



# VOOM Foundation

## Mission Staff Policy & Procedures Manual

Approved by: VOOM Foundation Leadership

Applies to: All Mission Staff, Volunteers and Medical Personnel

### 1. Purpose

The purpose of this Mission Staff Policy & Procedures Manual is to establish clear standards, expectations, and operational guidelines for all individuals participating in VOOM Foundation missions. These policies are designed to ensure the safety, professionalism, ethical conduct, and effectiveness of mission operations while upholding VOOM Foundation's core values and duty of care.

### 2. Organizational Values & Duty of Care

VOOM Foundation is committed to:

- Saving lives through ethical, high-quality medical care
- Protecting the safety, dignity, and well-being of patients, staff, and volunteers
- Strengthening local health systems through collaboration and training
- Operating with integrity, accountability, humility, and cultural respect

Participation in a VOOM Foundation mission is a privilege and requires adherence to these values at all times.

### 3. Scope & Applicability

These policies apply to all mission participants, including:

- Medical staff
- Non-clinical volunteers
- Administrative and logistics/support staff
- Contractors and consultants

Compliance with this manual is a condition of participation. Failure to comply may result in disciplinary action, including removal from the mission.

### 4. Pre-Mission Requirements

## 4.1 Documentation & Eligibility

All mission staff must:

- Hold a valid passport with required visas
- Submit copies of travel documents to VOOM Foundation
- Provide professional licenses and credentials (if applicable)
- Complete all required health declarations and immunizations

## 4.2 Training & Orientation

Prior to deployment, staff must:

- Attend or watch mission staff conference calls via ZOOM
- Read and agree to the Mission Staff Policy and Procedure Manual

# 5. Professional Conduct & Ethics

## 5.1 Code of Conduct

Mission staff are expected to:

- Act professionally and respectfully at all times
- Treat patients, colleagues, and local partners with dignity
- Follow all clinical, safety, and operational protocols
- Refrain from harassment, discrimination, or abusive behavior

# 6. Scope of Practice & Clinical Governance

## 6.1 Clinical Authority

- All clinical activities must fall within the individual's licensed scope of practice
- Clinical decisions follow VOOM Foundation protocols and host hospital policies
- Final clinical authority rests with VOOM Foundation's medical leadership

## 6.2 Patient Safety & Ethics

- Informed consent must be obtained per local and international standards
- Patient confidentiality must be strictly maintained
- No experimental or unauthorized procedures are permitted

# 7. Security & Safety Policy

## 7.1 General Safety Principles

- Safety is a shared responsibility

- Situational awareness must be maintained at all times
- Instructions from security personnel must be followed without exception

## 7.2 Transportation & Movement

- All transportation is coordinated by VOOM Foundation
- Public transportation is prohibited
- Independent travel or deviation from approved routes is not permitted
- Staff must travel in groups

## 7.3 Lodging

- Staff will reside in designated secure housing

# 8. Communication Policy

## 8.1 Approved Communication Channels

- WhatsApp is the primary mission communication platform while in Nigeria

## 8.2 Information Security

- Personal contact information is not shared externally (in visiting country)
- All medical concerns and patient communications are forwarded to the medical directors of VOOM Foundation or our partner hospital
- Sensitive mission or patient information cannot be shared on social media
- Media engagement requires prior authorization

# 9. Emergency & Incident Response

## 9.1 Medical Emergencies

- Report immediately to partner hospital or VOOM Foundation mission leadership
- Follow established emergency medical protocols

## 9.2 Security Incidents

- Security team will assess and direct response
- Staff must comply fully with instructions

## 9.3 Evacuation

- Evacuation decisions are made by mission leadership and security advisors
- Staff must be prepared to evacuate on short notice

## 10. Cultural Sensitivity & Community Engagement

Mission staff must:

- Respect local customs, traditions, and religious practices
- Dress and behave in a culturally appropriate manner

## 11. Social Media & Public Representation

- Mission staff represent VOOM Foundation at all times
- Real-time posting of locations or security details is prohibited
- Patient photos or stories require written consent and approval

## 12. Compliance, Reporting & Disciplinary Action

### 12.1 Reporting Concerns

- Safety, ethical, or policy concerns must be reported to VOOM Foundation Medical Director
- Retaliation for reporting concerns is prohibited

### 12.2 Disciplinary Measures

Failure to comply with policies may result in:

- Verbal or written warning
- Restriction of duties
- Immediate removal or suspension from future mission
- Future mission disqualification

## 13. Medical Staff Reimbursements

### 13.1 Reimbursements will be disbursed after:

- Completion of the fundraising campaign conclusion or as indicated by the fundraiser/staff member
- Submission of the receipt
- Scholarship reimbursements will be paid upon receipt of funds by VOOM Foundation.
- Payment will be made via check, PayPal, Venmo, or Zelle.

### 13.2 Reimbursable Expenses - upon completion of fundraising or grants

- Equipment & Supplies after approval by VOOM Foundation
- Airline tickets (base ticket cost). Funds raised cannot be used for airline upgrades or vaccinations
- Entry VISA

Retaliation for reporting concerns is prohibited. All mission staff must acknowledge understanding and acceptance of these policies prior to participation.

## 14. Volunteer & Staff Acknowledgment

### **VOOM Foundation**

Saving Lives Today. Empowering Leaders Tomorrow.