



Volunteer Handbook

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HISTORY

Medical Teams International was founded as in 1979 by Ron Post, an Oregonian businessman with no medical training. Like many Americans, his heart was touched watching televised reports of thousands of Cambodians crossing the border into Thailand to escape the Khmer Rouge. Less than a month later, Ron led a group of 28 medical volunteers to care for the survivors of Cambodia's killing fields.

Since 1979, we've provided life-saving medical care for people in crisis, including survivors of the Rwandan genocide, the South Asia tsunami in 2004, Hurricane Katrina in 2005 and the 2010 Haiti earthquake.

In 1989, we launched a Mobile Dental Program, providing free dental care to people in need right in our neighborhoods.

With our history and experience, we've grown into our role as experts in disaster response – disasters that are both natural and manmade. Right now, we're responding on many fronts to the largest refugee crisis the world has ever known.

Our staff and volunteers care for the hurting in front-line clinics, refugee camps and remote villages. In places where mothers and babies are dying. Where outbreaks threaten to overtake entire communities. Where local health systems are overwhelmed or non-existent.

CALLING

Daring to love like Jesus, we boldly break barriers to health and restore wholeness in a hurting world.

WHY

Every person matters. To God and to us.

In our broken world, so many people are suffering. They are pushed to the margins and forgotten. Men, women and children. Those who are persecuted and without homes. Hurting. Sick. In crisis.

God calls us to love the vulnerable, to dare to love like Jesus. He uses us to provide them with protection and care. We work to restore health as the first step to restoring hope. Because every person deserves the chance for a better life. Because every person – no matter where they are or how desperate their situation – matters.

HOW

Going where we're needed most, we provide loving care to save lives and leave communities healthier.

We go where we are needed most to ease the suffering of those devastated by crises. We mobilize staff and volunteers quickly – entering places of turmoil, disease, and natural disaster. We care for the hurting in front-line clinics, refugee camps and remote villages. In places where mothers and babies are dying. Where outbreaks threaten to overtake entire communities. Where local health systems are overwhelmed or non-existent.

Our goal is to save lives. But the people we serve are not just patients – they're our brothers and sisters – they have names, stories and value. We care for the whole person – physical, emotional, social and spiritual. That means sitting with families in their emotional pain as we treat their physical pain. Listening to heartbreaking stories as we monitor heartbeats.

Training staff to spot signs of psychological trauma. Offering comfort and compassion amid grief and loss.

We want communities to thrive on their own. The people we serve are creative, committed, and resilient. We build on their strengths. We believe in the whole community – individuals, medical staff and health facilities – taking ownership for their health. Working together, we identify problems and solutions. We mentor. We train. We empower. We exit when communities are capable and independent. When health systems become effective. This is how change is sustained over time.

WHAT

We provide life-saving medical care for people in crisis.

People in crisis are dying from preventable causes. Medical Teams staff and volunteers are working to change that by bringing basic but life-saving medical care. Prescribing malaria medication to save the lives of young children. Ensuring mothers and babies survive childbirth. Giving vaccinations to the vulnerable. Emergency nutrition to the malnourished. Mental health care to survivors of trauma.

We also harness the strengths of the community to improve health. We teach people how to seek out their sick neighbors. Organize community birth attendants and connect them to clinics. Train local medical staff. Teach families about handwashing and good nutrition. Encourage mothers to get prenatal care and give birth in a clinic. Make sure health facilities have the right equipment, supplies and medicine. We build connections to and trust in the health system so that it will thrive when we're gone.

LOCATIONS

Tigard, Oregon

14150 SW Milton Court

Tigard, OR 97224

Telephone: 503-624-1000

Fax: 503-624-1001

Seattle, Washington

2225 4th Avenue #200

Seattle, WA 98121

Telephone: 425-454-8326

Mailing Address:

PO Box 10

Portland, OR 97207

International Offices

Bangladesh

Colombia

Guatemala

Lebanon

Liberia

Tanzania

Uganda



HOW VOLUNTEERS FULFILL OUR CALLING

Medical Teams International has been a volunteer-driven organization since the first team of medical volunteers traveled to Cambodia in 1979. Volunteers serve Medical Teams' programs – from the healthcare professional who travel to remote places in the world, to volunteers right here at home, who pack boxes of medical supplies for shipment to people in need.

Volunteerism is an organizational value, and Medical Teams International strives to enable people to contribute their gifts, time, and energy in ways that truly make a difference. Volunteers are essential to Medical Teams International's operations, internationally and domestically.

International Volunteers

International volunteers serve in communities where local health systems are overwhelmed or non-existent. Our international medical and global health volunteers care for the whole person — physical, emotional, social, and spiritual. Together, we build and strengthen health systems so that they will thrive when we're gone.

Domestic Volunteers

Domestic volunteers partner with us in a variety of ways. Dental and medical professionals serve at our mobile clinics in Oregon and Washington. Volunteers in our Tigard Distribution Center collect, pack, and ship millions of dollars' worth of medicines and health product. Other volunteers lead tours in the Tigard Real Life Exhibit, helping people see what it is like to hear and feel what people in crisis live through daily or support our calling by volunteering at events or at HQ through administrative tasks and projects.

VOLUNTEER POLICIES AND PROCEDURES

Volunteer Applications

All volunteers, including regularly scheduled volunteers, episodic volunteers, and event volunteers, are required to complete the volunteer application process prior to beginning volunteer service. This is for the purpose of tracking volunteer hours, ensuring that each volunteer has signed all applicable waivers, and keeping complete and accurate records for all volunteers, including emergency contact information.

Volunteer Screening and Interviews

Each volunteer will be individually screened before he or she is offered a volunteer placement. The screening process is position-specific, based on the required qualifications. It can be completed via formal interview, telephone interview, email, or informal meeting.

Non-Discrimination

Volunteer selection is overseen by the respective department manager and/or the Talent Team. The qualifications for the volunteer recruitment and placement are based upon one's

ability and suitability to perform a task on behalf of the organization and also support of the calling of Medical Teams International. Medical Teams complies with all applicable federal, state, and local laws which prohibit discrimination.

Volunteer Placement

Excellent volunteer placement is a high priority for Medical Teams International. Our goal is to place volunteers in positions they are qualified for, and that they find both meaningful and satisfying. If you have any concerns regarding your placement, please contact your direct supervisor or the Talent Team.

