the activities and general welfare of the volunteer during their deployment to the country.

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[7] This definition came from the “Volunteer Program Management and Development Training” of VSO

[8] ditto

[9] This definition came from the “Volunteer Program Management and Development Training” of VSO

**International Volunteer Service Organizations** - pertains to foreign volunteers; it is a foreign organization responsible for recruiting, qualifying and sending foreign volunteers to the Philippine local partner institution.

VI/EOs or VSOs deploying or accepting foreign volunteers should abide by the rules and regulations of PNVSCA as the Agency mandated to "act as clearinghouse for all matters relating to international volunteer services.

### ***Subsequent definition***

**Foreign or International Volunteers** - non-Filipino citizen whose residence is in another country. These volunteers are in the Philippines to fulfill a volunteer task or assignment for a time, reporting to a local partner VI/EO

**National or Domestic Volunteers** - Filipino citizens who reside in the country.

### **Types of volunteer engagement and deployment**

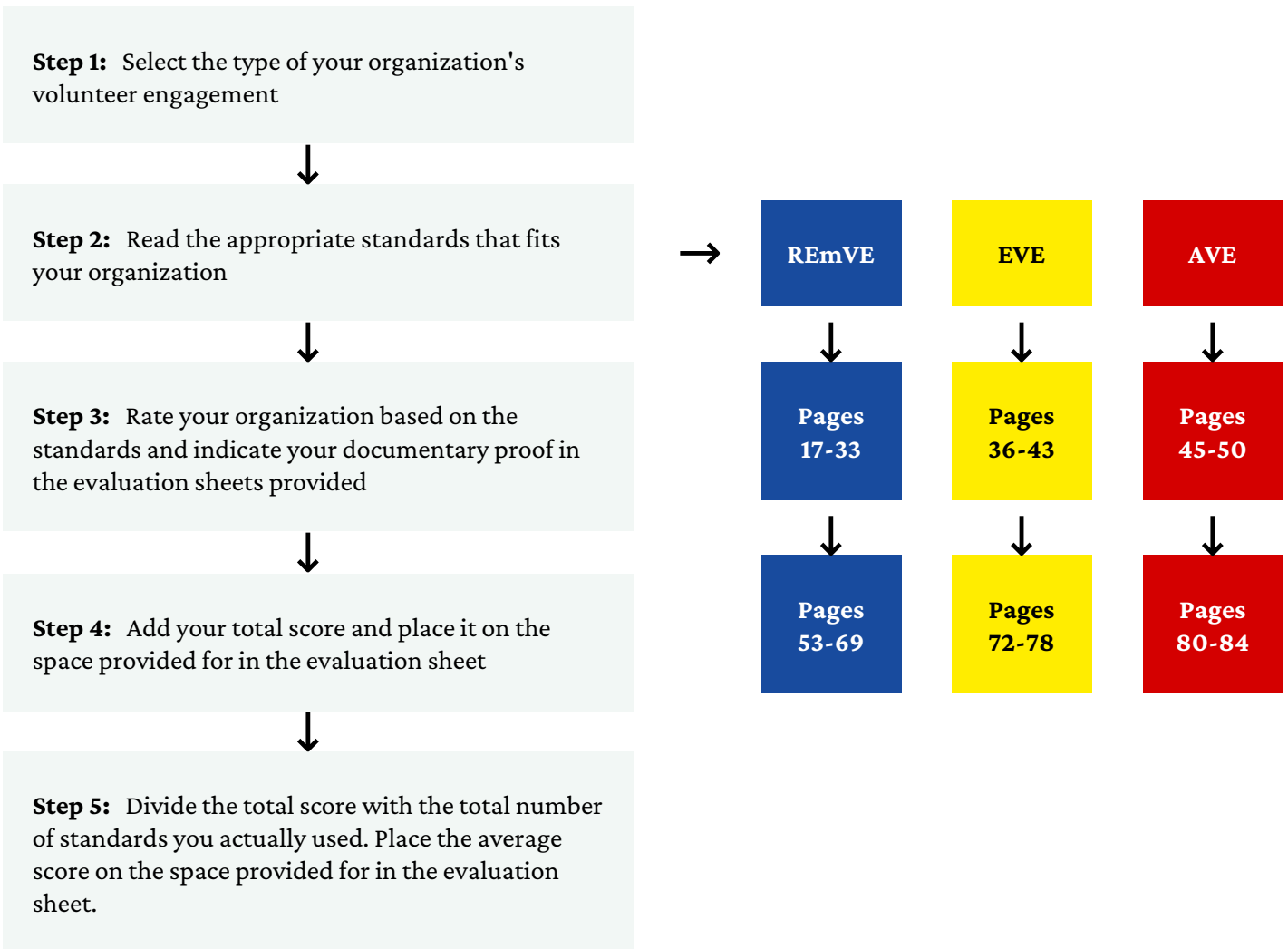
The standards are concerned with the operations of volunteer involving and engaging organizations as it mobilizes and manages volunteers in the implementation of the development programs. Based on various consultations with members of the Philippine Coalition on Volunteerism, the Types of Volunteer Engagement and Deployment could be classified as follows:

***Regular or Embedded Volunteer Engagement (REmVE)*** - refers to organizations whose volunteers are engaged on a long-term basis, either part-time or short-time, to perform set programs or projects and their tasks are crucial to the fulfillment of a goals/objectives

***Employee Volunteer Engagement (EVE)*** - refers to the volunteer engagement and management of employees for activities conducted by the corporation, its corporate foundation, or government agency. The employees who volunteer represent the company or agency where they are employed.

***Activity-based Volunteer Engagement (AVE)*** - refers to organizations that engage volunteers only on particular activities. While REmVE or EVE may from time to time engage volunteers for short-term activities, AVE would not be their primary volunteer engagement. This definition is for organizations whose main and primary engagement of volunteers are only activity-based and is not related to the identity of a corporation or government agency.

## HOW TO USE THE STANDARDS



**Note:** Some standards may not be applicable to your organization. E.g. Accepting foreign volunteers or employee initiated volunteer activities. The number of standards not used shall be deducted from divisor.

Using the standards, the organization would proceed to prepare the documentary proof that they are performing or adhering to the standards. **Some of the possible documents that could serve as proofs are indicated per standard; however, the PhilCV recognizes that there may be other documents that could serve as proof or that documents may be referred to with another name.**

Board resolutions are listed as possible documentary proofs for adherence to a standard. This could also refer to any statement on governance and the role of Boards in the upholding of the standards for volunteering for development. Other documentary proofs would have to be on hand to show evidence that this organizational directive is followed.

### ***The Importance of the Documentary Proof***

It is not surprising for organizations to have practices that are ingrained in the very DNA of not only the organization itself, but also among the staff. These practices come naturally and seen as organic to how they conduct their own activities brought about by years of operation. As such, it is possible that these organizations would not have taken the time to document the importance or foundational philosophies of how decisions and plans are made. In the progression towards volunteering for development it is important that these practices are captured in documents.

- a. **Documents ensure the organization's sustainability.** The turn-over of staff is inevitable and as such, rationale for certain practices may be lost once the staff has moved to another job. Documenting these practices into policies will ensure that even if a staff resigns, there is no loss of knowledge on the part of the organization.
- b. **Documents preserve institutional memories.** Have you ever sat in a meeting with everyone wondering why a certain activity was designed one way and not another? Documents, like Minutes of Meetings or Resolutions, would help provide justification on why certain decisions were made before and would help the organization decide whether it would carry on with the same practices or not.
- c. **Documents allow for ease of operations.** Documenting briefing or orientation notes ensure that the information provided is consistent across every batch of staff or volunteer. It would also avoid possible miscommunication because information was not properly conveyed or that agreements were forgotten.

**Given the Data Privacy Act, documents that contain personal data and information are not to be taken out of, nor submitted to any other institution or organization.** These documents shall remain under the custody and protection of the organization that mobilized and engaged the volunteers. However, this will be shown as proof during the third party evaluation of the VI/EOs. Message exchanges through emails, Viber, Messenger or SMS that emphasize the mobilizing organization's insistence on certain standards to their partner would be accepted as documentary proof. However, it is strongly recommended that these exchanges either be printed or formalized in a letter or a formal agreement in future activities.



## Rating the organization based on supporting documents

The organization would then rate themselves based on the standards and the presence and availability of the supporting documents. The rating would be as follows:

1	The VI/EO does not practise the standard
2	While the VI/EO is not practising the standard, it is considering adopting it with its Board's approval
3	The VI/EO practises the standard but does not have documentary evidence
4	The VI/EO practises some of the required actions stated in the standards only. This refers to standards that have several related items listed below it. Please note that there should be existing documents to show they practise the standards.
5	The VI/EO practises the standard and has the supporting document

### *What the Self-Assessment Means*

The standards are actions that are expected from organizations engaged in volunteering for development. It is a way to ensure that the basic premises, foundational philosophies and commitment of the organization towards development are present.

It is about what the organization is doing; their policies and procedures and the effort they may give in determining the program/projects where the volunteer would be deployed, how they choose the volunteer and how the organization ensures that the community and the volunteers are cared for. Arrangements may vary per partner, but as long as the organization practices the standards, then they shall rate themselves accordingly.

Likewise, the standards shall apply to the current practice of the organization. Even if certain standards were not observed in the previous year but it is being practised at the time of the rating, then the organization shall rate itself accordingly. However, if the organization, while practicing the standard, is still finalizing the accompanying document, then it shall rate itself as '3'.

If there are no documents that would support the claim that the standard is being practised, the organization shall indicate "No documents" in the "Proof/Comments" portion of the standards self-evaluation sheet. If the organization rates itself as '4', it shall also indicate on the "Proof/Comments" portion of the self-evaluation sheet the standard that they do not practice.

### ***Non-applicability***

There are instances wherein some of the standards would not be applicable to the organization (such as the sending of volunteers to orphanages, allowing employee-initiated volunteer activities, or accepting foreign volunteers). Indicate “Not Applicable” in the Documents column.

Subtract the number of standards not applicable to the organization from the total number of standards and this shall be the new divisor. [Example: There are 58 standards for REMVE. If the organization does not accept foreign or international volunteers, it will subtract the 5 additional standards for foreign volunteers’ involvement from the 58; making the total standards to only 53.] This will be the final rating of the organization and shall reflect the level of adherence of the VI/EO with “*Bayanihan Para Sa Kaunlaran: Philippine Standards on Volunteering for Development.*”

### **What the Average Rating means**

An average rating of ‘1’ means that the VI/EO is not an organization that does volunteering for development. They help out in activities of other organizations as an expression of their good will or institutional mission.

An average rating between ‘2’ and ‘3’ means that the VI/EO needs room for improvement in its operations and documentation. The organization would need to consider the organization’s sustainability and ensure that its principles, policies and objectives are uniformly implemented.

An average rating between ‘3’ and ‘4’ is a VI/EO that needs to improve its operations to include other areas that are either required by law or the international community. The VI/EO is seriously looking into impactful and responsible volunteering that is aligned with national and international development goals but there are areas that were not yet considered.

An average rating between ‘4’ and ‘5’ means that the VI/EO is an organization that practices volunteering for development with room for improvement only in some areas. An average rating of ‘5’ means that the VI/EO is a standard for volunteering for development in the Philippines.

The standards should not be seen as a ‘pass’ of ‘fail’ document. The final rating would tell the organization the areas it would need to improve. At the same time, these are standards; and as such are minimums. If a VI/EO is doing more than what is indicated in the standards then it is good and should be encouraged to continue. However, the purpose of the standards is to set a minimum of what a volunteering for development organization looks like.

## **Limits of the Standards**

The standards apply only to volunteers involving and engaging organizations (VI/EOs) that are into volunteering for development. It does not cover any other volunteering activities that are initiatives of well-meaning individuals to respond to crises that are being experienced by the country. These activities would include fund raising for relief response by groups of friends or even individuals responding to the COVID-19 pandemic.

This also only covers the organization as it relates with partners, the community, and the volunteers. Unfortunately, partners vary and some may not follow the arrangements that the VI/EO would request. This should not be seen as a non-adherence of the VI/EO to the standard.

Standards on staff training and staff assignments in overseeing the volunteers may be misinterpreted as different individual staff members and as such, would require a huge organizational staffing. Such is not the case. The concern of the standard is that anyone assigned to oversee volunteer deployment should be properly equipped to handle their duties and responsibilities. The important thing to consider is staff readiness to respond to the needs and concerns of both the volunteer and the community.



