



Project Leader's Manual

*Responsibilities, Processes
and Project*

Code of Conduct - Project Leader

It is vital that you uphold the Code of Conduct at all times, and take pride in demonstrating the highest standards to the volunteers, our local partners and TP resorts. You must:

- Remember that you are an important role model for the volunteers in your care and respectful and responsible behaviour is central to your role throughout.
- At all times on the expedition, put the needs of your team ahead of your own.
- Listen to and follow the advice or requests of the Project Coordinators or the Foundations Directors.
- Understand that the Foundation has a zero tolerance policy towards the possession and use of illegal substances. If you are found in possession of, or are under the influence of such substances, you will have your contract terminated immediately.
- Understand that you are not permitted to drink alcohol within any host Fijian village or project location for the duration of your contract period. Any breach of this point may result in your contract being terminated immediately.
- Understand that you are not permitted to drink alcohol at any time during training in Suva, the project, including the R&R elements. You must have the well being of the volunteers, who remain under your care at all times, as your priority until the official end date of the expedition. Any breach of this point may be viewed by the Foundation as gross misconduct.
- Understand that you are not permitted to drink alcohol with a Think Pacific Volunteer, of your own or another expedition team, at any point whilst in the Fiji islands and/or during your contracted period with Think Pacific.
- Understand that you are not permitted to drink alcohol at listed Think Pacific Resorts, including briefing and R&R locations. These include, but are not limited to, Uprising Beach Resort, Waidroka Bay Resort, Mango Bay Resort, Crusoe's Retreat Resort, Beach House, Robinson Crusoe Island, Smugglers Cove Beach Resort, Bamboo Resort and any others stated by the Project Coordinators and/or Foundation's Directors.
- Understand the differing attitudes towards sexual relationships in Fiji and understand the negative effect that any such relationships may have on individuals and the local community. You are not permitted to have sexual activity, or a relationship other than platonic, with any member of the project villages or settings, including briefing and R&R resorts, at any time under your contract period, including during the project itself, R&R and your rest time between expeditions. You are also not permitted to enter into sexual relations in any project village or in any project setting, including Briefing or R&R resorts. Any such acts may see your contract being terminated immediately.
- Understand that absolutely no sexual activity, sexual relationships, or relationships other than platonic, are permitted between you and the volunteer members, or within the expedition staff team itself, and any such acts may see your contract being terminated immediately.
- Never allow any person to enter or spend the night at your accommodation in the project setting unless you have obtained the express permission from the Project Coordinator or Overseas Director and your Fijian family (if applicable).
- Understand that you are not permitted to stay at designated Think Pacific Resorts when not on project with a volunteer team, including but not limited to Beachouse, Smugglers Cove and Bamboo. (The Project Manager and/or Overseas Director shall confirm the resorts during your Training Workshop at the commencement of your leadership period in Fiji)

- Understand that the Foundation has a zero tolerance towards stealing, and any persons found to be stealing from the Fijian community, or from the team or fellow staff, will face disciplinary procedures.
- Understand that you are not to wear Think Pacific branded clothing (T Shirts or Vests) in Fiji and/or at local resorts when not on project, as this is 'uniform'.
- Treat all people with dignity, including but not limited to the volunteer team in your care, your fellow expedition leader team and the communities and schools whom the Foundation support. Specifically, you will never make comments of a derisory, sexist or racist nature to anyone during your time in Fiji.
- Respect local attitudes, cultures and beliefs at all times. Specifically you must dress appropriately at all times and respect Sabbath in Fijian villages. You must at all times set an example to the volunteer team.
- Never engage in political demonstrations or illegal activities.

NB: The Code of Conduct ensures all staff maintain and protect our ethos and professionalism as an organisation. Please re-read it carefully and ensure you uphold all values and principles as the foundation for your role with Think Pacific.

1. Volunteer Support & Team Management

Ultimately, supporting your volunteers and maintaining a strong level of team and project management is the heart of a TP Leader's role and encompasses everything that you will be overseeing during the project. There are methods and standards that go a long way in supporting this; below are some expectations, reminders and ideas for you to consider when approaching your role as leader.

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1.1 Upholding the TP Values

"It is important as a Leader to be the very best version of yourself"

At Think Pacific, we ask everyone associated with our organisation, staff members and volunteers, to uphold and manifest our values. These values guide how we may think and interact in team settings, hold ourselves and in decisions we may make:

TP's Values:

- 1) PASSION
- 2) MINDSET
- 3) COLLABORATION
- 4) ACCOUNTABILITY
- 5) RESILIENCE
- 6) HUMILITY
- 7) ASPIRATION

If these values are upheld and internalised in all situations, we believe that our leaders are holding the highest standards and applying themselves in the best possible way to the role of leadership. However, there are some key areas that are worthwhile intentionally considering to provide consistency across all leadership teams.

1.2 Leader Etiquette & Standards

1.2.1 Energy: It is vital as a leader to bring energy across all areas of a project, it maintains your focus and the visual commitment leads the team from the front. Your energy sets the tone and the standard for the team, and the project as a whole.

NB: Read the room and provide the appropriate energy for that situation/environment.

It is important however, to conserve your energy, leaders have long days! This is a demanding role and we do not want you working yourself to the point where you have nothing to give; **you can't pour from an empty glass**. Although it is expected that at times you may have to dig deep, if you are seriously ill or know that you need a break, at your discretion, discuss as a leadership team and lean on each other if necessary - this is the strength of working in a unit. If you take a break and feel refreshed and commit 100% afterwards, that is far more preferable than persisting with work at 50%.

1.2.2 Leader-Volunteer Relationship: It is crucial to ensure the team respects you by remaining professional at all times, this is fundamental to your role within the project. This does not mean compromising your personality and energy, everyone finds the balance here differently, but it does mean that you should be confident that the team trusts you fully and would turn to you for advice and guidance in difficult situations and feel comfortable they would receive appropriate support.

Do not worry about volunteers 'liking you,' friendships will organically grow and it is healthy and desired that volunteers have a different relationship with their leaders than with the rest of the team.

NB: Keep the personal private, and focus on the professional.

This point extends to your relationship with the community too - if you are seen to be unprofessional in the eyes of the village, you will quickly lose respect and this may damage the project and your control of it.

1.2.3. Communication Skills: Good communication is absolutely essential to an effective Leader and Leadership Unit. Effective communication skills are vital as they help you assert authority, manage team relations and enhance professional reputation. If not communicating effectively, gaps will quickly appear, so ensure you are focused on this component of the role from the very start.

Key Points to consider on project:

- 1) You must make Leader Discussions / Meetings a part of your daily routine, and ensure adequate time is allocated for this in the AM and PM (*refer to Section 4 of the Leader Manual for how to conduct these meetings according to their purpose*)

NB: These meetings are essential, and should be protected. If a team or community member comes to you during this time, kindly let them know you'll get back to them after the meeting unless urgent.

- 2) Key points to discuss / review daily are: Volunteer Health Care, Project Areas, Evening Activities, Customs & Culture, Village Interactions / Families.⁶
- 3) For any briefing or meeting with the team, TNK or Youth Reps, ensure your discussion points are clear and agreed before starting, and you know exactly who is saying what point.
- 4) During team meetings or briefings, ask them to wait until you have finished all points prior to raising questions, as often questions may be answered in what you will say, and otherwise the discussion can become disjointed and confused.
- 5) Always maintain ownership of communicating points to the team / village to ensure it is done. Avoid asking volunteers / villagers to 'pass messages'.
- 6) When raising points with the Project Coordinator, ensure you have first discussed the issue to highlight your thoughts / suggestions so that the communication is more efficient.
- 7) Ensure when discussing points that you are in a private space where volunteers and villagers cannot overhear you. Be careful of discussing during meals at your home as an example when the family may be present.

NB: Any conversation or communication with a volunteer's parents, family or friends overseas should be managed entirely by TP UK or Fiji Management, and NOT by Project Leaders. If requested for you to speak kindly refuse, and update the Project Coordinator asap for further action by Management.

Top tips on communication:

- 1) Body Language: When used effectively, in compliance with both situation and setting, facial expressions, gestures, posture, and eye contact can greatly improve the listener's understanding of the verbal message transmitted. Such actions can further build credibility by demonstrating that you care about your listeners and their reactions. Stay open and relaxed and your team will be far more inclined to listen, respect and confide in your authority.
- 2) Active Listening: Allow for the person whom you are communicating with to talk, encouraging them by offering your full attention whilst listening. This willingness to hear the other person's point of view establishes respect and encourages more open and purposeful engagements.
- 3) Stay Intentional: Any professional interactions with others must have an element of clear purpose with a desired outcome.
- 4) Take notes: Note taking allows you to have a reference point for the delivery of team briefings/debriefs and allows for clear, consistent and well-thought through communication across the board. They can be reviewed with the leadership team together and it also prevents you from forgetting anything during a busy day.
- 5) Listen to feedback: Comments or requests from the team or the community are part of a two way conversation between themselves and the leadership unit... listen to them, validate them and discuss carefully with the leadership unit / PC before giving an abrupt answer.

1.2.4 Timings: It is vital as leaders to always be first / on time and prompt to all activities to set professional standards for the team. This begins from day 1! If your standards slip, so will the team's.

NB: 'A team reflect their leaders'

1.2.5 Sincerity: Always be sincere when talking and discussing with the volunteer team, both collectively and individually. If they believe you are putting on an act or show, you will quickly lose their trust and confidence.

If you do not know the answer to a question they may have, be honest that you do not know but assure them that, if necessary, you will follow up with finding the answer if you can. This maintains trust and an assured and sincere support.

NB: When providing feedback / de-briefs it must be honest and constructive.

1.2.6 Respect the Role: Treat the role with respect, and understand each volunteer is a 'client' without whom the role would not exist. It is a job, not a holiday, and mindset is key.

NB: Must invest time and energy in each volunteer's experience and impact.

1.2.7 R&R / Post Project: It is extremely important to maintain our professionalism throughout R&R and within post-project interactions with the team. R&R carries exactly the same level of duty of care and liability when leading the volunteer team and slipping standards here can mar the entire experience for the team.

Resorts we collaborate with through our projects are our partners and we ask that leaders lead from the front in ensuring maintaining good relationships with them.

NB: A consistent presence is key, and ensuring we continue to offer support and engagement where needed. R&R is not a holiday

1.2.8 Prioritising Volunteer and Community Experience: As a Leader, the volunteers' and community's experience must come before your own at all times. We ask you to live by the mindset of 'leaders eat last.' Ensure they are first on activities or excursions, and maintain a professional duty of care at all times. If one or two volunteers are not keen on an activity, one leader may suggest they are heading back/not participating so that the volunteer feels more comfortable saying no also. If the community is not comfortable with a plan that has been arranged, listen to them and prioritise them even if you think it would be really fun.

NB: On the 1st Day in the village, ensure all volunteers and community members know where the Leader's House is located in the community, so that they can reach you whenever needed on project.

1.2.9 Tone: It sounds simple, but tone of voice and phrasing is key in any interaction in a leadership position... it frames how the conversation may be received and paints a picture of how you want to be perceived in your role.

In general with the team, it is very important to "ask" when things need to be done rather than 'tell', to allow a discussion and to gain a positive response and engagement. In smaller and personal

conversations, displaying empathy with a calm and supportive tone fundamentally changes how the conversation unfolds. And likewise, knowing when to be firmer and how to do that is another tool in the toolbox of utilising tone.