Americans with Disability Act

Medical Teams International will make reasonable efforts to accommodate our volunteers with a known disability, unless such accommodation creates an undue hardship on the day-to-day operations of Medical Teams. Medical Teams International is committed to complying fully with the American with Disabilities Act (ADA) and applicable Oregon disability discrimination/accommodation laws. Medical Teams is also committed to ensuring equal opportunity for our volunteers with disabilities.

Orientation, Training, and Supervision

All volunteers will receive an orientation to Medical Teams International before beginning their volunteer service. Orientations are position specific; they will often include on-the-job training and instruction by the volunteers' supervisor.

Medical Teams is committed to providing direction, supervision, and support to all volunteers. It is the responsibility of the volunteer's immediate supervisor to provide training on specific position function and duties. Each volunteer should receive all training necessary to perform his or her volunteer duties. Volunteer training will be intentional and completed in a timely manner. Training may include on the job training with one's direct supervisor or with an experienced volunteer. Volunteers who work in the loading dock area in the Distribution Center or operate the forklifts must take certification training for equipment operation.

Office Hours

Medical Teams International Headquarters' office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Shift schedules will be arranged with one's direct supervisor.

Lost and Found

Please give any items found in the building/at the clinic site to your supervisor.

Name Badges and Identification

All volunteers must wear proper Medical Teams gear while serving at Medical Teams International offices or off-site locations. If you do not have a badge/t-shirt or have misplaced it, let your supervisor know.

Signing in and out

Headquarter volunteers must sign in and out on the computer located in the lobby, using the pin provided by the Talent Team. If you lose your pin, contact your supervisor. If your name is not listed on the computer, write your name and hours on the daily log, and notify your direct supervisor. Ask your supervisor if you are unsure of your job assignment.

Medical Teams Staff will use the system you sign in for safety purposes and for tracking hours. In the event of an emergency, the Talent Team will be able to know who is on the premises based on who has logged in. Furthermore, Medical Teams International tracks all volunteer hours and reports them in the organization's annual report. These records also help us provide training, recognition, and references.

For remote or clinic volunteers, the respective supervisor will help track volunteer hours.

Recognition

Medical Teams International strives to recognize our volunteers throughout the year and formally on an annual basis. Each year, Medical Teams holds a volunteer appreciation event to honor local volunteers.

Volunteers that complete five years of service or participated with five international teams receive a recognition certificate and their names are engraved on our volunteer recognition plaque displayed on-site at headquarters. Medical Teams volunteers (local, international, and Mobile Dental) are also honored with the Presidential Volunteer Service Awards according to hours served in the calendar year. Recipients who have met the following criteria qualify to receive a certificate and a pin from the Points of Light Foundation. The hours required for each award are listed below.

HOURS BY AWARD	BRONZE	SILVER	GOLD
Kids (5-10)	26 – 49	50 – 74	75 +
Teens (11–15)	50 – 74	75 – 99	100 +
Young Adults (16-25)	100 – 174	175 – 249	250 +
Adults (26 and older)	100 – 249	250 – 499	500+
Families and Groups*	200 – 499	500 – 999	1,000+
President's Lifetime Achievement Award: Individuals who have completed 4,000 or more hours in their lifetime			
<i>* Two or more people, with each member contributing at least 25 hours toward the total</i>			

Medical Teams International Holiday Closures

Medical Teams International's offices and Distribution Center close for the following holidays. If you are unsure about the schedule, please call the main office (503-624-1000) number for more information.

HOLIDAY
New Year's Day
Martin Luther King, Jr. Day
President's Day
Good Friday (full day)
Memorial Day
Independence Day
Labor Day
Veterans Day
Thanksgiving
Christmas Eve
Christmas Day

Attendance and Reporting Absences

We rely on volunteers to complete essential tasks, but we understand that volunteers are donating their time and talents and realize that all of our volunteers have other commitments in their lives. We appreciate each volunteer's help in planning absences.

If you cannot come when you are scheduled to volunteer, please let your supervisor know as soon as possible so that they can plan for coverage.

Snow/Hazardous Weather

Hazardous driving conditions due to winter weather may require the Medical Teams International offices to close and clinics to be cancelled. In the event of hazardous weather, we will post office closures on our Volgistics volunteer portal bulletin board or else communicate with scheduled volunteers about the closure. Login to your Volgistics account to receive updates. Please use your best judgment about commuting to our office and only do so if you can travel safely.

Chapel

A chapel service is held in the Tigard office every Tuesday from 9:00 a.m. – 9:30 a.m. This time is set aside for employees and volunteers who wish to participate in worship together. Volunteers and visitors are welcome to attend.

Dress and Appearance

Medical Teams International's objective in establishing a relaxed, casual and informal

dress code is to encourage our volunteers to be comfortable while serving. Volunteers should wear clothing that is comfortable and practical, but not distracting or offensive to others. Clothing that works well for the beach, yard work, exercise sessions and sports contests may not be appropriate for a professional, casual appearance at Medical Teams. Closed toed shoes are required while serving in the Distribution Center and proper protective equipment is required and provided on our mobile clinics.

Communication

We are committed to resolving problems and meeting challenges by communicating effectively with each other. We encourage volunteers to share ideas that will improve program service, increase contributions, reduce costs, and improve working conditions.

Medical Teams International will make every effort to keep volunteers informed about the organization and our activities. We do this in a variety of ways including the web site, flyers, meeting, emails, and word of mouth. If you have any questions, please feel welcomed to ask your supervisor or the Volunteer Engagement Team.

Representing Medical Teams International

We encourage volunteers to share their stories with newspapers, magazines and any other publications. However, we do ask volunteers to submit their stories to us before publication.

A volunteer should never represent him or herself as other than a volunteer with Medical Teams International. Volunteers should not make any action or statement that might obligate the organization without seeking prior approval from appropriate staff. These actions may include statements to the press, lobbying efforts, or agreements.

No Smoking

Medical Teams International provides a smoke-free work environment for its staff members, volunteers, and visitors. Smoking is prohibited inside all Medical Teams International facilities. You may smoke outside of Medical Teams International facilities; if you smoke, please keep outside areas litter free. Be sure doors and windows near you are closed so that smoke doesn't drift into the workplace.