## Jesuit Volunteers Philippines Foundation (JVPMI), Inc

*"Sa gitna ng sakit dulot ng pandemya, patuloy pa rin ang malasakit." Sai has been working closely with the Indigenous Communities in Bukidnon.*

## Josefa Segovia Foundation (JSF), Inc.

*COVID-19 IEC campaign organized by Josefa Segovia Foundation with Matigsalog Tribe in Davao*



## Voluntary Service Overseas (VSO)

*VSO Philippines Report training - #YES  
Bangsamoro, Youth Engagement and Network  
Strengthening for the Bangsamoro Youth*

## **I. DESIGNING AND DELIVERING THE PROJECTS**

*Plans are deliberately and rationally developed by stakeholders, especially with the active participation of the community in which the volunteer would be deployed. The plan is for the delivery of Volunteering for Development that responds to the needs of the community, delivers real impact, and sustainable outcomes aligned with the Philippine Development Plan (PDP) and/or Sustainable Development Goals (SDGs).*

### **A. Legal Personality and Capability**

**Standard:** 1. The organization is registered with any Government agency.

**Documentary Proof:** Certificate of Registration by the proper Government agency

**Standard:** 2. The partner organization or institution, either newly formed or already existing, to which volunteers are deployed should be checked for any of the following:

- Duly registered with any Government agency
- Affiliated with a duly established institution (e.g., churches, government institutions)
- Recognized by the Local Government (e.g., communities not yet organized, barangays)

**Documentary Proof:** Qualifying Partners requirement includes Certificate of registration or document of affiliation

**Standard:** 3. Exercising **due diligence**, the organization qualifies its partner for its capacity to implement the program/project, manage and engage volunteers, history in the community, level of community participation it encourages and ensure that it has no links with terrorist or criminal groups, or pending cases in court.

**Documentary Proof:** Qualifying Partners criteria  
Profile of Partner institution  
Ocular visit investigation or Due Diligence Report

### **B. Agreement and Plan contents**

**Standard:** 4. The specific request for task/skill for volunteers to provide is measurable with expected outcomes and were identified through:

- Research and well-defined assumptions
- Organizational or partner's learning from previous similar projects/programs
- Community interest, need and concerns

These tasks/skills are highlighted separately in the organization's plan that are rights-based and sustainable.

**Documentary Proof:** Request proposal or letter from the partner  
Organization's program plan/Job Description of volunteers  
Planning Minutes or Guidelines  
Activity Reports

- Standard:** 5. Requested volunteer skills/tasks, including teaching roles:
- a. Enhance capacity within the community or institution partner
  - b. Consider stakeholders' inclusivity, especially among the marginalized and vulnerable people
  - c. Are measurable and follows the 'do no harm' approach
  - d. Reflect the community's perception of change, including mitigation of possible negative impacts of volunteer placements

**Documentary Proof:** Minutes of Planning  
Planning process guidelines  
Program Planning  
Transfer of skill/technology plan or strategy

- Standard:** 6. The agreement and the plan between the organization and its partner(s), both locally or where relevant, internationally clearly identifies and document:
- a. Roles and responsibilities
  - b. Contributions and expectations during the duration of the program
  - c. Resources needed and who among the agreeing parties will provide these
  - d. Frequency of regular communication that is open to all program collaborators
  - e. Schedule of review that is open to all program actors
- to meet and deliver development impact, long-term sustainability, Gender and Development and/or environmental protection (Climate Change Adaptation) in all stages of the program.

**Documentary Proof:** Terms of Reference (TOR)/Memorandum of Agreement (MOA)  
Minutes of the Meeting on Plan presentation  
Resource and Budget Allocation  
Gender and Development mainstreaming component  
Environmental impact assessment (if relevant or required)  
Program review minutes

## C. Stakeholder Participation

- Standard:** 7. The community actively participates in planning, implementing, monitoring, and evaluation of the project, receives learning exercises and review of the program, after proper training or orientation from the partner or from the organization, that may include any of the following:
- a. Participation in baseline data gathering
  - b. Analysis of their situation and their needs
  - c. Identifying goals and targets of the program/project
  - d. Scope of the program/project
  - e. Validation of the program/project
  - f. Identification and analysis of the risks
  - g. Monitoring, care, and evaluation of volunteers
  - h. Continued input throughout the project/program
  - i. Feedback protocols and systems in accordance with possible cultural sensitivities

**Documentary Proof:** Partner history  
Training Plan progression for the community/sector, including gender sensitivity  
Minutes of the meeting with community  
Data/Research protocols  
Community Participation guidelines  
Monitoring and Evaluation guidelines  
Feedback mechanism  
Photo documentation and activity reports

- Standard:** 8. Community members receive feedback from impact research (if conducted) and validate the data, information and conclusions obtained

**Documentary Proof:** Presentation Report

- Standard:** 9. Community members are aware of procedures for complaints in their own language or language they understand, should they have reason to feel unhappy with the volunteer's behavior and there is recorded evidence that the community has opportunities to feed back on the project and volunteers.

**Documentary Proof:** Feedback mechanisms  
Minutes of briefing of the community where volunteers will be deployed  
Monitoring and Evaluation report  
Regular formal and informal consultation reports  
Record of feedback and resolution

- Standard:** 10. Project successes and challenges are shared with all internal and external stakeholders.

**Documentary Proof:** Project report sharing protocols  
End of program guidelines and minutes

## **II. DUTY OF CARE**

*The community and other stakeholders could expect that no harm, whether immediate or in the long-term, would come to them from the organization and the people associated with them (either from the regular staff or volunteers). Organizations recognize that they have a duty not to cause or fail to prevent psychological or physical harm to volunteers, employees and other associates.*

### **A. Staff Preparedness of the Organization**

- Standard:** 11. The organization assigns a staff or a unit to receive, monitor, and provide guidance to the volunteers. Staff assigned to conducting pre-placement training and other training for volunteers is skilled, qualified and experienced through:
- a. Training on volunteer management and engagement; may also be the one to whom knowledge or technology is transferred for program continuity and sustainability
  - b. Attendance to talks that help them recognize health signposts, including those for mental health, and provide first intervention to health problems by referring to appropriate service providers
  - c. Training or attendance to talks on the importance of reducing stigma or biases associated with diversity and inclusivity
  - d. Training on protection of child, vulnerable adult, and persons with disabilities
  - e. Training on guidelines on appropriate and inappropriate behavior and on recognizing, reporting and responding to allegations of maltreatment, exploitation, abuse and neglect, including gender-based violence (e.g., domestic violence, human trafficking, child and elderly abuse)
  - f. Briefing on engagement within the wider context of development, including peer support from current and former volunteers
  - g. Briefing on feedback mechanisms and results of incident reports

**Documentary Proof:** Staff Training Plan  
Certification on Volunteer Engagement and Management  
Health, including mental health, service provider list  
Board Resolution on staff sensitivity to diversity and inclusivity  
Policies on mental health, gender inclusion and LGBTQ+ sensitivities  
Code of Conduct of staff and volunteers

- Standard:** 12. Trained security staff or security committee reviews project design; monitors security risks that affect the project, community or volunteers and for issuing travel advice and communicating key issues.

**Documentary Proof:** Staff Job Description  
Committee Tasks and Responsibilities  
Security Review minutes  
Minutes of the Meeting  
Attendance sheets



**Standard:** 13. Training is conducted for all those collecting data as staff, volunteers, consultants, or community members.

**Documentary Proof:** Training Plan  
Activity Reports

## B. Partner Preparedness

**Standard:** 14. Partners are provided and familiarized with the following:

- a. Policies and procedures to appropriately support the volunteer ensuring that it is aligned with site management
- b. Copy of realistic expectations from volunteers as discussed with the stakeholders involved
- c. Capability of volunteers and expected impact
- d. Copy of volunteer Code of Conduct or any handbook that outlines behaviors, attitudes and mind sets expected from volunteers for the partner to support
- e. Issues of diversity and inclusivity affecting the volunteers

**Documentary Proof:** TOR/MOA  
Partner's Kit  
Signed (received) Volunteer Assignment/Activity List  
Signed (received) Volunteer Engagement Check list

**Standard:** 15. Together with the organization, the partner and the volunteer, before or upon their arrival, review and sign off the placement description, objectives and workplan; a copy of which is given to the organization. The partner shall also assist in reviewing, on a regular basis, progress of placement, volunteer's performance and terms and conditions.

**Documentary Proof:** Volunteer's Performance Review  
Volunteer's contribution to the program report  
Partner and volunteer signed document  
Welcoming protocol for volunteers

**Standard:** 16. Adapt and translate measurement processes and tools for ease of use and understanding by all including vulnerable communities (e.g., differing levels of ability etc.)

**Documentary Proof:** Reports of presentation to the community

## C. Plan Inclusions

**Standard:** 17. The organization has a clear risk tolerance policy that may affect volunteers. Risks and mitigation contingencies are included in the program plan with appropriate budget allocation for the established security plan, including insurance. A staff member serves as Security Focal Point. The community and the volunteers are briefed on portions of this policy that affect them or are needed to be known by them as stakeholders of the program.

**Documentary Proof:** Risk Tolerance policy and Risk Mitigation plans and budget  
Board Resolution

**Standard:** 18. The organization regularly reviews procedures to handle disruptions and manage emerging risks (volunteer behavior, natural disasters, epidemics, armed conflicts, etc.). The organization records and regularly reviews incidences and corresponding actions taken to ensure protection of all, the volunteers and with whom they come in contact with.

**Documentary Proof:** Schedule of Risk procedure  
Incident and resolution reports

**Standard:** 19. The organization has a risk assessment and relocation plan for every location and transport route used that is updated as necessary.

**Documentary Proof:** Schedule of Risk procedure  
Incident and resolution reports

**Standard:** 20. Organizations commit to the promotion of a child-safe volunteering in all environment and safeguarding of child and young adult policies through:

- a. Measures and operational structures to prevent harm and report abuse
- b. Equal treatment of children, young people and vulnerable adults
- c. Active, meaningful and gender-sensitive engagement of children, young people and people with disabilities

**Documentary Proof:** Board Resolution  
Child Protection Policy and Procedures  
Program operational and logistical provisions  
Guidelines of spotting abuse in the community  
Directory of service providers for children protection

- Standard:** 21. Organizations commit to the promotion of safe volunteering in all environment for people with disabilities through:
- a. Measures and operational structures to prevent harm and report abuse
  - b. Equal treatment of children, young people and vulnerable adults
  - c. Active, meaningful and gender-sensitive engagement of children, young people and people with disabilities

**Documentary Proof:** Board Resolution  
Policy and Procedures on engaging with People with Disabilities  
Program operational and logistical provisions  
Code of Conduct of staff and volunteers

- Standard:** 22. There are policies and guidelines related to messaging and use of imagery (from campaign materials, reports or recruitment paraphernalia), including the use of children images, which:
- a. Ensure that local community and individuals are portrayed accurately and not put at risk, sensationalized or stereotyped
  - b. Promotes realistic volunteer experience, including partnerships between countries and/or organizations, targeting diverse range of volunteers
  - c. Focused in meeting community needs

**Documentary Proof:** Policies and guidelines on the use of images that are DSWD (Department of Social Welfare and Development) compliant  
Recruitment policies, procedures and materials  
Signed waivers for the use of images

- Standard:** 23. Encourage applications from people from diverse background (as far as practicable), re-applications from past volunteers and e-volunteering.

**Documentary Proof:** Application process for volunteers

- Standard:** 24. The organization ensures privacy, confidentiality and security of personal and organizational data.

**Documentary Proof:** Data Privacy Policy and Use

## D. Program Support, Management and Documentation

**Standard:** 25. Program/Project management ensures a safe, and successful working environment for everyone involved, including in the aspect of health. It allows the maximum use of skills, energy and ideas of volunteers; ensures respect within and between staff, volunteers, community members and all organizations involved in the project by communicating and implementing Code of Conduct or the Volunteer Handbook. It also makes sure that local and international volunteers are treated equitably

**Documentary Proof:** Engagement area operations and policies  
Policies on acceptable work behavior  
Code of Conduct or Volunteer Handbook

**Standard:** 26. Program/Project's desired outcomes, objectives, values and processes and roles are cascaded to the staff and volunteers to empower them and allow them to respond to questions about the program/project

**Documentary Proof:** Assignment kits for staff and volunteers  
Minutes of briefing and regular review of program/project with staff and volunteer

**Standard:** 27. The organization provides protection and support needs required by the diversity and individuality of the volunteers and those they come in contact with. The also ensure that individuals and volunteers of diverse SOGIE-SC (Sexual orientation, gender identity and expression, and sex characteristics) are able to speak to trusted members of staff about concerns they may have to support the program plan.

**Documentary Proof:** Code of Conduct  
Policies on LGBTQI+  
Protocol on special cases in placement

## E. Feedback and Grievance

**Standard:** 28. The organization undertakes and acts on findings from de-briefings, evaluation and reviews following all serious incidents

**Documentary Proof:** Minutes of de-briefings, evaluation and investigation  
Incident reports and resolution  
Investigation procedures

- Standard:** 29. Culturally sensitive feedback and grievance systems in place:
- a. Are clear and actively communicated internally and shared and understood by volunteers and staff
  - b. Ensure that complaints from volunteers are managed consistently, transparently and equitably
  - c. Are regularly conducted and action fed back to the party providing feedback or grievance
  - d. General procedures for investigation and response are known

**Documentary Proof:** Feedback and Grievance policies and procedures  
Method for cascading findings but ensuring protection of individuals

## F. Working at Orphanages, Residential Care Units or Correctional Institutions

- Standard:** 30. The organization, its staff and volunteers are briefed on the proper behavior, dos and don'ts, while deployed in the partner orphanage, residential care facility or correctional institutions. The organization also has its own child protection policy in place.