NB: Remember when speaking to volunteers that this is not a school environment, and that ultimately many are your peers.

1.3 Leadership Style

Leadership style is something that is unique to the individual; your personality is detachable from your authentic leadership and that is great, but we do ask that each leader intentionally thinks about how their own tone, attitude and conduct may affect their presence in the project and affects their ability to effectively carry out aspects of the role.



1.3.1 Don't be a Dictator

What do we mean? We think of 'Dictator' style leadership as a 'top down' approach where the leader delegates, calls all the shots without listening and just generally asserts a forceful authority. Groups of volunteers will not respond well to this! It also does not suit a teamwork environment. Instead:

1. Understand that you do not have all the answers!
2. Be appreciative of others' perspectives.
3. 'Ask' , don't 'tell'.
4. Approach every situation with empathy and an attitude of support.
5. Practice using an understanding tone and listen.
6. Utilise critical thinking in all decision making.

1.3.2 The Servant Leadership Approach

Instead, we ask that you approach the role with a servant leadership approach, leading with a 'bottom up' approach and prioritising the needs of those around you. Here's a good quote:

"The servant-leader is servant first... It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. That person is sharply different from one who is 'leader first.' The difference manifests itself in the care taken by the servant-first to make sure that other people's highest priority needs are being served. While traditional leadership generally involves the accumulation and exercise of power by one at the "top of the pyramid," servant leadership is different. The servant-leader shares power, puts the needs of others first and helps people develop and perform as highly as possible."

In addition, a Think Pacific leader acts in service to the volunteer, or in other words, Think Pacific customers. As a staff member, a leader is in service to key stakeholders (partners, communities, etc.).

1.4 Conflict Resolution

If an issue or friction arises with a volunteer or community member, steps to resolving it professionally are:

1. Step back or away from the incident. Do not respond instinctively and be 'reactive'.
2. Discuss issue or incident with the Leadership Unit, and where beneficial, your Project Coordinator to agree on key discussion points.
3. Find suitable time and private space to speak with the individual for a 1 to 1, never in a group setting.
4. Adopt a soft and understanding tone and always focus on key points and learning outcomes, and not individual or specific examples for the point being made.
5. Always state "we have become aware of X", without giving individual name / source to ensure it is not personalised.
6. Advise the individual if key points shall be raised more

generally with the team or community as a whole if necessary, so that they are aware.

NB: 'Pick your battles' – Avoid friction on issues such as scores in sports, team games, quiz answers etc.

1.5 Diet/Food

As an area that many volunteers find challenging and often an area that host families feel unsure about, it is vital for Leaders to set the standard, ethos and example around food for volunteers in the village, and to reinforce key points for the community – Fresh food, Fijian food, Balanced diet.

Encourage the families to cook rourou, bele, dalo, cassava, dhal, and advocate for boiled rather than fried and lots of fruit wherever possible. This is to reduce the strain on resources and to encourage the families to live day-to-day as they would without the volunteers present.

NB: Always be a positive energy on food for volunteers and reinforce to families that the Fijian foods are what we would like the team to experience.

1.6 Leader Gender Equality

It is vital for Think Pacific as an organisation, and for our Leadership Teams as a unit, to ensure that there is absolute equality for male and female staff in how they are received and perceived by the Community and Team Members.

Rural Fijian society is 'patriarchal' in structure and whilst this may be slowly shifting in some aspects, often men continue to fill certain positions e.g. TNK, and lead meetings and discussions. The village may therefore appear to approach male leaders / engage male leaders more regularly, and we must make sure we are conscious of this, and implement measures to ensure equality is maintained.

To ensure equality across the Leadership Unit, it is important to ensure ALL Leaders attend discussions with the TNK / x5 key youth, so that all leaders have consistent interaction in the community.

NB: It is also vital to share responsibilities evenly across the Leader Unit, including public speaking/speeches in the Community and Church, and sitting above the bowl if invited to do so, as examples. As a Leader, it ensures you are actively engaged in all aspects of the role and not just those you're most comfortable with. It will also give you the best opportunity for personal / professional growth!

1.7 Leadership Team Dynamic

Each Think Pacific project has multiple leaders who make up a team. Leadership teams are always mixed 'international' and Fijian, mixed genders, experienced and inexperienced and leaders that individually may bring different strengths to the table. However, it is essential that the leadership team is seen as a unit in the eyes of the team and community.

No 'Main' Leaders... Every leader has equal responsibility within the leadership unit. Regardless of experience, you have been selected to lead because you have the qualities we believe are suitable for the role and for you to succeed. It is easy to unknowingly portray uneven leadership dynamics, here are some things to keep an eye out for:

1.7.1 International and Fijian Leaders: As each team is made up of 'international' and Fijian leaders, immediately there are some obvious strengths for each:

- International leaders are potentially more inclined to be in a position to empathise with the volunteer experience as they themselves are not from Fiji and are in a new environment. We find that volunteers will often approach international leaders in regards to homesickness or when struggling to adapt to village life.
- Fijian leaders have immediate strengths in liaising with the community, speaking Fijian and being highly aware of cultural factors and protocols. We find that village members are often more inclined to approach the Fijian leaders in the team.

These strengths are natural, useful and to be valued, but to ensure that all leaders are viewed equally by team and community, roles must be delegated equally and leaders should take turns delivering every aspect. This will ensure that all leaders are approachable and trusted in all situations, and one leader will not be putting in more work.

1.7.2 Leadership Responsibilities: Small tasks during the day such as Health Check-ins, Daily Briefings or supporting the delivery of sessions must be delegated evenly amongst all leaders and intentionally include variety during the week. Visually, if one leader leads all briefings for example, they may slowly become acknowledged as the 'main leader' in the eyes of the team. Likewise, if one leader conducts all health clinics, they may be seen as the 'doctor' and become the only one approached for health related concerns.

NB: It is useful to write down a rota each week for which leader is performing which responsibility each day.

1.7.3 Leadership Meetings: Meeting intentionally as a unit everyday is essential, not only to discuss the above, but to discuss all aspects of the project and allow all leaders to function as 'one brain.'

NB: If one leader gives information/advice on a subject that differs from another leader, trust is lost in the unit quickly by the team and tension may be created.

NBB: Disagreeing or arguing in front of the team/community is also something that should be avoided as they have a similar effect. Use your leadership meetings for any discussion/debates around decisions and actions.

1.8 Your Toolbox for Volunteer Support and Team Management

1.8.1 'Personal Project Planning' (PPPs) / 1 to 1 Chats

PPP's are 1:1 chats that take place between a leader and a volunteer on every Sunday of each week during the project; they are a core component of the Leadership role. Their purpose is to provide a space for volunteers to reflect but also confidentially raise any concerns. They must be viewed as an opportunity to support your team as much as you can. PPPs are a great tool to really understand different perspectives and provide you that chance to maximise your targeted support and team management as a leadership unit.

Key points in delivering PPP's are:

- 1) Key point of reference for each volunteer's experience and impact. It is vital to utilise it effectively.
- 2) Must be completed by Sunday PM, and can use Saturdays if large team numbers. If unable to complete on Sunday, you **MUST** let the volunteer know in advance and advise them you shall complete their PPP on Monday.
- 3) Always insist each volunteer gives you time for a PPP, even if brief. If 'optional' people may feel shy to request, and you may miss something that would otherwise have been noted.
- 4) Find a quiet and private place to conduct the chat. Take a short walk with the volunteer to a suitable spot if it is worth it.
- 5) **Key points to cover include:** *the family environment, team dynamic, project areas and health*. Once PPP is completed make brief notes to ensure discussion with the Leader Unit is efficient and constructive.
- 6) Use PPP as a reference point for the week ahead, and plan interactions around points raised. Eg If someone is struggling in the family environment, a Leader would eat at the home on Monday / Tuesday. If they are nervous about delivering a workshop that week, ensure a Leader actively supports and encourages the individual in the planning stage and be ready to engage in that session to assist if necessary.
- 7) Timings are key. Ensure you invest in discussion, without spending significant time as consistency across the team and remaining mentally fresh and engaged is key. Approx 15-20 mins should be sufficient.
- 8) Also use a PPP to motivate and highlight successes. It does not need to be a 'negative' discussion focused only on challenges / problems.

After each leader has completed all of their PPPs, meet as a leadership team and discuss any points of interest for the whole team and brainstorm outcomes from discussions.

NB: A PPP should be entirely focused on that individual volunteer, and never discussed with other volunteers and villagers. Never enter into rumour or gossip and never share confidential information with anyone other than your fellow leaders if required.

1.8.2 Visiting the Homes

This is a great chance to take steps towards establishing your presence and connection to the community as a leader, and providing support and confidence to the host families and volunteers in the household simultaneously. Some key points are:

- 1) A Leader **MUST** visit every volunteer home for dinner within week 1, and each Leader must revisit ALL host families within the project period.
- 2) Invest time in that interaction. Arrive early and spend time with the family / volunteers to create that connection.
- 3) Create a positive energy in the home and 'bridge the gap' between the family and the volunteer where needed.
- 4) Reinforce key elements for the volunteer experience and project. Eg Fijian foods / evening activities.

NB: Always go on your own to visit host families, and not as a leadership unit, to ensure you can be more invested and effective in your interactions.

1.8.3 Activities

Managing a team's energy as a collective is an art form, but there are some tricks that you utilise to raise morale. If the team has had a tough day or a challenging week, planning an activity for all to join and have fun can be a gamechanger. If an individual in the team is particularly struggling, this also provides a platform for them to interact with others rather than feeling isolated at home.

- Village sports are a quick and easy way to boost some energy and have fun as a group.
- Organising a games night in the community hall with the village.
- A team quiz night is always a favourite.
- If a movie night is possible, these can be real mood changers.
- **Use Music:** This is a very handy trick if you or anyone in the team has a speaker. Background music is a very subtle but effective way of controlling the mood in a room and can take a fun activity to the next level.

1.8.4 Briefings and Debriefs

Team meetings, particularly regular briefings and debriefs, are a fantastic opportunity to re-ignite energy and reconnect people to the big picture; the aims of the project. When reflecting on wins and challenges, you as a leader have a real chance to use that reflection to motivate the team or assess the mood of the room in general.

1.8.5 Drive People's Passions

If the team is having a bad day, reminding them to remember their motivation to join the project and to ask them what they are passionate about helps them recalibrate and reconsider their mindset for

the rest of the project. If you as a leader are encouraging people to pursue their passions during the project, you should have a team that is striving towards them and gaining energy and enthusiasm from them.

1.9 Village Relationship

As a Leader it is incredibly important to always remember that it is an absolute privilege to be living in the communities kind enough to host our teams. The Community is our most valuable partner, and the host families are central to the volunteer experience.

NB: As a leader, it is important to invest time and energy in meeting and socialising with village members from start to finish.

1.9.1 Key Points

Customs & Cultures – Leaders must establish and personify the TP standards and ethos at all times, understanding that the customs are rooted in the iTaukei identity and values and are vital to maintain. We expect the highest standards from our volunteers, and this will take guidance and direction from the leadership unit.