Alcohol & Drug-Free Environment

Medical Teams International does not allow the use, distribution, or possession of alcohol, drugs, or any other controlled substance on Medical Teams' property. Any volunteer who reports to their volunteer assignment showing objective signs of being under the influence of drugs or alcohol will be placed on suspension immediately. Drug or alcohol possession on Medical Teams property or use of those substances during volunteer service may be grounds for immediate dismissal.

Volunteer Phone & Computer Usage Policy

Medical Teams International respects the individual privacy of its volunteers. However, volunteer privacy does not extend to the volunteer's position-related conduct or to the use of Medical Teams' equipment or supplies. You should be aware that the following policy may affect your privacy as a volunteer.

Since personal messages and files can be accessed by management without prior notice, volunteers should be aware that electronic mail, voicemail, and computer systems transmit or maintain any messages or files may be read by a third party. Email should not be used for gossip, personal information about yourself or others, for forwarding messages under circumstances likely to embarrass the sender, or for emotional responses to business correspondence. In any event, these systems should not be used for such purposes as soliciting, commercial ventures, personal causes, or outside organizations, or other similar, non-volunteer related solicitations. If the management determines that the electronic mail, phone or computer systems are being misused—disciplinary action up to and including termination will be determined.

It is the policy of Medical Teams International that its internet account is NOT to be used to access sexually explicit or indecent materials or any other offensive site.

We understand there will be times you may need to make or receive personal phone calls. However, please do not spend excessive time or charge long distance calls to Medical Teams International. If the management determines that a volunteer has misused the phone system, their volunteer role at Medical Teams International may be terminated without notice.

Confidentiality

All information in company databases is confidential. No information contained in company records may be shared with outside sources. All volunteers are required to have a background check completed prior to service and should regularly review and discuss the confidentiality agreement with their supervisors.

Conflict of Interest

A conflict of interest is a situation in which a person is: engaging in situations where financial or other personal interest are in conflict with the interests of Medical Teams; engaging in business, commercial or investment activity that may conflict with ability to perform their duties to Medical Teams; giving or accepting gifts, entertainment, or any personal benefit or privilege that would in any way influence or appear to influence any business decision.

Any volunteer who is aware of potential conflict of interest should disclose that conflict to his or her supervisor. The Talent Team should also be notified. No volunteer may use his or her association with Medical Teams International in such a way that a conflict arises between the interest of Medical Teams and the personal or professional interest of the volunteer. It is the discretion of the Talent Team and the Director of Human Resources as to what action may or may not arise from the circumstance.

Harassment

Harassment is defined as any unwelcome, inappropriate conduct or action which has the effect of unreasonably interfering with an individual's work performance or which creates an intimidating, hostile, or offensive work environment. Examples of harassment include: sexual harassment; harassment based upon a protected class (race, religion, national origin, age, sex, pregnancy, familial status, disability, veteran status); threatening, intimidating, or abusive language or actions; fighting or horseplay; making malicious, false, or harmful statements about others; viewing obscene, rude, or harassing material on Medical Teams' computers.

Medical Teams International is committed to providing a work environment that is free of all forms of discrimination and harassment. All volunteers are responsible to help assure that we avoid harassment. If a volunteer feels they are being harassed, they should discuss it immediately with their supervisor or the Volunteer Engagement Team. There will be no retaliation against anyone for making a complaint. After a confidential investigation has been made, any staff member or volunteer who is found to violate this policy will be subject to disciplinary action.

Solicitation and Distribution

Solicitations, distribution, or circulation of any material which is not directly work related is discouraged. One must receive approval from the Human Resources department in order to circulate any material unrelated to the work of Medical Teams International. Solicitation and distribution by non-employees on Medical Teams International property is strictly prohibited.

Political Activity

As a tax-exempt organization under section 501(c)(3) of the Internal Revenue Code, Medical Teams International is prohibited from directly or indirectly participating in any political campaigns on behalf of (or in opposition to) any candidate for public office, including publishing or distributing of statements; and devoting any substantial part of its activities to the distribution of political literature, or otherwise attempting to influence legislation (except as otherwise provided by federal laws or regulations).

Medical Teams International prohibits employees and volunteers from engaging in any activity that would cause Medical Teams to violate any of these restrictions. These restrictions do not prohibit an employee or volunteer's individual activities (as opposed to political activities on behalf of Medical Teams). However, any individual political activities must be conducted entirely on the employee or volunteer's own time and away from the workplace. Medical Teams' resources, including facilities, telephones, computers, e-mail, copies, bulletin boards, materials, time, or any other resource, may not be used in connection with individual political activities.

Complaints and Grievances

Medical Teams International is committed to both achieving and maintaining an environment that is positive, productive, and harmonious—an environment where complaints, grievances, and appeals by volunteers are managed promptly, confidentially, impartially, and fairly. If you have feedback that you would like to provide us, please contact your direct supervisor or the Manager of the Recruitment.

Ethical Concerns

Medical Teams International requires its employees and volunteers to observe the highest standards of business and personal ethics in the conduct of their duties and responsibilities. Employees, volunteers, and donors are encouraged to report any concerns about wrongdoing or questionable practices of any kind with the organization.

Whenever appropriate, volunteers should discuss any suspected misconduct or illegal activity with their immediate supervisor. Supervisors have a responsibility to document the reported issue and to provide a copy of the report to Human Resources and/or VP of Global Services. If the issue remains unresolved to the satisfaction of the reporting person, or if the particular situation does not allow the volunteer to seek assistance from his direct supervisor, he/she should contact the Human Resources Director, the Vice President of Finance and/or the President directly.

Suspected unethical, inappropriate, misconduct or illegal activity may also be reported confidentially by calling our Integrity and Compliance Hotline at 1.866.ETHICSP (1.866.384.4277) or through the hotline website at www.ethicspoint.com. This hotline is maintained by the third party service to ensure confidentiality and proper handling of any reported violations and is available 24 hour a day, 7 days a week. Your report may be made anonymously through the hotline. However, it is helpful to provide information that can be investigated by the appropriate officers of the organization. The organization will investigate all reports promptly and confidentially to the extent possible.

