



Code of Conduct – Green Life Volunteers

The Code of Conduct is a set of rules and guidelines. We expect our volunteers to act according to these rules and guidelines.

Voluntary work definition

Voluntary work activity is an activity undertaken in an approved not-for-profit community organization in a verified voluntary work position.

Volunteer commitment

- Stay for the entire shift, as there are many jobs that are not all self-evident
- Call to let us know if you can't come in on a specific day – we do count on you
- Bring an attitude of respect and cooperation to help our working together

Small children coming with their volunteering parents must be supervised by their parent and will be limited to areas outside of food preparation areas.

Accommodation

Green Life Volunteers places volunteers in multiple and single person household host families.

These host families are provided to Green Life Volunteers' participants and shall be used only by volunteers having permission from Green Life Volunteers to use the accommodation.

Basic security precautions should always be taken. For your safety we ask you to please follow the basic accommodation guidelines:

- As a house guest you have to treat the host family members with respect and follow the

host family's house rules. If at any time you are uncomfortable with some aspect of your home stay it is your responsibility to report this to the local project coordinator or Green Life Volunteers' staff. That way we can solve issues as soon as possible.

- Our host families understand that you will come and go as you please, but expect you to communicate with them when your arrivals or departures are unusually late-night or early morning, and even more importantly, when you will be away overnight or for traveling. You are a guest in their home and your host families will worry. They are likely to call Green Life Volunteers' administrative staff and may go as far as notifying local authorities if you are absent from their home without letting them know!

- If you have been away and plans change so that you will be away even longer, it is your responsibility to call your host family if your time away from the project will in any way affect your work!

Dress Code

Green Life Volunteers' objective is to allow our volunteers to work comfortably but at the same time be professional. Please keep in mind that all volunteers, especially those working with children, are held to a high standard -sometimes even higher than local staff they work alongside.

Volunteers on environmental and wildlife conservation or on the organic farm projects are asked to dress in older, comfortable, light, and easily washable clothes, as they are likely to become dirty or may rip during the project. In particular, volunteers on the turtle conservation project are asked to wear dark clothes during patrols at night, in order to blend in with the night scene and not disrupt the turtles' behavior too much. At the turtle conservation project beach wear is allowed during the daytime.

Volunteers working in teaching or with children are asked to maintain a 'smart casual' code of dress while on your project.

No dress code can cover all contingencies so volunteers must exert a certain amount of judgment in their choice of clothing to wear while working on a project.

Consideration of Others

As a volunteer on our projects you should treat all people with dignity and respect. Green Life Volunteers expects the volunteers to understand and follow common social practices, such as loyalty, respect, selflessness service, honor and integrity. Our hope is that each volunteer is able to trust and depend upon one another without exceptions. In order to achieve this goal we expect our volunteers to treat others and their property with the same consideration and respect that is expected in return.

Free Time

At a volunteer you will have some free time to travel and enjoy other activities outside of your working schedule. You can use your free time as you wish - under the condition that it does not conflict with any rules or regulations mentioned and agreed upon in this contract between Green Life Volunteers and the volunteer. Additionally, your free time activities cannot have a negative effect on the project, your work on the project, your image, and the relationship with host family and the community.

Reporting

Green Life Volunteers greatly appreciates your input and suggestions. Therefore we would like you to write us a little report at the end of your volunteer time. All feedback is used to continuously monitor and develop Green Life Volunteers' programs - and also to provide reviews for future volunteers to read and encourage them to volunteer too!

Teaching Projects

Depending on the program, volunteer teachers may be expected to prepare a lesson plan before entering the classroom, to ensure that you as a teacher are prepared for your lessons.

Volunteers may also be asked, upon finishing each lesson, to provide a report detailing what was taught in the classroom and how the class reacted. When this is expected, it is not required that the information is positive, yet more important that it is accurate. These reports are to be used for personal reflection and improvement for future volunteers as well as to improve Green Life Volunteers' teaching programs. Not all teaching programs have these requirements and you will receive all necessary information of what is expected of you before beginning your project.

Drugs

The use of illegal drugs is prohibited. Anyone who is found asking for, purchasing or using illegal drugs while enrolled in a Green Life Volunteers Project may be expelled from the project and may be reported to local authorities. Exchanging of prescription drugs without proper medical documentation is also forbidden.

Alcohol

Any person under the age of 18 is not allowed to consume alcohol in Costa Rica. All alcohol consumption policies of the participating country are in effect upon arriving in the country.

Persons with 18 years of age or older are allowed to drink alcohol as long as their drinking does not directly or indirectly put their safety or the safety of fellow participants in danger,

nor presents a negative image of Green Life Volunteers within the communities we work with. Binge drinking is highly discouraged and you may be expelled from a project.

Alcohol consumption in communal areas of your host family's house is to be agreed upon by all members of the host family. Furthermore, peer pressure, devious behavior, and other foul play to influence another member of the community or other volunteers to consume alcohol against their will, is strictly prohibited and you may be expelled from the project. Alcohol consumption is not to coincide with nor affect your duties on the volunteer project.