- 1) **Communication** – Meet with the TNK, Womens' Leader & Youth Rep at scheduled times to raise relevant points and confirm the plan for the week ahead. Ensure it is also written for them in short, bullet point format for their ease of reference.
NB: Following the discussion with TNK / Womens' Leader / Youth Rep, distribute the weekly plan in bullet point format to ALL host families also. This promotes community engagement in activities, and Leader interaction with the Host Families.
- 2) **Village Arrival** – On arrival into the community, and when all volunteers have gone to their homes, it is essential that ALL Leaders visit ALL the volunteer homes in the community, to introduce themselves to the families, and confirm basic info for the volunteers. Eg Where the toilet / shower may be situated. Where they are sleeping etc.
- 3) **Respect the Homes** – Volunteers should always be seen to respect the homes and families in the community. Eg Acknowledging the family and saying hello before entering. It is not a B&B! Leaders set the standard for this.
NB: Keep your home as a private space both for you, and for the family, and ensure all meetings / clinics etc are done in a hall, shed or communal space!
- 4) **Village Activities** – It is very important that the volunteers participate in preparing for activities wherever possible, and it does not become an 'expectation'. Eg Collecting coconuts for bilo making, leaves for weaving, firewood for a bonfire etc.
NB: From Sunday-Thursdays ensure that all activities are completed by 10pm, and that volunteers return to their homes and do not gather in houses / halls and make noise. If not

returning home families can stay up or become concerned, so it is important to respect the family and home environment.

- 5) **Family Activities** – Ensure that the team are proactive in doing their own laundry, tidying their bed and taking care of their possessions. Also actively encourage them to ask the family on how to boil the kettle etc so that they have independence in the homes. Leaders will set standards for this!

NB: Host families highlighted having to do volunteer laundry and tidy their areas as key challengers to their daily routines when hosting Think Pacific!

- 6) **Family Nights:** Impress upon the team the value and impact of ‘family nights’, with potential activities as Family Tree, Cards Night, Learning a Family Song or Meke, Cooking Together or Kava.

NB: Family Activities - Encourage volunteers to be proactive in asking to do activities with families, and not just to rely on village nights etc BUT some ‘excursions’ are not possible e.g. Town Trips / Resort Trips as can create ‘division of wealth’ between families. Key is to ensure any activity is one that ALL families can do to maintain ‘equality’ between families e.g. Village Based (Based on Community Feedbacks).

- 7) **Leader Presence** – Ensure that you have a strong and consistent presence in the community, including eating at all homes, attending village activities and programmes and communicating regularly with the TNK, Womens’ Leader, Youth Rep etc.

These are essential to promoting a strong and positive relationship between the team and community, and to avoid ever upsetting or offending the village. Below are some example feedbacks received from community members:

- 1) *“The volunteers appeared ignorant to local cultures and customs, including how to sit during grog (they were lying down when the elders/community were in the hall), saying tilou, wearing flip flops in the houses.....it appeared they had not received any training”*
- 2) *“During evening programmes the volunteers would not assist in collecting firewood for bonfires etc, but just expected everything to be prepared and ready for them”*

NB: If volunteers are attending Church in another village with their family they MUST be able to return independently e.g. by foot, and MUST have phone contact.

2. Project Scenarios - Processes

As a leader you may be faced with a number of scenarios regarding support and man-management for volunteers and communities. At these times, clarity and certainty from Project Leaders is essential to ensure everyone feels supported and that the challenges may be resolved or overcome. Projects are unpredictable, people and situations are unpredictable! Some situations may have to be taken case-by-case. For some situations, however, we do have processes that we follow. Use this section as a reference point to the steps you may take as a leadership unit.

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NB: Many situations during a project are bespoke and contain plenty of unique context to inform the decision making process. The below processes are standard procedure and guidance in these incidences but if you are ever unsure, call your Project Coordinator.

2.1.1 Domestic Violence - Communities

If a Leader or volunteer encounters a domestic violence incident with a child or family member when on project, the key process points are highlighted below.

Please note, according to Fijian law all cases of domestic violence must be reported and responded to within a 48 hour window of the initial incident.

Step By Step Process *following a domestic violence case in a community:*

Step 1 - Leaders update Project Coordinator of an Incident

1.1 - Project Coordinators inform Management

Step 2 - Project Coordinator requests Leader to forward all information / details on incident, based on volunteer / leader experience of incident.

2.1 Project Coordinator forward info to Management

2.2 Leaders advise the Team that information has been forwarded for review by Management, and next steps.

Step 3 - Management reviews information, and contacts TNK to raise the incident

3.1 PC advises Leaders on when a call is due to take place, for their awareness.

Step 4 - TNK Discussion - Actionables

Outcome A) Management to reaffirm to TNK our Duty of Care to Volunteers, and Communities, and our obligations under Fiji Law (Child Protection Policy) and local Partnerships (Govt Ministries) to refer and report instances of domestic violence, and to seek TNK's assistance in disseminating the information to the community members.

Outcome B) As above, AND incident is referred to the relevant local Ministry / Agency as outlined under the Fiji Child Protection Policy.

NB: Outcome B is determined based on the incident that took place, and the Child Protection guidelines.

Step 5 - PC to be advised on outcomes of discussion, and actions to be taken.

5.1 PC advises Leaders on outcomes and actionables.

Step 6 - All information obtained from the above steps is to be reflected on the incident spreadsheet on the safeguarding sheet by the Management. This should be done in real time, so as soon as information is relayed it is added to the ongoing report until it is resolved.

Volunteer Safeguarding

If it is a volunteer who reports the incident / sees domestic violence in the home, it is key that leaders are proactive in checking in with them, and ensuring they feel safe and comfortable within the home. If they do not, you must inform your Project Coordinator and together discuss a case-by-case solution to the situation (which may vary depending on the volunteer response or the severity of the situation.)

Remit & Capacity - Think Pacific

It's important that we are all clear and congruent that **Think Pacific does not have the remit, or capacity, to provide direct intervention in domestic violence incidents**, and would not at any time or stage speak directly with the perpetrator or victim in regards to the incident itself. Our process is centred on:

- a) Clear and consistent dialogue with the TNK as the designated contact point for the Village under the Ministry of iTaukei Affairs, and
- b) Referral processes as outlined under the Child Protection Policy.

Wider Team Discussion

It is important to address the issue with the team, and inform them of the process being implemented, and the expected outcomes or resolutions. Also offer them the opportunity to speak with you one to one if they would like to.

Volunteers often want to directly intervene, or for TP to intervene, following such incidents. It's important to be clear that TP is an organisation focused upon Youth programmes, and such issues require significant training and qualifications which is why the referral process with Save the Children/Ministry of Women, Children and Poverty Alleviation, and police if necessary is in place and key at that time.

Incidents of domestic violence are incredibly saddening and difficult for volunteers / all, and it is very important for Leaders to be proactive in speaking to the Project Coordinator so incident is raised quickly with the TNK, whilst keeping the team informed of steps taken and avoiding any escalation within the community.

2.1.2 Volunteer Valuables/Money Missing or Stolen

If a volunteer has money or possessions go missing / stolen during the project phase, the key is to be proactive in dealing with the issue, without accusing or shaming an individual or family if without proof of wrongdoing.

The process for our Project Leaders would be:

- 1) Volunteers inform the Leader as soon as they realise that money, or a possession, has gone missing / been stolen, and notes when the last time they saw it may have been. The Project Leader then informs the Project Coordinator immediately.
- 2) Project Leaders inform TNK of the issue at hand, and seek their assistance in requesting that the host family, and community as a whole, may be even more vigilant in assisting TP in taking care of the volunteers' possessions and items.
- 3) Project Leaders facilitate the logistics for the volunteer to get a Police Report for any valuables that may have gone missing / been stolen at the nearest police post. This includes contacting the police post, and arranging transportation where required.
NB: Any costs should be covered by the volunteer and not TP, with receipts provided by the transport etc.
- 4) Advise the volunteer to consult their travel insurance on cover provided, and facilitate them contacting the insurance to open the case file and inform them of the incident / items stolen for their reference.
- 5) During briefing or de-brief raise points to the team as a whole of being careful with valuables and cash, using locks on bags wherever possible, and being extra vigilant. Prevention is better than cure!

NB: Continue to update the Project Coordinator throughout the process so that they may liaise with TNK / TP UK as required.

2.1.3 Code of Conduct - Inappropriate/Sexual Relationships

Important to be proactive in preventing such issues, and react effectively if incidents do arise.

Key steps are:

Proactive – Prevention

- 1) Be clear to the team that Code of Conduct and our Cultural Standards are not 'TP Rules', but in respect of the traditional values and customs of iTaukei People, and it is a privilege to live and work in the areas we do that we cherish.
- 2) Use Briefings & Sunday Meetings to reaffirm the TP ethos, and re-establish key cultural and Code of Conduct points. Always have it in 'language of project.'

- 3) Establish a strong presence within the community / youths as quickly as possible. For example 1 leader sits with villagers during grog, actively chat with the youths and visits families not hosting volunteers. If grog happens in homes around the village, spend time in each, rather than just one location during evenings.
- 4) If an environment / moment feels odd or inappropriate at any point, raise it with the TNK immediately, and raise it with the team as a whole as a 'preventative discussion'.

Post Incident

- 1) If a situation continues, or escalates, speak directly with the individual volunteer and TNK, and youth members if appropriate. Be clear that whilst they may insist nothing has happened, we believe that moment / environment to be inappropriate, and for them to ensure it does not continue.
NB: The Project Coordinator should be informed prior to any discussion with the volunteer / TNK.
- 2) If an inappropriate act or sexual contact takes place immediately discuss it with the volunteer to allow them an opportunity to provide their account, and speak with the TNK for them to liaise with the youth also.
- 3) Once all information has been confirmed, update the Project Coordinator for further action to be taken as required and appropriate.

NB: Leaders have the ability and authority to issue verbal warnings on projects, however this should be done after a discussion with the Project Coordinator.

NBB: If the Code of Conduct has been broken, it is important to address it as a general point with the team as a whole, so that all are clear on standard and expectations.

2.1.4 Sexual/Physical Assault

Sexual Assault Definition: Refers to sexual contact or behavior that occurs without explicit consent of the victim.

Physical Assault Definition: When a person uses physical violence and causes injury to another person's body.

Should a volunteer be physically or sexually assaulted during their project, the key steps are:

- 1) Inform Project Coordinator immediately.
- 2) Remove them from the village / incident environment, with a leader with them at all times, and provide accommodation and food for a minimum of 48 hours.
- 3) Provide access immediately to a doctor for consultation or review.

- 4) Make a timeline of events and your interactions with the situation, including any discussions / decisions taken.
- 5) Advise the volunteer to write down an account of the event whilst fresh in their minds for their personal memory should further action be taken.
- 6) Provide access to a Police Station if appropriate and/or requested.
- 7) Provide the contact information for local Helpline / Crisis Centres for independent advice and guidance. (Numbers listed in Appendix)
- 8) Provide access to a phone to contact home.
- 9) Inform the British High Commission. (To be done by Management Team if appropriate)

NB: Points 3, 5, 6, 7 & 8 are entirely at the discretion of the volunteer. However we can ensure access is provided as / when it may be required. Point 2 is TP 'policy' to allow further discussions to be held with the volunteer / community and other relevant parties.