Examples of situations that should be reported include: theft or misuse of assets; violations of the law or government regulations; conflicts of interest and ethical violations; bribery or

corruption; fraudulent or negligent accounting; harassment or discrimination; breaches of confidentiality; inappropriate gifts and entertainment; safety or security hazards; reasonable suspicion of child abuse or neglect; or reports of violation of or suspicion of sexual exploitation and abuse.

Evaluation of Volunteer Program

Medical Teams International strives to maintain a positive work environment for all volunteers. We are committed to seeking feedback from our volunteers on a regular basis to improve our volunteer program and to get further acquainted with the volunteers who serve.

Conduct

Volunteers are expected to conduct themselves in a professional manner, exhibiting consideration for the rights, welfare, and safety of others to maintain an orderly and respectful work environment.

As a disciplinary action, Medical Teams International may issue verbal or written warnings, suspend or discharge or take any other action it determines to be appropriate for departures from proper conduct or violation of this policy.

Conduct Guidelines

The following are examples of conduct which violate standards of conduct for employees and volunteers:

- Violation of any Medical Teams International's policies or practice whether written or unwritten;
- Dishonesty;
- Unauthorized use, removal or destruction of Medical Teams International property or the property of other employees;
- Violation of safety rules or failure to follow safety procedures;
- Possession, sale or use of intoxicants or illegal drugs on Medical Teams International premises, vehicles, or while on Medical Teams International business;
- Reporting for work or working while intoxicated, or under the influence of illegal drugs or intoxicants or otherwise unfit for duty;
- Possession of firearms or explosives on Medical Teams property (e.g., buildings, parking lots, vehicles) or while conducting Medical Teams business;
- Threatening or abusive language or actions;
- Sexual harassment or harassment based upon an employee's or volunteer's membership in any protected class;
- Violation of the Prevention of Sexual Exploitation and Abuse policy provisions;
- Falsification of Medical Teams International's records;
- Off duty conduct which in the organization's view interferes with performance or negatively reflects on the reputation of the organization;

- Insubordination;
- Inability or unwillingness to get along with other employees and volunteers;
- Excessive tardiness or absences;
- Fighting or horseplay;
- Leaving work without authorization.

A volunteer's overall record may be considered in determining what appropriate disciplinary action may be. Medical Teams International will determine the facts and whether discipline is warranted, up to and including discharge.

Conflict Resolution

Medical Teams International offers help to volunteers in resolving problems and issues that arise in the course of their volunteering at Medical Teams. If you have an issue, speak to your immediate supervisor or the Volunteer Engagement Team. Every effort will be made to find a solution.

Dismissal of Volunteers

While we hope to make every volunteer's experience with Medical Teams International satisfying and productive, volunteer service with Medical Teams is "at will," and either Medical Teams International or the volunteer may terminate a volunteer's service at any time for any reason.

Disciplinary action or dismissal of a volunteer may be appropriate if a volunteer does not adhere to Medical Teams rules or procedures or fails to perform satisfactorily. Dismissal of a volunteer is a last resort. Volunteers have the right to expect supportive and constructive feedback, clear details regarding inappropriate or unsatisfactory performance, suggestions regarding what and how to improve, and time and opportunity to demonstrate improvement.

A volunteer may be dismissed without warning for gross misconduct or insubordination, any behavior that endangers the health or safety of the volunteer or other volunteers and staff, the use of alcohol or illegal drugs on the job, theft, harassment, lying, or failure to abide by Medical Teams' policies and procedures.

Volunteer Retirement

Volunteers who retire after five or more years of active service with Medical Teams International will receive appropriate recognition. Recognition may include the designation of "volunteer emeritus". Emeritus volunteers are welcome to return at any time and will be invited to participate in future volunteer events.

Volunteer Background Checks & Child and Vulnerable Adult Protection Policy & PSEA

Medical Teams International is committed to the protection and welfare of all children and vulnerable adults that participate in our activities and programs while meeting professional standards. Volunteers who serve minors or vulnerable adults must have a completed and approved criminal check before serving. Background checks are required for volunteers.

CHILD AND VULNERABLE ADULTS PROTECTION POLICY AND AGREEMENT

Background

Medical Teams International is committed to the protection and welfare of children and vulnerable adults that are served by our programs and other activities that we host. We oppose all forms of abuse and are committed to upholding all State, Federal, host country and international laws on child and vulnerable adults' rights, welfare, and protection. We are committed to proactively educating our staff and volunteers about the requirements to protect children and vulnerable adults through implementation of thorough orientation programs and periodic reminders.

Purpose

The purposes of this policy are to:

- A) Ensure a safe and secure environment for children and vulnerable adults when they are in our care and/or on our premises, in compliance with legal and societal standards,
- B) Establish clear procedures for reporting and investigating cases of suspected abuse, and
- C) Protect Medical Teams employees and volunteers from false allegations of abuse or exploitation of children or vulnerable people.

1 Our Commitment

- 1.1 Medical Teams believes that God created all people in His image. Thus, we must treat every person with respect, honor them for their intrinsic value, and care for them in ways that bring honor to God.
- 1.2 Medical Teams believes that all children or vulnerable people have a right to protection from abuse and exploitation irrespective of race, nationality, social background, age, gender, skin color, disability, or religious beliefs.
- 1.3 Medical Teams believes that abuse and exploitation are wrong and that keeping silent is also wrong if one knows or suspects a person is being or has been abused or exploited.
- 1.4 Medical Teams believes that preventive measures should be taken to protect children and vulnerable adults from abuse or exploitation by Medical Teams employees and

volunteers and to protect Medical Teams staff and volunteers and our corporate integrity from false allegations.

2 **Definitions**

2.1 **Child:** Anyone under eighteen (18) years of age.

2.2 **Vulnerable Adult:** A person who is 18 years of age or over, and who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or serious exploitation."