**Documentary Proof:** Minutes of the briefing  
Documented Child protection policy  
Documents from the partner orphanage/residential care facility on proper conduct while deployed

- Standard:** 31. If requested, volunteers with long-term assignment would provide police or NBI (National Bureau of Investigation) clearances or its equivalent to the partner orphanage or residential care facility or any other proof that the volunteer poses no danger to the children or young adults in residence.

**Documentary Proof:** Requirements of partner orphanage or residential care unit

- Standard:** 32. The organization, staff, and volunteer deployed to the orphanage or residential care or correctional facility shall sign a contract with the partner that they will adhere to all protocols, procedures, and guidelines in dealing with the children and young adults and residents of the facility; which may include:
- a. There shall be no exchanges of personal contact numbers
  - b. There shall be no taking of pictures without approval or consent of the partner staff and the child, young adult or resident
  - c. There shall be no unsupervised visit with the child, young adult or resident outside deployment schedule

**Documentary Proof:** MOA/TOR  
Signed forms

### **III. MANAGING VOLUNTEERS**

*Volunteers are carefully chosen with clear criteria and fit, with their skills appropriately matched with the tasks needed by the community and the program. They are guaranteed continued support from the organization as they participate in the program's activities; with their safety and well-being looked after and taken cared by the staff and community, as stipulated in the program design and agreements.*

#### **A. Recruitment and Application**

- Standard:** 33. Volunteers are placed by the organization in pre-identified partner agencies based on:
- a. Match between community needs or partner needs and volunteer's qualifications and/or commitment
  - b. Inter-cultural understanding and past volunteering experience
  - c. Awareness of realities and context of placements
  - d. Standardized selection criteria, that may pertain to other sensitivities (gender, LGBTQI+, PWDs, Children and young adults)

**Documentary Proof:** Volunteer selection criteria and process

- Standard:** 34. Volunteers shall provide:
- a. Personal and professional references
  - b. Criminal and safeguarding background checks
  - c. Latest medical results or health certificate, or have one made locally

**Documentary Proof:** Submitted application or Letter of Intent  
Background check certification  
Latest medical results or health certificate

- Standard:** 35. Applicant volunteers chosen are provided the following:
- a. Selection process and requirements for placement
  - b. Context of their possible placement, workplace environment, partners and the community, their support during placement

**Documentary Proof:** Recruitment kit  
Application protocols

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## Additional for Foreign Volunteers

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- Standard:** 36. The duly accredited sending and receiving organizations sign an agreement on the deployment, management and monitoring of foreign volunteers. The agreement between the sending organization, the receiving organization and the volunteer shall clearly stipulate:
- a. Expectations from sending and receiving organization
  - b. Dates the volunteer shall start, reporting schedules and when it would officially end
  - c. Expense coverage for the foreign volunteer
  - d. Schedule of visits and de-briefing by the receiving organization
  - e. Management in the duration of the placement
  - f. The receiving organization shall introduce/inform the foreign volunteer to the partner and the community and to the relevant agencies, which includes the LGU (local government unit), NEDA RO (National Economic and Development Authority Regional Office), and AFP (Armed Forces of the Philippines)/PNP (Philippine National Police)

**Documentary Proof:** MOA/TOR  
Acceptance letter  
Accreditation documents of Sending organization

- Standard:** 37. Sending organizations inform the receiving organizations any special considerations that may affect or pertain to any of the foreign volunteers being sent to the country.

**Documentary Proof:** Policies/Procedures/Manuals  
Foreign Volunteer profile  
MOA/TOR

- Standard:** 38. The receiving organization shall be responsible for informing the Philippine National Volunteer Service Coordinating Agency (PNVSCA) of the foreign volunteers' arrival in the Philippines.

**Documentary Proof:** Proper Protocols in receiving foreign volunteers  
Acceptance letters from receiving organization  
Letter to consuls or ambassadors and PNVSCA from receiving organizations indicating volunteer roles, responsibilities and duration of stay in the host country

- Standard:** 39. The receiving organization shall request the sending organization the following:
- a. Name of volunteers, current situation, reason for volunteering in the Philippines, expectations and skills, and relevant travel documents
  - b. References and clearances from their home country, including child protection, anti-terrorism (clearances can be in a form of letter from sending organization ensuring the receiving organization that the volunteer has passed the necessary clearances to be deployed)
  - c. Expectations on the volunteering experience
  - d. Copy of the insurance coverage of the volunteers; ensuring that said insurance is accepted in the destination country (may be in the form of a letter from sending organization indicating that volunteer is medically covered and insured and provides contact person to attend to volunteer medical/insurance needs)

**Documentary Proof:** Documents bearing information listed by sending organization in this standard

- Standard:** 40. The receiving organization shall provide the sending organization the following materials for the volunteers' orientation:
- a. Situation of the placement areas, including public health concerns
  - b. Background and programs of the receiving organization
  - c. Cultural (and religious) considerations and sensitivities
  - d. Advisory not to participate or organize any activity that are contrary to the law and beliefs and principles of the receiving organization
  - e. Local protocols and fees that must be observed and followed in case of incidents or extension of stay
  - f. Orientation on document processing in receiving country
  - g. Relevant laws and policies on security and safety, data privacy, etc.

**Documentary Proof:** Briefing/Orientation  
Letter confirmation that volunteers have been briefed by sending organizations

## B. On-Boarding

- Standard:** 41. The organization secures concurrence from the volunteer for deployment, after they receive all risk assessments on the program, community and location, signifying the volunteer's informed choice to participate; or a copy of the volunteer's signed Code of Conduct or MOA signifying adherence of the volunteer to policies and procedures of the organization, and the program.

**Documentary Proof:** Signed agreement from volunteer for deployment  
Signed Code of Conduct or MOA  
Volunteer file folder



- Standard:** 42. Volunteers chosen are provided the following at the start of placement:
- a. Development objectives of the program/project, linked to the PDP or national development and to the SDGs when possible
  - b. Briefing on managing risks and challenges they may face; health and well-being resilience (including psychological) and briefing on health risks and precautions; equity, equality and anti-bullying
  - c. Organization's policies, values and processes related to recruitment of the organization, either written or on-line
  - d. Program objectives, procedures and responsibilities
  - e. Inducted into the wider organization and how the program fits in the wider vision and mission of the organization
  - f. Projected impact of their involvement
  - g. Social, gender or cultural sensitivities relevant to placement
  - h. Joining instructions and contacts for initial accommodations upon arrival
  - i. Social and financial implications of the placement
  - j. Measurement of goals set

**Documentary Proof:** On-Boarding kit and protocols  
Briefing notes  
Orientation on standard health protocols

### C. Volunteer Preparedness and Management

- Standard:** 43. Volunteers are tracked on the following:
- a. Individual and group contribution of volunteers, either through self-reporting or external assessment
  - b. Contribution or involvement to the project/program, especially in relation to the Philippine Development Plan and/or the SDG and their own personal growth
  - c. Tasks and expected outcomes accomplishment
  - d. Regular review of terms of agreement
  - e. Provision of professional and personal assistance
  - f. Feedback and acknowledgement on the volunteer's contributions, which may be included in a compendium of best practices/significant milestones, etc.
  - g. Health and well-being; security and safety

**Documentary Proof:** Individual Volunteer monitoring reports  
Compendium  
Health monitoring  
Activity reports from volunteers and the organization

### D. Volunteer Training and Growth

- Standard:** 44. Volunteers are given the opportunity to connect with current and former volunteers, local, regional, national and international societies focused on development and/or volunteering including alumni networks.

**Documentary Proof:** Availability of contact list

- Standard:** 45. The VI/EO support volunteers when they end their placement, by:
- a. Giving adequate information and notice to complete their responsibilities
  - b. Providing those returning from long-term placements remote from their home community with formal and informal resettlement support
  - c. Providing guidance for social reintegration and entry to education, training, employment or retirement
  - d. Facilitating connections with outgoing volunteers to share insights and advice
  - e. Facilitating knowledge sharing between volunteers and external audience
  - f. Tracking impact of volunteering to their growth
  - g. Providing guidance on the best practices of presenting and discussing their experience in professional and social settings
  - h. Providing comprehensive and effective operational and personal debriefing for volunteers by trained debriefers
  - i. Attending to volunteers who request a debrief and are informed about debriefing

**Documentary Proof:** Individual Volunteer Report  
Post-placement policy, guidelines and report

- Standard:** 46. The organization provides adequate time and tools to support volunteers (community and staff) to reflect on and analyze the impact of their placement.

**Documentary Proof:** Post-program policies and guidelines

## E. Health and Wellness

- Standard:** 47. The organization assesses and promotes health and well-being of volunteers in advance placements. There are written procedures, accessible and locally appropriate, that provide:
- a. Step-by-step guidance on reporting safeguarding concerns
  - b. Protection and support needs required by diversity and individuality
  - c. Good mental health practices in the workplace
  - d. Physical and mental health promotion for volunteers and those they come in contact with
  - e. Consistently act emergency phone numbers and responsive emergency contacts based on security plans and incident reports
  - f. Incident reporting using standardized form including that of security concerns
  - g. Vaccination/ immunization against local vector borne diseases; compliance with protocols during health emergencies

**Documentary Proof:** Assessment records  
Safeguarding policies and procedures  
Directory of emergency numbers  
Provision of health check up for volunteers; Health monitoring form

**Standard:** 48. The organization has mitigation systems, such as insurance, to reduce potential impact on the volunteers' health or well-being before, during or after placement.

**Documentary Proof:** Health and accident insurance systems and coverage

## F. Security

**Standard:** 49. Volunteers are briefed on:

- a. Location-specific risks and continue to receive refresher security placement
- b. Security Policy of the organization, a copy of which is provided
- c. Whistleblowing policies, reporting mechanisms and disciplinary procedures to prevent, address and redress inappropriate behavior of staff, volunteers, contracted or other personnel
- d. Strict adherence to safety and security guidelines
- e. Check-in process
- f. Provision of Automatic Emergency Alarm System (AEAS) to immediately address volunteer concerns

**Documentary Proof:** Training program for volunteers  
Briefing kit  
Security Policy

## IV. MEASURING IMPACT

*Impact identified by the community is tracked throughout the program/project duration. before, during and end of program/project life, through inputs from the community, staff, volunteer and other relevant stakeholders. The community determines indicators for project success.*

### A. Measures

**Standard:** 50. There is a system of monitoring, evaluation and learning that:

- a. Are done regularly and well-documented; especially if there are improvements in impact measurement
- b. Improve program/project delivery based on evaluation results and learning
- c. Include capacity of partners to contribute to community and development impact
- d. Include in-placement interviews for volunteer and organization

**Documentary Proof:** Minutes of Monitoring and Evaluation meetings  
Monitoring and Evaluation reports  
Digest of Program Learnings  
Assessment of Partners  
Interview report of volunteers and staff

**Standard:** 51. Program indicators and targets, wherever possible are derived from or linked to the Philippine Development Plan (PDP) or Sustainable Development Goals. This would be highlighted in reports submitted to national government agencies. Contributions of volunteer activities to the achievement of the PDP and SDG are also highlighted.

**Documentary Proof:** Project reports

**Standard:** 52. The organization highlights in their reporting the impact of the program/project and volunteer contribution on:

- a. Vulnerable and marginalized sectors or members of the community
- b. Impact on diversity and inclusivity as required
- c. If a health program, impact on health and wellbeing of children, vulnerable adults and wider community; including risks to physical and mental wellbeing, as included in the TOR

**Documentary Proof:** Project reports

**Standard:** 53. The evaluation and impact assessment results shape design of future projects and placements. If possible, include gender mainstreaming in the evaluation of the project.

**Documentary Proof:** Project report  
Program/project impact assessment report

## **B. Exit Strategy and Impact Report**

**Standard:** 54. There is an exit strategy that:

- a. Details conditions for project completion
- b. Ensures technology transfer to the community
- c. Provides measurable indicators for program success from the point of view of the community
- d. Outlines program continuity and sustainability and schedule for review visits of the organization

**Documentary Proof:** Exit strategy or plan  
Review visits report

**Standard:** 55. If the program/project is aligned with other programs/projects in different communities, regions or countries, the organization, local and international (if any) partners receive reports on how it is performing.

**Documentary Proof:** Reports submitted

**Standard:** 56. Reports to the government, communities and other relevant stakeholders, are made on a regular basis using appropriate language and format and based on ‘do no harm’ (emphasizing on benefit to the community and protocols observed to ensure protection of right) approach.

