

# WELCOME TO LOGS

*VOLUNTEERS INFO PACK*



**LOGS**  
Grup de Inițiativa Sociale

# THIS DOCUMENT AIMS TO GIVE YOU AN INSIGHT OF LOGS



1. About LOGS and Casa LOGS
2. Management and leadership
3. Roles and departments
4. Rules and procedures
6. Volunteer Contract
7. Photo Procedures
8. Housing Rules for Volunteers

# About LOGS and Casa LOGS

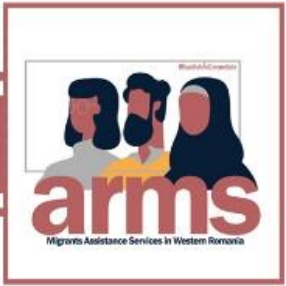


- The LOGS Association is a legal grass-roots organization established in the western part of Romania in 2019, in the city of Timisoara.
- We promote the integration of vulnerable groups of immigrants, we fight against human trafficking and we use education and intercultural exchange as a means of overcoming social vulnerabilities.
- The members of the organization are social professionals, trainers, refugees and migrants settled in Romania.
- LOGS is the main provider in the western Romania of humanitarian assistance for asylum seekers and refugees as well as Romanian language classes and training. in 2021 we worked with more then 8.000 migrants.
- Our beneficiaries are migrants, asylum seekers, refugees, vulnerable children, human trafficking victims

# What we do

#KindnessInCommunity  
#WithRefugees

Direct Assistance for Refugees



Migration Social Media Info

Human Trafficking Prevention



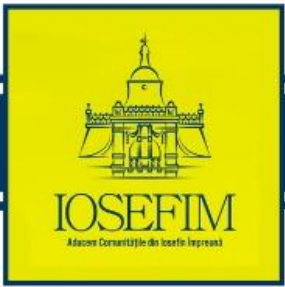
REFUGEES WELCOME TO ROMANIA



Children Education



Community Initiatives





Timișoara are acum o casă  
pentru toți imigranții din oraș.

[#BunătațeÎnComunitate](#)



## CASA LOGS

Opened in April 2021, Casa LOGS is primarily home to logs operations

Center for social and legal counseling for vulnerable persons,  
Romanian language educational, cultural and learning center for immigrants from the city.

We are a community center with a bank of clothes and hygiene products for vulnerable people, a sanitation area for immigrants and a laundry for immigrants



Welcome to Casa LOGS in Timisoara, Romania

119 vizionări • 29 nov. 2021

👍 4    🗨️ NU APRECIEZ    ➦ TRIMITE    ⚙️ SALVEAZĂ    ...

[https://www.youtube.com/watch?v=Aqpyv8utueQ&t=84s&ab\\_channel=LOGSGIS](https://www.youtube.com/watch?v=Aqpyv8utueQ&t=84s&ab_channel=LOGSGIS)



