



BRIDGE – COUNTERPART TRAINING

- ⇒ A Counterpart is the guide of the Volunteer. He/she must be the Volunteer's spokesperson and their guardian
- ⇒ A Counterpart must always be prepared to handle different situations and must have a solution for any problem that can arise

SAFETY

- ⇒ Inform Volunteers to always let the Counterpart know of where they will be going or if they have any problems or issues
- ⇒ Advise Volunteers not to leave the compound at night on their own (but do not make them feel unsafe)
- ⇒ Try to minimize the Volunteers' consumption of alcohol

IN CASE OF EMERGENCIES

- ⇒ If the Volunteer is sick for more than two days the Caretaker should offer to take him/her to a hospital. If the Caretaker sees the condition worsen and the Volunteer does not want to go, inform the VC immediately. (All costs of the hospital bill must be paid by the Volunteer). Remember; it is always better to be safe than sorry!

TRAVELING

- ⇒ If the Volunteer wants to travel outside the workplace, it is not compulsory for the Counterpart to accompany him/her. However, the Counterpart must give a lot of advise to the Volunteer to make sure they are safe during their trip.
- ⇒ Traveling at night might be unsafe for Volunteers. If it is really deep in the night, suggest spending the night in a guesthouse. (All costs should be paid by Volunteers)

RELATION BETWEEN COUNTERPART & CARETAKER

- ⇒ The Caretaker and Counterpart must constantly communicate throughout the Volunteer's visit to make sure everything is fine
- ⇒ When the Counterpart leaves the Volunteer in the Caretaker's homesite, he/she is now under Caretaker supervision and must ensure that the Volunteer is safe

HOMESITE

- ⇒ If the Counterpart sees anything in the Volunteer's homesite that is not right or hears of any problems, please inform the VC

CULTURAL DIFFERENCES

- ⇒ Be prepared for any situation. If there are any problems, the Caretaker must find the best solution without being forceful or impolite
- ⇒ Volunteers that come are usually young and can be adventurous so be prepared to deal with this



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BRIDGE VOLTA OFFICE POLICIES & PROCEDURES FOR COUNTERPARTS & CARETAKERS

Acronyms:

BHO:	BRIDGE HOME OFFICE (Jonathan Richter)
VC:	Volta Coordinator (Bismark Agbeve)
CT:	Caretaker
CP:	Counterpart
CBO:	Community-based Organization

NORMAL OFFICE HOURS:

May, June, July, August: Mondays and Thursdays -- 8 AM – 4 PM

The remaining months: Mondays – 8 AM – 4 PM

VOLUNTEERS

Volunteers' Arrival

- (1) BHO will inform the VC at least 1 month in advance of the number of expected volunteers to arrive in a given period and the dates of their arrival;
- (2) The VC will coordinate with the appropriate number of CTs and CPs prior to the volunteers arrival. The VC will inform each CT and CP of the arrival of the volunteers within one week of being informed of their arrival by the BHO;
- (3) Between 2 to 5 days prior to the arrival of the Volunteers, the VC must inspect the Caretaker home-sites to make sure that they are ready.

Volunteers' Departure

- (1) The VC must schedule a Close-Out Day with the Volunteers one or two days before their departure.
- (2) During the Close-Out Day Volunteers must submit to the VC and email to the BHO the following forms:
 - ◆ CBO Organizational Scorecard as rated by the leaders and members of each CBO;
 - ◆ CBO Organizational Scorecards as rated by the Volunteers;
 - ◆ CBO Attendance Worksheet
 - ◆ BRIDGE Volunteer Evaluation Form
- (3) The VC will arrange a meeting with the Volunteers' CT and CP to ensure that the Volunteer does not have any obligations that need to be taken care of.

CARETAKERS & COUNTERPARTS

Fees



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As of June of 2005, fees are set as follows:

	<u>CARETAKERS</u>	<u>COUNTERPARTS</u>
1 Volunteer	US \$ 85	US \$ 50
2 Volunteers	US \$ 150	US \$ 70
Each additional volunteer	US \$ 50	US \$ 10

- (1) The above fees may be adjusted from time to time after discussion between the VC and BHO but can only be changed after written permission from BHO;
- (2) BHO will transfer all CT and CP fees directly to VC, who will then distribute payment to each CT and CP as described below:
 - BHO will deposit an amount equal to 100% of CT and CP fees at least two weeks prior to the arrival of volunteers;
 - VC will provide 50% of payment to each CT and CP at least one week prior to volunteers' arrival. The remaining 50% will be provided at the end of the volunteers' visit;
 - All CTs and CPs will be expected to collect their payment at the Volta office during regular office hours.
 - When paying CTs and CPs the VC will provide two BRIDGE receipts to each person being paid and will ask for their signature. One receipt will be kept by each CT and CP as proof that they have been paid, the other receipt will be kept by the VC who will mail it to BHO at the end of each month with the expense accounts (see Reporting Forms);
 - The VC will email all CTs and CPs one week prior to volunteers' arrival confirming the total fees to be received by each CP and CT. The BHO MUST be copied in all of these emails;

CBO's

CBO Meetings

- (1) All CBO members attending a meeting organized by BRIDGE will be provided compensation for their time and travel expenses. Current compensation (as of June 2005) is set at 20,000 cedis per person per meeting:
 - ◆ Any CP attending a meeting with a volunteer (even if he/she may be a member of a CBO) will not be compensated for attending this meeting since it is the CP duty to accompany volunteers to all events or meetings;
 - ◆ Any CT attending a CBO meeting with or without a volunteer will be compensated since a CT does not normally accompany volunteers to any events or meetings;