



A registered Non-Profit
Organization Reg No: IT/1675/2003



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Volunteering with DREAMCATCHER SOUTH AFRICA

TERMS & CONDITIONS

1. APPLICATIONS :

- 1.1. All applications and further correspondence must be in writing
- 1.2. Placements are dependant on the volunteer's profile.
- 1.3. Pregnant volunteers will not be accepted.
 - 1.3.1. Dreamcatcher indemnifies the organization from any complications of pregnancy and/or ill-health of the volunteer already in the program with such status without our knowledge.
 - 1.3.2. The Volunteer Agent/Direct volunteer will be advised of the discontinuation of her Volunteer Program should it be established that she is pregnant.
 - 1.3.3. The Volunteer Agent/Direct volunteer is expected to make arrangements with the In-Country Co-ordinator with regard to the remainder of her volunteering period.
- 1.4. Volunteer Placements, are considered as *Reservations*
- 1.5. Volunteer Placements shall be co-ordinated and processed on receipt of ZAR 1,000.00 Non-Refundable Deposit for expenses incurred to successfully place the volunteer.
 - 1.5.1 This deposit will be deducted from Final Total Invoice
- 1.6. Volunteer placements applications must ideally be made at a minimum of 3 months prior to the arrival date.
- 1.7. Applications less than 3 months prior to arrival date **may** be placed in an alternative project where care needs exist in the community i.e Health Care Projects, Hospitals etc., although every effort will be made to accommodate volunteers as far as possible.
- 1.8. Volunteering periods less than 14 days including Orientation, shall not be considered for projects such as Schools or projects with set inflexible programs and/or where Vulnerable Children could be affected by bonding and/or feelings of desertion due to the volunteering period being too short.

1.9. However, various projects with children such as Orphanages, Street Children, children at Risk could accept volunteers willing to work for 5 to 7 consecutive days.

1.9.1. In this instance, placement will be based upon the discretion of Dreamcatcher in association with the project

1.10. Volunteers who wish to work in projects involving caring of patients (**except Hospitals**) are expected to submit certificate/diplomas of Nursing Training in this field and registration of training institutions and experience if any.

1.11. Confirmation of Placement will be sent in the Form of a Pre-Final Program for Applicant Volunteer's perusal and confirmation.

1.12. Further enquiries with regard to Volunteer's Pre-Final Program, shall be directed to the Agent and forwarded to the In-country Co-ordinator, unless stated otherwise by the Agent.

1.13. Confirmation of acceptance of the program shall be in writing

1.14. ***MEDICAL VOLUNTEERS***

1.14.1. Volunteers who wish to work with any project involving caring of patients in Hospitals:

1.14.2. MEDICAL STUDENTS only

1.14.3. QUALIFIED DOCTORS shall work on the same basis as that of Medical Students and will not be allowed to diagnose, prescribe treatment/medication, treat, perform surgery or any function as that of practicing South African Medical Hospital Personnel.

1.14.4. They will work as assistants under the auspices of the employed staff and expect to shadow and draw on the local medical knowledge

1.14.5. ALL Medical Volunteers MUST submit with their Profile with all University Level Results, Certificate/Diplomas before confirmation of placement

1.14.6. Hospital volunteer placement administration may take up to **4 weeks** before confirmation of placement and depending on level of experience/qualification.

1.14.7. Complete the SA Hospital Indemnity Form, Enrolment Form.

1.14.7.1. For Information - Check List for Volunteers

1.14.7.2. Information on the conduct of volunteers at hospitals shall be strictly adhere to

1.14.7.3. Dreamcatcher hereby indemnifies the organization from any misconduct of volunteers resulting in death/legal or otherwise any action taken by any authorities/family members

1.15. ***INDEMNITY FORM***

VOLUNTEER CONTRACT

Full Name of Volunteer:

TASK DESCRIPTION:

My roles and responsibilities will be set out in my task description, which will guide my work. I understand that I will not be expected to take on responsibilities which are not outlined in my task description and will only do after consultation with the organisation.

