



Sciences Po
Refugee Help

Volunteer Welcome Booklet

2019 - 2020

Fall Semester

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Welcome to Sciences Po Refugee Help!

Dear Volunteer,

Thank you for making the decision to dedicate a part of your free time into making Paris a more welcoming place for asylum seekers and refugees! Your time is of utmost value and importance to us.

This association was created after students, who did not have the financial means but had a lot of passion and dedication, came together to in hopes of easing the stressful situation that existed for those seeking asylum.

It was with dedication from volunteers like you that we have raised over €60,000 in the last three years and we are active on the ground almost every night of the week.

This guide was created for you to have access to the most important documents that guide our association. Please take the time to read it and feel free to ask your team coordinator or Volunteer Support (volunteer.support@refugeehelp.fr) if you have any further questions.

Welcome to the team!

Organizational Chart

SCIENCES PO REFUGEE HELP

ORGANIZATIONAL CHART

PRESIDENT
LOUISE BESNARD

VICE-PRESIDENT
NOÉ ROYER

CO-TREASURER
MARGOT DOUTEAU

CO-TREASURER
LOUIS SEGUINARD

CO-SECRETARY
ZOE ASSEO

CO-SECRETARY
ORIAN CASTELLI

IMPACT ASSESSMENT
STEPHANIE LIBUTTI

MATERIAL NEEDS
RAPHAEL LEMARCHAND
MANOE NEVELLEC
BENJAMIN TREVES

ASYLUM AID
CAMILLE AZZAM
ARMANCE OLLIVIER

RESEARCH & ADVOCACY
MARIA VITTORIA ABATI
MARWAN DUPUIS

FRENCH LESSONS
ZOE ASSEO
INES DJENDER

SOCIAL ACTIVITIES
JING-JIE CHEN
CHLOE CHEVENET
KAVERI MODAYIL

FUNDRAISING
PIERRE MILLER

**BEATS ACROSS
BORDERS**
ELLA MCELROY

**SENSIBILISATION EN
MILIEU SCOLAIRE**
MAÉ BAUR

COMMUNICATION
OMOTOLANI BADARA
PAUL ROUVELLOU

SPORT / NO BORDER CLUB
ZAHÉD AHMÉD MAMUN

SPRH WOMEN
INES MOUMNI
MARTA DE LA TORRE

EVENTS
DANA CRAWHALL-DUK
LUDOVICA FERRARI

Code of conduct

Sciences Po Refugee Help October 2015, refreshed August 2018.

The main aim of Sciences Po Refugee Help is to contribute to the improvement of the living conditions of refugees and asylum-seekers with special focus on, but not limited to, Paris. The student association is intended to provide a platform for those students who feel committed to support refugees and thereby to bridge the gap between those in need and those willing to act.

Principle 1.

All refugees and persons of interested should be treated fairly and with dignity and respect.

Volunteers will seek to understand both the difficult experiences faced by refugees and asylum-seekers as well as the disadvantaged position in which they may find themselves, especially with regards to gender, age, or disability, in relation to those holding power or influence over them.

Fair treatment requires volunteers to avoid taking sides or to be seen as favouring one individual or group over others.

Volunteers should recognize the special needs of different groups, whether they be women, children, the elderly, or any group, and strive to act in their best interests.

Refugees and asylum-seekers should be regarded as human beings, rather than individual cases.

Volunteers who are directly responsible for protection and assistance to refugees are expected to visit places where they live and talk to them on a regular basis.

Volunteer work can be stressful, especially when resources are scarce and certain individuals or groups might seek to exploit or control resources at the expense of the

others. Volunteers should seek to listen to all concerns of those in need and involve them in decision-making.

Team coordinators and more experienced members should be aware of the difficulties less-experienced volunteers face and seek to provide adequate guidance and support.

Volunteers should be aware of cultural values regarding dress, presence of alcohol, gender relations, appropriateness of language and other potentially controversial topics in each situation, thereby respecting all parties involved.

Principle 2. Volunteers should uphold the integrity of Sciences Po Refugee Help by ensuring that their professional and personal conduct is seen to be at the highest standard.