**Documentary Proof:** Reports submitted

**Standard:** 57. The organization collaborates and shares results, reports and other documentation within the sector; sharing data and other evidence of the impact of volunteering for development (VfD) projects and measures towards the Philippine Development Goal and SDG.

**Documentary Proof:** Reports to coalition groups  
Engagements with other volunteer groups  
Collaborative activities  
SDG contribution report

### C. Volunteer Recognition

**Standard:** 58. The organization expresses its appreciation to volunteers through a transparent recognition procedure and tools. The organization records the volunteer’s personal development, contribution and performance achievement that validates the recognition.

**Documentary Proof:** Recognition process  
Recognition documents (e.g., certificates, letters of commendation, etc.)



## LBC Hari ng Padala Foundation

*Linis Dagat, 2018*

## Manila Water Foundation

*"I'm very much happy that I was chosen to be part of the group that could give smiles, a little bit of hope." - Saiya Mohammad, Volunteer from Estate Water*



## AIA Philippines

*Savings Awareness and Values Education Sessions (SAVES)*

*Volunteer assists the parents in filling out their budgeting exercise. - Sumilao ES, Sumilao, Bukidnon, October 13, 2017*



## Uygongco Foundation, Inc.

*Foreign volunteer assisting a beneficiary during  
their writing lesson, July 2018*



## TELUS International Philippines, Inc.

*TELUS Days of Giving Repacking Activity for  
families affected by Super Typhoon Rolly and  
Typhoon Ulysses, December 2020*

## Pfizer Philippines Foundation, Inc.

*COVID-19 Response, January 2021*



## STANDARDS FOR EMPLOYEE VOLUNTEER ENGAGEMENT (EVE)

### I. DESIGNING AND DELIVERING THE PROJECTS

*Plans are deliberately and rationally developed by participating stakeholders, especially with the active participation of the community in which the volunteer would be deployed. The plan is for the delivery of Volunteering for Development that responds to the needs of the community, delivers real impact, and sustainable outcomes aligned with the Sustainable Development Goals (SDGs).*

#### A. Legal Personality and Capability

**Standard:** 1. The organization is registered and recognized by the Government or a government agency.

**Documentary Proof:** Certificate of Registration by the proper Government agency

**Standard:** 2. The partner organization or institution to which volunteers are deployed may be:

- a. Duly registered with any Government agency
- b. Affiliated with a duly established institution (e.g., churches, government agency)
- c. Recognized by the Local Government (e.g., communities not yet organized, barangays)

**Documentary Proof:** Qualifying Partners criteria

**Standard:** 3. Exercising due diligence, the organization/agency taps a partner or government institution for its capacity to implement the program/project, handle and treat volunteers according to the organization/agency's specifications, and has a cooperative working relation with the community or sector it serves.

**Documentary Proof:** Procedure for Qualifying Partners

#### B. Agreement Contents

**Standard:** 4. The roles and tasks of the employee volunteer is clearly identified with measurement and expected outcomes, highlighted separately in program plans.

**Documentary Proof:** Roles of volunteers  
Program plans

**Standard:** 5. The organization has conducted due diligence in clarifying, investigating, and negotiating expectations and volunteer roles with the partners.

**Documentary Proof:** Minutes of the meeting with the partner  
Program/project background



- Standard:** 6. The parent corporation/agency and the mobilizing organization shall have clear agreements on the following:
- a. Care and management of the volunteers at the time of deployment
  - b. Resource allocation coming from both
  - c. Recognition and treatment of the volunteer hours by the corporation/agency
  - d. Conduct of volunteers and corresponding consequences for violations
  - e. Debriefing of volunteers

**Documentary Proof:** TOR  
Corporate Volunteer policy (which may be with the parent corporation)

## **II. DUTY OF CARE**

*The community and other stakeholders could expect that no harm, whether immediate or in the long-term, would come to them from the organization and the people associated with them (either from the regular staff or volunteers). Organizations recognize that they have a duty not to cause or fail to prevent psychological or physical harm to volunteers, employees and other associates.*

### **A. Staff Preparedness**

- Standard:** 7. The staff supervising and overseeing volunteers are:
- a. Properly trained and qualified on volunteer management and engagement
  - b. Trained or attended talks to recognize and respond to health concerns (including mental and emotional) of the employee-volunteer

**Documentary Proof:** Certificate of training  
Staff profile

### **B. Plan Inclusions**

- Standard:** 8. The organization/agency commit to the promotion of a child safe volunteering in all \ environments by:
- a. Including measures and, operational and logistical structures to prevent and report abuse
  - b. Equal treatment and active and meaningful engagement of children and young people

**Documentary Proof:** Board Resolution  
Policy statement

- Standard:** 9. The organization/agency commit to the promotion of people with disabilities volunteering-safe in all environments by:
- a. Including measures and, operational and logistical structures to provide ease of movement
  - b. Equal treatment and active and meaningful engagement of people with disabilities

**Documentary Proof:** Board Resolution  
Policy statement

- Standard:** 10. The organization/agency ensure protection of both the volunteers and community members with whom they come in contact with.

**Documentary Proof:** Board Resolution  
Policy statement

### C. Program Support, Monitoring and Documentation

- Standard:** 11. The organization/agency ensures a safe and successful working environment for everyone involved, including the aspect of health; and ensures respect among staff, volunteers, partners and the community.

**Documentary Proof:** Engagement area operations and policies  
Incident reports

### D. Feedback and Grievance

- Standard:** 12. The organization/agency's feedback and grievance systems in place:
- a. Are clear and actively communicated internally and shared and understood by volunteers and staff
  - b. Ensure complaints from volunteers and the community are managed consistently, transparently and equitably
  - c. Are regularly conducted and feedback on actions are provided
  - d. Procedures for investigation and response are known

**Documentary Proof:** Feedback and Grievance policies and procedures  
Method for cascading incident report resolution

### E. Working at Orphanages, Residential Care Units, and Correctional Institutions

- Standard:** 13. The organization/agency, its staff and volunteers are briefed on the proper behavior, dos and don'ts while deployed in the partner orphanage, residential care or correctional facility. It has a child protection policy in place.

**Documentary Proof:** Minutes of the briefing/Briefing kit  
Documents from the partner orphanage/residential care facility on proper conduct while deployed  
Child protection policy

- Standard:** 14. The organization/agency, staff, and volunteer deployed to the orphanage, residential care facility or correctional facility shall sign a contract with the partner that they will adhere to all protocols, procedures, and guidelines in dealing with the children and young adult; which may include:
- a. There shall be no exchanges of personal contact numbers
  - b. There shall be no taking pictures without approval or consent of the partner staff and the child, young adult or resident
  - c. There shall be no unsupervised visit with the child or young adult outside deployment schedule

**Documentary Proof:** MOA/TOR  
Signed forms

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### Additional for Employee Volunteer Initiated Activities

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- Standard:** 15. Employee-volunteers will only partner with registered organizations or institutions that have a history with the target community.

**Documentary Proof:** Process in identifying projects that may be with the parent organization

- Standard:** 16. The volunteers shall provide consent on participating in the said initiative and shall be responsible for informing the parent corporation/agency through the designated office responsible for overseeing volunteer activities.

**Documentary Proof:** Signed waivers and approval that may be with the parent corporation

- Standard:** 17. The volunteers shall comply with the Code of Conduct as directed by the company/agency for the duration of the activity.

**Documentary Proof:** Code of Conduct on volunteering or Employee handbook

- Standard:** 18. Partners shall be informed of the code of conduct expected of volunteers and the process whereby they can air their grievances in case of violation, co-signed by the department overseeing volunteer activities of the parent corporation/agency.

**Documentary Proof:** Letter to the partner organization or institution

### **III. MANAGING VOLUNTEERS**

*Volunteers are carefully chosen with clear criteria and fit, with their skills appropriately matched with the tasks needed by the community and the program. They are guaranteed continued support from the organization as they participate in the program's activities; with their safety and well-being looked after and taken care of by the staff and community, as stipulated in the program design and agreements.*

#### **A. Announcement and Joining**

**Standard:** 19. The employees are made aware by the parent corporation/agency or the mobilizing organization of the volunteer opportunity, how the corporation recognizes and records these efforts, the corresponding resources to be made available and benefits for time spent on volunteering.

**Documentary Proof:** Announcement, policies and procedures of parent corporation's designated department to handle volunteers

**Standard:** 20. Volunteers shall signify their consent to participate by signing waivers that are submitted to the designated department of the parent corporation/agency and/or mobilizing organization. The department shall provide the final approval for the volunteer participation.

**Documentary Proof:** Signed waivers

**Standard:** 21. The mobilizing organization only accepts an employee-volunteer who has been cleared by the parent corporation and is free from any administrative or criminal case.

**Documentary Proof:** Qualifications for volunteers

#### **B. Volunteer Preparedness and Monitoring**

**Standard:** 22. Volunteers are oriented, either through verbal or written means, of the location, tasks required, situation and possible risks in the deployment area, resource allocated for the volunteers, and the time coverage of the entire activity through announcements and communicate by the parent corporation/agency or mobilizing organization.

**Documentary Proof:** Pre-activity protocols  
Itinerary Guide  
Announcement materials

## C. Volunteer Training and Growth

**Standard:** 23. Employee volunteers are given an opportunity to provide their insights, learnings and recommendations after every activity.

**Documentary Proof:** Evaluation forms  
De-briefing minutes  
SMS, email, Viber groups

**Standard:** 24. With their signed consent, experiences of employee volunteers are made public in appropriate media platforms in the parent corporation/agency, provided that such are legitimate accounts and attributed to the volunteers.

**Documentary Proof:** Newsletters  
Print clippings

**Standard:** 25. Any publication highlighting the employee-volunteers shall remain sensitive to the protection of rights of children, young adults, people with disabilities, and any other considerations in diversity and inclusion. Specifically:

- No sensitive data shall be shared to the general public
- Shared information or information for publication shall be cleared with the partner
- Approval or consent for the photos and video documentation to be used by the partner or the guardians

**Documentary Proof:** Signed consent forms

**Standard:** 26. If requested, the employee volunteers may formally share their experiences with other volunteers either within the parent corporation or with other volunteers.

**Documentary Proof:** Sharing opportunities and documentation

## D. Health and Wellness

**Standard:** 27. The mobilizing organization shall ensure that there is a first aid and if needed, a security team on hand at the location of deployment of the volunteers.

**Documentary Proof:** Deployment logistics

**Standard:** 28. The mobilizing organization has a policy for mental and emotional intervention for employee volunteers. The mobilizing organization or the parent company/agency also has contact numbers of appropriate agencies that may respond to the need of the employee volunteers, if necessary.

**Documentary Proof:** De-briefing practices  
Policy and protocols  
Directory of service providers for mental health

## E. Security

- Standard:** 29. The parent corporation/agency and the mobilizing organization shall have clear agreements on the following:
- a. Risk tolerance of the mother corporation
  - b. Security and safety protocols for the volunteers at time of deployment

**Documentary Proof:** TOR  
Corporate Volunteer Policy  
Coordination communiques

- Standard:** 30. Risk mitigation protocols and plans are provided with adequate resources by the mobilizing organization.

**Documentary Proof:** Program Plan  
Budget

## IV. MEASURING IMPACT

*Impact identified by the community is tracked throughout the program/project duration; before, during and end of program/project life, through inputs from the community, staff, volunteer and other relevant stakeholders. The community determines indicators for project success.*

### A. Impact Report

- Standard:** 31. The mobilizing organization submits a terminal report to the parent corporation and any relevant agency on employee volunteer participation, highlighting individual roles and contributions of volunteers, as well as incident reports, if any, and it's corresponding and recommended resolution.

**Documentary Proof:** Reports

### B. Volunteer Recognition

- Standard:** 32. Employee volunteers are appraised of what the mobilizing organization is doing regarding their recommendations.

**Documentary Proof:** Feedback mechanisms

**Standard:** 33. The organization/agency expresses their appreciation to volunteers through transparent recognition procedures and recognition tools; and records volunteer’s personal development and performance achievement which validates the recognition.

**Documentary Proof:** Certificate of appreciation  
Letter of appreciation to the volunteer a copy of which is given to the department of the mother corporation designated to oversee the volunteer  
Recognition policy

**Standard:** 34. The mobilizing organization/agency keeps record of all volunteers who participated in their activities as prescribed by their organization’s policy on record keeping.