(Law Commission - Who Decides?: Making decisions on behalf of mentally incapacitated adults 1997)

Factors of a Vulnerable Adult:

- Is elderly and frail due to ill health, physical disability or cognitive impairment
 - Has a learning disability
 - Has a physical disability and / or a sensory impairment
 - Has mental health needs including dementia or a personality disorder
 - Has a long-term illness / condition
 - Misuses substances or alcohol
 - Is unable to demonstrate the capacity to make a decision and is in need of care and support.
- 2.2 **Physical Abuse:** Actual or likely physical injury to a child or vulnerable adult or failure to prevent physical injury, suffering or harm. This may include, but is not limited to deliberately hitting, beating, shaking, or throwing a child or vulnerable person.
- 2.3 **Neglect:** The persistent or severe neglect of a child or vulnerable adult, failure to protect from exposure to danger including cold or starvation, and the failure to carry out important aspects of care resulting in the impairment of the child or vulnerable adult's health or development.
- 2.4 **Mental/Emotional Abuse:** Actual or likely severe adverse effect on the emotional and behavioral development of a child or vulnerable adult caused by persistent or severe emotional mistreatment, rejection, or threat. Emotional abuse can include inappropriate use of spiritual authority (for example, the Bible, church, tradition, church authority, etc.)
- 2.5 **Sexual Abuse:** Actual or likely enticement, inducement, persuasion, or coercion of any child or vulnerable adult to engage in or assist with any sexually suggestive or explicit conduct by those responsible for the individual's care or control. Such abuse

can be violent or non-violent and can involve physical contact and/or verbal comments or insinuations.

3 Policy

3.1 Behavioral Protocols

- 3.1.1 Medical Teams expects its staff and volunteers to treat all children or vulnerable adults hosted by MTI with respect and dignity.
- 3.1.2 Medical Teams staff and volunteers must never be alone with a child or vulnerable adult, other than their own, in a private place or any place where other responsible adults cannot easily observe and overhear all interactions.
- 3.1.3 Medical Teams staff and volunteers must not discipline or attempt to discipline a child or vulnerable adult physically under any circumstances.
- 3.1.4 Medical Teams staff and volunteers shall never hit or otherwise physically assault a child or vulnerable adult even if this is locally acceptable.
- 3.1.5 Medical Teams staff and volunteers shall not act in ways that shame, humiliate, belittle or degrade a child or vulnerable adult, or otherwise perpetuate any form of abuse including participation in harmful traditional practices or spiritual ritualistic abuse.
- 3.1.6 Medical Teams staff and volunteers must not touch a child or vulnerable adult inappropriately. (A general guideline is not to touch children in areas that would normally be covered by shorts and t-shirt.)
- 3.1.7 Medical Teams staff and volunteers must not use offensive language, suggestions, or advice.
- 3.1.8 Medical Teams Staff and volunteers must not expose a child or vulnerable adult to pornography or other sexually explicit or inappropriate images or media.
- 3.1.9 Medical Teams staff and volunteers must not share alcohol, tobacco or drug substances with a child or vulnerable adult or be intoxicated or consume alcohol or drugs before or during encounters with children.
- 3.1.10 Medical Teams Staff and volunteers must never sleep in the same room or bed with a child or vulnerable adult.
- 3.1.11 Medical Teams staff and volunteers must not enlist or engage a child or vulnerable adult in activities without parental or guardian consent or drive a child or vulnerable adult without parental or guardian consent and at least one other adult in the car.
- 3.1.12 Medical Teams staff and volunteers must never take, produce, or create images of a child or vulnerable adult that are humiliating, degrading, shameful, or otherwise offensive. Children and vulnerable adults should be adequately

- clothed and not in poses that could be perceived as sexually suggestive.
- 3.1.13 Children or vulnerable adults should never be left alone with unsupervised non-Medical Teams staff or volunteers who are visiting project areas.
 - 3.1.14 Medical Teams staff and volunteers must comply fully with all state, federal and United Nations Reporting of Maltreatment of Minors or vulnerable adults.
 - 3.1.15 Medical Teams staff and volunteer contact and interactions with children or vulnerable adults in all program contexts will be randomly monitored.
 - 3.1.16 Ignoring these protocols or their intent may result in immediate termination of employment or volunteer assignments.

3.2 Criminal Background Checks

- 3.2.1 Medical Teams staff and volunteers who will work with children or vulnerable adults will be screened according to professional standards that include a criminal background check.
- 3.2.2 The purpose of the background check is to confirm that there have been no previous convictions for abuse against children, vulnerable adults, or other violent or questionable behavior that could raise concerns about the wellbeing of children in the applicant's care. Any adverse findings will be disclosed to the applicant.
- 3.2.3 Medical Teams is committed to maintaining the highest level of confidentiality when it comes to background checks and related personal information. The established background check process shall strictly limit the people involved in reviewing background check results and ensure that staff and volunteer files are inaccessible to other MTI employees

3.3 Designated Staff Person

- 3.3.1 The Director, Human Resources is the Designated Staff Person responsible for dealing with child or vulnerable adult protection issues or complaints within Medical Teams. In the Director of Human Resources' absence, the VP of Global Services will be the Designated Staff Person.

3.4 Reporting of Suspect Behavior

- 3.4.1 Medical Teams staff and volunteers agree to inform Medical Teams Designated Staff Person(s) immediately of any observations or information that cast doubt on a staff member's or volunteer's strict compliance with this policy.
- 3.4.2 Any such reports will be treated with discretion and urgency. Medical Teams prohibits any kind of retaliation against an employee or volunteer who, in good

faith, submits a complaint under this policy.

- 3.4.3 MTI staff and volunteers, or any other representative of Medical Teams programs, may utilize the Integrity and Compliance hotline, EthicsPoint ETHICSPPOINT.COM OR 1-866-384-4277 to report suspect behavior.

