



HOW TO SUPPORT REFUGEES IN A RESPONSIBLE AND ETHICAL MANNER

does & don'ts for volunteers

Do: Be prepared and stay informed	Don't
<ul style="list-style-type: none"> ✓ Maintain up-to-date information on the services and support available to refugees. ✓ Attend any trainings which can improve your knowledge and ability to support. ✓ Know your role and the limits of your role. ✓ Understand the referral mechanisms available for needed support. 	<ul style="list-style-type: none"> ✗ Provide information you are unsure of or have no knowledge about. ✗ Be unsure of what is expected from you and if in doubt refer to your organisations or UNHCR. ✗ Wrongly present yourself as an employee with UNHCR or the government, instead explain that you are a volunteer and voluntarily chose to be of support to the refugee community.
Do: Maintain confidentiality	Don't
<ul style="list-style-type: none"> ✓ Respect privacy. ✓ Keep people's stories confidential. ✓ Refer persons in safety and dignity, based on existing referral pathways. ✓ Explain the meaning of confidentiality in the context of your role as focal point. ✓ Alert the responsible authorities if other volunteers discuss or reveal confidential information. 	<ul style="list-style-type: none"> ✗ Disclose or discuss information that could be harmful to refugees or their community. ✗ Take pictures of persons - unless they invite you to do so. ✗ Share people's stories publicly e.g. Facebook, web, media or with other persons - including your family and other volunteers.
Do: Treat people with dignity and respect	Don't
<ul style="list-style-type: none"> ✓ Introduce yourself stating your role as a volunteers. ✓ Maintain a non-judgmental attitude. ✓ Treat people equally and with respect. ✓ Develop real, empathetic and mutually beneficial relationships. ✓ Listen actively. ✓ Be open and non-judgmental. ✓ Treat people with respect (even if they may not share your traditions and social norms). ✓ Respect a person's right to make his/her own decisions. ✓ Respect the decisions of caregivers in their role as e.g. parents, guardians, etc. ✓ Refer to the professional concerned if you are concerned about a certain risk to life and safety of a person or a caregiver. 	<ul style="list-style-type: none"> ✗ Start doing things or talking to persons without them knowing who you are. ✗ Judge the person for their actions or feelings (e.g. Don't say: "You shouldn't have done that. If I were you, I would have done so and so.") ✗ Behave inappropriately without considering a person's culture, age and gender e.g. be careful not to touch a person of the opposite gender. ✗ Assume that other people have the same beliefs or political views as you have. ✗ Impose yourself on others or be pushy. ✗ Make decisions to speak on behalf of persons. ✗ Approach or touch children without permission from parents e.g. give parents the items intended for their children to reinforce their role as caregivers. ✗ Start political discussions with volunteers.

Do: Give accurate information	Don't
<ul style="list-style-type: none"> ✓ Provide accurate and updated information. ✓ Be aware of the limits of your skills and knowledge. ✓ Inform individuals you will ask for more information and get back to them if you do not have the information they request. 	<ul style="list-style-type: none"> ✗ Give false information. ✗ Make up things you don't know. ✗ Give promises. ✗ Show-off your skills.
Do: Support people in helping themselves	Don't
<ul style="list-style-type: none"> ✓ Believe in people's capacities regardless of age, gender, mobility, health, education, culture, etc. ✓ Support others and encourage them to take action. Ask the people what they would have done to make the situation better. 	<ul style="list-style-type: none"> ✗ Assume that you know what people want ✗ Do everything yourself. ✗ Presume any information which is not given or said to you directly by the person in your community who you are assisting.
Do: Listen	Don't
<ul style="list-style-type: none"> ✓ Listen in a supportive way. ✓ Be patient and calm. ✓ Acknowledge strengths and capacities. 	<ul style="list-style-type: none"> ✗ Pressure persons to tell their stories. ✗ Ask them to tell you specific stories of other persons. ✗ Talk about someone else's story (gossip). ✗ Become angry. ✗ Ignore strengths and do things for other persons. ✗ Think as if you must solve all problems.
Do: Refer, Report and attend meetings	Don't
<ul style="list-style-type: none"> ✓ When someone approaches you and is interested to join the program. ✓ Recognize that you have an impact on others in your role as volunteer. ✓ Fill in requested reporting forms and keep notes. 	<ul style="list-style-type: none"> ✗ Underestimate the pressure of your role. ✗ Stop referring and reporting. ✗ Skip meetings.
Do : Take care of yourself	Don't
<ul style="list-style-type: none"> ✓ Rest and take care of yourself. ✓ Maintain a healthy lifestyle. ✓ Spend quality time with family and friends. ✓ Share problems with someone you trust. ✓ Be active in the community. ✓ Enjoy what you do. ✓ Ensure that you and people in your community distinguish between your role as volunteer and your private life. 	<ul style="list-style-type: none"> ✗ Spend a lot of time supporting others which leads you to become tired, irritated, ineffective and uncompassionate. ✗ Isolate yourself from friends and family. ✗ Neglect your health. ✗ Become angry. ✗ Resort to smoking, drugs and alcohol to cope with stress. ✗ Forget to be responsible and that your actions in your private life may affect how you are perceived as a volunteer.