2.1.5 Accusations of Racism in the Village

If a volunteer raises that they feel subject to racism in the village or believe that they have witnessed it, to avoid inflammation and escalation and to deal with the situation appropriately, follow these steps:

- 1) Listen to them; allow the volunteer to share the details of their experiences and express themselves.
- 2) Validate them and thank them for sharing the information with you. Assure that you will follow up in an appropriate manner and follow our processes accordingly.
- 3) Assure the volunteer that we address the topic during prep-visits (pre-project) to the village and that it is something that is often not thought of in a Fijian village in the same way (***see note**). It is almost certain that the comments were never meant to offend but this does not negate the response and experience of the volunteer which is important and to be valued. We have a zero tolerance for racism.
- 4) Inform the Project Coordinator to discuss a plan of action and agree on outcomes.
- 5) Organise a short conversation with TNK or bring up in an upcoming meeting. Raise that as a leadership team, you have become aware of one of the volunteers feeling uncomfortable with certain words being used in the community.
- 6) Kindly request that the message be passed on to the village broadly to try to remain vigilant with the use of certain words that may cause offence or behaviour that would segregate based on race.

If it persists, inform TNK again and request that the issue may be gently addressed more specifically with individuals if necessary.

***NB: Community members in the village will not intend to offend but may perpetuate topics in a way that is unintended. Words in the English language that first-language speakers will fully**

understand to be offensive can occasionally crop up in discussions in the village. These words may have been commonplace in the late 19th century when English was first being adopted by rural communities and dated with very little challenge at a community level. An example can be 'the N word' which is occasionally used in passing conversation in a village.

2.1.6 Comments of a Sexual Nature in the Community

Veiwali is a concept in Fiji that really means 'cheeky joking' or 'flirty banter.' This is a cultural factor that is often a playful banter between young men and women. This, however, may be uncomfortable for volunteers if they are on the receiving end of jokes or any other comments of a sexual nature. The following process is malleable depending on the severity of the incident:

- 1) Understand the frequency and nature of the comments. Validate the volunteer, thank them for sharing and ask how they are feeling now; do they feel safe and comfortable in the community?

If yes:

- 1) Inform the Project Coordinator to discuss a plan of action and agree on outcomes.
- 2) Speak with TNK as a leadership unit and raise that you have been made aware of the situation that is making a volunteer(s) uncomfortable.
- 3) TNK to address the topic at a community level and remind everyone more broadly on the subject.
- 4) Inform the team that the subject has been addressed at a community level in the next meeting for everyone's clarity.

If no:

- 1) Inform the Project Coordinator to discuss a plan of action and agree on outcomes.
- 2) From options discussed with PC, Ask the volunteer which option would make them feel most comfortable moving forward in the village.
 - a) This is very much situation dependent and another discussion with the Project Coordinator would be required to discuss what would be viable from what the volunteer raises.
- 3) In the scenario where the volunteer wishes to leave the village, please follow the Health Processes section of the leader manual or follow bespoke arrangements made with the Project Coordinator.
- 4) Assure the volunteers that there are opportunities for counselling should the volunteer request it.

NB: It's important to follow up with the volunteer in the next few days to check in on how they are doing if they were previously feeling uncomfortable, and to assess whether the situation has changed at all.

2.1.7 Volunteers Requesting to Move Household

If a volunteer is unhappy with the living arrangement in their current host family, it is important that you understand the full picture. This is a sensitive situation for a host family in the village and one we'd try to avoid. It is a delicate one to navigate as a leader because if a volunteer were to be removed from their care there is potential for the family to experience great shame.

- 1) Understand the context as to why the volunteer(s) wishes to move.
- 2) Once reasons are clarified, meet with your leadership team and inform the Project Coordinator for clarity for all. Based on the situation, discuss appropriate actionables.
- 3) Discuss the situation with TNK for his clarity.
- 4) If necessary, discreetly meet with the family and ask TNK to lead the discussion in regards to the situation and outcomes moving forward. It is important to have a leader present to reassure the family and demonstrate that we support them.
- 5) Unless exceptional circumstances, encourage a further 48 hour period where the volunteer remains in the household after discussing issues to await resolution.

In the event of moving a volunteer(s) to another host family:

- 1) Liaise heavily with TNK to understand the community's preferences in this scenario. Potential options may be:
 - a) An entirely new family puts themselves forward to host.
 - b) In the situation of moving one volunteer, you add the volunteer to a house containing 2 other volunteers, making a house of 3.
 - c) Swapping one volunteer for another.

NB: If moving one volunteer, technically leaving one volunteer behind, a discussion must be had with the individual not moving to ensure they feel safe and comfortable being in the house themselves or whether they would like to seek an alternative option.

- 2) Leave the family allowance already provided to the original family with them.
- 3) Provide a family allowance to the new host family based on the amount of weeks left for them to host (\$140 per week per person). This can be taken from project expenses.

NB: It is important to make sure the situation is solved discreetly and swiftly to avoid it becoming an 'event' in the community. This is for the benefit of both volunteers and family.

2.1.8 Drinking in the Village

Think Pacific cannot impose rules onto a community that has existing by-laws, we slot into the lifestyle and structures of the village. However, during prep-visits, we do ask that village community members not drink alcohol during the project in respect of the volunteer code of conduct. This does not make it illegal, but for volunteer's safety and sense of comfort we still actively discourage it.

- 1) If somebody in the village is drinking/drunken, this would be a discussion with the TNK.
- 2) Respectfully ask that the TNK reminds the community of their commitments to not drink alcohol that they undertook when they accepted the project to take place. These reasons are mainly:
 - a) For the safety and comfort of the volunteers
 - b) In solidarity with the volunteers as part of our code of conduct
- 3) Check in with volunteers who may have witnessed/raised the issue and make sure they feel safe and comfortable.

NB: If the issue is severe, dangerous or persistent, liaise with your Project Coordinator to discuss the bespoke situation and reach and outcome.

2.1.9 Volunteers Asking to do Prohibited Activities

Due to liability and volunteer safety, there are some activities that we ask volunteers not to undertake and will never be included in our project itinerary; if they injured themselves under our care, the finger would be pointed at the organisation! These include activities such as:

- Horse Riding
- Rock Jumps / Waterfall Jumps
- Jumping off Boats or Trucks
- Travelling at Sea or by River without a Life Jacket

If a volunteer asks if they can do one of the above activities in the village:

- 1) Advise the reasons as to why we kindly ask that they are to be avoided.
- 2) If the volunteer persists, please ask them to provide you with a 'verbal waiver' saying they are undertaking the activity at their own risk.
- 3) If, however, a volunteer directly ignores advice given by a leader over an extremely dangerous situation, disciplinary action can be taken depending on the severity of the break of the volunteer code of conduct.

NB: If you are unsure whether the activity would be deemed inappropriate, discuss as a leadership team and call the Project Coordinator for advice.

With other activities that may be considered potentially dangerous (common examples being spearfishing at night, climbing peaks, visiting another village, etc.), there is to an extent leaders' discretion around the viability of the volunteer undertaking that activity. The main question to consider when deciding on whether an activity is viable or not is *'does it impact volunteer/community participation on the project in any way?'*

If a volunteer asks to leave the village to visit a town to do some shopping (often for food), this may not be appropriate. Some reasons why can be explained as:

- 1) We generally recommend that volunteers only undertake activities that are accessible to all. If volunteers start doing activities (even with their host family) that others cannot do, this creates a disparity in project experience.
- 2) Buying items from town for the family may sound like a harmless and thoughtful act but it can trigger expectations from other families in the village for their volunteers. Questions may be asked as to why they are not receiving the same.
- 3) We ask that families prepare food as they would day to day and volunteers will be happy with it and eat it. If a volunteer returns with bags of 'western' food, this is not a good gesture of appreciation for the food the family is providing and could cause a sense of shame.

NB: In the case of someone with pre-existing, disclosed and relevant health complications prior to project taking on an activity without leader supervision, the leader should have a conversation with the volunteer/family regarding the situation.

2.2 Advice for Language on Common Challenges

As a leader, you are no doubt going to be asked lots of questions, especially when challenges begin to arise. Challenges in the village are expected for volunteers and encouraging an appropriate mindset to approach, overcome or understand these challenges could be a big part of your role. As we are being welcomed into the community, there are some challenges we cannot alter and ones that volunteers will have to face:

2.2.1 Gender Roles in the Village

Within a Fijian village, there are quite obvious divisions in responsibilities between male and female community members. Within the family unit, this may become particularly clear. This is to the extent that men/women may be discouraged from doing certain activities that would fall under the other gender's role. Eg. Men don't weave mats, this is seen as a women's role/skills.

Culturally, reasons for this are mixed. Traditional skills are mixed between genders. Fiji's pre-Christian culture was heavily patriarchal and not much changed with the introduction of relatively conservative strains of Christianity. This may feel very different from experiences in societies volunteers may have grown up in, but ask that they understand that this is a fundamental feature of current rural Fijian lifestyle and village polity.

The perspectives of Fijian people may be very different from their own and often where some of our volunteers feel injustice, they may be projecting their own views onto others without providing a chance for the other to respond.

If someone is concerned by this:

1. Try to communicate that it is not their responsibility to change others' perspective on the subject and we ask the deepest respect from the volunteers for the perspectives of those who have invited you into their lives.
2. Try to understand this perspective and view it as a valuable cross-cultural learning experience.

2.2.2 Food

Food in a Fijian village is one of the most common challenges for volunteers - it's very different and often carb heavy. It is not uncommon for volunteers to eat less if they are not enjoying the food which families will notice and will affect the volunteer's health.

Language advice:

1. Eating plenty of food is necessary in this environment to stay healthy and have plenty of energy. If the individual is not eating, they will feel much worse for it. If they are not enjoying it - **see food as fuel**, get it down and feel much better afterwards!
2. Remind volunteers that there is a lot of effort that goes into preparing the food in front of them, from growing it in the farms for months to preparing the food throughout the day. The thought and care from the mothers in particular around this is something to be incredibly grateful for and appreciative of.
3. Encourage volunteers not to ask for 'Western food' and be careful of not eating too many 'treats,' the visual will stick with the families and they will want to cater for whatever the volunteers enjoy, putting more pressure on them financially.
4. When volunteers do eat something traditional that they really enjoy, tell the families, show them that you're loving it! Don't be surprised if this is served again very soon.

2.2.3 Treatment of Animals

The treatment of animals in a Fijian village may be very different from what volunteers are used to. On a base level, they are in much closer proximity to the livestock reality where animals are reared and farmed locally and then slaughtered for meals, very different to

picking your meat up from the supermarket! On another level, animals are rarely kept as pets or at least treated as them – animals owned in a Fijian village serve a purpose and their disciplining and training may be on the firmer side. It is not uncommon for dogs to be hit for example.

If a volunteer is upset by this subject:

1. Validate that their emotional response is understandable.
2. This may be their personal challenge for the remainder of the project as this is unlikely to change in the village. It must be viewed as an insight into an entirely new lifestyle and culture.
3. If they are really affected by it, a conversation may be organised with their family explaining that it is something that makes them feel uncomfortable and politely ask that the family advise them should they know an animal is going to be slaughtered.

NB: Leaders to take over and have these discussions where appropriate, to ensure that these chats are conducted appropriately and achieve the desired outcome.

2.2.4 Fiji Time

‘Fiji time’ is something that volunteers may get frustrated with. South Pacific Islanders take everything at their own unique, mystifying and incredibly slow pace.

Appropriate mindset:

1. This is a fundamental aspect of village life and culturally very different! It’s also not going to change during their stay.
2. Advise volunteers to lean into it - allow it to happen. See if they can enjoy the laid back mindset
3. They will get used to it very quickly, it’s like learning to relax at the beginning of a holiday... it just gets easier.

2.2.5 Open door Policy / Personal Space

Due to the communal nature of a Fijian village, the large families and comparatively small houses, it’s safe to say that personal space does not exist and this is to be expected, this will not change. Because of this, within the households and even in sleeping arrangements volunteers may feel like there are more people around you and closer to you than you would usually be used to.