3.5 Response to Allegations

- 3.5.1 When a report has been made that an Medical Teams staff person or volunteer is suspected of inappropriate behavior with a child or vulnerable adult, Medical Teams, under the direction of the Designated Staff Person(s), will act as set out in “Guidelines: Responding to Allegations of Child or Vulnerable Adult Abuse”. Note that the first action step is to seek and adhere to the advice of Medical Teams legal counsel.
- 3.5.2 All reports of alleged abuse will be investigated thoroughly, including any such reports or accusations made by children or any vulnerable adult. The investigation process will be directed and documented by the Director, Compliance, and a written report of findings will be completed within 30 days of the report. When a report is made, the employee will either be placed on suspension or reassigned work duties as necessary to ensure no further contact between the employee and child (ren) or vulnerable adult (s) occurs until the investigation is finalized.
- 3.5.3 Both the alleged victim and the alleged perpetrator will be treated with respect and without prejudice from the start of the process to the end.
- 3.5.4 MTI will work in cooperation with child welfare and legal authorities during the course of an investigation as appropriate.
- 3.5.5 The allegation will be kept confidential with only those directly involved having access to this sensitive information. Medical Teams staff or volunteers who are found violating confidentiality of such allegations will receive a written warning and/or be subject to termination.
- 3.5.6 If an investigation leads to the conclusion that abuse has or may have occurred, the appropriate legal authorities will be notified if they have not already been involved in the investigation. If an Medical Teams staff person or volunteer is found to have committed abuse, through internal investigation and/or through the court system their employment will be terminated immediately.
- 3.5.7 A file will be made of all facts related to any report and subsequent investigation. The Designated Staff Person will securely file and retain all such documents consistent with state retention requirements.

3.6 Communication

- 3.6.1 MTI will take special care to protect the identity and specific geographic location of children in all public relations and other materials. In cases where a specific child or vulnerable adult's name is used, Medical Teams will obtain all appropriate parental or legal releases in advance.
- 3.6.2 If the police and/or media become involved in or aware of an alleged instance of abuse, Medical Teams Designated Staff Person or appointee will deal with the media and the police as set out in "Guidelines: Responding to Allegations of Child and Vulnerable Adult Abuse". In general Medical Teams staff or volunteers will not be in contact with the police except as authorized by the Designated Staff Person(s), or the media except as authorized by the Designated Staff Person(s) and the VP Marketing and Development.
- 3.6.3 Disclosure of information about past or present abuse of children, vulnerable adult, or any of the persons involved will be limited only to the people who need to know for purposes of the investigation and corrective action.

3.7 Orientation, Training, and General Awareness of Child & Vulnerable Adult Protection Policies

- 3.7.1 Orientation and training in child abuse prevention and protection is a priority for Medical Teams and all its operations.
- 3.7.2 Medical Teams general orientation for all newly employed staff and volunteers will include a section explaining our policies and practices on the protection of children and vulnerable adults.
- 3.7.3 Human Resources will distribute a current copy of this policy to all staff and to volunteers annually.

4 Volunteer Commitment

By signing this document, the assignee declares that:

- 4.1 I have read and understand the MTI Child Protection and Vulnerable Adult Policy.
- 4.2 I will adhere strictly to the requirements and procedures as defined in the Medical Teams Child & Vulnerable Adult Protection Policy.
- 4.3 I have not been convicted of any offense involving physical, mental/emotional, or sexual abuse of children or any vulnerable adult
- 4.4 I understand that if a complaint is brought against me regarding the abuse of children or vulnerable adults while engaged in Medical Teams activities, it could lead to my immediate reassignment of duties and/or suspension of duties while the allegation is thoroughly investigated in cooperation with the appropriate authorities.
- 4.5 I understand that if an investigation indicates abuse of children or vulnerable adults has

occurred, this would lead to immediate disciplinary actions, potentially including termination and engagement of law enforcement.

PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE POLICY

Background

Medical Teams International is committed to the protection and welfare of men, women, and children displaced by conflict or other disasters. Medical Teams International will uphold both the Resolution adopted by the General Assembly 63/214 of the United Nations and the Inter-Agency Standing Committee (IASC) Task Force on Protection from Sexual Exploitation and Abuse (SEA).

Purpose:

The purpose of this policy is to provide a safe environment free of sexual exploitation and abuse in all places where Medical Teams International implements humanitarian programs.

Medical teams international believes that all people are made in the image of God who created them to have worth and value.

Policy:

Medical Teams International personnel will adhere to the Protection from Sexual Exploitation and Abuse Code of Conduct, as described in the Code of Conduct Core Requirements and Standards, to create a safe environment free of abuse.

Medical Teams International will integrate protection of and response to sexual exploitation and abuse into operating procedures and programs. Resources will be made available to our partner organizations.

Medical Teams International is committed to a culture where all people should be treated with respect, honored for their intrinsic value, and cared for in ways that bring honor to God. Medical Teams International staff are expected to support all efforts to eliminate any behavior, action or circumstances that undermine Medical Teams International's commitment to this standard.

Definitions:

1. **Sexual Exploitation:** Any actual or attempted abuse of a position of vulnerability, power differential, or trust for sexual purposes including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

2. **Sexual Abuse:** Actual or threatened physical intrusion of a sexual nature, including inappropriate touching, by force or under unequal or coercive conditions.
3. **Humanitarian Worker:** All workers engaged by humanitarian agencies, whether internationally or nationally recruited, or formally or informally retained from the beneficiary community, to conduct the activities of that agency.
4. **Personnel:** Full and part-time employees, volunteers, consultants, partners, vendors, contractors, representatives, board members and associates representing Medical Teams International.
5. **Reporter:** A director, headquarter or country office employee, consultant, volunteer or other representative of Medical Teams who reports an activity that he/she considers illegal, dishonest, or constituting abuse to one or more of the parties specified in this policy. The reporter is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

Code of Conduct Core Requirements and Standards:

Medical Teams International has an obligation and duty of care for the people we serve to ensure that they are treated with dignity and respect and that certain standards of behavior are observed and practiced. To prevent sexual exploitation and abuse, Medical Teams International adheres to the following standards for all personnel:

1. Sexual exploitation and abuse by humanitarian workers constitutes acts of gross misconduct and are therefore grounds for disciplinary measures, including summary dismissal.
2. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
3. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.
4. Sexual relationships between humanitarian workers and beneficiaries are prohibited since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of humanitarian aid work.
5. Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
6. Medical Teams International personnel are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the

implementation of this code of conduct. All personnel are responsible to support systems which maintain this environment. Medical Teams International management is responsible for the development of systems to prevent sexual exploitation and abuse.

