



NAZARETH HOUSE

VOLUNTEER INFORMATION

ABOUT NAZARETH HOUSE

Nazareth House is a non-profit organisation (NPO 038-257) in South Africa which provides specialised care to children and the elderly.

Its core business is related to the care of children and elderly residents who have been abused, neglected, abandoned, and exposed to domestic violence, substance abuse, living on the streets, etc.

Nazareth House is registered as a Child and Youth Care Centre as well as a Home for elderly residents with the Department of Social Development.

Nazareth House does receive some funding from the Department to provide these services, however, these funds do not cover all the expenses of the organisation and as such 70% of its running costs need to be fundraised (sponsored / donated).

CARE FOR THE ELDERLY

Both Nazareth Houses in Cape Town and Johannesburg provide care for elderly residents.

Many of the elderly residents suffer with age related illnesses including: Alzheimer's, Dementia, Parkinson's, and Diabetes.

CARE FOR CHILDREN

We have two Child and Youth Care Centres (CYCCs): one situated at 1 Derry Street, Vredehoek, Cape Town; and another situated at 1 Webb Street, Yeoville, Johannesburg.

Nazareth House Cape Town provides long term care for children (0-18 years old) with severe and profound disabilities and terminal illnesses who need specialised end of life / palliative care.

Nazareth House Johannesburg admits boys and girls between the ages of 0-10 years in place of safety (temporary, short term care for up to 90 days); and provides long term placement for children up to the age of 12 years old.

VOLUNTEERING AT NAZARETH HOUSE

Please find below information regarding our VOLUNTEER POLICY. Please note that this has been developed in accordance with the Children's Act (38 of 2005) and Older Persons Act (13 of 2006) and as such remains the legislative policy of the organisation and cannot be adjusted to meet individual needs.

What do you need to be a volunteer at Nazareth House?

- Have a clean police clearance certificate / criminal record check (no criminal record)
- Have a clean name clearance on the National Child Protection register (no crimes against children) – requirement for local volunteers working with the children
- Be over the age of 21 years old
- Speak English fluently
- Have a medical certificate indicating that you are healthy and well enough to work with children / elderly
- Experience in working with children / elderly is advantageous
- Time availability (minimum 3 months)
- Flexibility to work in various areas of the organisation where the needs are

POLICE CLEARANCE CERTIFICATE / CRIMINAL RECORD CHECK

In accordance with Section 120 and 209 (2) (c) and (3) of the Children's Act (38 of 2005) and Section 31 (2) (b) of the Older Persons Act (13 of 2006), a volunteer must have a clean police clearance certificate, as evidenced of the fact that they do not have a criminal record and can thus work with children/elderly.

All volunteers must sign the volunteer undertaking on the application form as a written confirmation made in good faith that they do not have a criminal record and have not committed any crimes against any child or elderly person.

For local volunteers: A person can apply for their police clearance by going to their local police station and completing an application where their fingerprints are taken. The police clearance costs about R100. Some police stations will send the application to Pretoria for

you on your behalf, while others will give you the forms to send to Pretoria yourself. The police clearance can take a while to get (up to 6 months in some cases).

For international volunteers: Most Visa's require that a criminal record check is done. This can be submitted with your application to volunteer at Nazareth House.

Please note that volunteers cannot start volunteering without the police clearance certificate / criminal record check indicating a clean record.

NATIONAL CHILD PROTECTION REGISTER (only for local volunteers working with children)

In accordance with Section 126 (1) (a) of the Children's Act (38 of 2005), a volunteer must have their name cleared on the National Child Protection register, as evidenced of the fact that they have not committed any offences against any child.

All volunteers must sign the volunteer undertaking on the application form as a written confirmation made in good faith that they have not committed any crimes against any child or elderly person.