Advice:

1. If someone is struggling with personal space, find time in the day to allocate some 'me time.' Likely opportunities will be during 'free time' in the afternoons. Find a quieter spot in the village to relax.
2. Learn to see it as a cultural insight - this is a beautiful and very different aspect of Fijian culture and lifestyle. This is the privilege of being welcomed into a Fijian household and experiencing a true cultural immersion.

2.2.6 Religion

The vast majority of indigenous Fijians identify as Christians. In rural villages in Fiji, this makes up a fundamental part of lifestyle and is a crucial part of contemporary rural Fijian culture; an amazing thing to experience in their cultural immersion. Sometimes, families may have devotions in the homes or go to additional church services and volunteers may be invited to attend.

There is of course no pressure to join in any situations that volunteers do not feel comfortable joining, although this is sometimes difficult for volunteers to find a way to communicate this without being scared of causing offence.

Advice:

1. When discussing religion, volunteers should feel open about respectfully expressing their beliefs as part of a two-way understanding, but in a way that is not close minded.
2. Make sure they think about how their words will come across and always be open to hearing another perspective.
3. If they are ever really uncomfortable about expressing themselves or turning down an event, have a leader casually join them or conduct the conversation.

3. Project Delivery

You can use the following as a reference point for each step of the project - what should be done, when and why.

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3.1 Project Aims and Objectives

As a leader, you may be asked by volunteers about the purpose or aims and objectives of the project. Below are some key languaging and awareness points you may want to refer to, not only for your own understanding but to share with others.

3.1.1 Morning Workshops

Description

- The Morning Workshops aim to stimulate discussions on important topics at a grassroots level.
- The discussions themselves are taking place on behalf of our partners who are utilising our international volunteers as a fantastic opportunity for these discussions to take place whilst also using the project itself as an outreach for existing initiatives, tailored to guide rural Fijian youth to reflect on important topics and become leaders within their communities.
- The sessions are facilitated by TP volunteers and community youth members in small groups and are delivered to the rest of the group in the village (18-35 year olds).

Purpose

- To stimulate grassroots discussions on topics that are relevant and important to all young people today, often not regularly openly discussed in community settings.
- No one needs to be an expert... positive participation is all we ask for to ensure tangible outcomes for all involved.
- These act as an almost 'research' opportunity for our partners with discussions not only having value in themselves but also highlighting areas that can further be supported by our partners after M&E efforts, and highlighting individuals in the community who may be offered further scholarship opportunities.

For further information: [☰ Think Pacific Youth Empowerment - Morning Workshop Concept Doc...](#)

3.1.2 A Build

Purpose - The Build Itself

- The project facilitates and funds the construction of requested infrastructure for a rural community from the Fijian Government.
- These projects act as outreach opportunities for communities which have demand for nursing stations and health centres through requests from the Ministry of Health to expand the provision of medical care and increase the capacity of the local nurses and health teams.

- Once constructed, the building acts as a place of work for the community health worker and a vendor for health supplies delivered by the Ministry of Health for the community and surrounding region.

Purpose - The Wider Purpose

- The firm aim is that the building itself is a product of a training initiative. Each Think Pacific build project has a Build Manager employed to oversee the construction, to guide the team through the construction itself and also to train local youths who are participating. Prior to you entering a village, x5 youth members of the community are selected to be up-skilled in carpentry under the guidance of the build manager, they not only gain skills and knowledge in a valuable space for themselves and the community but they also receive qualifications, furthering employment opportunities and expanding their experience.
- Any Think Pacific project acts as a fundraising initiative, and aside from the immediate funds that are going into the project itself, further funds are allocated to further community development, future training initiatives within rural communities and continued investment into youth groups through monitoring and evaluation efforts.

3.1.3 Culture Course

Description

- Through immersion, the programme aims to educate project participants about the nuances of indigenous Fijian culture through structured sessions delivered by members of the community youth group and Think Pacific leaders.
- This is not a one way street however as through discussing elements of indigenous Fijian culture in depth, both parties (participants and community members) will be simultaneously engaging in a cross-cultural examination of what makes up 'culture' and 'people' more broadly, exercising skills in appreciating new perspectives through discussion and reflection.

Purpose

- The course is set up to encourage an appropriate mindset from participants during the project, facilitate a meaningful experience for them but also works towards wider goals.
- In line with goals set out by the Ministry of iTaukei affairs contained in the FNDP, it aims to stimulate engagement with and revitalisation of local customs and traditions amongst rural youth.
- It aims to harness a pride in one's culture and upbringing as well as practising skills and communicating knowledge that defines the region and Fiji more broadly.
- It ensures that all involved are learning cross-cultural skills through experience which can not only support the rest of the aims during the project, but participants can also utilise moving forward.

For further information: [☰ Think Pacific - Culture Course Concept Document \(leaders\)](#)

3.2 Leadership Timeline

Each leader has a period of 5 full days of preparation in Suva before travelling to Nadi and the project starting. This directly leads onto project delivery and concludes with a leader debrief in Suva. Days 1 - 6 is a crucial period of preparation for your role but it is also an opportunity to find your feet and acclimatise to the demands of the role, meet your fellow leaders and if you are an international leader to adapt to Fiji's time zone and climate. Project is then delivered and once completed, your holiday period arrives. *See the chart below for a standard timeline of your experience for 1 project:*

Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8
International Leaders Land, Arrive at South Seas	Leader Coffee (meet and greet)	Leader Training	Leader Training (including health)	PC & Leader Briefing	Day Before Project/ Travel to Nadi	1st Day of Project	Briefing Day 2
Day 9	Day 10	Day 11	Project Delivery	Day 33	Day 34	Day 35	Day 36
Briefing Day 3	Village Day 1. Arrival	Village Day 2. Orientation	22 Days in the Village	Nadi Final Night	Project End - Leaders Travel to Suva	PC & Leader De-Brief	Holiday

NB: During this preparation period and throughout the project (until the Leader Debrief is completed), we have a no drinking policy for all leaders.

South Seas: South Seas is the hostel that we utilise for all international leaders during any time spent in Suva. Any night in Suva when staying at 'South Seas' is covered by Think Pacific. *Address: 6 Williamson Road, Suva, Suva, Fiji*

Leader Coffee: This is a chance for you to casually meet one of our team to have a quick check in, to ask any questions you may have in the early stages of preparation and meet some fellow leaders. A member of our team will contact you and arrange a time and a place.

Leader Training: This is formal in country training, the location and times of this training will be communicated to you in advance and clarified in the 'leader coffee.'

PC & Leader Briefing: Once training has been completed, this is the first official time yourself and your fellow leadership team will meet your project coordinator, receive all details of your particular project and receive all equipment needed for your time as leader throughout the project. You can begin revising details about the team from this point onwards and prepare for the project.

Day Before Project / Travel to Nadi: The day after your Leader briefing takes place, you will travel from Suva to Nadi as a leadership unit in a pre-arranged taxi. You will arrive at a hotel called 'Smugglers Cove' which is where we have communicated to all our volunteers to meet for the start of the project. At 6:00pm, you will be available in the foyer area to meet those of the team who have arrived there the day before the start of the project.

PC & Leader Debrief: After the completion of your project, all leaders will return to Suva to meet in person with your Project Coordinator. This is a crucial meeting where all project inventory is returned and the project is debriefed. This is an opportunity for feedback to be shared from all.

Holiday Period: This is your opportunity to take a breather and relax after a busy project. This is the only time where drinking is permitted and will be organised and funded entirely by you.

NB: During the preparation period, all accommodation costs for international leaders are covered by Think Pacific. Food during this period is self-funded by leaders. Once the project itself begins, all food, travel and accommodation is covered by Think Pacific.

3.3 Your Primary Points of Contact (Communication Structures)

During your period of time preparing for and delivering your project, you will be supported every step of the way.

3.3.1 In-Country Training

For international leaders, as soon as you enter the country and for all leaders during the training phase of leader preparation, your primary point of contact will be the leader training facilitator. If you have any questions or concerns during this period, please contact:

Ethan: +679 9984345

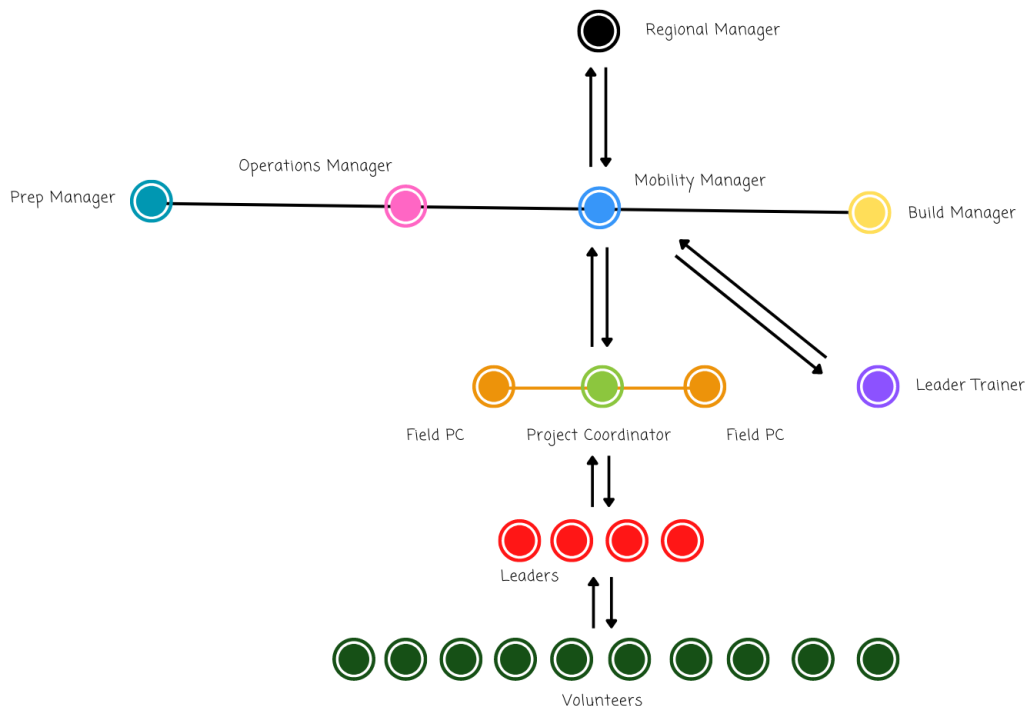
If unable to reach the primary leader training facilitator, please contact our Mobility Manager, Danny:

Danny: +679 744 9676

NB: The Leader Training Facilitator must not be contacted once your Leader briefing has taken place.

3.3.2 During the Project - Project Coordinator

From the moment you have your Leader briefing, your **Project Coordinator** becomes your primary contact in all situations and scenarios. This continues until your holiday period post-project.



For your general awareness, here is a visualisation of the communication structures amongst our entire staff team in Fiji:

Who is your Project Coordinator and how do you interact with them?

Within Fiji, Think Pacific has Project Coordinators to support leaders in all aspects during their project delivery projects. They shall be central to your personal and professional development, and are your direct point of contact and management throughout your time on project.

Pastoral Care: To ensure they can provide Leaders with the level of pastoral care that we believe vital for your personal development and support in the role, it is vital that you are open and honest with the Project Coordinators, and share any problems or challenges that you may be feeling or facing.