## 2. LOGS Management and leadership

Executive  
Manager



Assistant  
Manager/  
Social Worker



Volunteer  
Coordinator



Casa LOGS  
Operations  
Coordinator

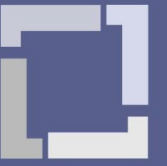
Outreach  
Coordinator



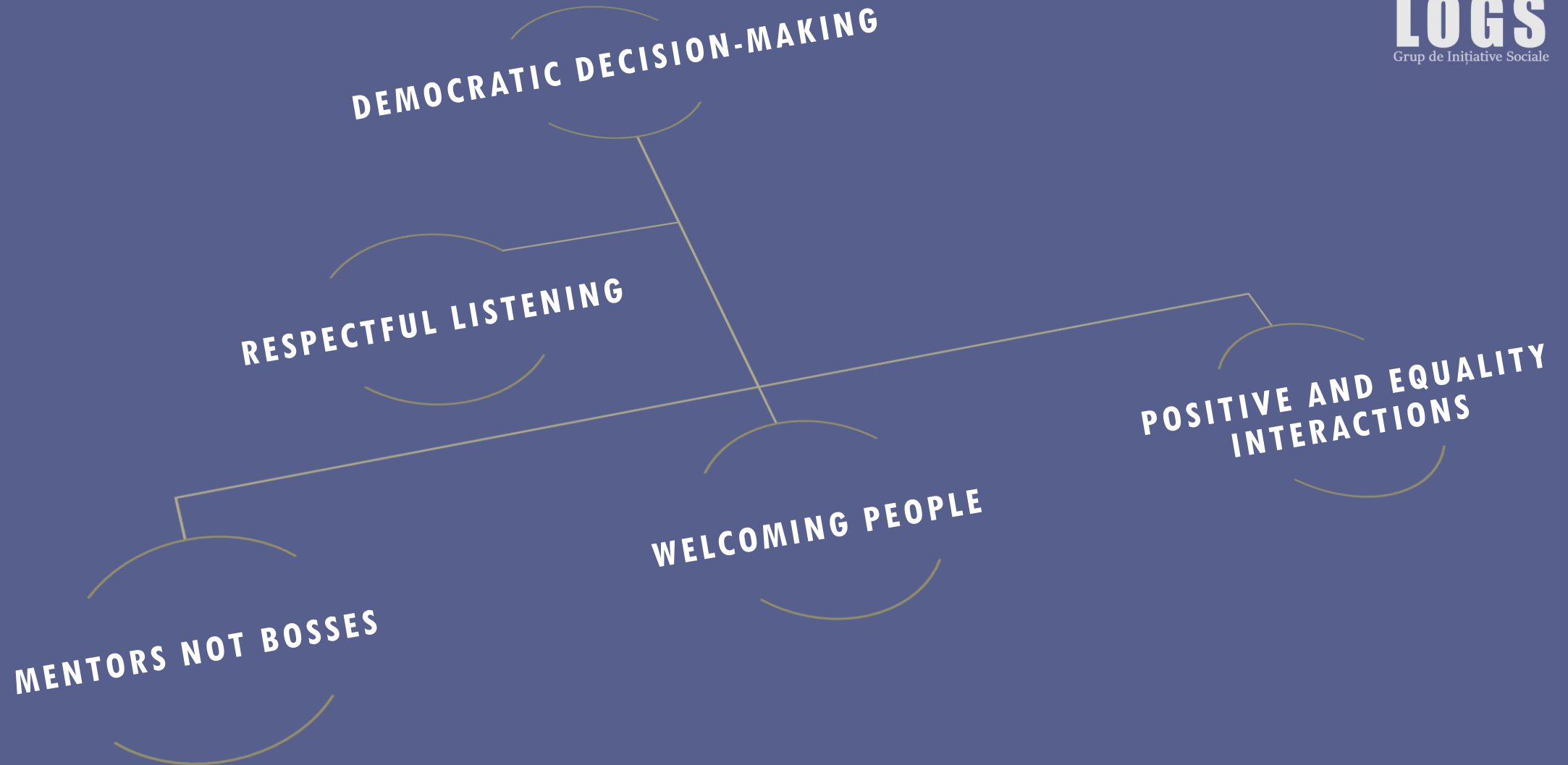
Training &  
Cultural  
Coordinator



## 2. Management and leadership PRINCIPLES at LOGS



**LOGS**  
Grup de Iniciative Socials





# 10 GENERAL GOLDEN RULES AT CASA LOGS

**1. Be welcoming.** Please note that our motto is #BunatateInComunitate / #KindnessInCommunity. That's why we want to respect the SVZ rule in greeting every person who enters the LOGS door: say hello, make eye contact and smile. The first impression matters and in Casa LOGS we welcome everyone with a positive and empowering attitude.

**2. Connect.** Just as important as making showers and meal vouchers available is creating a connection with the beneficiaries. Ask how they are, if they want something to drink or eat, where they are from, how long they have been in Timisoara and so on.

**3. Try to learn names.** When they give their ID card, call them by name. This shows that you care and treat them like individuals. If you're not sure how to call them, ask friends what they say. If it's helpful, give people badges.

**4. Be empathetic.** The people we work with have gone through trauma, abuse and dangerous situations. We need to understand this and treat them with compassion and care.

