



# Catch a Smile Volunteer Guide

THIS GUIDE CONTAINS USEFUL INFORMATION TO HELP YOU  
VOLUNTEERING WITH CATCH A SMILE ASBL  
LAST UPDATE JULY 2017

## **Team Members**

It is great that you are going to join us for the upcoming convoi!

Whether this is your first convoi or you already joined us before, there are always some basics that it is good to be reminded of beforehand. Therefore, we put together this general checklist for you, so that you can prepare for your convoi in an optimal way and won't forget any of the most important things.

In order to be able to prepare the convoi and travelling together, we would like you to be available more or less 2 weeks before the convoi. This means that you should check the Facebook Group at least once per day.

We will also choose a Team Leader for your group, usually a person who has gone on at least one convoi before and therefore knows already how our work on the ground might look like. In case of coordination issues, special activities you would like to undertake or proposals you have for budgetary spendings, you should always discuss them with your Team Leader. Of course, we mostly function as a team, so the Team Leader should always discuss emerging issues with the whole group and try to accommodate personal preferences if possible, but in the end, he/she will be the one to take the final decision.

We wish you and your whole group a very successful convoi!

Catch a Smile - Convoi support team

## Checklist

### As soon as the Facebook-Group has been created:

- ❑ Probably always nice to briefly introduce yourself to the people you are going to travel with.
- ❑ Check that you know who the support members from CaS are and who your Team Leader is going to be.
- ❑ Regularly check the Facebook group and actively answer any questions posted by your Team Leader. Engage in the discussion! It is difficult for them if no one answers.
- ❑ If you have any questions, please post in the Facebook group. In this way everyone can benefit from the input.
- ❑ Read the general rules uploaded in the Facebook group. Even if this is not your first time, it is good to remind yourself!
- ❑ Check if all your travel documents that you might need are in order and have not expired.

*A Luxembourgish or European ID-Card is usually sufficient, but if you possess a passport, it is preferable to take it along, especially if your convoi is outside of the EU (e.g. Serbia).*

### About 2 weeks before the convoi:

- ❑ Start checking the Facebook group on a daily basis. Actively engage in the planning of travelling and accommodation!
- ❑ If you are flying, make sure to book your flight once a flight has been decided upon.  
*If you have a smartphone, think about downloading the app of your flight company and get your ticket that way. You might not have the opportunity on the spot to print a paper ticket for your flight home.*

### About 1 week before the convoi:

- ❑ Rent a car
  - ❑ Think about whether you could offer to be a driver during the convoi.  
*The drivers should also be the ones renting the cars and paying the fuel on spot. This money will be paid back by CaS in the end.  
Drivers should be at least 23 years old, which is often the minimum legal age to be able to rent a car!*
  - ❑ The support members will provide a link for the best rental car offers.
  - ❑ If necessary, change the upper limit on your credit card for the convoi (either in a bank or via online-banking).  
*As a driver, you need 500-800 EUR available on your credit card which can be blocked as deposit on spot.*

## **Packing List**

### **For Clothes:**

- Check the weather forecast for your destination!
- Check if there is a washing machine on spot - you might need less items!
- Make sure your clothes are appropriate also for visiting families with a different cultural background - don't take only hot-pants and tank-tops.
- Take clothes with you that you are comfortable to work in and can get dirty.
- Oignon-look is always best to adapt to changing working conditions - undershirts, t-shirts, jackets, hoodies, scarves.
- At least one additional pair of jeans, in summer also shorts.
- A raincoat.
- A solid pair of closed working shoes, no heels, no sandals!

### **For Sanitary Items / Medicines:**

- Pay attention that we usually fly only with hand-luggage and stick to the limits allowed!
- Bring a nail-clipper. Nails often splinter during work.
- Bring basic medicines: painkillers, medicine against diarrhea, plasters, a disinfection spray
- If you have long hair, bring a hair tie!
- In summer: don't forget your sunscreen and mosquito repellent!

### **Additional Items:**

- Depending on the accommodation, a hair dryer, sheets or towels need to be brought as well.
- Your mobile phone and his charger and a powerbank if you have it.

## **Guidelines for taking pictures**

Taking pictures is always important to document your convoi and in order to inform our donors from Catch a Smile where and how their money is being spent.

That's the main reason why you should try to take daily pictures of all the projects you're working in and are supporting for Catch a Smile.

You should try to make one group picture with all the members of the convoi in the beginning, so that donors can relate to your group. However, for the rest of the convoi, don't only take pictures of the team during the work, but mainly of the locations, the local situation, the several camps you're visiting and the things you buy with the donated money etc.

No selfies! Feel free to take them and have fun, but don't post them with your official report.

If you take picture of refugees, always ask their permission before doing so.

Please avoid posting pictures of refugees on Facebook, Instagram or other social media. Do not forget that these people are fleeing very serious conditions. Posting pictures on a social network can cause them damage and even could put them into a dangerous situation.

## **FAQ**

### **What are the requirements to be a volunteer?**

- We prefer our volunteers be 23 years old to be able to rent and drive a car for example in Greece
- You should be able to work as a volunteer for at least 7 days.

Our volunteers need to

- have the willingness to work hard in a demanding environment requiring long days/hours with joy and energy (sometimes even night shifts)
- be flexible, spontaneous and don't freak out if you need to live without everyday comforts for a week
- be prepared for unpredictability of work
- physically and psychologically resilient and stress-resistant
- empathic and sensitive in a cross-cultural context
- open and interested in working closely with a lot of human beings across language and culture boundaries

### **I want to volunteer with Catch a Smile what do i need to do?**

If you want to volunteer with Catch a Smile, you have to register.

Steps to register:

- Fill in the following document to register  
<https://goo.gl/forms/2fMuL421JvLmzTk42>
- If you want to travel as a volunteer with us, you need to read and approve our guidelines. (You will receive an email with further informations)

What happens after registration?

- You will receive a confirmation that your registration has successfully been sent.
- Please check your emails regularly. We might need to send you additional information or ask you for specifics about your registration.
- We will contact you as soon as we are planning a convoi during a time period that you indicated as being available in your registration form.

Where will I volunteer?

The destination will be determined based on specific needs and priorities on the ground, as well as individual competencies. We are working mostly in Greece (Thessaloniki, Athens, Chios), France and Serbia.

I want to bring donations, what is needed?

Needs are constantly changing. You will be provided information regarding possible donations in the convoi group you will belong to.

How much money do I need to spend?

It is very important that you are able to finance yourself.

You will need an average 15 - 40 € per night for hotel/apartment and 15 € per day for food. The flight costs are depending on destinations and range between 90 - 300 €.

Do I need a rental car?

Yes! Rental cars are vital on the spot in order to not only reach camps and volunteer destinations, which are often in distant locations, but also in order to transport items and equipment.

However, since a car is such a vital item on spot, the car will be paid by Catch a Smile. You will decide within your team who is going to rent the car for the whole group.