NB: Whilst the Project Coordinators shall always aim to empower and motivate, ultimately they are overseeing the project delivery, including Leader and Volunteer safety, experience and impact.

Some key areas of their Project Coordinator role, for you as a leader, are:

- **Leader Briefing:** Your Project Coordinator will deliver the leader briefing to you (prior to your leadership unit travelling to Nadi), providing all details of the project and your resources.
- **Team Briefings:** Your Project Coordinator shall attend the team briefing, offering guidance and assistance to the volunteer team, and the leader team also.
- **Key Point of Contact – Project Phase:** The Project Coordinators shall contact the Leader Unit as standard every Monday, Wednesday and Friday to check in, and provide key support and assistance across core elements including volunteer healthcare, the aims and initiatives, team dynamics and the community. To ensure they are effective in their role, it is vital Leaders discuss key points to discuss with the Project Coordinator prior to any discussion. This involves a clear update via Whatsapp and a call (with one leader, alternating each check in day). The update is key, but also allows PCs to discuss issues, ask questions and have 1 to 1 opportunities to speak with each leader which is non-negotiable.
NB: The Project Coordinators are the link to the Think Pacific Management Team in both Fiji and the UK, and it is therefore vital that they are consistently and effectively updated by the Leaders so that TP is fully informed as required.
- **Project Visits:** During your time on project your Field Project Coordinator shall visit the team and community, offering assistance and guidance when needed, whilst also providing an opportunity for feedback from the leadership team, and regular review of performance. **NB: It is vital that you listen and respond to the advice and requests of the Project Coordinator. Their feedback is a key learning point for you based on their extensive knowledge of TP Projects. Use their advice as a motivation to continue to grow and develop in the role!**
- **Mid Project Host Family Meeting & Team Meeting:** During their project visit the Field Project Coordinator's shall meet with the host families, and with the volunteer team, to gain feedback from them on the delivery of the project, and to highlight any strengths or weaknesses for discussion with the Leadership unit to improve the experience and impact for all. **NB: The Team and Host Families shall also have the opportunity to provide anonymous feedback or comment, to provide a means of raising issues that may be sensitive within the homes or team dynamic.**
- **Leader Debrief:** Your Project Coordinator shall facilitate each leader debrief following the completion of the project.
- **Discipline:** The Project Coordinator's can also act on behalf of Think Pacific in administering written warnings to volunteers (verbal warnings can be given by the leader team itself), and, where necessary, the removal of volunteers from a given project for misconduct. The Project Coordinators are also a point of reference for the disciplining of leaders themselves when appropriate.
- **Grievance Procedure:** If you would like to raise a grievance at any time during your employment with Think Pacific, the Project Coordinator offers your primary point of contact, as per the contract and code of conduct guidelines.

3.4 Step-by-Step of your Project Journey

3.4.1 Smugglers Cove - Meet the Team

The Nadi based hotel, Smugglers Cove, is where the project will officially begin and it is to be expected that the majority of your team of volunteers will be there the night before the project's official start date. The night before is your opportunity to meet the team.

After your Leader Briefing with your project coordinator, they will take a picture of your leadership unit and post it into your team of volunteer's group chat with information on where you will be and at what time that evening to meet them.

Once you have arrived at Smugglers Cove, make sure to:

1. **Check in at reception** - Make sure there is the correct booking to accommodate all leaders for 1 night.
2. **Place orders for your meal** - Think Pacific has an arrangement where your meals as leaders are included. There is a set menu (see the appendix), place your orders at the bar.
3. **6:00pm, meet the team** - Make sure to wear your Think Pacific Leader t-shirts, all leaders should stand in the bar area by the pool / in an allocated location in the seating area by the beach. Your team will see you and approach to introduce themselves to you and each other.

NB: It may be worthwhile to arrange some chairs (if possible) in a seating arrangement before the team comes to meet you at 6:00pm.

NBB: Once friendly introductions have been made between team members and leaders, there is no obligation for you to chat with the team all evening, feel free to get some rest if you need it!

3.4.2 Resort Briefing

Departing Smugglers Cove

On the first morning of your project, your team will meet at the Smugglers Cove entrance at 8:45am (it is likely most of the team will be staying in Smugglers Cove but the time and location will also be relayed to volunteers pre-departure in case anyone is staying nearby). The bus will depart at 9:00am to take your team to your allocated briefing resort..

NB: If anyone's luggage did not arrive or is knowingly delayed, we ask that the project leaders follow up and check-in with the airport daily to provide the highest level care and support for volunteers.

Briefing

The Resort Briefing days are essential in establishing your dynamic with the team and our standards and expectations in terms of volunteer conduct, experience and impact. Everything is and should be deliberate. Below is a timetable of the expected schedule for your time at the resort:

Briefing Timeline

Day 1

9:00am - Depart Nadi

11:00 / 12:00pm - Arrive at the resort

1. Introduce yourself to resort staff and make sure they are aware that they can approach you as leaders for anything regarding the team
2. Double check with the resort staff on any dietary requirements ahead of lunch (including specific allergies).
3. Guided tour of the resort - reception, dining area, leaders accommodation
 - It's important they are aware of where the leaders are staying in case they need you at anytime

12:30pm - Lunch

1. Important for leaders to sit apart, spread yourselves amongst the team rather than having a 'leaders table'

2:00pm - **Insert game here* Rugby Netball, Ultimate Frisbee - Anything active and engaging is the aim so that the team can blow off some steam, nerves and any jet lag.*

3:00pm - Team relax (volleyball, pool games, swim/snorkel etc)

NB: As leaders, you can lead these loose games, it's a great opportunity to relax and get to know the team. NB: Ensure the area is safe and try to limit risk of injury as much as possible. E.g, check ground for foreign objects, ensure volunteers wear trainers/sneakers and appropriate footwear.

4:30 - 6:30pm - Free time

- As the team is having free time, this is a perfect opportunity for a quick leadership team meeting to review the day and plan ahead. This would be a great opportunity for the Project Coordinator to be present and debrief the day so far.

- After this, it can also be a good time to check in for 1 to 1's and general mingling within the team to help build and establish your relationship with the group collectively and individually.

7:00pm - Dinner

1. Disperse leaders amongst the team (Ensure you sit apart and spread out amongst the team)

8:00pm - Project Coordinator introduces the plan for the next day

1. This conversation can be framed as the mindset shift to beginning to think about the project ahead,
2. Important to also ensure the team fully understands the TP team around them; their roles, responsibilities and purpose of engagement during the briefing and project periods.

Day 2 (TP Briefing Day 1: Village, Culture & Customs)

7:00am - Breakfast

- Leaders to be at breakfast at 7:00am

8:30am - Team briefing, check in for the plan of the day

1. This will be your first team briefing, it is a great opportunity to set the precedent for vigilance around meetings throughout the entire project
2. Make sure to delegate which leader is explaining which information.
3. Clarify all timings and locations with the team.
4. Allow for any questions.

9:00 / 9:15am - Briefing session 1 starts

1. Liaise with your Project Coordinator, who will be leading and facilitating the briefing phase (Session 1 and 2)
2. 5 mins before the session is due to start, round up the team to assist the facilitator and ensure the smooth start of the session
3. All leaders to be present throughout the briefing alongside the team, you do not have to engage in the discussion or activities but it is important to be present.

12:00pm - Briefing Session 1 ends, free time/break

12:30pm - Lunch

2:00pm - *Insert game here* Capture the flag, team building based games or races can be a great option here - Anything active and engaging is the aim so that the team can blow off some steam, and lift the energy after any potential post lunch decrease in energy.

- Round up team 5 mins before the session.
- Ensure all team members can take part
- Inspect and review areas you play sport or physical activity, to ensure it is safe and limited in risk of injury or accidents (Advise footwear for team)

3- 4:30pm - Briefing Day 1 ends , volunteer free time and PPPs

- As the team relax after the briefing sessions, this is your opportunity to have your first PPPs.
- Touch base with volunteers as a general check-in but also prepping for the village. You may frame the discussion as:
 - What have they enjoyed most so far?
 - Did anything surprise them during the briefing sessions... did they make sense?
 - How are they feeling about heading into the village tomorrow?
 - *May wish to discuss any health conditions raised pre-departure and assure them that the leaders are aware and there to support them*
 - Any questions?

7:00pm - Dinner

8:30pm - Team meeting - Health (including Menstrual Health) / Dress code

- Deliver a team meeting reflecting on the day of briefing sessions
- Re-emphasise the importance of physical and mental health on project and re-establish yourselves as leaders as the primary point of contact
- Include discussion on Menstrual Health and how this is managed in the village. Important to include male volunteers in this discussion to begin the culture of all being aware.
- NB: Ensure that this is delivered maturely, clearly and with clarity, and avoid making jokes or dragging this talking point on for too long. Ensure that we get the message across clearly and in a professional manner (First impressions are key for gaining trust, assurance and respect as a leader, so these early meetings and communications are essential)

8:45pm - Kava taster session

1. Make sure to check in with the resort to ask if you can use their equipment and set up in advance.
2. Teach the team how to tie sulus.
3. Leaders explain seating arrangements and demonstrate how to mix grog from the front.
4. A first 'taster' round is then delivered to the team

Day 3 (TP Briefing day 2: Programme, Project and Delivery)

7:00am - Breakfast

- Leaders to be at breakfast at 7:00am

8:30am - Team briefing, check in for the plan of the day

5. This will be your second day of team briefing, it is a great opportunity to set the precedent again for vigilance around meetings throughout the entire project and importance of structures and timings.
6. Make sure to delegate which leader is explaining which information.
7. Clarify all timings and locations with the team.
8. Allow for any questions.

9:00 / 9:15am - Briefing session 2 starts

9. 5 mins before the session is due to start, round up the team and ensure you are together in a communal spot on site, and wait for the green light to head to the briefing delivery space. This is to assist the facilitator and ensure the smooth start of the session
10. All leaders to be present throughout the briefing alongside the team, you do not have to engage in the discussion or activities but it is important to be present.

12:00pm - Briefing Session ends, free time/break

12:30pm - Lunch

2:00pm - Team Activity & Meeting: Planning and run through resources and content

- Ensure the team is aware of the plan for this meet time beforehand, so that all are on time and know where / and when to meet ready for the team gathering.
- This is a great opportunity to showcase all resources and equipment available for the project, and get the team thinking creatively about what's available when planning and thinking ahead.
- Seeing, hearing and understanding the content and project resources post briefing is also key for a team's feeling of preparedness and confidence of project and programme themes, topics and desired outcomes.

4:30pm - Briefing Session Day 2 ends, volunteer free time and PPPs begin

- As the team relax after the briefing sessions, this is your opportunity to have your first PPPs.
- Touch base with volunteers as a general check-in but also prepping for the village. You may frame the discussion as:
 - What have they enjoyed most so far?
 - Did anything surprise them during the briefing sessions... did they make sense?

- How are they feeling about heading into the village tomorrow?
- *May wish to discuss any health conditions raised pre-departure and assure them that the leaders are aware and there to support them*
- Any questions?