PROBATION PERIOD:

I will enter into the programme on a probation period of one month or four (4) shifts of work, after which I will be able to complete the programme should I adhere to the guidelines as setout in the policy.

WORKING HOURS

I agree to avail myself to a minimum of _____ Hours per DAY - WEEK - MONTH . The arrangements are to be negotiated and agreed to by all parties concerned. I will perform my tasks as set out by the Hospital (Volunteer Program) and be accountable in terms of the agreed times. I will take responsibility for making alternative arrangements should I for any reason be unavailable at the designated times.

CONFIDENTIALITY

I understand that I may have access to confidential information and/or overhear personal information pertaining to patients with whom I will be interacting. I am aware that I will at no time make this information available to anyone unless within the context of consultation that effects my involvement with the patient.

An honorary amount of R100.00 is payable to the Health Facilities Board for Membership as a Registered Volunteer for the Hospital

DECLARATION OF INDEMNITY

1. I, the undersigned _____

with ID No _____

and residing at _____

Hereby confirm my voluntary services at the Hospital for the period of: _____ to _____

2. I furthermore acknowledge and understand the following:

- ❖ The services and/or assistance, which I will render at the Hospital, will be on a voluntary basis.
 - ❖ No remuneration in cash or kind, will be provided to me for any services that I will render.
 - ❖ I accept that my volunteer services do not make me an employee of the Hospital or the Provincial Administration of the Western Cape. Accordingly I am not entitled to any benefits available to employees of the above mentioned institutions.
3. In addition, I hereby formally indemnify the Hospital and Provincial Administration of the Western Cape, against all liability for any act or omission my part, which causes damage or loss or injury or death to any person while performing my volunteer duties at the Hospital.

Signed at: _____ on this _____ day of _____ 200__

Volunteer: _____
Print Name Signature

Witness: _____
Print Name Signature

Witness: _____
Print Name Signature

Official-in –charge of the area/department where above mentioned will be performing his/her duty.

Official: _____
Print Name Signature

1.16. **VOLUNTEER ENROLMENT FORM**

Surname: _____ First Name: _____
ID No: _____ Marital Status: _____
Physical Address: _____

Tel No: (H) _____ (W) _____ (C) _____

E-Mail: _____

Dependants: _____ Own Transport: Y/N YES_) _____

Emergency Contact: (Your Site Mentor/Homestay Mother) _____

Relationship: _____ Contact No: _____

Emergency Dr: _____ Tel No/Email: _____

Current / Previous Employer: _____ Tel/Email: _____

Currant / Previous Occupation: _____

What languages can you speak? _____

Why do you want to volunteer for our organisation? _____

Do you have any previous volunteering experience: (Where and what were your duties)

Do you have any disabilities / Health problems/ Yes /No _____

If Yes please specify: _____

Are you on any medication, if yes please specify: _____

Please supply a medical practitioner/institution's permission for you to embark on our volunteer program.

Do you have a criminal record? Y?N. If Yes, details: _____

Please specify which category of volunteering you are interested in:

- Play therapy (Reading, drawing, puzzles, dancing)
- Ward Assistant
- Palliative Care
- Pre-med
- Administration (Filing, Maintenance, gardening,)
- Specialised Skills, Aromatherapy, Ministry, Reflexology etc

Owing to the nature of the work you will be doing, we ask for references. Please give the details of two referees. (Not family members)

Name: _____ Name: _____

Address: _____ Address: _____

Email Address: _____ Email Address: _____

Tel: _____ Tel: _____

Relationship: _____ Relationship: _____

Which days are you available: _____

Times: _____

The information above is, to the best of my knowledge, accurate. I am prepared to allow the above referee's to be contacted in respect of the voluntary task in which I am interested.

Signature: _____ DATE: _____

Please note that the above information will be treated in confidence.