In order to obtain a name clearance from the National Child Protection Register, volunteers need to fill in FORM 30 (which is attached to the volunteer application form below). This form, together with a certified copy of the volunteers' ID document, must be sent / posted to this address:

The National Child Protection Register

For Attention: The Director-General

Department of Social Development

Private Bag X901

Pretoria

0001

The Department can be contacted to follow up on the progress of the clearance:

Tel: (012) 312-7554 / Email: CPREnquiries@dsd.gov.za

AGE OF VOLUNTEERS

Volunteers need to be over the age of 21 years old. Volunteers working with the vulnerable children and elderly placed in our care need to have some life experience as well as be emotionally mature. This is because of the type of individuals we care for at Nazareth House who present with very difficult circumstances. The children and elderly in our care do sometimes pass away for various reasons (e.g. terminal illness). This is very difficult to deal with by any means, and is why we feel it is necessary for volunteers to be over the age of 21 years so that they have a level of maturity that may enable them to better manage such emotionally difficult situations.

LANGUAGE

Fluency in spoken English is a must for volunteering at Nazareth House to ensure effective communication with our staff members.

MEDICAL CERTIFICATE

Our volunteers need to be healthy, active individuals who are emotionally stable. Volunteers need to obtain a medical certificate from their doctor as evidence of the fact that they are healthy and capable of caring for the needs of others.

Both local and international volunteers must get the medical clearance form (attached to the application form below) completed by a medical practitioner. This is to be submitted with the application form.

PRIOR EXPERIENCE

Previous experience in working with children and elderly is advantageous. Other characteristics and skills that are favourable in volunteers include flexibility, an ability to take initiative, and individuals with a compassionate heart for vulnerable children and the elderly.

WHAT CAN A VOLUNTEER EXPECT FROM NAZARETH HOUSE

When a volunteer is placed at Nazareth House, they can expect the following from us:

- Welcome brief
- Tour of facility
- Basic training from our therapists, nurses and social workers
- Daily program schedule
- On site supervision
- Certificate of Completion

VOLUNTEERING OPPERTUNITIES

Volunteers are needed in various areas within Nazareth House:

Children
<ul style="list-style-type: none"> ⇒ Assisting the carers with house work – cleaning, cooking, tidying ⇒ Assisting the carers with child care – bathing, dressing, feeding, changing nappies ⇒ Assist with stimulation, activities and games ⇒ Assisting with homework support in the afternoons
Elderly
<ul style="list-style-type: none"> ⇒ Assisting the elderly during meal time – feeding ⇒ Reading to the elderly ⇒ Pampering – manicure, pedicure, massage ⇒ Accompanying them for walks around the premises, or to the shops / library ⇒ Assist with stimulation, activities and games
Charity Shop
<ul style="list-style-type: none"> ⇒ Assisting with sorting out donations ⇒ Assisting with labelling donations with price tags ⇒ Assisting with packing out donations into the charity shop

When an application to volunteer is received, the application is discussed with the whole Nazareth House team to determine where the greatest needs are for each volunteer, depending on the prospective volunteers skills and experience.

LENGTH OF VOLUNTEER PLACEMENT

Volunteers working with the children and elderly are placed at Nazareth House for at least (minimum) 3 months / 12 weeks.

Many of the children and elderly placed at Nazareth House have insecure attachment disorders due to the neglect and abuse they experienced while in their parents/caregivers care. They thus require consistency in order for them to adjust as best as possible to their new surroundings; as well as learn to “trust people” again.

It is important for these children and elderly residents to have regular, consistent people involved in their lives so that we can address the attachment issues.

This is why volunteers need to make a serious commitment for at least 3 months. While we understand that this time period is difficult for most people, we believe that this is in the best interest of the children and elderly in our care.

VOLUNTEER SCHEDULE

Each volunteer will have their own schedule designed according to the needs of Nazareth House at that time. Typically, volunteers assist at Nazareth House Monday to Friday from 08:00 to 16:00.

Some volunteers do assist on weekends, but this is only after they have been with us during the week where we can provide training, guidance and assess their competency to work more independently on weekends.

Volunteers will arrive on their first day at 10:00am and attend a 2 hour interview and/or orientation session. The following day will be their first full day with us.

TRANSPORT

Volunteers need to obtain their own transport to and from Nazareth House each day.

FOOD

Volunteers need to bring in their own lunch as this is not provided for by Nazareth House. There are facilities available for keeping and heating of lunch (eg. Microwave, kettle, fridge, etc).