**Documentary Proof:** Volunteer record policy

# Philippine Network of VOICE Volunteers (PNVV), Inc.

VOICE Network - 4th National Volunteer  
Summit (NVS), Cagayan de Oro 2011



# Kaisa Para sa Kaunlaran, Inc.

Taal Relief Operations, February 2020



### I. DESIGNING AND DELIVERING THE PROJECTS

*Plans are deliberately and rationally developed by participating stakeholders, especially with the active participation of the community in which the volunteer would be deployed. The plan is for the delivery of Volunteering for Development that responds to the needs of the community, delivers real impact, and sustainable outcomes aligned with the Sustainable Development Goals (SDGs).*

#### A. Legal Personality and Capability

**Standard:** 1. The organization is registered to the appropriate Government body.

**Documentary Proof:** Certificate of Registration

**Standard:** 2. The partner organization or institution to which volunteers are deployed is:

- Duly registered with any Government agency
- Affiliated with a duly established institution (e.g., churches, government)
- Recognized by the Local Government (e.g., communities not yet organized, barangays)

**Documentary Proof:** Qualifying procedures for partnering

#### B. Agreement Contents

**Standard:** 3. The roles and tasks of the volunteer are clearly identified with expected outputs that have been negotiated with the partner.

**Documentary Proof:** Roles of volunteers  
Deployment plan  
Minutes of Coordinating meeting

**Standard:** 4. The partner and the mobilizing organization shall have clear agreements on the following:

- Care and management of the volunteers at the time of deployment
- Risk tolerance of the mobilizing organization
- Resource allocation coming from both
- Security and safety protocols for the volunteers at the time of deployment
- Conduct of volunteers and corresponding consequences for violations

**Documentary Proof:** TOR/MOA/ Signed agreement  
Volunteer mobilization policy

## **II. DUTY OF CARE**

*The community and other stakeholders could expect that no harm, whether immediate or in the long-term, would come to them from the organization and the people associated with them (either from the regular staff or volunteers). Organizations recognize that they have a duty not to cause or fail to prevent psychological or physical harm to volunteers, employees and other associates.*

### **A. Staff Preparedness**

- Standard:** 5. The mobilizing organization shall assign a staff or a unit for guiding, monitoring, care and recording of the volunteers for the duration of their deployment. Staff overseeing volunteers should:
- a. Be trained on volunteer management and engagement
  - b. Have attended talks to recognize and respond to health concerns (including mental and emotional) of the volunteer

**Documentary Proof:** Certificate of training  
Certificate of First Aid participation  
Certificate of attendance to mental health training or fora

- Standard:** 6. The staff/unit shall be briefed and equipped to respond to all concerns and questions during the duration of the activity.

**Documentary Proof:** Activity task roles and responsibilities  
Certificate of Training

### **B. Plan Inclusions**

- Standard:** 7. Organizations commit to the promotion of a child-safe volunteering environments by:
- a. Including measures and operational structures to prevent and report abuse
  - b. Equal treatment of children and young people
  - c. Active and meaningful engagement with children, young people and people with disabilities

**Documentary Proof:** Board Resolution  
Policies and Procedures

- Standard:** 8. The organization commit to the promotion of a people with disabilities-safe volunteering-environments by:
- a. Including measures and operational structures to provide ease of mobility
  - b. Equal treatment of people with disabilities
  - c. Active and meaningful engagement of people with disabilities

**Documentary Proof:** Board Resolution  
Policies and Procedures

**Standard:** 9. The organization ensures protection of both the volunteers and community members with whom they come in contact with.

**Documentary Proof:** Board Resolution  
Policy statement

### **C. Program Support, Monitoring and Documentation**

**Standard:** 10. The organization's risk mitigation protocols and plans are provided with adequate resources by the organization.

**Documentary Proof:** Project Plan  
Budget

**Standard:** 11. The organization ensures a safe and successful working environment for everyone involved and ensures respect among staff, volunteers, partners and the community.

**Documentary Proof:** Engagement area operations and policies  
Code of Conduct

### **D. Feedback and Grievance**

**Standard:** 12. There is a culturally sensitive feedback and grievance systems in place:

- a. That are clear and actively communicated internally and shared and understood by volunteers and staff
- b. Complaints from volunteers are managed consistently, transparently and equitably
- c. Are regularly conducted and feedback on actions are provided
- d. Procedures for investigation and response are known while ensuring security of data and individuals

**Documentary Proof:** Feedback and Grievance policies and procedures  
Method for cascading

### **E. Working at Orphanages and Residential Care Units and Correctional Institutions**

**Standard:** 13. The organization, its staff and volunteers are briefed on the proper behavior, do's and don'ts while deployed in the partner orphanage, residential care facility or correctional facility.

**Documentary Proof:** Minutes of the briefing/Briefing kit  
Documents from the partner orphanage/residential care facility on proper conduct while deployed

- Standard:** 14. The organization, staff, and volunteer deployed to the orphanage, residential care facility or correctional facility shall sign a contract with the partner that they will adhere to all protocols, procedures, and guidelines in dealing with the children and young adult; which may include:
- a. There shall be no exchanges of personal contact numbers
  - b. There shall be no taking pictures without approval or consent of the partner staff and the child, young adult or resident
  - c. There shall be no unsupervised visit with the child or young adult outside deployment schedule

**Documentary Proof:** MOA/TOR, Signed Agreement  
Signed forms

### **III. MANAGING VOLUNTEERS**

*Volunteers are carefully chosen with clear criteria and fit, with their skills appropriately matched with the tasks needed by the community and the program. They are guaranteed continued support from the organization as they participate in the program's activities; with their safety and well-being looked after and taken cared by the staff and community, as stipulated in the program design and agreements.*

#### **A. Recruitment and Application**

- Standard:** 15. Volunteers shall provide any or all of the following:
- a. Recommendation by previous volunteers or colleagues from institutions/organization of good standing
  - b. Latest medical results or health certificate
  - c. Clearance from any criminal record or child protection background

**Documentary Proof:** Qualifications for volunteers

- Standard:** 16. Volunteers shall signify their consent to participate by signing waivers which will be shown to the mobilizing organization staff before deployment.

**Documentary Proof:** Signed waivers

#### **B. Volunteer Preparedness and Monitoring**

- Standard:** 17. Volunteers are provided, either verbal or written, the location of activity, tasks required, situation and possible risks in the deployment area, resource allocated for the volunteers, and the time coverage of the entire activity through briefing or communique.

**Documentary Proof:** Announcement materials

## C. Volunteer Training and Growth

**Standard:** 18. Volunteers are given an opportunity to provide their insights, learnings and recommendations after every activity.

**Documentary Proof:** Evaluation forms  
De-briefing minutes

**Standard:** 19. Experiences of volunteers are made public in appropriate media in the community, provided that such are legitimate accounts and attributed to and with consent of the concerned volunteer.

**Documentary Proof:** Newsletters  
Print clippings  
Signed consent

**Standard:** 20. If requested, the volunteers may formally share their experiences with other volunteers either within the community or with other volunteers.

**Documentary Proof:** Sharing minutes

## D. Security

**Standard:** 21. The mobilizing organization shall coordinate with the partner to arrange measures for the protection of the volunteers while they are in the area.

**Documentary Proof:** Letter of commitment from partner  
Security plan and protocols

**Standard:** 22. The mobilizing organization shall ensure that there is a first aid and security team (if needed) on hand at the site of deployment for the volunteers; provided either by the mobilizing organization or the partner.

**Documentary Proof:** Deployment logistics

## **IV. MEASURING IMPACT**

*Impact identified by the community is tracked throughout the program/project duration. before, during and end of program/project life, through inputs from the community, staff, volunteer and other relevant stakeholders. The community determines indicators for project success.*

### **A. Impact Report**

**Standard:** 23. The mobilizing organization submits an end-of activity report detailing number of volunteers, their contribution and results of the activity to the appropriate body.

**Documentary Proof:** Activity Report  
Year-end report

### **B. Volunteer Recognition**

**Standard:** 24. The mobilizing organization or its partner recognizes the volunteer's participation and number of hours spent in the activity.

**Documentary Proof:** Certificate or Letter of Appreciation

**Standard:** 25. The mobilizing organization keeps record of all volunteers who participated in their activities.

**Documentary Proof:** Volunteer record

# EVALUATION FORMS

1. Choose the Evaluation Form that is appropriate to your organization.
2. Photocopy the appropriate form or download from the PhilCV website.
3. Proceed to rate the standards on the evaluation form.



## Associate Missionaries of the Assumption (AMA) Philippines , Inc.

*“Supporting kids and vulnerable families by providing creative activities especially during the pandemic.” Jude Billate, AMA Volunteer Batch 35 is a Filipino Volunteer in Newcastle-upon-Tyne, England who helps deliver practical and fun activities with young people in economically disadvantaged areas to help boost their self-esteem.*

## Ilawan Volunteer Service (IVS) Program of ILAWAN, Inc

*IVS celebrated the culmination of the 5 Batch-19 youth volunteers who answered the call of loving service to the various indigenous communities in the country amid the COVID19 pandemic. The Culmination Ceremony and Yearend Assembly happened at Jesuit Mirador Villa, Baguio City last July 2021.*



## Negrese Volunteers for Change (NVC) Foundation, Inc

*It was a busy weekend for the volunteers #FarmersOfHope and their families in San Isidro, Davao del Norte as they began to build the structure for their upcoming mushroom farm. While they have already successfully raised mushrooms in a very small scale, this promises to be a bigger and more exciting venture.*





## REGULAR AND EMBEDDED VOLUNTEER ENGAGEMENT (REmVE) FORM

This is for organizations whose volunteer engagement primarily follows the definitions stated by the Volunteer Act; wherein, volunteers are engaged on a long-term basis, either part-time or short-time, to perform set programs or projects and their tasks are crucial to the fulfillment of goals/objectives.

### Steps:

1. Look at each of the standards.
2. Check the documents, some of which were suggested, to see if your organization follows the recommended standards. Indicate on the column provided, which documents you have available as proof of your claim.
3. Rate your organization based on the following:

<b>1</b>	The VIO does not practise the standard
<b>2</b>	While the VIO is not practising the standard, they are considering adopting it with their Board's approval
<b>3</b>	The VIO practises the standard but does not have documentary support
<b>4</b>	The VIO practises some of the required actions stated in the standards only. <u>This refers to standards that have several related items listed below it.</u> Please note that there should be existing documents to how they practise the standards.
<b>5</b>	The VIO practises the standard and have the supporting document

4. Add then average your rating and write the final score on the space provided.

**Name of the Organization:** \_\_\_\_\_

**Proponent:** \_\_\_\_\_

**Contact Email:** \_\_\_\_\_

**Contact Number:** \_\_\_\_\_

STANDARD	PROOF/COMMENTS	RATING
<b>I. Designing and Delivering the Projects</b>		
<b>A. Actors Personality and Capability</b>		
1. The organization is registered with any Government agency.		

STANDARD	PROOF/COMMENTS	RATING
<p>2. The partner organization or institution, either newly formed or already existing, to which volunteers are deployed should be checked for any of the following:</p> <ul style="list-style-type: none"> <li>a. Duly registered with any Government agency</li> <li>b. Affiliated with a duly established institution (e.g. churches, government institutions)</li> <li>c. Recognized by the Local Government (e.g., communities not yet organized, barangays)</li> </ul>		
<p>3. Exercising due diligence, the organization qualifies its partner for its capacity to implement the program/project, manage and engage volunteers, history in the community, level of community participation it encourages and ensure that it has no links with terrorist or criminal groups, or pending cases in court.</p>		
<p><b>B. Agreement and Plan Contents</b></p>		
<p>4. The specific request for task/skill for volunteers to provide is measurable with expected outcomes and were identified through:</p> <ul style="list-style-type: none"> <li>a. Research and well-defined assumptions</li> <li>b. Organizational or partner’s learning from previous similar projects/programs</li> <li>c. Community interest, need and concerns</li> </ul> <p>These tasks/skills are highlighted separately in the organization’s plan that are rights-based and sustainable.</p>		
<p>5. Requested volunteer skills/tasks, including teaching roles:</p> <ul style="list-style-type: none"> <li>a. Enhance capacity within the community or institution partner</li> <li>b. Consider stakeholders’ inclusivity, especially among the marginalized and vulnerable people</li> <li>c. Are measurable and follows the ‘do no harm’ approach</li> <li>d. Reflect the community’s perception of change, including mitigation of possible negative impacts of volunteer placements</li> </ul>		

STANDARD	PROOF/COMMENTS	RATING
<p>6. The agreement and the plan between the organization and its partner(s), both locally or where relevant, internationally clearly identifies and document:</p> <ul style="list-style-type: none"> <li>a. Roles and responsibilities</li> <li>b. Contributions and expectations during the duration of the program</li> <li>c. Resources needed and who among the agreeing parties will provide them</li> <li>d. Frequency of regular communication that is open to all program collaborators</li> <li>e. Schedule of review that is open to all program actors to to meet and deliver development impact, long-term sustainability,</li> <li>f. Gender and Development and environmental protection (Climate Change Adaptation) in all stages of the program.</li> </ul>		
<p><b>C. Stakeholder Participation</b></p>		
<p>7. The community actively participates in planning, implementing, monitoring, and evaluation of the project, receives learning exercises and review of the program, after proper training or orientation from the partner or from the organization, that may include any of the following:</p> <ul style="list-style-type: none"> <li>a. Participation in baseline data gathering</li> <li>b. Analysis of their situation and their needs</li> <li>c. Identifying goals and targets of the program/project</li> <li>d. Scope of the program/project</li> <li>e. Validation of the program/project implementation</li> <li>f. Identification and analysis of the risks</li> <li>g. Monitoring, care, and evaluation of volunteers</li> <li>h. Continued input throughout the project/program</li> <li>i. Feedback protocols and systems in accordance with possible cultural sensitivities</li> </ul>		
<p>8. Community members receive feedback from impact research (if conducted) and validate the data, information and conclusions obtained</p>		

