



**Make-A-Wish Foundation of India** is a non-profit organization (registered as a Trust) that grants life-changing wishes for children with critical illnesses. We grant the wishes for all eligible children between the ages of 3-18 years.

## VOLUNTEER CODE OF CONDUCT

This Code of Conduct defines and sets out the principles, practices and procedures to be followed by volunteers, interns/guests at Make-A-Wish India. Discipline and code of conduct are meant for the safety and security of volunteers, interns/guests, to avoid potential legal liabilities & and to maintain the dignity and reputation of Make-A-Wish India. Volunteers/interns/guests are expected to follow the same during their tenure with Make-A-Wish India. **All volunteers report to the Volunteer Coordinator (VC) & Chapter Managers/CEO.**

### Code of Conduct

- All volunteers should be aware that as we are an Affiliate organisation of Make-A-Wish International, we are committed to and required to follow certain guidelines that apply to all Affiliates. We also follow all non-profit compliance that applies to public charitable Trusts in India.
- All volunteers are required to understand and comply with the Volunteer Policy & Code of Conduct, Prevention of Sexual Harassment policy, the Child Protection Policy and Social Media Guidelines policy of the organisation.
- The organisation may request a volunteer to leave in case they do not follow any of the guidelines.

### Attendance, Duration, Timings

Volunteers will be expected to commit to a minimum time duration, days & times & follow the minimum stipulated duration that they have committed to. All volunteers are expected to be punctual and regular.

### Leave

If any volunteer is unable to attend for any reason or will be delayed the same should be conveyed to the VC or the Chapter Head in advance on the City Volunteer Group.

### Dress Code

- All volunteers are requested to maintain appropriate standards of neat and professional dress. No low necklines or short lengths for women. No shorts or open shirts, low waist pants for male volunteers. Your appearance and communication style have a bearing on how our beneficiaries/communities perceive you and whether they feel comfortable interacting with you.

### Behaviour & Respect

- All volunteers are in the hospital on behalf of Make-A-Wish India and are expected to communicate and act responsibly. They should be sure about the messages they disseminate about the program.
- They should treat all hospital staff, doctors, social workers with respect and should there be any differences or conflict, bring it to the notice of the Volunteer Coordinator or Chapter Manager.
- Volunteers are expected to treat fellow volunteers/interns, community members and children without any discrimination.

### Cultural Context

- Make-A-Wish India is secular and does not discriminate on any basis of religion, nationality, caste, creed colour or sexual orientation. People are expected to maintain the same spirit at the workplace, particularly in their interactions with people from the community. We encourage volunteers/interns to have a dialogue with people and show respect for different beliefs and perspectives.

MAKE-A-WISH FOUNDATION® OF INDIA

111, Vasan Udyog Bhavan, Sunmill Compound, S. B. Marg,  
Opp. High Street Phoenix Mall, Lower Parel, Mumbai - 400 013.

Tel.: (+91) 86558 57350

E-mail: [connect@makeawishindia.org](mailto:connect@makeawishindia.org)

Web : [www.makeawishindia.org](http://www.makeawishindia.org)

Registered under the Bombay Public Trust Act 1950 No. E-15573 + All donations are eligible for a 50% tax deduction under Section 80-G of the Income Tax Act,1961



## Communication

- **No volunteer in the hospital or at any location may speak on behalf of or take decision on behalf of Make-A-Wish India. Should doctor or hospital personnel reach out to you, kindly ensure that they are guided back to the Volunteer Coordinator /Chapter Manager**
- Volunteers should not commit or promise anything to the beneficiaries on behalf of themselves or the organisation. They should give parents office number for follow up & not give their personal numbers.
- Volunteers are not spokespersons for the organisation and should refrain from commenting to media or to anyone on behalf of the organisation at all times.

## Media, Photographs, & Privacy Guidelines

- All volunteers are bound by the organisation's Social Media Guidelines/Policy.
- Taking photographs or videos is strictly prohibited in some hospitals we work with. Prior permission should be sought.
- Posting pictures of beneficiaries on social media should be as per the guidelines. No close ups of children or naming children is permitted in any print or online mediums without their permission.
- Photographs of children from the ART centres suffering from HIV are strictly prohibited.

