

Do's and Don'ts to support Refugees in a responsible and ethical manner

Do: Treat people with dignity and respect

- ✓ Introduce yourself and your role as a volunteer.
- ✓ Accept what is said without passing judgment.
- ✓ Treat all people equally and with respect.
- ✓ Remember people have different ideas about appropriate conduct. Check if you think your behavior may cause offense.
- ✓ Reach out to the designated organization if you think somebody's life or safety is at risk.
- ✓ Remember all assistance is free. It is prohibited to ask for or receive any payment, service or sexual favors in exchange.

Do: Be prepared and stay informed

- ✓ Maintain and provide up-to-date information.
- ✓ Request information on the standards of conduct and behaviour expected of you.
- ✓ Tell individuals you will get back to them later if you do not have the information they seek.

Do: Listen and respond to feedback

- ✓ Take note of comments, or recommendations from the people you interact with.
- ✓ Refer comments to your supervisor to take action.

Do not

- ✗ Start doing things or talking to persons without them knowing who you are.
- ✗ Contradict or judge what someone tells you.
- ✗ Approach children without permission from parents.
- ✗ Make comments that suggest a survivor of violence, exploitation or abuse may be at fault.
- ✗ Request or accept anything in return for assistance, including payment or favors of any kind.
- ✗ Engage in sexual activities with those in need of help.

Do not

- ✗ Provide information you are unsure of or have no knowledge about.
- ✗ Make things up or give false information or promises.
- ✗ Start work without knowing what is expected of you.

Do not

- ✗ Feel personally attacked by negative comments
- ✗ Be afraid to refer the comments to your supervisor.

Do: Maintain Confidentiality

- ✓ Respect privacy.
- ✓ Keep people's stories confidential.
- ✓ Refer persons to the agreed service providers.
- ✓ Explain the meaning of confidentiality.
- ✓ Alert your manager if other volunteers discuss or reveal confidential information.

Do: Support people in helping themselves

- ✓ Believe in people's capacities regardless of age, gender, mobility, education, culture, etc.
- ✓ Support others to make their own decisions.

Do: Listen

- ✓ Listen in a patient, calm and supportive way.
- ✓ Acknowledge strengths and capacities.

Do: Take care of yourself

- ✓ Rest and take care of yourself.
- ✓ Spend quality time with family and friends.
- ✓ Share problems with someone you trust.

Do not

- ✗ Disclose information without explicit consent. This can be harmful to people.
- ✗ Write anything down, record the conversation on any device, or inform others including the media.
- ✗ Share people's stories or photos publicly or with other persons - including family and volunteers.
- ✗ Take photographs or videos without permission.

Do not

- ✗ Assume that you know what people want
- ✗ Impose yourself on others or be pushy.
- ✗ Act or make decisions without a person's consent.

Do not

- ✗ Pressure persons to tell their stories or those of others.
- ✗ Ask questions about what happened.

Do not

- ✗ Isolate yourself from friends and family.
- ✗ Neglect your health.
- ✗ Become angry or overreact.