STANDARD	PROOF/COMMENTS	RATING
<p>9. Community members are aware of procedures for complaints in their own language or language they understand, should they have reason to feel unhappy with volunteer’s behavior and there is recorded evidence that the community has opportunities to feed back on the project and volunteers.</p>		
<p>10. Project successes and challenges are shared with all internal and external stakeholders.</p>		
<p><b>II. Duty of Care</b></p>		
<p><b>A. Staff Preparedness of the Organization</b></p>		
<p>11. The organization assigns a staff or a unit to receive, monitor, and provide guidance to the volunteers. Staff assigned to conducting pre-placement training and other training for volunteers is skilled, qualified and experienced through:</p> <ul style="list-style-type: none"> <li>a. Training on volunteer management and engagement; may also be the one to whom knowledge or technology is transferred for program continuity and sustainability</li> <li>b. Attendances to talks that help them recognize health signposts, including those for mental health, and provide first intervention to health problems by referring to appropriate service providers</li> <li>c. Training or attendance to talks on the importance of reducing stigma or biases associated diversity and inclusivity</li> <li>d. Training on protection of child, vulnerable adult, and persons with disabilities</li> <li>e. Training on guidelines on appropriate and inappropriate behavior and on recognizing, reporting and responding to allegations of maltreatment, exploitation, abuse and neglect, including gender-based violence (e.g., domestic violence, human trafficking, child and elderly abuse)</li> <li>f. Briefing on engagement within the wider context of development, including peer support from current and former volunteers</li> <li>g. Briefing on feedback mechanisms and results of incident reports</li> </ul>		

STANDARD	PROOF/COMMENTS	RATING
12. Trained security staff or security committee reviews project design; monitors security risks that affect the project, community or volunteers and for issuing travel advice and communicating key issues.		
13. Training is conducted for all those collecting data such as staff, volunteers, consultants, or community members.		
<b>B. Partner Preparedness</b>		
14. Partners are provided and familiarized with the following: <ul style="list-style-type: none"> <li>a. Policies and procedures to appropriately support the volunteer ensuring that it is aligned with site management</li> <li>b. Copy of realistic expectations from volunteers as discussed with the stakeholders involved</li> <li>c. Capability of volunteers and expected impact</li> <li>d. Copy of volunteer Code of Conduct or any handbook that outlines expected behaviors, attitudes and mind sets expected from volunteers for the partner to support</li> <li>e. Issues of diversity and inclusivity affecting the volunteers</li> </ul>		
15. Together with the organization, the partner and the volunteer, before or upon their arrival, review and sign off the placement description, objectives and workplan; a copy of which is given to the organization. The partner shall also assist in reviewing, on a regular basis, progress of placement, volunteer's performance and terms and conditions.		
16. Adapt and translate measurement processes and tools for ease of use and understanding by all including vulnerable communities (e.g. differing levels of ability etc.)		

STANDARD	PROOF/COMMENTS	RATING
<b>C. Plan Inclusions</b>		
<p>17. The organization has a clear risk tolerance policy that may affect volunteers. Risks and mitigation contingencies are included in the program plan with appropriate budget allocation for the established security plan, including insurance. A staff member serves as Security Focal Point. The community and the volunteers are briefed on portions of this policy that affect them or are needed to be known by them as stakeholders of the program.</p>		
<p>18. The organization regularly reviews procedures to handle disruptions and manage emerging risks (volunteer behavior, natural disasters, epidemics, armed conflicts, etc.). The organization records and regularly reviews incidences and corresponding actions taken to ensure protection of all, the volunteers and with whom they come in contact with.</p>		
<p>19. The organization has a risk assessments and relocation plan for every location and transport route used that is updated as necessary.</p>		
<p>20. Organizations commit to the promotion of a child-safe volunteering in all environment and safeguarding of child and young adult policies through:</p> <ul style="list-style-type: none"> <li>a. Measures and operational structures to prevent harm and report abuse</li> <li>b. Equal treatment of children, young people and vulnerable adults</li> <li>c. Active, meaningful and gender-sensitive engagement of children and young people</li> </ul>		
<p>21. Organizations commit to the promotion of safe volunteering in all environment for people with disabilities through:</p> <ul style="list-style-type: none"> <li>a. Measures and operational structures to prevent harm and report abuse</li> <li>b. Equal treatment of people with disabilities</li> <li>c. Active, meaningful and gender-sensitive engagement of people with disabilities</li> </ul>		

STANDARD	PROOF/COMMENTS	RATING
<p>22. There are policies and guidelines related to messaging and use of imagery (for campaign materials, reports or recruitment paraphernalia), including the use of children images, which:</p> <ul style="list-style-type: none"> <li>a. Ensure that local community and individuals are portrayed accurately and not put at risk, sensationalized or stereotyped</li> <li>b. Promotes realistic volunteer experience, including partnerships between countries and/or organizations, targeting diverse range of volunteers</li> <li>c. Focused in meeting community needs</li> </ul>		
<p>23. Encourage applications from people from diverse background (as far as practicable), re-applications from past volunteers and e-volunteering.</p>		
<p>24. The organization ensures privacy, confidentiality and security of personal and organizational data.</p>		
<p><b>D. Program Support, Monitoring and Documentation</b></p>		
<p>25. Program/Project management ensures a safe, and successful working environment for everyone involved, including in the aspect of health. It allows the maximum use of skills, energy and ideas of volunteers; ensures respect within and between staff, volunteers, community members and all organizations involved in the project by communicating and implementing Code of Conduct or the Volunteer Handbook. It also makes sure that local and international volunteers are treated equitably.</p>		
<p>26. Program/Project's desired outcomes, objectives, values and processes, and roles are cascaded to the staff and volunteers to empower them and allow them to respond to questions about the program.</p>		
<p>27. The organization provides protection and support needs required by diversity and individuality of the volunteers and those they come in contact with. It ensures that individuals and volunteers of diverse SOGIE-SC are able to speak to trusted members of staff about concerns they may have to support the program plan.</p>		

STANDARD	PROOF/COMMENTS	RATING
<b>E. Feedback and Grievance</b>		
28. The organization undertakes and acts on findings from de-briefings, evaluation and reviews following all serious incidents.		
29. Culturally sensitive feedback and grievance systems in place: a. Are clear and actively communicated internally and shared and understood by volunteers and staff b. Ensure that complaints from volunteers are managed consistently, transparently and equitably c. Are regularly conducted and action fed back to the party providing feedback or grievance D. General procedures for investigation and response are known		
<b>F. Working at Orphanages and Residential Care Units</b>		
30. The organization, its staff and volunteers are briefed on the proper behavior, dos and don'ts, while deployed in the partner orphanage, residential care facility or correctional institutions. The organization also has its own child protection policy in place.		
31. If requested, volunteers with long-term assignment would provide police or NBI clearances or its equivalent to the partner orphanage or residential care facility or any other proof that the volunteer poses no danger to the children or young adults in residence.		



STANDARD	PROOF/COMMENTS	RATING
<p>32. The organization, staff, and volunteer deployed to the orphanage, residential care or correctional facility shall sign a contract/waiver with the partner that they will adhere to all protocols, procedures, and guidelines in dealing with the children and young adults and residents of the facility; which may include:</p> <ul style="list-style-type: none"> <li>a. There shall be no exchanges of personal contact numbers</li> <li>b. There shall be no taking of pictures without approval or consent of the partner staff and the child, young adult or resident</li> <li>c. There shall be no unsupervised visit with the child, young adult or resident outside deployment schedule</li> </ul>		
<b>III. Managing Volunteers</b>		
<b>A. Recruitment and Application</b>		
<p>33. Volunteers are placed by the organization in pre-identified partner agencies based on:</p> <ul style="list-style-type: none"> <li>a. Match between community needs or partner needs and volunteer’s qualifications and/or commitment</li> <li>b. Inter-cultural understanding and past volunteering experience</li> <li>c. Awareness of realities and context of placements</li> <li>d. Standardized selection criteria, that may pertain to others sensitivities (gender, LGBTQI+, PWDs, children and young adults)</li> </ul>		
<p>34. Volunteers shall provide:</p> <ul style="list-style-type: none"> <li>a. Personal and professional references</li> <li>b. Criminal and safeguarding background checks</li> <li>c. Latest medical results or health certificate, or have one made locally</li> </ul>		
<p>35. Applicant volunteers chosen are provided the following:</p> <ul style="list-style-type: none"> <li>a. Selection process and requirements for placement</li> <li>b. Context of their possible placement, workplace environment, partners and the community, and their support during placement</li> </ul>		

STANDARD	PROOF/COMMENTS	RATING
<b><i>Additional for Foreign Volunteers</i></b>		
<p>36. The duly accredited sending and receiving organizations sign an agreement on the deployment, management and monitoring of foreign volunteers. The agreement between the sending organization, the receiving organization and the volunteer shall clearly stipulate:</p> <ul style="list-style-type: none"> <li>a. Expectations from sending and receiving organization</li> <li>b. Dates the volunteer shall start, reporting schedules and when it would officially end</li> <li>c. Expense coverage for the foreign volunteer</li> <li>d. Schedule of visits and de-briefing by the receiving organization</li> <li>e. Management in the duration of the placement</li> <li>f. The receiving organization shall introduce/inform the foreign volunteer to the partner and the community and to the relevant agencies, which includes the LGU, NEDA RO, and AFP/PNP</li> </ul>		
<p>37. Sending organizations inform the receiving organizations any special considerations that may affect or pertain to any of the foreign volunteers being sent to the country.</p>		
<p>38. The receiving organization shall be responsible for informing the PNVSCA of the foreign volunteers' arrival in the Philippines.</p>		

STANDARD	PROOF/COMMENTS	RATING
<p>39. The receiving organization shall request the sending organization the following:</p> <ul style="list-style-type: none"> <li>a. Name of volunteers, current situation, reason for volunteering in the Philippines, expectations and skills, and relevant travel documents</li> <li>b. References and clearances from their home country, including child protection and anti-terrorism (clearances can be in a form of letter from sending organization ensuring receiving organization that volunteer has passed the necessary clearances to be deployed)</li> <li>c. Expectations on the volunteering experience</li> <li>d. Copy of the insurance coverage of the volunteers; ensuring that said insurance is accepted in the destination country (may be in the form of a letter from sending organization indicating that volunteer is medically covered and insured and provides contact person to attend to volunteer medical/insurance needs)</li> </ul>		
<p>40. The receiving organization shall provide the sending organization the following materials for the volunteers' orientation:</p> <ul style="list-style-type: none"> <li>a. Situation of the placement areas, including public health concerns</li> <li>b. Background and programs of the receiving organization</li> <li>c. Cultural (and religious) considerations and sensitivities</li> <li>d. Advisory not to participate or organize any activity that are contrary to the law and beliefs and principles of the receiving organization</li> <li>e. Local protocols and fees that must be observed and followed in case of incidents or extension of stay</li> <li>f. Orientation on document processing in receiving country</li> <li>g. Relevant laws and policies on security and safety, data privacy</li> </ul>		

STANDARD	PROOF/COMMENTS	RATING
<b>B. On-Boarding</b>		
<p>41. The organization secure concurrence from the volunteer before deployment, after the volunteer receives all risk assessments on the program, community and location, signifying volunteer's informed choice to participate; or a copy of the volunteer signed Code of Conduct or MOA signifying adherence of the volunteer to policies and procedures of the organization, and the program.</p>		
<p>42. Volunteers chosen are provided the following at the start of placement:</p> <ul style="list-style-type: none"> <li>a. Development objectives of the program/project that are linked to the PDP and to the SDG when possible</li> <li>b. Briefing on managing risks and challenges they may face; health and well-being resilience (including psychological) and briefing on health risks and precautions; equity, equality and anti-bullying</li> <li>c. Organization's policies, values and processes related to recruitment of the organization, either written or on-line</li> <li>d. Program objectives, procedures and responsibilities</li> <li>e. Inducted into the wider organization and how the program fits in the wider vision and mission of the organization</li> <li>f. Projected impact of the volunteer's involvement</li> <li>g. Social, gender or cultural sensitivities relevant to placement</li> <li>h. Joining instructions and contacts for initial accommodations upon arrival</li> <li>i. Social and financial implications of the placement</li> <li>j. Measurement of goals set</li> </ul>		