Volunteers will demonstrate integrity, honesty, dedication, patience, respect, and courtesy with all people dealt with in a professional capacity, including refugees and other asylum-seekers, Sciences Po administration, implementing partners, donors, government personnel, and media. Volunteers will respect the legal jurisdiction of any region in which they are active.

Volunteers will recognize the importance of confidentiality in their interactions with refugees, with regards to issues of safety and potential mistrust between the organization and the communities whose needs it aims to meet.

Volunteers will avoid criticizing partners and instead seek to resolve disputes directly. The victims of public disputes between institutions are often those most in need.

Volunteers will work to serve the principles stated here in the Code of Conduct and will ensure that personal views and beliefs, including political and religious convictions, do not adversely affect duties or activities participated in on behalf of Sciences Po Refugee Help (see principle 7.)

Those handling financial information will adequately safeguard it against theft and ethical misuse and will strive for the utmost transparency possible.

No action can be taken on behalf of the association by a volunteer without the knowledge of their team coordinator and other relevant members.

Principle 3. Contribute to a positive work atmosphere based on team spirit, mutual respect, and understanding.

Volunteers will show respect to all other Sciences Po Refugee Help volunteers, regardless of position, giving all members the opportunity to contribute their knowledge and experience to team efforts. How we interact with each other impacts how efficiently we are able to do our work, and a negative environment only impedes creativity and initiative.

Volunteers will communicate openly, strive to share relevant information (subject to confidentiality) and respond to queries in a timely manner.

Volunteers will respect the privacy of all other volunteers and seek to resolve any conflicts as they arise with an open, positive approach.

Team coordinators will be open to the needs of all members and will provide feedback as needed through guidance, motivation, and full recognition of their merits.

Principle 4. Promote the safety, health, and overall well-being of all volunteers in order to maintain effective and consistent performance.

Volunteers will remain aware of and comply with all instructions designed to protect their health, welfare and safety. Any doubts with an instruction regarded as threatening one's own or others' safety should be brought to the attention of a team coordinator.

Team coordinators will ensure that the health, wellbeing, and safety of all volunteers is not subject to any undue risk.

Principle 5. Prevent, expose, and combat all exploitation and abuse of refugees and asylum-seekers.

All efforts must be made to explain how photos and stories will be used and to obtain permission from the individuals for the use of their photos and stories. Volunteers will ensure that the portrayal of individuals or groups and their circumstances are fairly represented in terms of capacities and vulnerabilities.

Volunteers will not abuse their positions in the lives of refugees and asylum-seekers. Volunteers will not request nor accept any service or favour from persons of concern in return for protection or assistance, nor will they engage in any exploitative relationships – sexual, emotional, financial or employment-related – with refugees or asylum-seekers.

Should volunteers find themselves in relationships with refugees or asylum-seekers that they consider to be consensual and non-exploitative, they will seek guidance from team coordinators. Volunteers will also recognize that even consensual and non-exploitative relationships can be seen by others in the community and the public as an abuse of trust or power or as a conflict of interest, jeopardizing the integrity of Science Po Refugee Help.

Team coordinators will respect confidentiality and treat all matters with discretion.

Certain factors can make for a hostile and unsafe environment for both refugees and volunteers. Volunteers should be aware that:

- the lack of economic opportunities for displaced populations often leads individuals to resort to commercial and exploitative sex, menial labor or the black market in order to generate an income for basic needs;
- during their journey, displaced populations may have been forced to resort to illegal or degrading activities to ensure their safe passage, triggering long-term feelings of shame and guilt;
- involved populations may come from environments of gender-based violence;
- levels of security within displaced communities may be poor;
- differences in culture and traumatic experiences on the journey from their home country may influence asylum seekers' interactions with the opposite sex, i.e. female refugees being fearful in their interactions with male volunteers;
- the use of seemingly harmless language may trigger traumatic emotions;
- issues of drug or alcohol abuse may play a factor in community relations.

Bearing these in mind, volunteers should strive to not act in ways that promote these issues or dismiss them as unimportant. Volunteers should always be aware that confidentiality within and outside of refugee communities can potentially be a safety issue.

