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Policies and Guidelines for Community Outreach Program

Thank you for partnering with Everlasting HOPE to reach out to children with cancer and their families. The following **Policies and Guidelines** will help guide you in conducting an outreach activity with us. It will also allow us to ensure the safety of all participants and that the mission of Everlasting HOPE will be achieved.

We ask that you please review these guidelines and adhere to them. Please do not hesitate to ask any questions or provide us with feedback to make your outreach an enjoyable one for all.

1. BEFORE SCHEDULING EVENT

- 1.1. A representative should have an **appearance at the Everlasting HOPE Center at least one month before scheduling your event** so that we can introduce you to Everlasting HOPE, our guidelines, and how to ensure the safety of our patients. This will also allow you to see our Center and talk about how you would like to conduct your event and answer any questions you may have.
- 1.2. You must fill up the provided **Event Details Form and sign these policies and guidelines at least three to four weeks in advance of the scheduled event.** *The date of your event will be scheduled at the time of your in-person meeting but will be cancelled if we do not receive your Event Details form within two weeks of your event.*
- 1.3. Please make an appointment for your visit. We accept visitors Monday, Tuesday, Thursday, and Friday between 9:00 am and 4:00 pm. No meetings on Wednesday or the weekend.

2. GENERAL GUIDELINES IN SCHEDULING EVENT

- 2.1. Due to our children having cancer and their risk of infection, Everlasting HOPE must limit the number of activities and events that take place in any given month.
- 2.2. No more than four scheduled events shall take place in any given month and no event can take place from Sunday to Wednesday. Individuals are encouraged to schedule an event in coordination with the following:
 - a. **Celebration of Life Party – 20-30 patients** (One party per month on a Saturday, granting an item from the wish list of each birthday celebrant, a mini cake/cupcake for each celebrant, and loot bags for all children in attendance).
 - b. **Party/Event/Outreach/Feeding – 10-30 patients** (One event per month, based on availability, to be held Thursday to Saturday)
 - c. **Activity with in-house patients – less than 12 patients** (one event per month, based on availability, to be held Thursday or Friday). Additional activities may be approved if incorporated into our already existing informal learning, expressive arts, and/or emotional and spiritual care programs.
 - d. **Special Events and Outings – 10-30 patients**
 - End of Treatment Celebration where the children who have completed their treatment are celebrated.
 - Special Outings (held outside of the Center) may be scheduled based on availability. Locations may include mall, movie, park, beach, sightseeing, etc.
 - e. **Family Outreach Event** (Large Event – Open to Multiple Sponsors to Participate)
 - April: Philippines Childhood Cancer Awareness Month
 - July: Everlasting HOPE Anniversary
 - September: International Childhood Cancer Awareness Month
 - December: Annual Thanksgiving Celebration

3. PRIOR TO THE EVENT

- 3.1. Submit a list of visitors who will be attending at least 3 days prior to the activity. A maximum of 15 volunteers is allowed.
- 3.2. A written proposal of the program flow should be sent to us for approval. Please note that the involvement of the staff is just to facilitate in assisting your needs. Opening prayer and prayer for the food will be done by one of the staff of Everlasting HOPE.
- 3.3. Everlasting HOPE is a Christian ministry; therefore we do not allow any new age practices, ceremonies, and rituals to be conducted within the Center. Individuals may conduct praise and worship where Christian songs are sung. All teachings about God and Jesus must be Bible-based. No doctrines are to be shared.
- 3.4. We do not allow magic shows or any performances/dances that would display exploitation or sensuality as part of entertainment. Please do not encourage children to perform/dance in which they are using inappropriate moves. *The management has the right to stop the activity or the event if any of this is happening.*

4. GUEST/VOLUNTEER GUIDELINES

- 4.1. All visitors should bring their own mask and wear it during their visit along with maintaining proper hygiene. Our children have low immunity and have high risk of catching an infection.
- 4.2. All visitors who have cough, colds, infection or other communicable diseases are not allowed to attend the outreach.
- 4.3. Visitors are expected to behave professionally. This includes using appropriate language and wearing appropriate clothing (no short shorts, mini-skirts, tight or see-through clothing, etc.).
- 4.4. No alcoholic beverages, smoking, weapons, or firearms allowed on the premises.
- 4.5. Visitors must be tactful in their words. Using of foul words is discouraged during the event or activity. Visitors are encouraged to speak positively to children and families and are encouraged to bring humour and smiles to brighten the mood.
- 4.6. It is not the responsibility of Everlasting HOPE to attend to your personal belongings. You must be responsible for the items in which you bring to the Center.

5. FOOD RESTRICTIONS

- 5.1 We highly encourage sponsors to prepare/serve home-cooked meals and snacks that do not have any artificial flavourings or with *MSG*. We also do not allow foods that contain shrimps or crabs.
- 5.2 Fast food preferences from the sponsor are to be approved by management.
- 5.3 **Soft drinks are not allowed** even for our guests and guardians to avoid our patients to be tempted to drink. We encourage a much more natural drink if possible like bottled water, fresh juices, or any healthy drink. We allow juice packs if the earlier mentioned is not available.
- 5.4 We discourage **candies, chocolates, high sweetened goodies, and junk foods** as items inside the loot bags or as prizes. We suggest fruits, milk or biscuits instead of any form of sweets or junk foods.