7. Medical Teams International has a zero-tolerance policy for violations of Sexual Exploitation and Abuse.

PERSONNEL ACTIONS:

1. All concerns or suspicions of sexual exploitation and abuse violations must be reported within 24 hours.
2. Failure to report sexual exploitation and abuse may result in disciplinary action including termination of employment.
3. Medical Teams International personnel are responsible for encouraging, advocating, and promoting an environment of protection from sexual exploitation and abuse.
4. All Medical Teams International personnel are required to report any concern, doubt, or allegation of SEA. Follow procedures as outlined in the Beneficiary Safety Plan for your location to ensure the safety and protection of the person filing the report and/or the victim.
5. Employee's must complete annual training on Protection from Sexual Exploitation and Abuse (PSEA) as provided and coordinated through a designated country office Human Resources contact.

MANAGER ACTIONS:

1. Managers at all levels are responsible for ensuring their direct reports are trained, per Medical Teams International approved processes and procedures, and have full knowledge of the PSEA Code of Conduct, helping to promote and honor the provisions of the policy.
2. Managers are expected to set an example and are responsible for communicating the PSEA Code of Conduct's principles to those with whom we work, no matter how tenuous or short-term their relationship with Medical Teams International may be, including limited duration personnel, consultants, volunteers, etc.
3. Managers are responsible for implementing, monitoring and enforcing the standards of the PSEA Code of Conduct.
4. Managers are also responsible for creating and supporting an environment

- conducive to reporting claims of sexual exploitation and abuse.
5. When a manager receives a complaint of sexual exploitation and abuse from any personnel, they must report it within 24 hours, and follow the instituted reporting procedure as described in number 7 and 8 of this section and the *Reporting a Complaint* section below.
 6. Manager's must attend annual training on Protection from Sexual Exploitation and Abuse.
 7. Headquarter-based supervisors/managers receiving a verbal or written report must ensure the issue is immediately reported in writing to their Department Vice President, the Vice President of Finance and Administration, and either the Director of Compliance or the Director of Human Resources for guidance and support.
 8. Field office-based supervisors/managers receiving verbal or written reports of suspected misconduct must ensure the issue is immediately reported in writing to the Country Director/Manager, or one of the headquarter Vice Presidents or Directors mentioned above.

REPORTING A COMPLAINT:

All Field Personnel:

All concerns of sexual exploitation and abuse (incidents or suspected) must be immediately reported to the Country Director/Manager, or through EthicsPoint.

Headquarter Personnel:

When HQ personnel become aware of (or suspects) sexual exploitation and abuse he/she should report it immediately to his/her supervisor, department manager, HR manager, a trusted manager, or ethicspoint.com.

EthicsPoint

Call: 1-866-384-4277

Online: ethicspoint.com

WHEN A PERSON RECEIVES A COMPLAINT:

1. Report the complaint through the complaint mechanism consistent with the instructions above.
2. Avoid asking too many questions: Ask only the number of questions required to pass on the complaint via the designated reporting procedures as found in the

Reporting a Complaint section above.

3. Ensure the complainant's immediate safety is not at risk.
4. When a complaint is received, personnel are expected to file a report without discussing it with, or disclosing to information to, other members of personnel.
5. It is not the responsibility of the person receiving the complaint to investigate or ensure the validity of the claim – only to report it.

RETALIATION:

As per the Ethical Concerns and Duty to Report policy, Medical Teams International will not retaliate against a reporter. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, poor work assignments, or threats of physical harm. The right of a reporter for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated. All personnel that retaliates against someone who has reported a violation in good faith is subject to discipline, up to and including termination of employment or service. This protection from retaliation is not intended to prohibit managers or supervisors from taking action, including disciplinary action, in the usual scope of their duties and based on valid performance-related factors.

If any Medical Teams International personnel feel they have been threatened, retaliated against, or unsafe for submitting a complaint, they should report this using one of the following options:

- a. Contact headquarters or country office Human Resources
- b. Contact the Country Director/Manager, or a trusted manager
- c. Contact the Department Vice President
- d. EthicsPoint: online at www.ethicspoint.com or +1-866-384-4277

VOLUNTEER COMMITMENT:

By signing this document, the assignee declares that:

- I have read and understand the Protection from Sexual Exploitation and Abuse Code of Conduct Policy. I understand that this policy applies to me at all times including while I am on or off duty, or on leave.
- I will work within the requirements and procedures as laid out in the Protection from Sexual Exploitation and Abuse Code of Conduct and Standards of Operation

policies.

- I have not been accused or convicted of any offense involving physical, mental/emotional or sexual abuse or exploitation of any individuals.
- I understand that if a complaint is brought against me regarding sexual exploitation or abuse while engaged with Medical Teams International, the allegation will be thoroughly investigated in cooperation with the appropriate authorities.

HEALTH AND SAFETY

Medical Teams International will work hard to provide all volunteers an attractive, safe, healthy, and functional service environment. In return, volunteers are responsible for understanding all safety and health standards, as well as the rules and responsibilities applicable to your volunteer activities.

Unsafe or unhealthy working conditions should be reported immediately to your supervisor and/or the Manager of Volunteer Services. All volunteer related accidents, no matter how slight, must be reported to your supervisor immediately.

If you are injured while volunteering for Medical Teams but away from the office, you should go to the nearest hospital, urgent care center, or doctor. As soon as you can, contact your supervisor. If you cannot call personally, please be sure someone else calls for you.

Safety in the Warehouse

For safety reasons, closed-toe shoes are required in the warehouse. Medical Teams International has written safety plans for operations in the warehouse including forklift operation, safety pathways, loading dock, and packing area. If you are unfamiliar with the safety plans, please speak with the warehouse supervisor.

Medical Teams International is extremely diligent with regard to volunteer safety; however, there is a risk of being exposed to Other Potentially Infectious Materials (OPIM). Medical Teams strongly encourages Distribution Center/ Mobile Dental/ International volunteers to contact their medical health professional to obtain the hepatitis B virus (HBV) vaccination series immunization.

Safety Pathways

There are marked safety pathways in the warehouse for pedestrian traffic. Everyone must follow these pathways when outside of the sorting/packing area in the Distribution Center. The forklifts do not cross into the pathways, except where the lines change from yellow to orange.

EMERGENCY ACTION PLAN

The purpose of this section is to provide guidance that will ensure volunteer safety and the continuation of key business operations in the event of a significant and disruptive emergency. If at anytime you are not comfortable with the directions or guidelines that you are asked to follow, please contact the Recruitment Manager.