STANDARD	PROOF/COMMENTS	RATING
<b>C. Volunteer Preparedness and Monitoring</b>		
<p>43. Volunteers are tracked on the following:</p> <ul style="list-style-type: none"> <li>a. Individual and group contribution of volunteers, either through self-reporting or external assessment</li> <li>b. Contribution or involvement to the project/program, especially in relation to PDP and/or the SDG and their own personal growth</li> <li>c. Tasks and expected outcomes accomplishment</li> <li>d. Regular review of terms of agreement</li> <li>e. Provision of professional and personal assistance</li> <li>f. Feedback and acknowledgement on the volunteer’s contributions, which may be included in a compendium of best practices/significant milestones, etc.</li> <li>g. Health and well-being; security and safety</li> </ul>		
<b>D. Volunteer Training and Growth</b>		
<p>44. Volunteers are given the opportunity to connect with current and former volunteers, local, regional, national and international societies focused on development and/or volunteering including alumni networks.</p>		

STANDARD	PROOF/COMMENTS	RATING
<p>45. The VI/EOs support volunteers when they end their placement, by:</p> <ul style="list-style-type: none"> <li>a. Giving adequate information and notice to complete their responsibilities</li> <li>b. Providing those returning from long-term placements remote from their home community with formal and informal resettlement support</li> <li>c. Providing guidance for social reintegration and entry to education, training, employment or retirement</li> <li>d. Facilitating connections with outgoing volunteers to share insights and advice</li> <li>e. Facilitating knowledge sharing between volunteers and external audience</li> <li>f. Tracking impact of volunteering to their growth</li> <li>g. Providing guidance on the best practices of presenting and discussing their experience in a professional and social settings</li> <li>h. Providing comprehensive and effective operational and personal debriefing for volunteers by trained debriefers</li> <li>i. Attending to volunteers who request a debrief and are informed about debriefing</li> </ul>		
<p>46. The organization provides adequate time and tools to support volunteers (community and staff) to reflect on and analyze the impact of their placement.</p>		

STANDARD	PROOF/COMMENTS	RATING
<b>E. Health and Wellness</b>		
<p>47. The organization assesses and promotes the health and well-being of volunteers in advance placements. There are written procedures, accessible and locally appropriate, that provide:</p> <ul style="list-style-type: none"> <li>a. Step-by-step guidance on reporting safeguarding concerns</li> <li>b. Protection and support needs required by diversity and individuality</li> <li>c. Good mental health practices in the workplace</li> <li>d. Physical and mental health promotion for volunteers and those they come in contact with</li> <li>e. Consistently act emergency phone numbers and responsive emergency contacts based on security plans and incident reports</li> <li>f. Incident reporting using standardized form including that of security concerns</li> <li>g. Vaccination/ immunization against local vector borne diseases; compliance to protocols during health emergencies</li> </ul>		
<p>48. The organization has mitigation systems, such as insurance, to reduce potential impact of placement on the volunteers' health or well-being before, during or after placement.</p>		
<b>F. Security</b>		
<p>49. Volunteers are briefed on:</p> <ul style="list-style-type: none"> <li>a. Location-specific risks and continue to receive refresher security placement</li> <li>b. Security Policy of the organization, a copy of which is provided</li> <li>c. Whistleblowing policies, reporting mechanisms and disciplinary procedures to prevent, address and redress inappropriate behavior, of staff, volunteers, contracted or other personnel</li> <li>d. Strict adherence to safety and security guidelines</li> <li>e. Check-in process</li> <li>f. Provision of Automatic Emergency Alarm System (AEAS) to immediately address volunteer concerns</li> </ul>		

STANDARD	PROOF/COMMENTS	RATING
<b>IV. Measuring Impact</b>		
<b>A. Measures</b>		
<p>50. There is a system of monitoring, evaluating and learning that:</p> <ul style="list-style-type: none"> <li>a. Are done regularly and well-documented; especially if there are improvements in impact measurement</li> <li>b. Improve project delivery based on evaluation results and learning</li> <li>c. Include capacity of partners to community and development impact</li> <li>d. Include in-placement interviews for volunteer and organization</li> </ul>		
<p>51. Program indicators and targets, wherever possible, are derived from or linked to the PDP or SDGs. This would be highlighted in reports submitted to national government agencies. Contributions of volunteer activities to the realization of PDP and achievement of the SDG and the Philippine Development Plan are also highlighted.</p>		
<p>52. The organization highlights in their reporting the impact of the program and volunteer contribution on:</p> <ul style="list-style-type: none"> <li>a. Vulnerable and marginalized sectors or members of the community</li> <li>b. Impact on diversity and inclusivity as required</li> <li>c. If a health program, impact on health and wellbeing of children, vulnerable adults and wider community; including risks to physical and mental wellbeing, as included in the TOR</li> </ul>		
<p>53. The evaluation and impact assessment results shape the design of future projects and placements. If possible, include gender mainstreaming in the evaluation of the project.</p>		



STANDARD	PROOF/COMMENTS	RATING
<b>B. Exit Strategy and Impact Report</b>		
54. There is an exit strategy that: <ul style="list-style-type: none"> <li>a. Details conditions for project completion</li> <li>b. Ensures technology transfer to the community</li> <li>c. Provides measurable indicators for program success from the point of view of the community</li> <li>d. Outlines program continuity and sustainability and schedule for review visits of the organization</li> </ul>		
55. If the project or program is aligned with other programs and projects in different communities, regions or countries, the organization, local and international (if any) partners receive reports on how it is performing.		
56. Reports to the government, communities and other relevant stakeholders, are made on a regular basis using appropriate language and format and based on ‘do no harm’ (emphasizing on benefit to the community and protocols observed to ensure protection of right) approach.		
57. The organization collaborates and shares results, reports and other documentation within the sector; sharing data and other evidence of the impact of Volunteering for Development projects and measures towards the realization of PDP and the achievement of the SDGs.		
<b>C. Volunteer Recognition</b>		
58. The organization expresses its appreciation to volunteers through a transparent recognition procedure and tools. The organization records the volunteer’s personal development, contribution and performance achievement that validates the recognition.		

<b>TOTAL SCORE</b>	
<b>AVERAGE SCORE</b>	



## Radio Mindanao Network (RMN) Foundation, Inc.

*OplanTabang COVID-19 Response*

## MediCard Foundation, Inc.

*MFI's "Tulong Gulong" program together with the beneficiaries endorsed by the Create a Job for the Disabled Association, Inc.*



## Cebuana Lhuillier Foundation, Inc

*In 2020, employees of Cebuana Lhuillier provided donations for individuals and families in Guinobatan, Albay affected by Typhoon Rolly. Assistance extended to marginalized communities especially in times of calamities and natural disasters form part of the company's employee volunteer program Cebuana Rapido Nationwide Volunteer Corps.*

## **Ronald McDonald House Charities (RMHC) of the Philippines**

*McDonald's Kindness Kitchen preparation of hot meals for COVID response, April 15, 2020*



## **San Miguel Foundation, Inc**

*SMC Blood donation drives, 2020 as part of  
SMC (and its subsidiaries) Volunteers'  
COVID relief efforts*

## EMPLOYEE VOLUNTEER ENGAGEMENT (EVE) FORM

This is for organizations whose volunteer engagement and management activities are for employees by the corporation or its corporate foundation.

### Steps:

1. Look at each of the standards.
2. Check the documents, some of which were suggested, to see if your organization follows the recommended standards. Indicate on the column provided, which documents you have available as proof of your claim.
3. Rate your organization based on the following:

<b>1</b>	The VIO does not practise the standard
<b>2</b>	While the VIO is not practising the standard, they are considering adopting it with their Board's approval
<b>3</b>	The VIO practises the standard but does not have documentary support
<b>4</b>	The VIO practises some of the required actions stated in the standards only. <u>This refers to standards that have several related items listed below it.</u> Please note that there should be existing documents to show they practise the standards.
<b>5</b>	The VIO practises the standard and has the supporting document.

4. Add then average your rating and write the final score on the space provided.

**Name of the Organization:** \_\_\_\_\_

**Proponent:** \_\_\_\_\_

**Contact Email:** \_\_\_\_\_

**Contact Number:** \_\_\_\_\_

STANDARD	PROOF/COMMENTS	RATING
<b>I. Designing and Delivering the Projects</b>		
<b>A. Actors Personality and Capability</b>		
1. The organization is registered and recognized by the Government or a government agency.		

STANDARD	PROOF/COMMENTS	RATING
<p>2. The partner organization, institution or agency to which volunteers are deployed may be:</p> <ul style="list-style-type: none"> <li>a. Duly registered with any Government agency</li> <li>b. Affiliated with a duly established institution (e.g., churches, government agency)</li> <li>c. Recognized by the Local Government (e.g., communities not yet organized, barangays)</li> </ul>		
<p>3. Exercising due diligence, the organization/agency taps a partner or government institution for its capacity to implement the program/project, handle and treat volunteers according to the organization/agency's specifications, and has a cooperative working relation with the community or sector it serves.</p>		
<b>B. Agreement Comments</b>		
<p>4. The roles and tasks of the employee volunteer is clearly identified with measurement and expected outcomes, highlighted separately in program plans.</p>		
<p>5. The organization has conducted due diligence in clarifying, investigating, and negotiating expectations and volunteer roles with the partners.</p>		
<p>6. The parent corporation/agency and the mobilizing organization shall have clear agreements on the following:</p> <ul style="list-style-type: none"> <li>a. Care and management of the volunteers at the time of deployment</li> <li>b. Resource allocation coming from both</li> <li>c. Recognition and treatment of the volunteer hours by the corporation/agency</li> <li>d. Conduct of volunteers and corresponding consequences for violations</li> <li>e. Debriefing of volunteers</li> </ul>		
<b>II. Duty of Care</b>		
<b>A. Staff Preparedness</b>		
<p>7. The staff supervising and overseeing volunteers are:</p> <ul style="list-style-type: none"> <li>a. Properly trained and qualified on volunteer management and engagement</li> <li>b. Trained or attended talks to recognize and respond to health concerns (including mental and emotional) of the employee-volunteer</li> </ul>		

STANDARD	PROOF/COMMENTS	RATING
<b>B. Plan Inclusions</b>		
<p>8. The organization/agency commit to the promotion of a child-safe volunteering in all environments by:</p> <ul style="list-style-type: none"> <li>a. Including measures and, operational and logistical structures to prevent and report abuse</li> <li>b. Equal treatment and active and meaningful engagement of children, young people</li> </ul>		
<p>9. The organization/agency commit to the promotion of a people with disabilities-safe volunteering in all environments by:</p> <ul style="list-style-type: none"> <li>a. Including measures and, operational and logistical structures to provide ease of movement</li> <li>b. Equal treatment and active and meaningful engagement of people with disabilities</li> </ul>		
<p>10. The organization/agency ensure protection of both the volunteers and community members with whom they come in contact with.</p>		
<b>C. Program Support, Monitoring and Documentation</b>		
<p>11. The organization/agency ensures a safe and successful working environment for everyone involved, including in the aspect of health; and ensures respect among staff, volunteers, partners and the community.</p>		
<b>D. Feedback and Grievance</b>		
<p>12. The organization/agency's feedback and grievance systems in place:</p> <ul style="list-style-type: none"> <li>a. Are clear and actively communicated internally and shared and understood by volunteers and staff</li> <li>b. Ensure complaints from volunteers are managed consistently, transparently and equitably</li> <li>c. Are regularly conducted and feedback on actions are provided</li> <li>d. Procedures for investigation and response are known</li> </ul>		

STANDARD	PROOF/COMMENTS	RATING
<b>E. Working at Orphanages and Residential Care Units</b>		
13. The organization/agency, its staff and volunteers are briefed on the proper behavior, dos and don'ts while deployed in the partner orphanage, residential care or correctional facility. It has a child protection policy in place.		
14. The organization/agency, staff, and volunteer deployed to the orphanage, residential care or correctional facility shall sign a waiver with the partner that they will adhere to all protocols, procedures, and guidelines in dealing with the children and young adult; which may include: <ul style="list-style-type: none"> <li>a. There shall be no exchanges of personal contact numbers</li> <li>b. There shall be no taking pictures without approval or consent of the partner staff and the child, young adult or resident</li> <li>c. There shall be no unsupervised visit with the child, young adult or resident outside deployment schedule</li> </ul>		
<b><i>For Employee Volunteer Initiated activities</i></b>		
15. Employee-volunteers will only partner with registered organizations or institutions that has a history with the target community.		
16. The volunteers shall provide consent on participating with the said initiative and shall be responsible for informing the parent corporation/agency through the designated office responsible for overseeing volunteer activities.		
17. The volunteers shall comply with the Code of Conduct as directed by the company/agency for the duration of the activity.		
18. Partners shall be informed of the code of conduct expected of volunteers and the process whereby they can air their grievances in case of violation, co-signed by the department overseeing volunteer activities of the parent corporation/agency.		