6. LOGISTICS AND PLANNING BEFORE AND DURING THE EVENT

- 6.1. Please consider that our community-based clients incur transportation expenses when coming to your scheduled event. Please consider providing each family transportation fare.
- 6.2. **Set-up should be done 1-2 hours ahead** of the scheduled event and be finished at least 30 minutes before the start of the event.
- 6.3. The scheduled event **should start on-time** as per the filled-up Event Details Form. Please try and keep your event to no longer than 2 to 2 ½ hours in order to not fatigue the children.
- 6.4. Everlasting HOPE has the following equipment: TV, Speaker, Microphone, Tables, Chairs, basic serving utensils and basic art materials. Please inform Everlasting HOPE of your needs.
- 6.5. In the event where high-powered equipment will be used, we request the sponsor to provide a generator or the like to avoid tripping/overloading our electricity.
- 6.6. Exhaustive and strenuous activities are discouraged; however, our children can participate in games and activities not too strenuous keeping in mind that some will need to just observe.
- 6.7. Sponsor(s) should be responsible for the post-party clean-up. Cleanliness must be practiced.

7. CHILD PROTECTION DURING THE EVENT

- 7.1. Appropriate interactions and confidentiality during your visit must be of top priority.
- 7.2. Visitors must never be alone with a child and avoid unnecessary physical contact. Where any form of manual or physical support is required, it should be provided openly and with consent of child and/or child’s guardian. Physical contact can be appropriate as long as it is neither intrusive nor disturbing and you have the child’s consent.
- 7.3. Avoid asking personal questions about the child’s case. Rather, get to know the child as a person. If ever you wish to interview the patient, get permission of our staff and the guardian of the child.
- 7.4. Do not make promises to a child or family and avoid giving money to a specific child. Talk to our staff first if you wish to bless a specific child. Equality of blessing/gift gifting is encouraged. For example, get the same giveaway for every child (considering age appropriateness).

8. PHOTOGRPHY AND VIDEOGRAPHY DURING THE EVENT

- 8.1. Proper usage of social media must be fully exercised. This is applicable to FB, blogs, online forums, etc. This is for the protection of our children and to adhere to child protection policy.
- 8.2. Two official photographers are allowed from your group. Individual selfies are prohibited.
- 8.3. Make sure that all children are wearing a mask for confidentiality and only appropriate photos/videos are uploaded. Photos/videos should be blurred if needed.
- 8.4. The sponsor may upload one post/album from your event to your group page, tagging Everlasting HOPE Cebu. Multiple attendees/volunteers are not allowed to post to their personal pages. They may share your post and/or Everlasting HOPE’s posts.
- 8.5. Everlasting HOPE will also take photos during your event. Due to limited time/staff, we cannot guarantee that we will post photos from your event to our FB page or website. We are very thankful for your generosity and want for you to know that although we might not acknowledge your group on FB, it does not change the fact that we are thankful for your visit and blessings.
- 8.6. If you would like soft copies of the photos taken by Everlasting HOPE from your event, please send an email to info@everlastinghope.org and we will do our best to respond to your request.

9. FOLLOW – UP

- 9.1. We hope that this will be a continued partnership between you and Everlasting HOPE. We also hope that you were truly blessed through this experience of reaching children and families.
- 9.2. Thank you for helping us to bring hope to children with cancer and fulfilling our motto: TOUCH ONE CHILD – ONE FAMILY – REACH AN ENTIRE COMMUNITY.
- 9.3. Visitors are welcome to give their feedback after the event through emailing us at: info@everlastinghope.org.

I, _____, in behalf of _____, have read and understand
(Representative) (Name of Company/Institution/Group/Family)

the above guidelines for the Sponsored Community Outreach Program of Everlasting HOPE Cebu Ministry, Inc. I, further agree to adhere to the said policies and guidelines and to ensure that all individuals from my group know of these said policies. Failure to comply with the above policies might forfeit us from conducting future events with Everlasting HOPE.

Printed Name/Signature of Representative/Sponsor

Date Signed

Child Protection and Rights during Events and Activities with Everlasting HOPE

Summary of Guidelines to Share with Visitors/Volunteers

1. All visitors who have cough, colds, infection, or communicable diseases are not allowed to attend.
2. Bring your own mask and wear it during the event. Wash your hands and use proper hygiene.
3. Behave professionally. Use appropriate language. Wear appropriate clothing (no short shorts, mini-skirts, tight or see-through clothing, inappropriate graphics/words on clothing, etc.)
4. No alcohol, smoking, weapons, or firearms allowed at the Everlasting HOPE Center.
5. All personal belongings brought to Everlasting HOPE is your responsibility. We are not responsible for loss or damage.
6. Food restrictions: no soft drinks, junk foods, candies, chocolates. Ask Everlasting HOPE for details.
7. Visitors are not allowed to endorse any specific product to our children and families.
8. We do not allow magic shows, new age practices or ceremonies, rituals, dances/performances that would display exploitation or sensuality. Make it kid friendly.
9. Do not encourage children to perform/dance with adult-type dance moves and inappropriate music.
10. Movies and entertainment should be child friendly.
11. Visitors must never be alone with children. Appropriate touch at all times.
12. Maintain confidentiality and privacy of the child. Avoid asking personal questions about the child's case. Get to know the child as a person.
13. If you ever wish to interview the patient, get permission of our staff and the guardian of the child.
14. Do not make promises to the child or family and avoid giving money to a specific child. Talk to our staff first if you wish to give to a child.
15. Equality of blessings and gift giving is encouraged. For example, give the same giveaway to every child (considering age appropriateness).
16. Proper usage of social media must be followed and to maintain child protection policies.
17. Only two official photographers from your group. Individual selfies are prohibited.
18. Make sure all children (including siblings/visitors) are wearing a mask for confidentiality and only appropriate photos/videos are uploaded. Photos/videos should be blurred if needed.
19. The sponsor may upload one post/album from your event to your group page, tagging Everlasting HOPE Cebu.
20. The attendees/visitors of your group are not allowed to post to their personal pages. They may share your post and/or Everlasting HOPE's post.

I have read and understand these guidelines and policies in maintaining child protection rights and confidentiality.

Name

Signature

Date