

Preliminary Questions for Organizations

The Basics:

Organization Name:
Number of Years in operation:
Contact name:
Contact number:
Contact email:
Mailing address:
Program countries:
Program sectors:
Type of organization:

General:

What is the mission of the organization?
What are the programs and activities that achieve this mission?
How do they select volunteers or interns?
What, if any, language skills are required for their programs? Preferred?
Where would you live while working with the organization?
What, if any, support is offered in arranging for housing, travel, food, etc. not provided by the program?

Actual Service:

What are the program lengths?
What type(s) of service or activity do participants engage in during the program(s)?
What are the criteria for identifying service opportunities?
Are the projects/programs sustained over time?

Financial:

How are program fees, if any, assessed?
How are program fees allocated within the organization?
What are the policies regarding deposit, cancellation, refund, or fee changes?
Is there support for fundraising or scholarships?
What other costs should a volunteer or intern expect?

Safety & Health:

How will the organization prepare participants for in-country health and safety concerns?
How will the organization manage medical and safety emergencies?
How will the organization assess whether a participant needs professional assistance for mental health or other nonphysical issues?
What are the drug/alcohol abuse and sexual harassment/assault policies and procedures?

Personnel:

How many staff members are there in the organization?
What percentage of those staff are on-site and in-country?
What are the characteristics and qualifications of in-country staff for the programs?
What languages do they speak?
What is the average ratio of staff to volunteers or interns?
What topics are covered in staff training?
Will volunteers or interns have a direct supervisor to meet regularly with?