1.17. CHECK LIST FOR VOLUNTEERS

The following Guide Lines should be adhered to:

1. Hands should be washed regularly to avoid cross-contamination
2. Toys are to be wiped with a clean damp cloth before passing to another child
3. Once your task has been completed, clean up and wipe down any surfaces.
4. Do not under any circumstances enter isolation areas, unless the Sister-in-charge has given permission
5. Never enter areas marked Private. Please always read notices on doors and beds.
6. Gloves may be worn on request and are available from the Sister in Charge of the ward.
7. Should you come into contact with blood or bodily fluids, wash the area well and inform the Sister in Charge.
8. Patient illnesses are to be treated with strict ethical confidentiality at all times.
9. To avoid accidents for which the hospital can be liable for:
 - Do not lower the sides of cots without permission of the Sister in Charge.
 - Do not remove patient's from their beds without the permission of the Sister in Charge
 - Do not give the patients anything to eat or drink without the prior consent of the Sister in Charge
10. **PATIENT FOLDERS ARE STRICTLY CONFIDENTIAL. NEVER READ!**
11. Please switch off cell phones.
12. No photographs, even on cell phones are allowed.
13. Please refrain from offering medical advice to patients or their families.
14. The status of an HIV patient will not be disclosed; therefore each patient should be treated as potentially infectious.
15. Medical staff has access to patients first.
16. Any open cuts the volunteer has, should be covered with a waterproof dressing.
17. Since our patients come from all religious backgrounds, spiritual instruction should be left to those volunteers who specialise in spiritual counseling.
18. Under no circumstances may the volunteers sit on the patients beds.
19. Appropriate dress is essential to comfortably interact with patients and planned activities.
20. Should any trauma be experienced by any volunteer please report to the volunteer office so that appropriate counseling can be arranged.
21. Volunteering is for obvious reasons not permitted during pregnancy; please inform us of such news.

2. ARRIVAL & DEPARTURES (Airport Transfers)

- 2.1. All Airport Transfers will be by a Dreamcatcher Representative
- 2.2. Volunteers will be met at the Entry Point Airport (Cape Town International Airport CTIA) by a Dreamcatcher Representative and transferred to his/her Homestay for overnight stay and Orientation
- 2.3. Transfers of volunteers already in the country, from any point in the Cape Town City Bowl to the Homestay for Orientation Program, shall be considered as an Airport Transfer;
 - 2.3.1. Provide that it is in a radius of 20km of the Homestay

- 2.3.2. Transfers in this regard of more than 20KM, the additional cost shall be included.
- 2.4. Transfers to and from Projects as per the approved program is included in the volunteer rates
- 2.5. Volunteers, on return from volunteering Project Location, will be met by a Dreamcatcher representative at the bus terminal in Cape Town and transferred to Cape Town International Airport for departure back home
- 2.6. Airport Transfer of Volunteers with extended stays (own arrangements) can be used to be transferred to any destination within a 20 km radius in the Cape Town City Bowl area on arrival at the Bus Terminal in Cape Town
- 2.7. Transfers in this regard of more than 20KM, the additional cost shall be included **OR** can be used on the day of departure from the Cape Town City Bowl area to the Cape Town International Airport (CTIA) - by arrangement
- 2.8. No Airport Transfer cost will be included in cost if the volunteer departs from his/her Project Location in another region of South Africa;-
 - 2.8.1 if he/she is on a flight from that region to one of the two (2) main International Airports for overseas connecting flight.
 - 2.8.2. if the volunteer departs from his/her Project Location if he/she has an extended stay (own arrangement) and not departing on the day of arrival back in Cape Town from his/her Project Location