Principle 6. Refrain from any form of harassment, discrimination, physical or verbal abuse, intimidation or favouritism.

These above have a negative impact on the working environment. Discrimination or harassment on the grounds of race, gender, religion, colour, national or ethnic origin, language, marital status, sexual orientation, age, socioeconomic status, disability, political conviction or any other distinguishing feature, must not be tolerated by any volunteer.

Harassment includes all kind of behaviors like unwelcomed comments on the look or acts of people you're working with (volunteers and refugees), sexually connoted jokes or questions, insistent looks, intrusive presence, touching without consent, and of course sexual assault. If you feel harassed or if you witness a situation of harassment, saying it explicitly is the first step. But feel free to ask the other volunteers to help you, and to leave the activity. Don't stay isolated, and contact immediately one of our coordinators, to find together the right solution to this issue.

Principle 7 Refrain from engaging in any partisan political work in the name of Sciences Po Refugee Help that could jeopardise our independence

Sciences Po Refugee Help is an independent association and not affiliated to any political party, ideology or religion. All work that is related to advocacy should be based on French law and aim to safeguard refugee's human rights. Engaging in partnerships with political groups or parties is discouraged if this risks to jeopardise our independency. All funding that is received from institutions, the private sector, foundations and other actors is received on the basis of advancing refugee's rights and quality of life, and should never jeopardise our ability to take decisions independently. If volunteers are in doubt about the appropriateness of engaging in a certain activity or advocacy project, they should seek guidance from the team coordinators, and if necessary, from the administration team.

Volunteer Contacts



President

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Vice-President

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Co-Secretary

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Co-Secretary

Zoé Asseo

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Co-treasurer

Margot Douteau

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Co-treasurer

Louis Seguinard

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You can find your coordinator's information in the mail!

Frequently Asked Questions

General questions

1. Where do I find information regarding the structure of Sciences Po Refugee Help?

You can find information regarding our team structure, purpose and activities on our website (www.refugeehelp.fr).

2. What teams are there in the association and what do they do?

Our association is organized in 13 teams:

Asylum Aid: Our Asylum Aid team works predominantly with asylum seekers in the streets or placed in housing centres. Our team also accompanies and advises particularly vulnerable populations, and conducts research projects linked to the right to asylum. Our Team's primary aim is to uphold the rights of asylum seekers, including due process, access to healthcare and access to housing, drawing from a detailed understanding of relevant procedures and their implementation. All of our volunteers are trained on the asylum process in France.

French Lessons: Our French lessons team operates in various housing centres hosting asylum seekers to teach French, raise awareness amongst residents on French culture's principal themes, and facilitate their social integration within French society. The main objective is to return a sense of autonomy to asylum seekers' daily lives, overcoming language barriers as they learn to interact with French speakers and gain a better understanding of the environment, they live in.

Material Needs: The aim of the 'Material Needs' Team is to address the primary and emergency material needs of asylum seekers and refugees living in the streets of Paris,

while their housing solution still pending. In order to achieve this, the team is divided into three branches:

Administration: This branch handles partnerships with donors, such as hotel chains who provide us with goods like hygiene samples (e.g. soap or shampoo). This branch is also in charge of organising collections, be they in Sciences Po or other schools and universities in the Paris area and with whom we have networked (e.g. Cité Universitaire).

Storage: This branch manages the association's storage room, specifically by doing regular inventories of all goods that come in and gone out of the room. The Storage sub team is also responsible for replenishing the storage room, procuring dwindling goods through physical (e.g. Decathlon) or online purchases.

Camp visits: This branch is divided into daily teams that align themselves with the five weekdays (Monday to Friday). Every day, one of those five teams heads to the streets in order to meet with asylum seekers, be they in dispersed groups or an 'established' camp. The teams distribute material and multi-lingual maps able to orient asylum seekers towards helpful structures (public showers, legal clinics, soup kitchens...). The team also flags to relevant organisations the presence of particularly vulnerable individuals in the streets (minors, women, families, people who are sick...).

