MISSION VOLUNTEER POLICY & PROCEDURES MANUAL

Approved by: VOOM Foundation Leadership

Applies to: All Mission Volunteers and Medical Personnel

1. PURPOSE & SCOPE

This manual sets the standards for everyone on a VOOM Foundation mission, including medical volunteers, non-clinical volunteers, administrative and logistics staff, and contractors. VOOM Foundation is committed to ethical, high-quality care that protects the safety and dignity of patients, staff, and volunteers and strengthens local health systems. Following this manual is a condition of participation; failure to comply may result in removal from the mission.

2. PRE-MISSION REQUIREMENTS

- Hold a passport valid for at least 6 months beyond the mission return date
- Passport photo
- Professional licenses and credentials (as requested)
- Required vaccinations: Yellow-fever and COVID
- Attend (or watch the recordings of) mission volunteer Zoom calls, read and agree to this manual

3. CONDUCT & CULTURAL RESPECT

Represent VOOM professionally and respectfully at all times. Treat patients, colleagues, and local partners with dignity; follow all clinical, safety, and operational protocols; respect local customs and religious practices; dress appropriately; and never engage in harassment, discrimination, or abusive behavior.

4. SECURITY & SAFETY

Security is in place from arrival to departure. Follow instructions from security personnel without exception.

- **Before travel:** You will be enrolled in STEP (U.S. Embassy alerts); itineraries are shared with emergency contacts.
- **Transportation:** All transport is pre-arranged by VOOM Foundation with a security escort and planned routes; public transportation is prohibited.
- **Group travel:** Travel together and stay on hospital grounds; travel outside the group requires VOOM Foundation staff approval, and any overnight stays or outside travel are at your own risk and expense.
- **Lodging & meals:** Secure, shared housing within the hospital grounds; a local chef prepares meals - we will need to know if there are any food allergies or special diets.

5. COMMUNICATION & SOCIAL MEDIA

- WhatsApp is the primary communication platform in Nigeria (Wi-Fi is available)
- Please do not share personal contact information, sensitive mission details, or patient information externally or on social media
- Forward medical concerns and patient communications to VOOM Foundation medical directors or the partner hospital
- Do not post locations or security details in real time; patient photos and stories require written consent and approval from VOOM Foundation
- Media engagement requires prior authorization

6. EMERGENCIES

- **Medical:** Report immediately to the partner hospital or VOOM Foundation mission leadership.
- **Security and evacuation:** The armed security team directs the response; comply fully, be ready to evacuate on short notice, and VOOM Foundation will coordinate with the U.S. Embassy.

7. TRIP COSTS & FUNDRAISING

- **Financial responsibility:** Your international airline ticket & entry visa
- **Fundraising is optional:** Funds raised may cover the base cost of your international airline ticket, local flight, and visa entry fee. Any additional funds raised support patient scholarships and mission costs. Reimbursements are paid after the campaign ends and receipts are submitted. Reimbursement are by check, PayPal, Venmo, or Zelle.

Provided:	Always your responsibility, no exceptions
Meals and lodging for the full trip, and ground transportation and security in Nigeria	Passport fees, seat upgrades, vaccinations, additional travel plans and overnight stays, spending money, tips, extra luggage fees, leisure activities

Free flight through a travel scholarship? You are required to pay for your in-country (Nigerian domestic) flight, approximately $250 USD, in addition to the costs above.

Non-medical volunteers and students? You will be required to pay or fundraise $3500 for your expenses for the entire trip.

Need financial assistance? Contact Jenna at missions@voomfoundation.org as soon as possible.

8. VOLUNTEER ACKNOWLEDGMENT

I have read and understood and agree to comply with the VOOM Foundation Mission Volunteer Policy & Procedures Manual, including the travel and financial responsibilities described above. I understand that I must acknowledge these policies before participating.