3. **BUS TRANSFERS TO PROJECT LOCATION**

- 3.1. Transport/transfers of a private nature outside the accepted program that has anything to do with the volunteers leisure e.g. shopping, visiting friends, going to the movies, beach or tours are for the volunteer's private account
- 3.2. Volunteers will be dropped off at the Cape Town Bus Terminal for all Mainline Busses by a Dreamcatcher Representative
- 3.3. On the side of the Blue Train Departure Platform (mountain facing) proceed along that corridor to the Check-in Counter of the Bus Service (see the name on the bus ticket)
- 3.4. Check-in luggage but not Hand Luggage. A computerized sticker will be issued for identification of passenger's luggage. The sticker must be put on luggage for storage in Luggage Compartment of the bus.
- 3.5. Passengers must take their luggage with them to the bus for storage.
- 3.6. No luggage will be accepted for storage without the computerized sticker on it.
- 3.7. Hand luggage does not have to be checked-in.

4. **ORIENTATION PROGRAM**

The start of the Orientation Program depends on time of arrival at Cape Town International Airport, therefore;

- 4.1. Volunteers arriving on or before 13h00 PM program will start the Orientation with the Dreamcatcher staff member in the late afternoon around 16h30 before Dinner. Time will be arranged with the volunteer
- 4.2. Volunteers arriving before and after 17h00 PM will not start on the Orientation Program the next morning before departure on the Cultural Immersion Tour.
- 4.3. Orientation Program includes a Cultural Cook-up Lunch and **Special Dietary Preferences/Restrictions** must be lodged with the Dreamcatcher office before arrival.

Dreamcatcher indemnifies the organization from any ill-health of volunteers due to Non-notification of such Special Dietary Preferences/Restrictions.

5. INVOICES AND PAYMENTS

- 5.1. Invoices will be sent by email to the corresponding person responsible for placing the volunteer with Dreamcatcher.
- 5.2. Invoices will be issued on completion of all bookings and arrangement with Service Providers
- 5.3. Volunteer Rates are on a 7day weekly basis and any additional days less than 7 days, the Daily Rate will apply.
- 5.4. Payment of Invoices shall clear in the Travel Dreamcatcher Bank Account on or before 2 weeks prior to the arrival of the volunteer. Full banking details appear on all invoices.
- 5.5. All Payments shall be in South African Rand (ZAR) value and are quoted per person, unless stated otherwise.
- 5.6. The Exchange Rate must be paid by the Volunteer Agent/Direct Volunteer and is **not** included in the Final ZAR Invoice Total

5.7. Short fall

- 5.7.1. A shortfall of any Invoice final total shall be invoiced to the Volunteer Agent/Direct Volunteer and is payable within **14 days**
- 5.7.2. Failure to pay within 14 days, such payment shall be invoiced together with the Non Refundable Application Fee of the subsequent Volunteer.

5.8. Non-Payment

- 5.8.1. Reservations and bookings are automatically cancelled by Service Providers, 24 hours prior to the booking date for the volunteer/s and therefore:
- 5.8.2. Payment for bookings and reservations of volunteer's program cannot be in arrears.
- 5.8.3. In the event of no payment received by the arrival date of the volunteer, the volunteer will be expected to cover the total cost of **ZAR5,000.00** to cover cost of Arrival Assistance, Orientation, Cultural Immersion Tour, Bus Transfer to Project Location, Local Transfer to Homestay and Accommodation for that period.
- 5.8.4. In the event of no payment received, further services can not be guaranteed and the volunteer may not be able to start her volunteering do due lack of funds for his/her accommodation, transfers to Project and other service.

Dreamcatcher indemnifies the organization from any inconvenience caused to the volunteer due to Non-payment.

6. CANCELLATION POLICY

To ensure that the community work is not burdened with irretrievable administrative costs and thus the development work is impaired:

6.1. Cancellation Fees

- 6.1.1. 40 days prior to arrival 15% of Invoice Total
- 6.1.2. 40 to 21 days prior to arrival 30% of Invoice Total
- 6.1.3. 21 to 10 days prior to arrival 60% of Invoice Total
- 6.1.4. 10 days prior to arrival to day of departure 75% of Invoice Total
- 6.1.5. Cancellation on the day of departure and 'no shows' 100% of Invoice Total
- 6.1.6. Cancellation of any other service booked during stay, 100% forfeiture.