STANDARD	PROOF/COMMENTS	RATING
<b>III. Managing Volunteers</b>		
<b>A. Announcement and Joining</b>		
19. The employees are made aware by the parent corporation/agency or the mobilizing organization of the volunteer opportunity, how the corporation recognizes and records these efforts, the corresponding resources to be made available and benefits for time spent on volunteering.		
20. Volunteers shall signify their consent to participate by signing waivers that are submitted to the designated department of the parent corporation/agency and/or mobilizing organization. The department shall provide the final approval for the volunteer participation.		
21. The mobilizing organization only accepts an employee-volunteer who has been cleared by the parent corporation and one who is free from any administrative or criminal case.		
<b>B. Volunteering Preparedness and Monitoring</b>		
22. Volunteers are oriented, either by verbal or written means, of the location, tasks required, situation and possible risks in the deployment area, resources allocated for the volunteers, and the time coverage of the entire activity through announcements and communicate by the parent corporation/agency or mobilizing organization.		
<b>C. Volunteer Training and Growth</b>		
23. Employee volunteers are given an opportunity to provide their insights, learnings and recommendations after every activity.		
24. With their signed consent, experiences of employee volunteers are made public in appropriate media in the parent corporation/agency, provided that such are legitimate accounts and attributed to the volunteers.		



STANDARD	PROOF/COMMENTS	RATING
<b>D. Health and Wellness</b>		
<p>25. Any publication highlighting the employee-volunteers shall remain sensitive to the protection of rights of children, young adults, people with disabilities, and any other considerations in diversity and inclusion. Specifically:</p> <ul style="list-style-type: none"> <li>a. No sensitive data shall be shared to the general public</li> <li>b. Shared information or information for publication shall be cleared with the partner</li> <li>c. Approval or consent for the photos and video documentation to be used by the partner or the guardians</li> </ul>		
<p>26. If requested, the employee volunteers may formally share their experiences with other volunteers either within the parent corporation or with other volunteers.</p>		
<p>27. The mobilizing organization shall ensure that there is a first aid and if needed, a security team on hand at the location of deployment for the volunteers.</p>		
<p>28. The mobilizing organization has a policy for mental and emotional intervention for employee volunteers. The mobilizing organization or the parent company/agency also has contact numbers of appropriate agencies that may respond to the need of the employee volunteers, if necessary.</p>		
<b>E. Security</b>		
<p>29. The parent corporation/agency and the mobilizing organization shall have clear agreements on the following:</p> <ul style="list-style-type: none"> <li>a. Risk tolerance of the parent corporation</li> <li>b. Security and safety protocols for the volunteers at time of deployment</li> </ul>		
<p>30. Risk mitigation protocols and plans are provided with adequate resources by the mobilizing organization.</p>		

STANDARD	PROOF/COMMENTS	RATING
<b>Iv. Measuring Impact</b>		
<b>A. Impact Report</b>		
31. The mobilizing organization submits a terminal report to the parent corporation and any relevant agency on employee volunteer participation, highlighting individual roles and contributions of volunteers, as well as incident reports, if any, and it's corresponding and recommended resolution.		
<b>B. Volunteer Recognition</b>		
32. Employee volunteers are appraised of what the mobilizing organization is doing regarding their recommendations.		
33. The organization/agency expresses their appreciation to volunteers through transparent recognition procedures and recognition tools; and records volunteer's personal development and performance achievement which validates the recognition.		
39. The mobilizing organization keeps record of all volunteers who participated in their activities as prescribed by their organization's policy on record keeping.		

<b>TOTAL SCORE</b>	
<b>AVERAGE SCORE</b>	

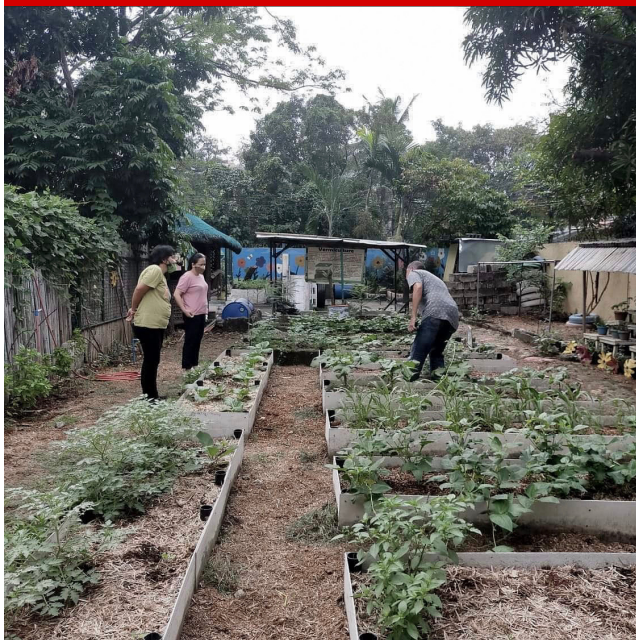


## **Gota de Leche Proteccion de la Infancia, Inc**

*GDL's staff and volunteers during food and medicine rations to child beneficiaries, including newly harvested vegetables from our mini garden especially for children with functional disabilities.*

## **Virianie Foundation, Inc.**

*Volunteer Coordinator from France, Manon Lefevre, during her home immersion to VFI Residential Program.*



## **Hands on Manila (HOM) Foundation, Inc.**

*Servathon 2020, COVID-19 Sustainable Food Security Program, October 24, 2020 to present*

## ACTIVITY-BASED VOLUNTEER ENGAGEMENT (AVE) FORM

This is for organizations that engage volunteers only on particular activities. While REmVEs or EVEs may from time to time engage volunteers for short-term activities, AVE would not be their primary volunteer engagement. This definition is for organizations whose main and primary engagement of volunteers are only activity-based.

### Steps:

1. Look at each of the standards.
2. Check the documents, some of which were suggested, to see if your organization follows the recommended standards. Indicate on the column provided, which documents you have available as proof of your claim.
3. Rate your organization based on the following:

<b>1</b>	The VIO does not practise the standard
<b>2</b>	While the VIO is not practising the standard, they are considering adopting it with their Board's approval
<b>3</b>	The VIO practises the standard but does not have documentary support
<b>4</b>	The VIO practises some of the required actions stated in the standards only. <u>This refers to standards that have several related items listed below it.</u> Please note that there should be existing documents to show they practise the standards.
<b>5</b>	The VIO practise the standard and have the supporting document

4. Add then average your rating and write the final score on the space provided.

**Name of the Organization:** \_\_\_\_\_

**Proponent:** \_\_\_\_\_

**Contact Email:** \_\_\_\_\_

**Contact Number:** \_\_\_\_\_

STANDARD	PROOF/COMMENTS	RATING
<b>I. Designing and Delivering the Projects</b>		
<b>A. Actors Personality and Capability</b>		
1. The organization is registered to the appropriate Government body.		

STANDARD	PROOF/COMMENTS	RATING
<p>2. The partner organization or institution to which volunteers are deployed are:</p> <ul style="list-style-type: none"> <li>a. Duly registered with any Government agency</li> <li>b. Affiliated with a duly established institution (e.g., churches, government)</li> <li>c. Recognized by the Local Government (e.g., communities not yet organized, barangays)</li> </ul>		
<b>B. Agreement contents</b>		
<p>3. The roles and tasks of the volunteer are clearly identified with expected outputs that have been negotiated with the partner.</p>		
<p>4. The partner and the mobilizing organization shall have clear agreements on the following:</p> <ul style="list-style-type: none"> <li>a. Care and management of the volunteers at the time of deployment</li> <li>b. Risk tolerance of the mobilizing organization</li> <li>c. Resource allocation coming from both</li> <li>d. Security and safety protocols for the volunteers at the time of deployment</li> <li>e. Conduct of volunteers and corresponding consequences for violations</li> </ul>		
<b>II. Duty of Care</b>		
<b>A. Staff Preparedness</b>		
<p>5. The mobilizing organization shall assign a staff or a unit for guiding, monitoring, care and recording of the volunteers for the duration of their deployment. Staff overseeing volunteers should:</p> <ul style="list-style-type: none"> <li>a. Be trained on volunteer management and engagement</li> <li>b. Have attended talks to recognize and respond to health concerns (including mental and emotional) of the volunteer</li> </ul>		
<p>6. The staff/unit shall be briefed and equipped to respond to all concerns and questions during the duration of the activity.</p>		

STANDARD	PROOF/COMMENTS	RATING
<b>B. Plan Inclusions</b>		
<p>7. The organization commits to the promotion of a child-safe volunteering environments by:</p> <ul style="list-style-type: none"> <li>a. Including measures and operational structures to prevent and report abuse</li> <li>b. Equal treatment of children and young people</li> <li>c. Active and meaningful engagement on children and young people</li> </ul>		
<p>8. The organization commit to the promotion of a people with disabilities-safe volunteering environments by:</p> <ul style="list-style-type: none"> <li>a. Including measures and operational structures to provide ease of mobility</li> <li>b. Equal treatment of people with disabilities</li> <li>c. Active and meaningful engagement of people with disabilities</li> </ul>		
<p>9. The organization ensures protection of both the volunteers and community members with whom they come in contact with.</p>		
<b>C. Program Support, Monitoring and Documentation</b>		
<p>10. The organization’s risk mitigation protocols and plans are provided with adequate resources by the organization.</p>		
<p>11. The organization ensures a safe and successful working environment for everyone involved and ensure respect among staff, volunteers, partners and the community.</p>		
<b>D. Feedback and Grievance</b>		
<p>12. There is a culturally sensitive feedback and grievance systems in place:</p> <ul style="list-style-type: none"> <li>a. That are clear and actively communicated internally and shared and understood by volunteers and staff</li> <li>b. Complaints from volunteers are managed consistently, transparently and equitably</li> <li>c. Are regularly conducted and feedback on actions are provided</li> <li>d. Procedures for investigation and response are known while ensuring security of data and individuals</li> </ul>		

STANDARD	PROOF/COMMENTS	RATING
<b>E. Working at Orphanages and Residential Care Units</b>		
13. The organization, its staff and volunteers are briefed on the proper behavior, dos and don'ts while deployed in the partner orphanage, residential care or correctional facility.		
14. The organization, staff, and volunteer deployed to the orphanage, residential care or correctional facility shall sign a contract with the partner that they will adhere to all protocols, procedures, and guidelines in dealing with the children and young adults; which may include: <ul style="list-style-type: none"> <li>a. There shall be no exchanges of personal contact numbers</li> <li>b. There shall be no taking pictures without approval or consent of the partner staff and the child, young adult or resident</li> <li>c. There shall be no unsupervised visit with the child, young adult or resident outside deployment schedule</li> </ul>		
<b>III. Managing Volunteers</b>		
<b>A. Recruitment and Application</b>		
15. Volunteers shall provide any or all of the following: <ul style="list-style-type: none"> <li>a. Recommendation by previous volunteers or people or institutions/organization of good standing</li> <li>b. Latest medical results, health certificate, or medical clearance</li> <li>c. Clearance from any criminal or child protection background</li> </ul>		
16. Volunteers shall signify their consent to participate by signing waivers which will be shown to the mobilizing organization staff before deployment.		
<b>B. Volunteer Preparedness and Monitoring</b>		
17. Volunteers are provided, either verbal or written, the location of activity, tasks required, situation and possible risks in the deployment area, resource allocated for the volunteers, and the time coverage of the entire activity through briefing or communique.		

STANDARD	PROOF/COMMENTS	RATING
<b>C. Volunteer Training and Growth</b>		
18. Volunteers are given an opportunity to provide their insights, learnings and recommendations after every activity.		
19. Experiences of volunteers are made public in appropriate media platforms in the community, provided that such are legitimate accounts and attributed to and with consent of the concerned volunteer.		
20. If requested, the volunteers may formally share their experiences with other volunteers either within the community or with other volunteers.		
<b>D. Security</b>		
21. The mobilizing organization shall coordinate with the partner to arrange measures for the protection of the volunteers while they are in the area.		
22. The mobilizing organization shall ensure that there is a first aid and security team (if needed) on hand at the site of deployment for the volunteers; provided either by the mobilizing organization or the partner.		
<b>IV. Measuring Impact</b>		
<b>A. Impact Reporting</b>		
23. The mobilizing organization submits an end-of activity report detailing number of volunteers, their contribution and results of the activity to the appropriate body.		
<b>B. Volunteer Recognition</b>		
24. The mobilizing organization or its partner recognizes the volunteer's participation and number of hours spent in the activity.		
25. The mobilizing organization keeps record of all volunteers who participated in their activities.		

<b>TOTAL SCORE</b>	
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<b>AVERAGE SCORE</b>	
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**GSVD Consultation Workshops**

5 December 2018, Manila, Philippines



Maximillan G. Ventura, PhilCV Chair  
IVCO 2019, GSVD Launch



Philippine-Launching – Global Standards Vfd, 29 Nov. 2019



**PHILCV** Learning Session:

**Forum on Global Standard for Volunteering for Development**

29 November 2019, Philam Conference Hall, Araneta Center, Cubao, Quezon City