**5. Keep the same level of eye contact.** If the beneficiaries are sitting on the chair, take a seat to be at the same level, especially if you are discussing deep things.



# 10 GENERAL GOLDEN RULES AT CASA LOGS

**6. Privacy.** When talking about serious matters, it is preferable to have privacy in order to protect the privacy and dignity of the affected person.

**7. Be friendly and comfortable.** Create a safe space at Casa LOGS by being creative, friendly, smiling and warm towards your beneficiaries and co-workers. In order to convey a positive feeling to others, you also need to feel comfortable. When you feel stressed, ask for help. There will be a coordinator who can help you as well as colleagues when it gets too crowded and you feel overwhelmed.

**8. Don't force** those who don't want to accept your help, but be available and accessible to those who might want your help.

**9. Dress appropriately.** We work in a multicultural environment and we are a professional provider of social services, the wardrobe must reflect that. We appreciate a casual business style.

**10. No photos.** No one other than the person designated by Team Leader / Operations Coordinator is allowed to take photos. We want to preserve people's dignity and not give the impression that we are there for photos. We have a picture guide that we follow strictly. We take simple, few pictures and blur the faces and offer them to our partners as well.



# 10 GENERAL GOLDEN RULES AT OUTREACH

**1. No photos.** No one other than the person designated by Team Leader / Operations Coordinator is allowed to take photos. We want to preserve people's dignity and not give the impression that we are there for photos. We have a picture guide that we follow strictly. We take simple, few pictures and blur the faces and offer them to our partners as well.

**2. We don't post pictures on social media** with the exception of the official ones on LOGS (Facebook and Instagram). We encourage to share our own posts.

**3. Confidentiality:** we do not share data with anyone / we do not ask for phone numbers from the beneficiaries or to post on social media individual requests. We do not offer any individual help (eg if someone asks us for money). We encourage you to share your experiences on social media, but we prefer to be very careful that the message is unitary with LOGS: We do not distort the facts, we do not dramatize, we do not pity, we do not humiliate.

**4. Adherence to the Sanitary Protocol:** Always wear a protective mask (on the nose and under the chin), protective gloves, hand sanitizer before and after operations, all beneficiaries must wear a correct protective mask (on the nose and under the chin).



# 10 GENERAL GOLDEN RULES AT OUTREACH

**5. Mixed teams:** For cultural and safety reasons we always have teams of boys + girls. Never single girls. We do not flirt with the beneficiaries, we do not wear indecent clothes, but a professional style (we are humanitarian workers) and care for the cultural differences.

**6. We don't talk to the press.** We are referring to Flavius, unless there is already an agreement.

**7. We have a professional approach, among volunteers and staff,** we don't make jokes during operations, we don't laugh at each other (we may seem to laugh at our beneficiaries). We keep a sober but positive and professional tone. We do not ask personal questions between volunteers, we give each other time to get to know each other.

**8. We are not late.** If problems arise and we are unable to arrive or are delayed, we immediately notify the team leader. Online registration required.

**9. We do not make major decisions without team leaders.** If we don't know what to do, we better stop and ask. We do not use the LOGS name in any initiative without the approval of Team Leaders.

**10. Refugees are not "some poor people"** we do not treat the beneficiaries with superiority but with empathy and kindness.