Social Activities: Our Social Activities team works with five different housing centres that host asylum seekers and are operated by the Aurore Association. On average we organise one to two activities in each centre per week, i.e. 5-10 activities per week in total, all of which are planned by a rotating team of 3 to 6 volunteers. These activities include museum visits (with or without guides); walking tours of Paris, during which team members with previous guide training offer explanations of city landmarks. In centres, we also organise film projections or seasonal activities like pumpkin carving for Halloween, tree-decorating around Christmas time, a joint birthday party... We are currently expanding our amount of 'festive' activities: concerts or dances that provide to asylum seekers the kind of social experiences they are most often excluded from. The aim of these regular activities is to provide some sort of stability and regularity in asylum seekers' daily lives, while discovering Paris and its culture, spending agreeable

moments together, and challenging the aid provider/aid beneficiary dichotomy that so often characterises relations with asylum seekers in other contexts (material distributions, French classes...).

Sensibilisation en milieu scolaire: This program seeks to inform students in high school and lower educational levels on the migration crisis, the regular people involved on all sides, and to give them an opportunity to be in contact with the human side of an often far-away problem

Fundraising: This team is responsible for all the resources and funding possibilities of SPRH. The funding team solicit donations from companies, foundations, institutions and other sources of funding. It looks for competitions to participate in and organizes crowdfunding campaigns.

Beats Across Border: The BAB team organizes the event "Beats Across Borders-party", the biggest SPRH funding resource, major musical and artistic event.

Impact Assesment: This team is collecting data about SPRH and its activities, in order to get a better idea of the functioning of the association and the impact it has on the community.

Communication: We are recruiting to raise the voice of SPRH: we will need a social media manager, someone to take care of the website, a special writer to inform and advocate about what is happening on the ground and in the news.

Events: This team creates cohesion between every members of the association through after works, team building events, and conferences.

Research & Advocacy: This team performs legal and non legal research on the implementing of the right to asylum in France, in order to provide accurate and up to date information to those other actors on the ground assisting asylum seekers.

Sport / No Border Club: The objective of the team is to organise sport activities and tournaments with the residents at the several centers. Sporty people, join the ones that love football and cricket as you do!!

SPRH Women: This team is dedicated to empowering refugee women and families. The vast majority of resources, organizations, and support mobilized for refugees target males. Women and families are seeking asylum in Paris in greater numbers, bringing with them different needs and requiring separate programs. SPRH Women was established to work in tandem with other SPRH teams. Our goal: to streamline support that is tailored for women and families.

3. How many members does SPRH have?

Currently we have over 300 registered members in all our teams.

4. Do you have a website? How can I find more information about the association?

Yes, we do have a website (www.refugeehelp.fr). There you can find all information about our association's purpose, structure and activities. Additionally, you can consult our facebook page (SciencesPo Refugee Help) for regular news updates.

Ways of supporting the association

1. In what ways can I support the association?

Depending on your level of commitment and the time and resources you have available there are several ways of supporting our association:

Join our wonderful team of volunteers. If you are motivated and can commit at least 2 hours per week to support our work, we are looking forward to welcome you to our team. Independent of your skills and experience, all helping hands are needed!

Support our activities on a punctual basis – In case you cannot commit 2 hours or more per week to support our work, but still want to assist on a punctual basis simply follow the content posted in Facebook and get engaged whenever you have the time!

Financial support! If you can spare a small amount, help us in achieving our fundraising goal which allows us to cover at least the most urgent material needs of refugees.

Information on our website.

Spread the word – if you feel for our cause and want to help us and the assistance we provide for refugees grow, spread the word to your friends and colleagues, like our Facebook page (Sciences Po Refugee Help)

2. Do I have to fulfill certain criteria for participating in one of the teams?

In general there is no specific skills or experience needed in order to join our association as a volunteer – motivation and commitment is all we ask for. However, for certain teams certain language skills are necessary or beneficial. Especially regarding the French lessons and asylum aid team, good proficiency in French is required. Arabic, Farsi and Pashto speakers are especially helpful in teams directly interacting with the refugees, such as our material needs and social activities teams.