Emergency Procedures Summary

Medical Teams International is committed to providing a safe, healthy, and ergonomically sound working environment. Medical Teams International makes every effort to comply with relevant federal and state occupational health and safety laws and to develop the best feasible operations and procedures conducive to such an environment.

Medical Teams International policy aims to minimize the exposure of its employees, volunteers, and other visitors to health or safety risk. To accomplish this objective, Medical Teams International expects volunteers to work diligently to maintain safe and healthy working conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses. The following list highlights some of the most important and common safety rules applicable to our working conditions:

1. Exercise maximum care and good judgment at all times to prevent accidents and injuries.
2. Seek first aid for all injuries and report occurrence to the Facilities Supervisor (no matter how minor), via the Safety Action Form.
3. Immediately report unsafe conditions, equipment, or practices to supervisory personnel.
4. Maintain good housekeeping. Keep your work area clean and clear. Put things where they belong.
5. Become familiar with the location of First-Aid kits so that you may reach them in the event of an emergency.
6. Adequate fire extinguishers are provided throughout the building. Be aware of their locations and proper operation.
7. When lifting heavy items, lift with the leg muscles, not the back.
8. Do not attempt to lift or move anything too heavy. Use available equipment for assistance or request help.
9. Use approved ladders.
10. Use safety equipment when necessary.
11. Conscientiously use safe working habits.

Emergency Contact Information

Medical Teams International has several procedures to aid volunteers in adhering to the Safety and Health Procedures. This is only a general guide for employees to follow in an

emergency situation to provide basic first aid or to ensure that basic first aid is provided by another co-worker or by emergency personnel. Volunteers are never expected to do anything that they are not fully comfortable with in providing initial emergency care. This is not intended to be an all-inclusive or mandatory guide, only an aid.

Emergency Telephone Numbers:

1. Emergency: 9-1-1
2. Poison Control Center: 1-800-222-1222

Emergency Evacuation Procedures

Each volunteer should be familiar with the evacuation procedures **in each department and at their specific office/clinic location**. Medical Teams International has several staff members to coordinate evacuations. These individuals are familiar with appropriate exits, and they have the primary responsibility for ensuring that occupants will calmly and quickly walk out and away from the building/to the designated safe reunion place. Please look to them for the lead in the event of an emergency evacuation.

If an evacuation of our building is necessary, you should:

1. Keep calm.
2. Follow the instructions of your supervisor.
3. All Emergency Evacuation Coordinators must assure that all personnel in their area(s) are alerted to the situation. Check restrooms and storage areas near your department.
4. So that accommodations can be arranged, any physically challenged individual should make his or her needs known as soon as possible to one of the following people: the nearest employee, Manager of Administration, or their direct supervisor.
5. Close the door to your office as you leave. Do NOT return for personal items.
6. Use the nearest staircase at the time of emergency. Form evacuation lines side by side on the staircases.
7. Keep talking to a minimum. Listen for instructions from authorized personnel.
8. Use handrails on staircases. Walk. Do not run.
9. While on staircase, yield to Fire Department or other emergency personnel.
10. When you reach the lobby, be prepared to merge with other people evacuating the building.
11. Once out of the building, move to the pre-designated location across the street at Bonita Park at the covered area or other designated area.
12. Volunteers should inform their manager of unaccounted individuals. Senior management staff present, or their designee will take a head count.
13. An "all clear" signal will be given when authorized by Police, Fire Department, or management personnel.

At no time should a volunteer go back inside to retrieve any items when there is an

emergency in the building.

Emergency Exit Routes

All exits remain unlocked during working hours. Volunteers and staff must exit the facility in a quiet and orderly manner.

Automatic External Defibrillator and Advanced Medical Bag

Tigard: An Automatic External Defibrillator is located by the First Aid Kit in the sorting area of the Distribution Center. On clinic sites, make sure you know where this is located in the van.

Fire Extinguishers

Multi-purpose dry-chemical fire extinguishers are located throughout the building and checked annually. They are lightweight and easy to handle. Be familiar with their locations and the instructions that are printed on the extinguishers. Fire Extinguishers are located on the walls in the following places in Tigard:

First Floor:

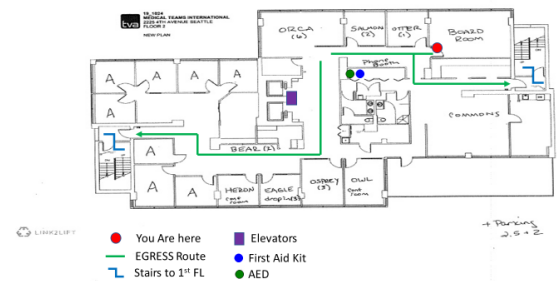
- Lunchroom wall
- Coffee/Copy room
- Hallway next to rear exit door
- Inside elevator room
- Inside electrical room
- Warehouse column near wrapper
- Warehouse column near back wall
- Warehouse column near shipping office
- Mobile Dental van area
- Exhibit hall, doorways, and columns
- Loading docks

Second Floor:

- Coffee/sink area
- Wall next to the elevator

In Seattle office:

Agros – Medical Teams International – EGRESS Route



First Aid Kits and Flashlight locations

First Floor:

- Lunchroom
- Coffee/copy room
- Sorting area near the lobby
- Shipping office
- Mobile Dental van area
- Exhibit debrief room

Second Floor:

- Coffee/sink

Receipt of Volunteer Handbook, Emergency Action Plan, and Child and Vulnerable Adult Protection Policy Agreement & Protection from Exploitation and Abuse Policy

I acknowledge that I have carefully read this Volunteer Handbook and the enclosed Emergency Action Plan, the Child and Vulnerable Adults Protection Policy and the Protection from Sexual Exploitation and Abuse Policy and agreements. I understand the contents thereof and that this document was freely and voluntarily executed. I acknowledge that I was given the opportunity to seek independent legal counsel on any and all matters herein before I signed this. By signing below, I agree to the terms of volunteering stipulated by Medical Teams International. Furthermore, I declare that I have not been accused or convicted of any offense involving physical, mental/emotion, or sexual abuse of children.

Date: _____

Signature of Volunteer:

Printed Name:

**Parent/Guardian Signature:*

**Parent/Guardian Name:* _____

****Required for volunteers under age 18***