7. HOMESTAYS

Homestays with Kamamma is a ground breaking project of poverty alleviation and building of universal bridges of intra-cultural understanding. Homestays has been acclaimed as one of the top 3 projects in the world in the 'Investment in People' Category, offering unique and authentic day to day contact with the locals in the communities and "Home away from home" hospitality.

Homestay hosts and homes have been chosen for their welcome, high level of authentic cultural and lifestyle experience, level of service, and safety. All the Homestay hosts have been trained to receive visitors and offer a heartwarming "Home away from home" experience

- 7.1. Volunteers are seen as extended members of the Dreamcatcher families and staff.
- 7.2. Homestay is regarded as "Home away from home" and is expected to treat all volunteers with respect and communication.
- 7.3. Dissatisfactions/Grievances of any nature must be reported to the Site Mentor at any time. The Site Mentor must report this to the In-Country Co-ordinator immediately.
- 7.4. In the event that the Site Mentor being the Homestay mother, volunteers MUST report the matter to the In-Country Co-ordinator immediately.
- 7.5. Volunteers not addressing their right to report any dissatisfaction on site, prohibits themselves and the organization from taking the necessary acting in the volunteer's interest.
- 7.6. It is possible that should a problem arise, that a change of Homestay, if justified, may be considered, **if this is possible**, IN CONSULTATION with the Local hosts, Site mentor and the In-Country Co-ordinator.
- 7.6. Failure to report such grievances, denies the organization of making their stay as pleasant, informative and the necessary experience set out in their motivational reasons for volunteering.
- 7.7. Volunteers must ensure that their grievances are reported and addressed by the Dreamcatcher In-Country Co-ordinator.
- 7.8. Dreamcatcher shall not be held accountable for the failure to report such grievances.
- 7.9. Homestay families are responsible for the safety of the volunteers during their stay but not on their own arrangements of week-end excursions, leisure trips etc.
- 7.10. Volunteers are not permitted to bring in friends or mates who are not part of the programme group into the hosts home and programme without prior consultation with the Homestay Host.
- 7.10. **Food:**
Basic food will be provided by your homestay hosts, which means 3 meals a day. Breakfast normally consists of cereals and toast; packed (sandwich) lunch to take to volunteer project and a nutritious home cooked dinner (meat & vegetables, rice or potatoes & salad). Volunteers can join in on the cooking at your host family if so desired.
- 7.11. **Restrooms**
Restroom facilities are of western standard with hot shower or bath, and flush toilets. Bathrooms are normally shared with the host family.
- 7.12. **Laundry**
Laundry will be done by the Homestay host (except for underwear).
- 7.13. **Electricity**

Hair driers and electrical equipment need a converter from 110 to 220 voltage – We suggest they acquire an international converter plug. South African uses three round pins arranged in a triangle. Adapters from European to South African plugs are readily available.

- 7.14. Volunteers are expected to respect the rules of the home by consulting with their Homestay mother on the Do's and Don't's.
- 7.15. Homestay hosts are responsible for reporting confirmed knowledge of any pregnant female volunteers to the Site Mentor and In-country Co-ordinator.
- 7.16. Homestay hosts are not allowed to have a pregnant volunteer continue volunteering at her project to avoid any complications. She will continue her stay at the Homestay until the necessary arrangements have been made between Dreamcatcher and the Agent/Direct Volunteer to discontinue her volunteering period.
- 7.17. We however, empathize with volunteers who had no knowledge of her pregnancy, until after her arrival in the country to work at her Project Location. Dreamcatcher guarantee to do everything possible to assist the volunteer in whatever the outcome of liaison between Dreamcatcher and the Volunteer Agent/Direct Volunteer.
- 7.18. Dreamcatcher indemnifies the organization from any complications of pregnancy and/or ill-health of the volunteer already in the program with such status without our knowledge.