7:00pm - Dinner

8:30pm - Team meeting - Health (including Menstrual Health)

- Deliver a team meeting reflecting on the day of briefing sessions
- Re-emphasise the importance of physical and mental health on project and re-establish yourselves as leaders as the primary point of contact
- Include discussion on Menstrual Health and how this is managed in the village. Important to include male volunteers in this discussion to begin the culture of all being aware

8:45pm - Free time / Team time / Packing and preparing

- Great time to relax, mingle with the team to reflect on the day and the briefing phase as a whole.
- Feel free to plan or conduct a game or activity based around team building, or even looking ahead to the project. Example: One leader team asked their team to write a 'letter to their future self post project' where individually the volunteers make a note and write a paragraph with a message to themselves reflecting on what they hope to achieve, how to make the most of the experience, and how to maintain the TP mindset when faced with challenges and obstacles on project.
- Also good to remind the team to ensure they are packed and ready for the morning, to avoid stress, rushing or last minute packing.

Day 4 (TP Team Meet, Shopping & Village Arrival)

7:00am - Breakfast

- Leaders to be at breakfast at 7:00am

8:45am - Team Meeting

- Final meeting before heading into the village.
- Provide final reflections from the briefing period and re-clarify timings and plans for the rest of the day.

10:00am - Depart Resort

NB: Remember to call the bus in advance to double check on timings and general logistics

12:30am - Team shopping

Team shopping will take place in Suva or Sigatoka depending on your route into the village. This is the opportunity for the team to purchase Fijian clothing (Sulus, formal wear, etc.) before entering the village and also as an opportunity for lunch.

1. **Set up a 'base'** - Leaders to establish a team base to come back to after shopping and to meet before departure. A table at a food hall is a good idea as people will come back and eat lunch together
2. **Leadership team split** - At least one leader stays at 'base,' one leader guides the boys to where to buy appropriate clothes and offer advice, one leader to show the girls.
3. **Return at specified time** - Ask the team to return to 'base' and be ready to leave at 2:00-2:30pm

2:30/3:00pm - Travel to the Village

Key Points – Briefing Days:

- 1) Communicate effectively with your fellow leader team, and be proactive about planning, assigning roles and responsibilities during the briefing period. You can do this effectively by meeting (AM) and (PM) daily, as you will when in the community.
- 2) Ensure you invest in each and every volunteer during briefing days to establish your presence and connection to each team member.
- 3) Use briefing days and workshops to note strengths, skills and weaknesses of volunteers / team so that you can be proactive across different areas of the project from the very start.
- 4) 'Team meetings' during briefing are the first opportunities to establish leadership dynamic and delivery – ensure each is well planned and delivered with confidence.
- 5) No drinking during any part of the project (*including briefing*) – good to remind them on the morning of departure from Smugglers Cove.

3.4.3 Entering the Community

2 days prior to your team entering the village, your Field Project Coordinator (FPC) will have been preparing the village for the team/project. They will meet your team in the village upon arrival.

The FPCs will have:

- Conducted check-in meetings with the TNK, families and the youth group.
- Distributed the first half of the family allowances to each household hosting volunteers

- Organised the sevusevu for the teams arrival with the village. **NB: As leadership unit you will need to liaise closely with the FPC surrounding timings and plan of events**

Upon arrival (and first evening)

Each village arrival is unique and much of this is owed to how the village feels they would like to welcome the team

1. **Remember Culture** - As the bus approaches the village, remind the girls to put on their sulus and do a refresher of grog etiquette if necessary.
2. **Exiting the Bus** - After everyone has exited the bus, make your way immediately to the organised location for the sevusevu. **NB: The kava used in this sevusevu is the one you purchased in Suva.**
3. **Sevusevu** - Sevusevu is conducted by FPC or TNK, one leader may be asked to sit 'above the bowl.'
4. **Family List** - After the ceremony is concluded, the FPC will read out the names of the volunteers who are paired for the households and match them house by house with the host family who has been matched with them. **NB: Encourage volunteers to give their host parents a big hug straight away, it sets the tone for the rest of their relationship on project**
5. **Into the homes / Leader Visits** - Once the volunteers have met their family at the Sevusevu, they will head back to the family house and settle in. During this time, the FPC and all leaders will visit each household to introduce the leadership team and make sure everyone is settled. Make sure to mention:
 - a. Who each leader is
 - b. Where the 'leaders house' is in the village should anyone (family/team) want to access the leaders
 - c. A brief and light discussion with volunteers and family
 - d. Answering any questions

NB: This visit is important to establish your presence as leaders within the community and to make the transition into the families even smoother.

6. **Grog Session** - A common evening activity (village permitting) after dinner is a village grog night and hop hop. This is a great icebreaker and a fantastic welcome into the village.

NB: It is crucial during this period that the leadership unit meet with the x5 key youth and share general introductions to foster the working relationship; they are crucial components to project delivery and key communication avenues for you in the village. It is also important to meet with TNK during this period.

3.4.4 Project Delivery

3.4.4.1 The Weekdays

Below is an itinerary of a standard weekday on a Think Pacific Project. Please see explanations for each factor of the day below if unsure.

The Weekday Itinerary...

7.30 - 8.15 Breakfast	15.00 - 15.15 Debrief
8.45 - 9.00 Health Clinic	15.15 - 15.30 Health Clinic
9.00 - 9.30 Registration, Intentions & Energizer	15.15 - 16.00 Break
9.30 - 11.30 <u>Project Specific Initiative</u>	16.00 - 17.30 Free time / Sports
11.30 - 11.40 Break	17.30 - 18.00 Village time
11.40 - 12.00 Group Reflection	19.00 - 20.00 Dinner
12.00 - 13.00 Lunch	20.30 - 22.00 Evening Activity
13.00 - 15.00 <u>The Culture Course</u>	22.00 - Village Curfew



Health Check-in: Health Check-in is a twice daily opportunity for the team to raise any health concerns with yourselves as leaders and receive basic first aid for any minor ailments or illnesses. These clinics are not for leaders to diagnose, simply to be a primary point of first aid care and escalate to a trip to a medical professional if necessary.

- Make sure to alternate the leader who conducts this regularly; it's an important symbol and ensures all leaders are seen as equally responsible for health
- Encourage volunteers to use these clinic opportunities even for minor concerns rather than raising them outside of this time (in the evenings for example). If something is raised in a Health Clinic, action may be taken if necessary before it becomes later in the day and more complicated.
- As leaders, you cannot treat community members with first aid due to liability. In addition, as an organisation, we cannot distribute medicine unlicensed.

NB: It's important to update the Health Diary and share/update all leaders so that the next leader taking the clinic is aware and aligned with actions and monitoring / reviewing of the volunteer's health. Health updates can then be given to the PC in the PC/Leader check-ins.

NB: Health is often a concerning subject for volunteers and a calm and decisive support is what is required from leaders. When two leaders have different opinions, the uncertainty may not put the volunteer at ease. Disagreements on actions, advice and guidance between leaders is not acceptable in front of team (Discuss later - if not able to agree on outcome and follow processes confidently, should contact PC asap for a decision and advice)

Daily Briefings: These briefings are your daily opportunity to ensure communications are clear across the entire team for the plan and intentions of the day. You may wish to review points from the day before and set the tone for the team for the rest of the day.

- It is crucial that the briefing starts on time, and with purpose. Therefore, it is important that leaders are on time, and have planned what to say.
- Leaders should have notes and an agenda for briefings where appropriate for confidence and clarity on messages and comms shared. This breeds confidence and avoids missing key messages and not being confident and assured in meeting with the team.
- Make sure to have a variety of voices from the leadership team being given the opportunity to speak, or alternate who delivers them if preferable - briefings are a key visual of leadership and fosters respect.

NB: Build Projects Only: Ensure you include in daily briefing the key roles, work stations and aims for that day on the build site, following your morning check in with the Building Manager.

NB: Building Manager can be present for briefing and de-brief, but Leaders lead the discussion to ensure they remain a key communication point for volunteers.

Daily Debriefs: Debriefs happen daily with the team to reflect on the day and acts as a bookmark for communication as you head into the afternoon. It is vital for de-briefs to be concise and efficient in delivery in offering constructive reflection on the day, including challenges and resolutions, and also successes and highlights.

- Pre-Debrief Discussion – Always discuss as a Leader Unit key points to raise in de-brief across project areas / volunteers, and resolutions that may assist moving forward.
- Be sincere in acknowledging aspects that may not have worked well, but always provide constructive solutions to that challenge.
- Note key ‘wins’ and highlights for team / volunteers to encourage and motivate.
- Each component of the day is led by Leaders, and their reflection points, and only then is it offered to volunteers for ‘further comments’. DO NOT go round the circle for each individual's description of their day as it can be inefficient, time consuming and ‘negative’.
- Re-confirm plans / timings for evening activities.

NB: Debriefs can be dominated by a single person / negative reflection. If a volunteer wants to ‘rant’, ensure you politely acknowledge it, suggest you will discuss with them individually immediately after debrief, and move on to ensure it does not affect the reflections of other volunteers.

Free Time / Sports: This is the period of the day where nothing is structured, the team can choose to spend their time how they'd like to relax after the day's delivery.

- Often, community members will play sports (rugby and volleyball being particularly common). Encourage the team to get involved.
- If someone is particularly tired, you can advise that this may be the opportunity where they take some time to themselves and read a book to find time for themselves in the day.
- If needed, yourselves as leaders can run a sports game for the team/community to boost group energy. This is of course optional, but can be a great tool during the week to control morale.

NB: Always have one leader not participating in activities and near the leaders house in case anyone uses this time to approach the leaders.

Village Time: Village time is time allocated for the team to support a community requested event. This differs from village to village based on their request but may often be:

- Working towards an aspect of the 'village plan'
- Village clear up / clean up
- Homework club for the kids

NB: This aspect of your project will be decided during prep-visits and communicated to you prior to the project commencing.

Evening Activity: Your project plan contains a schedule of when evening activities are planned to take place throughout the week. These are organised and fun activities for the team that make up part of the project itinerary (Eg. Kids games night), they are a great opportunity for people to let their hair down after a long day.

NB: When planning these activities, especially when an activity involves community engagement, you will need to work closely with TNK and the x5 key youth to organise locations and assist with communications regarding the event.

Village Curfew: From community requests, we ask that all volunteers are in their host family households at 10:00pm. If this is not respected, it causes disturbances in the community, keeps children awake, etc.

FRIDAY OR SUNDAY MEET WITH TNK / YOUTH LEADER / WOMEN'S LEADER: DISCUSS PLANS AND AGENDA FOR WEEK AHEAD?

Project Initiative:

Morning Workshops:

Think Pacific leaders play a critical role in the delivery of youth empowerment workshops, providing oversight, guidance, and support to volunteers and Fijian youth. Your key roles and responsibilities include:

- **Advice and Guidance:** Think Pacific leaders provide oversight on planning, preparation, and role allocations for volunteers and Fijian youth. They ensure that the workshops are aligned with the needs and interests of the community and that the content is culturally sensitive and age-appropriate. They will also ensure that the delivery team follow plans and content as designed, and allocate roles and responsibilities so that the volunteers and village youth lead and deliver equally.
- **Support & Presence:** Each Think Pacific leader is assigned to support and be present in every delivery group. This ensures that there is a leader available to provide guidance, support, and supervision to volunteers during the delivery of the workshops, whilst also ensuring that the plan and prep has been efficient and is to the required standards before delivery. Leaders should be present during planning and prep with the group, and also during a group check in the day / night before delivery. They are also available to provide support to Fijian youth, ensuring that they feel comfortable and engaged throughout the sessions.
- **Circulate and Observe:** Think Pacific leaders are to always be present throughout the duration of every workshop, so that they may provide support in workshops for youths and participants. They observe the delivery of the workshops, ensuring that the content is delivered in a fun and engaging way, and that the activities are adapted to the needs and interests of the participants. If needed at any time, they can then also be available to step in and take control of sessions where our team may not be able to.
- **Feedback & Review:** Think Pacific leaders should provide feedback and review on the delivery of the workshops, highlighting what works well and areas where improvement is needed. They work collaboratively with volunteers and youth to identify ways to improve the delivery of the workshops and ensure that the content is engaging and relevant to the needs of the community. They can also share this information and advice with the next delivery group, so that the quality of delivery and overall engagement improves as the project progresses.