VOLUNTEER CONTRACT

Volunteers will sign a contract agreement when they start at Nazareth House, agreeing to comply with the following rules and policies at Nazareth House:

- All volunteers will need to sign a confidentiality agreement. As per Section 112 and 252 of the Children's Act 38 of 2005 and the Older Persons Act 13 of April 2010, **ALL** information about the children and elderly in our care will remain confidential. Please do not expect that you will be given in depth information about the children or elderly in our care. You will be given what you need to care for the children and elderly, but their history and reasons for being with us, is confidential information. You will also not be able to disclose any confidential information about the children/elderly on any social media site (email, facebook, twitter, etc).
- You may not take photographs of the children or elderly. Cell phones and cameras are prohibited from the children's cottages. As per the law (Section 74 of the Children's Act 38 of 2005) the information about these children and elderly is confidential, and that includes what they look like. We understand that you would want a picture of you with the children/elderly you have been caring for, please note that this can be arranged with us; but that you are not allowed to take pictures of the children/elderly yourself.
- Please note that we do not disclose the HIV status of the children/elderly, this is also confidential information. As such, you would treat and care for each child/elderly person "as if" they all were HIV positive (by taking the proper precautions, etc).
- No smoking or alcohol may be consumed on our premises.
- Should Nazareth House find that the volunteer is not succeeding in their placement in a certain program, Nazareth House reserves the right to move the volunteer to another one of our programs that will be better suited to their skill level. Nazareth

House may terminate the volunteer contract at any stage if there are reasonable grounds for immediate dismissal.

CLOTHING / ATTIRE

As you will be working with children and elderly we suggest that you wear comfortable clothing (and clothing that you don't mind getting a bit dirty from vomit, nappies, food, etc).

While you volunteer at Nazareth House, you are considered to be a part of our team and as such we believe that it is important for you to also "look the part". Please ensure that you do not wear very short or revealing clothing, and that you are appropriately dressed (Eg. Shorts should touch your knee, not your thighs; tops should be loose fitting and not tight or revealing; tops should not expose your breasts; etc).

VOLUNTEER CONTRIBUTION

As Nazareth House is an NGO, and completely reliant on donations to function and do the work we are doing, we ask that volunteers contribute **R300 per week** for their volunteer placement to cover administrative costs. The total amount for the full volunteer placement is due to be paid in full before the first day that the volunteer starts. Please note that should the volunteer choose to leave before the agreed upon time, that there will be no refunds.

APPLICATION PROCESS

If you are interested in volunteering please complete the following documents:

- Application form (see below)
- Police clearance certificate
- Name clearance on National Child Protection Register – complete and submit Form 30 below (for local volunteers wanting to work with children)
- Medical certificate (see below)
- 2 written references from non-family members

Please submit the application form with all of the completed supportive documents to the social worker via email:

CHILDRENS Section applications:

Cape Town: socialworker@nazhousesa.com

Johannesburg: childrenjhb@nazhousesa.com

ELDERLY Section applications:

Cape Town: alvita@nazhousesa.com

Johannesburg: nancy@nazhousesa.com

CHARITY SHOP Section applications:

Cape Town: wendy@nazhousesa.com

Johannesburg: olivea@nazhousesa.com

**Please note that volunteers working in the charity shop do not need to have a police clearance, name clearance on the NCP Register, or a medical certificate.*

Once we receive **all** the necessary documents, an interview will be set up for us to meet you and discuss our volunteer program further.

Following the interview, a decision is made about the volunteers' application, suitability for placement, and opportunities (vacancies) available.

The volunteer will be contacted by the social worker / facility manager with regards to their starting date at the organisation.



NAZARETH HOUSE

PROSPECTIVE VOLUNTEER APPLICATION FORM

Date: ____ / ____ / ____

IDENTIFYING INFORMATION

Name and Surname: _____

Age: _____

PLEASE NOTE THAT VOLUNTEERS MUST BE OVER 21 YEARS OF AGE

Current / Home Address: _____

Address during volunteering: _____

Contact Numbers: Home: _____

Work: _____

Cell: _____

E-mail Address: _____

Home Language: _____

Other languages: _____

Marital Status: _____

Own children & Ages: _____

Drivers Licence: Yes No

Own Transport: Yes No

Employer: _____

Position Held: _____

Working Hours: _____

Emergency contact person: Name: _____ Telephone: _____

Educational qualifications – please give brief description:

Work experience – please give brief description:

What other skills / experience do you have that would assist you in this volunteering position?