## Interaction with beneficiaries, their families

- **Volunteers must always maintain professional values and ethics. They cannot employ beneficiaries for their own personal tasks or benefit. Volunteers are requested not to share their personal mobile numbers with beneficiaries unless advised by the Chapter Staff.**

## Behaviour Code & Sexual Conduct

- Volunteers/interns/guests are expected to be culturally sensitive by demonstrating modesty in our premises and hospitals especially with regard to excessive physical intimacy. All Volunteers/interns/guests are required to abide by the organisation's POSH Policy

## Confidentiality and Data protection

- All volunteers must maintain the confidentiality of information shared by Make-A-Wish India. This information is solely meant to be used in official documentation and should not be shared with unauthorized persons. As a volunteer, if engaged in surveys or data collection volunteers should ensure that the information obtained by them is safely stored and not made available on any public domain.
- If any volunteer has been offered access to passwords for any platform/device/server, they should not share the password with any third party.

## Health & Safety

- Every effort is made by Make-A-Wish India to ensure the presence of a safe and productive working environment for all volunteers. All volunteers are requested to follow all safety norms at the hospitals such as wearing a mask etc.
- Volunteers must convey all health-related concerns to their co volunteers/workers and safeguard themselves from it. Since most volunteers would be working with children if the volunteer is unwell S/he should refrain from coming.
- If there are any ongoing infection/illnesses in the childcare centre the volunteer may be asked not to come until such time as recommended by one medical personnel.
- Make-A-Wish India does not take any responsibility for any inadvertent accidents that may occur with the volunteer at the centre.
- Alcohol consumption, smoking and substance abuse are prohibited within any of our organisation/hospital premises.

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## Reimbursement

Volunteers will not be entitled to any conveyance or other reimbursements.

They will only receive reimbursement of expenses in cases where the cost has been agreed to be covered by their Volunteer Coordinator in advance over email.

Volunteers may claim any out-of-pocket expenses for stationary or resources they may use.

All expenses should be approved by the reporting authority in advance and must be supported by valid bills. All reimbursements should be claimed before the end of the month in which they have been made. In case the amounts were not pre-approved or do not have bills, the organisation is not liable to reimburse the same.

## Grievances and Complaints

Grievances should be directly reported to the CEO by sending an email to the official mail address, with the date and nature of the complaint. A response to the above grievance should be provided via email.

## Anti-Corruption/theft/bribery

Tips or giving personal donations/gifts to the staff, hospital staff or beneficiaries are not encouraged. We have zero tolerance for theft and corruption. Volunteers may introduce vendors but should not derive any personal benefit from the same.

## Conflict of Interest

Volunteers are required to disclose the names and role they have of any other non-profit that they would be involved with during their tenure at Make-A-Wish India.

No volunteer can share any documents, information or data of Make-A-Wish India without explicit written permission of the CEO.

## Exit and Termination

- Volunteers who wish to end their volunteering prior to the agreed duration should inform their Chapter Coordinators and/or send a mail in writing to [volunteers@makeawishindia.org](mailto:volunteers@makeawishindia.org)
- Make-A-Wish India reserves the right to terminate volunteering in any incidents on basis serious misconduct, non-performance or indiscipline.

## Recommendation and Rewards

- Make-A-Wish India will have a policy to recognise and reward volunteers.
- Make-A-Wish India will only issue reference /recommendation letters /certificates to volunteer/interns if they have completed the number of hours required and have put in quality work.
- Make-A-Wish India reserves the right to not give the volunteer /intern any recognition if the appropriate time duration is not completed in the suitable manner.

## Disciplinary Action

All volunteers are expected to comply with the Code of Conduct. Failure to comply by the volunteer/intern/guests may result in a warning and further non-compliance may lead to their role being terminated by the organisation.

***We believe that the wish experience is an integral part of a child's treatment journey. Research shows children who have wishes granted can build the physical and emotional strength they need to fight a critical illness. Over 29 years, we have granted more than 88817 wishes across our 11 chapter offices in India. We are a committed team of 28 individuals, supported by over 100 volunteers. We welcome you to join us and have a positive and productive volunteer experience. – TEAM Make-A-Wish India***

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