# MORE ONLINE DOCUMENTS WITH RULLES AND PROCEDURES

## Safeguarding Children and Young People Procedure

<https://drive.google.com/drive/folders/1LeoGV5VFXwUqCT9eHBxlu7zaTKaRgUmC>

## Policies And Procedures Regarding Conflict Of Interest

<https://drive.google.com/drive/folders/1LeoGV5VFXwUqCT9eHBxlu7zaTKaRgUmC>

## Principles Relating To Sexual Exploitation And Abuse

<https://drive.google.com/drive/folders/1LeoGV5VFXwUqCT9eHBxlu7zaTKaRgUmC>

## How to Volunteer at Casa LOGS

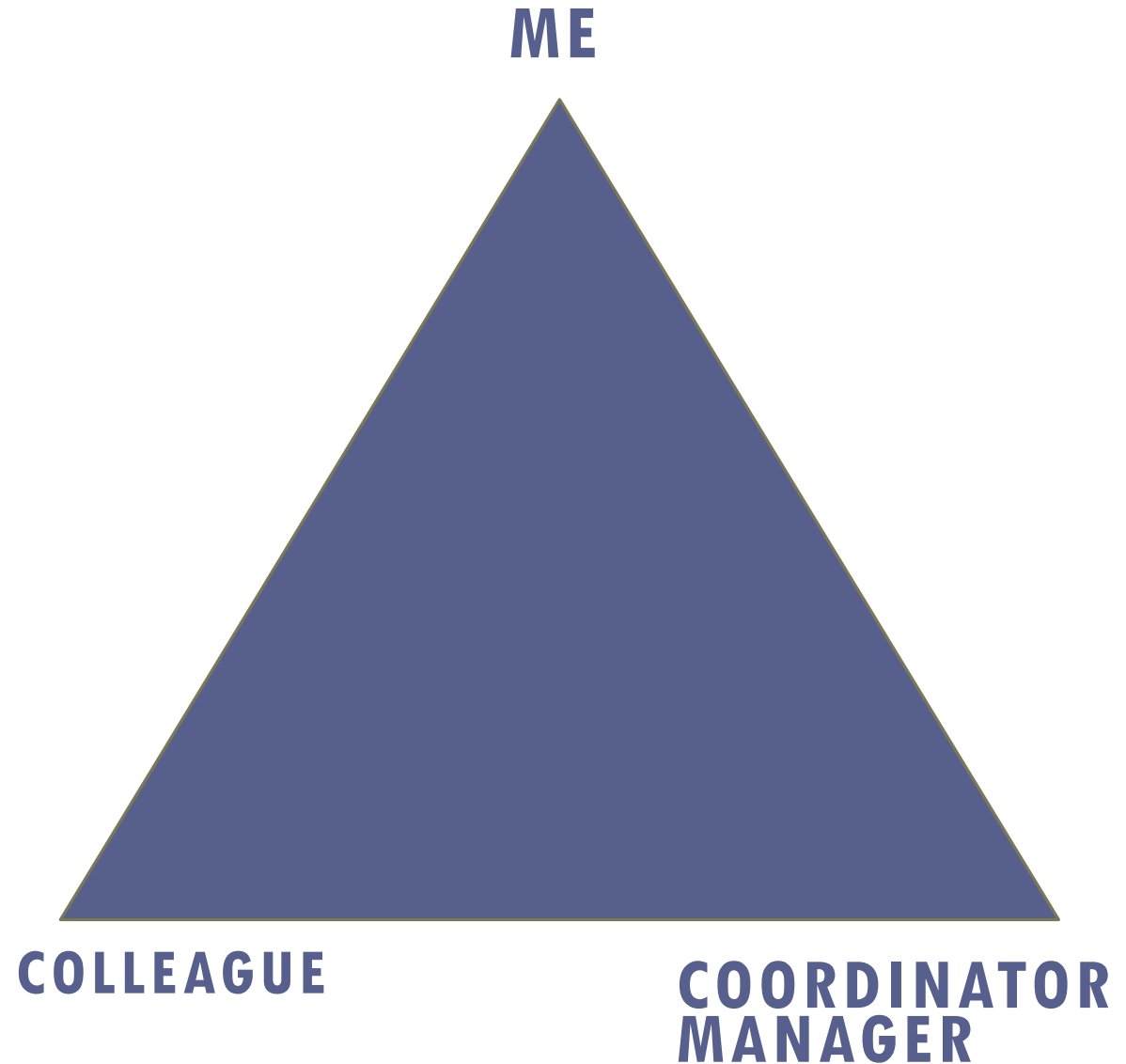
<https://docs.google.com/document/d/15attYlsPGMpKfmtqYyNTKBFnTaCxsrNxsiF0SnghGfE/edit>

# DANGER OF “TRIANGULATION”

We always address misunderstanding, conflicts, differences of opinion FIRST with the person involved, looking for solutions, negotiating and looking at the greater good of our humanitarian work.