VOLUNTEER PROGRAM

Availability:

Which months are you available to commit to volunteering?

Indicated the days and times that you are available to volunteer:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Programs: (please tick area of interest)

- Children
- Elderly
- Charity shop

VOLUNTEER UNDERTAKING:

The information that you have provided is accurate to the best of your knowledge and belief.

Should you be accepted to volunteer you agree that you will not disclose to any person or organisation any information relating to Nazareth House, its clients, or activity undertaken by Nazareth House without previous consent.

Under the Older Persons Act and the Children’s Act; no photographs and video are allowed to be taken and distributed of the elderly and children in our care without written authorisation – infringement of this rule will immediately disqualify you as a volunteer.

In the event that you suffer an accident whilst working in a voluntary capacity, providing it is not due to negligence of the organisation concerned, you understand and accept that you are responsible for your own medical/surgical expenses.

Indemnity:

I (your name and surname) the undersigned, hereby waive, absolve, indemnify and release forever any and all rights and claims for damages, that I may accrue against Nazareth House, its staff and directors, organising committee, or representatives which may be sustained by me while participating in the volunteer program at Nazareth House.

Please confirm:

I, the undersigned, hereby confirm that **I DO NOT have a criminal record**

Signature: _____

I, the undersigned, hereby confirm that **I DO have a criminal record**

Please explain:

Signature: _____

I, the undersigned, hereby confirm that **I have NOT committed any offences against any child or elderly person**, and that my name is cleared against the National Child Protection Register

Signature: _____

Volunteer Name: _____ **Signature:** _____ **Date:** _____

PLEASE ENSURE THAT WHEN SUBMITTING YOUR APPLICATION THAT YOU HAVE THE FOLLOWING DOCUMENTS ATTACHED – INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED:

- Copy of ID
- Police clearance certificate
- Form 30 submitted to the Department of Social Development (local volunteers only)
- Medical form
- At least 2 written references from non-family members

We understand that it may be costly to obtain some of these documents, but they are legal requirements as per the Children’s Act and Older Persons Act and are necessary for us to effectively assess volunteer placements and to ensure the safety of all our residents in our care.

**INQUIRY BY PERSON TO ESTABLISH IF HIS / HER NAME IS INCLUDED IN PART B
OF NATIONAL CHILD PROTECTION REGISTER
(REGULATION 50(1)(b))
[SECTION 126(3) OF THE CHILDREN'S ACT, (No 38 OF 2005)]**

TO: The Director-General
Department of Social Development
Private Bag X901
Pretoria
0001

Dear Sir / Madam

In terms of section 126(3) of the Children's Act, (No. 38 of 2005), I _____
_____ (full names and surname) wish
to enquire whether my name is included in Part B of the National Child Protection Register. A certified copy
of one of the following documents is attached as verification of my identity.

1. IDENTIFYING DOCUMENTS:

- birth certificate (only if not in possession of identity document or passport)
 identity document passport other

In the event that my name has been included in Part B of the Register, kindly furnish reason why this was done. My personal details are:

2. CONTACT DETAILS:

Postal address:	Physical address:
* Email:	
Telephone No:	* Cellular No:

(* - if applicable)

Please note that section 126 of the Act requires you to respond to this inquiry within 21 working days.

Yours sincerely

(Signature)

(Date)



NAZARETH HOUSE
VOLUNTEER APPLICATION - MEDICAL FORM
To be completed by a medical practitioner

Date of assessment	
Name of Patient	
Date of Birth	
General Health	
Eyesight	
Hearing	
Speech	
Any medical conditions	
Any mental illness	
Any physical disabilities	
Emotional wellbeing and stability	
Any medications	
Are there any medical reasons that may affect ability to care for children/elderly?	<input type="checkbox"/> No <input type="checkbox"/> Yes If YES - Please explain:

Signed: _____

Name: _____

Medical Practice Stamp