8. PROJECTS

- 8.1. Volunteers working in different environments where cultures, local circumstances and experiences prevail must be open to new changes, experiences and ways of life.
 - 8.1.1. This offers the volunteer the unique opportunity and access to authentic experience and life at grassroots. This credibility granted by Dreamcatcher, therefore need to be respected and held in high account.
 - 8.1.2. Volunteers must be accountable to this important status in the community.
- 8.2. Daily transport (if applicable) to volunteer project is included in the volunteer fees. Other transport (evenings or weekends) is excluded.
 - 8.2.1. If homestay hosts transports volunteers to other places than the volunteer project(s) expenses need to be covered directly them in cash.
- 8.3. Volunteers reporting incompatibility to the Project must give the reasons to the Homestay host and Site Mentor.
- 8.4. The Site Mentor shall investigate and gather all relevant information from the volunteer, as well as the Project supervisor and report this to the In-Country Co-ordinator with immediate effect.
- 8.5. Volunteers are expected to be working a period of at least for 3 days at their project to come to grips with the circumstances which prevail in the community

and the project before incompatibility to the project can be considered and investigated.

- 8.6. Alternative project/s, if possible, will then be facilitated in consultation with the Local Site Mentor and In-Country Co-ordinator.

9. TERMS FOR CANCELLATION AND REFUNDS

- 9.1. Incompatibility with the Project, referred to in Clause 8.3. to 8.6 above, must be reported and reasons stipulated in order to find a reasonable solution to all parties concerned.
- 9.1.1. Volunteer's Non participation at project for a period of at least 3 days, to learn, acclimatize, and get in to the Project Program shall be considered as abandonment of the program (unless under considerable circumstances) in the absence of Clause 8.3. to 8.6 above, NO Refund will be considered.
- 9.1.2. Should a volunteer fail/refuse to report to the Project for a period of 3 days after arrival without any acceptable reason, and/or cancellation of program by the volunteer shall be considered at 100% cancellation fee (since all expenses would already be paid) and NO Refund will be considered.
- 9.1.3. In the event of 9.1.1. and 9.1.2. above, the Dreamcatcher In-Country Co-ordinator will submit such report to the Volunteer Agent/Direct Volunteer.
- 9.2.1. In the event of ill-health resulting the inability of the volunteer to continue with his/her volunteering period the cancellation policy in 6.1. will apply.
- 9.3. It is expected that all parties consider comply with the above provision, to protect all concerned and that the organisation is denied the commitment to ensure that volunteer gains valuable grassroots experience to further their own career.

10. INTELLECTUAL PROPERTY RIGHTS

Volunteers often make their photos available to Dreamcatcher to pop onto our website, newsletters or promotional material to promote our poverty alleviation and skills transfer programmes.

Volunteers are urged to supply two very good photographs taken of themselves during their volunteering period for this usage. We value Volunteer interests in the Dreamcatcher program and would be really nice to see themselves on promotional material and many have used it for their reports and to show family.

We appeal to volunteers to use discretion before using any intellectual property which could be derogatory to the community involved, Projects and Dreamcatcher and possibly result in the closure of these projects by government for whatever reason found necessary

- 10.1. Photographs taken for the volunteer's personal use and of themselves during their volunteering period, must be in consultation with the Site Mentor to seek permission from those in charge or folk, if this is acceptable.

- 10.2. The same applies to pictures and video taping of volunteers and the project and or the community
- 10.3. Photographs for training, research studies, or studies, must indicate this to the In-Country Co-ordinator for the application to grant the necessary Indemnity.
- 10.4. Images must be indicated for exemption from Dreamcatcher, if intended to use these photographs on social media such Facebook, Twitter, Tweet, websites, Videos, or any public domain.
- 10.5. Any graphic material gathered during the volunteer period for commercial purposes must be declared and cleared for exemption negotiated with Dreamcatcher.

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