Smoking

Smoking cigarettes is now prohibited in public areas, in bars and restaurants, bus stations, and most work places in Costa Rica. If you would like to smoke on your project, you'll have to ask for permission from the project coordinator or your supervisor at your project. Usually smoking cigarettes is not appropriate in your room within the house of the host family. Please be considerate.

Possible Reasons for Expulsion

You are welcome to enjoy your free time and travel - whether close to their project site or while elsewhere in Costa Rica. However, the conduct of volunteers does reflect on Green Life Volunteers and its projects, even when volunteers are not at the project site or actively engaged in the project. For this reason certain inappropriate behavior will not be tolerated and will be evaluated on a case by case basis by Green Life Volunteers' country director and manager.

Some examples of such behavior include but are not limited to:

- Putting at risk one's own safety or the safety of fellow participants
- Jeopardizing the volunteer company's image or relationship within the community in which we work
- Which results in inappropriate or disorderly conduct
- Aggression or violence expressed either verbally or physically
- Lewd behavior especially of a sexual nature
- Sexual relationships with your host family members
- Lateness to projects or being absent without approval from Green Life Volunteers' administrative staff
- Repeated disregard of the Dress Code
- Breaking other rules set out in this policy.

Also likely to be considered grounds for immediate expulsion would be, for example, a volunteer being banned from the premises of a local establishment by that establishment's management for any combination of the above behaviors, or any other behavior which violates local laws or cultural norms. With the initial orientation and ongoing routine

communication

Green Life Volunteers' and the projects' staff will make every effort to educate volunteers about the local laws and cultural norms of the communities in which they are volunteering. A participant expelled from their placement, for whatever reason, will not receive any reimbursement of fees.

All volunteers are expected to:

- Respect confidentiality and privacy
- Be punctual and reliable
- Carry out the duties listed in your volunteer position description
- Be accountable
- Give notice if your availability changes or you are leaving the organization
- Report any injuries or hazards that you notice in the workplace
- Adhere to the organization's policies and procedures
- Deal with complaints in the appropriate manner
- Undertake training as requested
- Ask for support when needed
- Support other team members

In case of emergency

If there is a serious injury or an emergency, dial the phone number: +506 - 8412-0006 from the manager of GLV and keep everyone in the area calm. The manager of house family on duty for the emergency

What to wear & arrival

In Costa Rica is the tropical country, in the central valley and San Jose, these areas are 3000 to 5000 feet above sea level and thus are much more moderate in temperature Days are generally sunny and bright. Do not forget the sunscreen. Daytime temps seldom go far above 27 degrees and the nights tend to be moderate in the mid 15's. If coming in late November or December, expect it to be windy! There is a wind chill factor even it is 23 degrees. If you are coming during the 'green season' (late May to November), remember it rains almost every day from maybe noon to early evening. Bring or buy an umbrella so you can move around. The beaches of Costa Rica are hot and humid. You will need a bathing suit(s), cover ups and sandals or flip-flops. You will definitely need sun screen. Don't think for a moment that those couple of hours you spent at the tanning salon can prepare you for the sun here. If you plan to shop at the numerous beach stores and markets or just walk around, you will need very light clothing. Most shops are not air-conditioned. The nights are warm and humid, with temps that seldom drop below 25 degrees, but may seem cool after a long day in the sand. Many tourist areas have night spots, but mostly you see informal dress.

Pretty much nobody dresses for the evening at the beaches! But, just in case, bring something a little better. Bring something to cover your head during the day.

You have the right:

- To work in a healthy and safe environment
- To be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation
- To be adequately covered by insurance
- To be given accurate and truthful information about the organization for which you are working
- To be reimbursed for out of pocket expenses incurred on behalf of the organization for which you are working
- To be given a copy of the organization's volunteer policy and any other policy that affects your work
- Not to fill a position previously held by a paid worker
- Not to do the work of paid staff during industrial disputes
- To have a job description and agreed working hours
- To have access to a grievance procedure
- To be provided with orientation to the organization

Before you start, you should check that:

- The organization is a legitimate volunteer involving organization
- The purpose of the organization matches your own values and beliefs
- The organization carries public liability and volunteer personal accident insurance
- Your role is clear and specific
- The organization can provide you with written information about its purpose and activities
- You are satisfied that the funds of the organization are expended in accordance with its mission

All volunteers are expected to:

- Respect confidentiality and privacy
- Be punctual and reliable
- Carry out the duties listed in your volunteer position description
- Be accountable
- Give notice if your availability changes or you are leaving the organization
- Report any injuries or hazards that you notice in the workplace
- Adhere to the organization's policies and procedures
- Deal with complaints in the appropriate manner
- Undertake training as requested

- Ask for support when needed
- Support other team members

Thanks for considering our rules and code of conduct. Your Green Life Volunteers Team.