3. I want to volunteer in one of the teams – how much volunteering time will be expected (per week)?

In order to be registered in one of our volunteer teams we ask you to commit at least 2 hours per week to our work. In case you only want to support us on a punctual basis, please follow the content on our Facebook volunteer group.

Sign-up process

1. After filling in the sign-up form, how long will it usually take until I get assigned to a team?

We will try to assign you to a team as quickly as possible.

2. What should I do in case I didn't hear back after a few weeks of filling in the sign-up form?

Please contact our volunteer support team: volunteer.support@refugeehelp.fr

3. Who can I talk to in case I am not satisfied with the assigned team?

Please contact our volunteer support team, stating your reasons and preferences:
volunteer.support@refugeehelp.fr

Volunteers

1. Who can I talk to if I am unsure about my tasks?

Do not hesitate to ask your team coordinator or a more experienced member of your team if you are unsure about your given tasks.

2. Who can I talk to in case I feel uncomfortable or insecure regarding visits to the refugee camps or another task I am assigned to?

Do not hesitate to talk to your team coordinator in case you feel uncomfortable or insecure. In case you prefer to talk to someone outside of your team, feel free to contact our volunteer support team by mail or personally (volunteer.support@refugeehelp.fr)

3. Who can I talk to if I have difficulties in coping with experiences I have made during my volunteering time?

Do not hesitate to talk to your team coordinator in case you have difficulties in coping with experiences you made during your volunteering time. In case you prefer to talk to someone outside of your team, feel free to contact our volunteer support team, either by mail or personally (volunteer.support@refugeehelp.fr).

4. Who can I talk to if I feel I need counsel?

Contact volunteer.support@refugeehelp.fr who will help redirect you.

5. Who can I talk to in case of problems with my team coordinator?

Do not hesitate to contact our volunteer support team, either by mail or personally (volunteer.support@refugeehelp.fr)

6. I notice I don't have enough time to commit 2 hours or more per week for volunteering – what should I do?

Please talk to your team coordinator about how to proceed. Together you will be able to decide whether it is better for you to only support us on a punctual basis or to whether your availability is only temporarily reduced and you can still remain part of your team.

7. I got contacted by press/media, what should I do and who should I contact?

Please contact our media team (media@refugeehelp.fr) before giving interviews or providing other information or statements on behalf of Sciences Po Refugee Help.

8. Who can I talk to if I have suggestions for my team or one of the other teams?

There are two options to make sure your suggestions are heard. First, you can talk to your team coordinator who will pass them on to the other team coordinators during their regular meetings. Second, you can contact the respective team directly via the respective E-Mail addresses (see Volunteer Contact List).

9. I want to change my team, what do I need to do?

After talking to your team coordinator to make sure they know about your decision, please contact our volunteer support team: volunteer.support@refugeehelp.fr

10. Is there get-togethers with the whole team?

Yes, we are organizing regular get-togethers inviting the whole team to make sure our volunteers can get to know each other and can share their experiences.

11. Is there certain rules or guidelines I have to stick to when being part of the association?

Yes, our association has a code of conduct giving guidelines on our behavior towards other volunteers, refugees and external parties.

12. How do I find information regarding the other teams?

As a volunteer you will receive our weekly newsletter to keep you updated about our teams' activities. Additionally, you can find updates and stories on our facebook page (SciencesPo Refugee Help) or our website (www.refugeehelp.fr).

13. How can I find information on the current situation on the ground?

Please, ask your team coordinator about this information.

14. How can I find information regarding the different events and visits to the camps?

Ask your team coordinator for the most up-to-date information on weekly events and visits.

15. I have spent some of my own money to buy things for the association – who should I inform in order to be compensated?

To get reimbursed for any purchases made for SPRH, volunteers only need to follow three simple steps:

Step 1: Fill in the online reimbursement form (preferably in advance)

Step 2: Take a scan/photo of the receipt and send it to the treasurer

Step 3: Send the bank details of a French bank account to the treasurer

For a more detailed explanation, check this document:

<https://drive.google.com/file/d/0B5hlqExODWxAWEdiVlhNSTRyNE0/view?usp=sharing>

Welcome !



Sciences Po
Refugee Help