We only ask for help when the conflict is not solved or it can not be solved without the involvement of a coordinator. Exception of this rule is for violence or abuse that need immediately action.

Do not discuss it with your coordinator before discuss it with the person with whom the misunderstanding appears.



# VOLUNTEER CONTRACT

**CONTRACT DE VOLUNTARIAT**  
Nr. \_\_\_\_\_ / Data \_\_\_\_\_

## I. Părțile Contractului

Părțile prezentului contract sunt:

### a. **Organizația / Instituția:**

1.1 Asociația LOGS – Grup de Inițiative Sociale, furnizor de servicii sociale, cu sediul în Giarmata, Str. Berzei Nr. 18. Jud. Timis, codul de înregistrare fiscală 43190910, reprezentată de Flavius Ilioni - Loga, în calitate președinte

### b. **Voluntarul**

Numele: \_\_\_\_\_, CNP \_\_\_\_\_ posesor  
al CI / Permisului de Sedere Seria: \_\_\_\_\_, Nr. \_\_\_\_\_, cu adresa în  
\_\_\_\_\_ Tel \_\_\_\_\_ Email  
\_\_\_\_\_ in calitate de voluntar, s-a incheiat prezentul contract in  
conformitate cu *Legea voluntariatului nr. 195/20.04.2001*

## II. Obiectul Contractului

Obiectul contractului îl constituie derularea de către voluntar a activităților prevăzute în fișa postului, anexata, în cadrul serviciilor și inițiativelor derulate de Asociația LOGS – Grup de Inițiative Sociale, fără a obține o contraprestație materială.

## III. Durata Contractului

Durata prezentului contract este de: \_\_\_\_\_, ( \_\_\_\_\_ ) cu posibilitatea înnoirii sale, cu acordul părților, cu o norma de munca minima de \_\_\_\_\_ ore lunar.

## IV. Drepturile Și Obligatiile Părților **Drepturile voluntarului**

Made in Romanian (the language of the country).

Mandatory for all volunteers

We need a copy of your ID for it.

It includes:

- Confidentiality Protocol
- General Job Tasks
- GDPR Agreement

# General Job Tasks



- Carries out specific activities of information, counseling, intercultural mediation, translation services for the target group.
- Coordinates activities to provide emergency material assistance for the target group (food, clothing, medicine, etc.)
- Participates in cultural orientation sessions with the beneficiaries of the projects developed by the LOGS Association - Group of Social Initiatives
- Carries out communication activities (text editing, graphic editing, site management) on online information channels for beneficiaries and community (social media pages, website).
- Carries out administrative and logistical activities.
- Implements fundraising projects (charity events, 3.5% campaign, etc.)
- Cooperates with other team members for the proper implementation of the project.
- Other tasks designated by the LOGS Association - Social Initiatives Group in connection with the association's services.



# WE TAKE A LOT OF PICTURES

- It help the local community to be aware of what is happening
- It s makes our donors to feel part of our work
- We motivate new people to help by volunteering and donating.

If you want to help with visibility Check out our Communication Guide:

<https://drive.google.com/drive/folders/1LeoGV5VFXwUqCT9eHBxlu7zaTKaRgUmC>

# VOLUNTEER HOUSE RULES

- Use of any illegal drugs is strictly prohibited and is a serious crime under Romanian law. this includes the use of marijuana.
- Smoking should be only in open spaces so no smoking in the house.
- No minors in the house without their parent or guardian.
- Visitors are not allowed to stay overnight. this means that they cannot stay anywhere in the house, including on sofas, hammocks, beds, etc.

# VOLUNTEER HOUSE RULES

- Pets or animals are not permitted in the house.
- We try and keep the houses well maintained, with everything functioning.  
if you see something that needs repair, please tell someone in the office.
- You are responsible for your own dishes, keeping your area tidy, taking out garbage and washing your own clothes and bedding.

**WELCOME TO  
LOGS**

**WE ARE HAPPY TO HAVE YOU**



**LOGS**  
Grup de Inițiativă Sociale