In summary, as a Think Pacific leader, you will play a critical role in the delivery of youth empowerment workshops. They provide oversight, guidance, and support to volunteers and Fijian youth, ensuring that the workshops are aligned with the needs and interests of the community. They are present in the workshops, observing and providing support, and provide feedback and review to improve the delivery of the workshops.

Build:

Think Pacific leaders play a critical role in the delivery of our build projects, providing oversight, guidance, and support to volunteers in regards to health & safety, whilst ensuring they have the

guidance and are empowered to productively and safely participate in the build project. Leaders are also responsible for ensuring a strong link to their assigned Build Project Leader. Your key roles and responsibilities include:

- **Health and Safety (Daily meeting):** Leaders, along with their assigned Build Project Leader, will deliver a daily health and safety briefing after the morning meeting, before beginning the day's work on the build. This will cover how to lift objects, how to handle and use tools and also discuss best practices around how the build team should move around and act on site to limit risks of injury, or mistakes that impact others wellness or the outcome of the build work. Here, the Leaders can support and create a platform for the Build project leader to deliver these key messages, whilst ensuring the team are clear on rules, regulations and have the appropriate protective equipment before entering the site.
- **Collaborate & Communication (Building Project Leader / Project Coordinator to Management):** Each Think Pacific leader is assigned to support and collaborate effectively and clearly with the Build project leader. They are the professionals who are responsible for the successful completion and quality of Think Pacific's building developments and therefore it is essential that leaders respect, listen to their guidance and advice. It is equally important that as a leader team, we invest time and energy into maintaining strong communication and collaboration with them throughout the project.
- If issues arise or collaboration and communication is hard to establish from either side, project leaders should communicate any issues or challenges to their project coordinator. Likewise, Build Project Leaders can do the same, and share concerns with Francis, our Building Manager. From here, management can support both sides to connect and move past any obstacles or challenges that impact collaboration, communication or any other area that may impact the project and experience for volunteers.
- **Work groups and Skill demonstrations (Daily meeting):** Think Pacific leaders are to assist the Build project manager in breaking down skills and techniques in regards to tasks and use of tools during a morning check in before work begins on site. This should be led by the Build project leader with the support of the leader team. Once on the build, Leaders can ensure that the advice, guidance and instructions given are followed by all of the team members. Once shared, all teams can begin tasks in their workstation for the day.
- **Engagement & Observation:** Think Pacific leaders are to always be present at all times during project and team time on the build site. A key part of the role and for ensuring productive and positive interactions, experience and performance on the build, and this can be achieved through constituency of leaders in their engagement and presence across all workstations, where they can use their observation skills, and also leadership and support skills.
- **Feedback & Review (Team & Building Project Leader):** Think Pacific leaders should provide feedback and review on the performance and outcomes from each day on the build and deliver key areas for improvement, as well as highlights and wins with the team and Build project leader during debrief at the end of each day. This can also feed into the information, guidance and reminders that are given each morning.
- To do this effectively as Think Pacific leaders, you should meet daily with your Build project leader, to discuss and share what each of you feel; what works well and areas where improvement is needed. This ensures that both leaders and build leaders are able to communicate and plan for what to constructively feedback on, how to structure and deliver

the feedback for a positive response and outcome for the team, and who will share and raise these key points at the end of day debrief / morning meeting. NB: To ensure you have time to collate these thoughts before a debrief, make time to check in and meet as a leader team with the Build project leader between build clean up and close and debrief. You can use this simple structure to help with efficiency, balance of feedback and consistency;

- 1) Areas of improvement: Areas regarding health, techniques or tasks and/or around conduct, energy and mindset.
- 2) Highlight wins and examples from the day that stood out
- 3) Share ideas and insights into how the next day can be improved, and how any areas for improvement can be improved specifically (Outcomes, advice and direction)

3.4.4.2 Saturdays

Saturday is an activity day for the team and often community. They serve as a break from the day-to-day delivery of the project and a fun opportunity to engage in some teambuilding and see the surrounding area.

It is important to keep the team busy on Saturdays! Key is having time out of the village to keep the team fresh and energised on project, and activities may include Treks, Fishing, Bilibili Raft Building, Village Visits, Picnic Trip, Community Sports etc.

Saturdays are planned in advance with the community and this will be a key area for discussion during your weekly meetings with the TNK and x5 key youth. They will be key communication channels for the village and can also assist with planning and ideas for the day.

Some tips for Saturdays are:

- 1) Always have a Plan B, and a plan for wet weather.
- 2) Don't rush an excursion or activity.
- 3) Always keep ownership of Saturdays with the TP / Leader Unit.
- 4) Ensure it is an 'Excursion' or an 'Activity'
- 5) Remind TNK of Saturday activity throughout the week to ensure arrangements are made, and be aware of tides if using boats or going out to sea.
- 6) For Saturday activities, please advise the teams to 'be ready' for a certain time e.g. 9am, but allow them to remain in their homes / village until the truck / boat / youths are ready, to relieve pressure if on 'Fiji Time.'

NB: Every Saturday from 9-10am TP aims to run a 'Ladies Exercise Class' to promote female participation in physical activity in local communities.

NBB: A good Saturday can make a 'bad week good', and a bad Saturday can make a 'good week bad.'

NBBB: Speak to your PC, Community and youth members and TNK to enquire about 'unknown' activities and areas of interest that could make for a great Saturday option

3.4.4.3 Sundays

Sunday can be language and understood as the 'rest day' of the week. Despite mixed denominations of Christianity in rural villages, the overwhelming majority respect Sunday as the Sabbath, the rest day, and take this very seriously. This means that the team will rest and relax too.

Church

Team to attend church together in the morning of Sunday (wearing formal clothing).

- a. These services are usually conducted at 10:00am.
- b. It is not at all compulsory for volunteers to attend, but we do encourage it as a cultural immersion opportunity and as a community event.

PPPs (Personal Project Planning)

Sunday is when leaders conduct the weekly PPPs. These can be conducted after lunch with ideally as many as possible completed prior to the team meeting. (see point 1.8.1 for further details)

NB: Each family is likely to have a big lunch. This may be a good opportunity as leaders to attend a meal and a volunteer's house.

Sunday Team Meeting (4:00pm)

Every Sunday, leaders will facilitate a team meeting to plan and discuss the week ahead. These meetings are a chance for groups to plan sessions they are facilitating in the week ahead in groups and for leaders to be able to offer support and guidance if necessary.

Key points:

- 1) Discuss as a Leadership Unit key points to raise, and who will say which element, so that the meeting is delivered with confidence and efficiency.
- 2) Discuss points noted from previous week or interests raised from PPP's that may be relevant to weekly planning. Eg Activities volunteers may have requested.
- 3) Include any key reminders on customs and cultures for the team.
- 4) Ask volunteers to share their "highlight of the week" - it allows a fun sense of group reflection on the previous week, and creates a positive mindset approaching the next week/rota.

NB: Team meeting to take place anytime between 3:30pm - 5:00pm but no later than that.

Leadership Meeting (Evening)

Consistent and effective communication with community leaders is essential to successful planning and management of the project and activities week to week. In order to align successfully with the community and to develop and maintain relations with community leaders, weekly meetings to discuss issues, incidents and weekly events and activities are a great way to achieve this!

Use this Sunday meeting as an opportunity to talk with:

- TNK
- x5 Key Youth (and youth leader if applicable)
- Women's Leader

Make sure everyone is on the same page and communicate across challenges, work towards resolutions, plan the week ahead and clarify logistics.

3.4.5 Departing from the Village

Leaving the community is a sad occasion and you can expect the families and volunteers to be feeling emotional! But before the morning of departure:

On the final night in the village (or most suitable night), a *tautau* will be conducted. This is where you will present the leaving gifts on behalf of Think Pacific to the community in ceremony format, an official 'leaving' event.

1. Make sure to call the transport the afternoon before departure to clarify timings, location and destination.
2. Communicate closely with the TNK to organise the *tautau*, some villages may have preference for when and how this will be conducted.
3. In the final team meeting, make sure to clarify timings of the time of departure to ensure the smooth running of the day itself.

3.4.6 Rest and Reflection (R&R)

Once the project has finished, R&R is an official period of relaxation and reflection after a team's time in the village during the project. This is one final night in a resort in Nadi.

Leader expectations at R&R

- Upon arrival at the resort, always check-in with the kitchen to clarify and check-in on any dietary requirements in the team.
- This is also a period of rest for leaders, but it is always important to have at least one leader present in a public area at all times - the project has not finished and you are still supporting your team.

NB: When arriving at the resort on R&R bring the team together to brief them on our standards and expected etiquette. They can celebrate, but they must remember they continue to represent Think Pacific.

Team Feedback Session

A crucial part of R&R, we always want to gain the thoughts and opinions of the volunteers experience of the project for both our own value as Think Pacific to further develop the project experience, but also as a valuable part of our monitoring and evaluation process for the community.

See below how to conduct these session:

Team Reflection - Delivery

This is a great session to reflect collectively as a group and get into the right mindset for the feedback sessions afterwards.

1. Leaders make a line on the floor/wall with masking tape to represent the timeline of the project from start to finish.
2. Everyone in the team is given two sticky-notes (two different colours). They are then asked to write a personal highlight and a personal challenge on the two notes from any part of the project. They then must stick the note on the rough timeline of the project.
3. After everyone has posted notes on the timeline, ask individuals to go up and pick up a note that wasn't theirs and read to the rest of the group.
4. Some good follow up questions to stimulate discussion.:
 - a. Highlight - Why was it a highlight? Does the team agree?
 - b. Challenge - What made it a challenge? Was it overcome? If not, why wasn't it? How would it be overcome?

Team Feedback - Delivery

Once the reflection session is completed, a feedback form is shared to the team to complete individual (it should take around 10mins to complete)

The form will be shared as a QR code, sent to you by your Project Coordinator, and this can be distributed using the QR code/Link to the rest of the team.

3.4.7 Leader Debrief and Feedback

At the end of each project you shall attend a Project Debrief with the Mobility Manager and/or the Project Coordinator. This is a key learning mechanism for Think Pacific as an organisation to review the implementation of the aims and initiatives, reflect on the volunteer experience, and for your personal and professional growth and development in the role as Project Leaders.

The Project Debrief shall include:

- **Leaders Feedback**
- **Admin Elements**
- **Learning Outcomes – Team Feedback**
- **Project Coordinators / Mobility Manager Comments & Feedback**
- **1 to 1 Reflection**

As an organisation Think Pacific welcomes feedback and constructive criticism that allows us to improve, and as a Project Leader you must be open to such reflection.

Team Feedback

At the end of each project a Team Reflection Session is conducted during R&R by the Project Coordinator, to allow the team to reflect on their personal and professional development during the project, and to provide any points of feedback that are relevant.

i) Health Care ii) Project Guidance and iii) Support & Man Management.

As Leaders you must understand it is a performance based role, and feedback from the 'clients' is essential to continued professional and personal development, and expected standards being met.

Examples of poor feedbacks provided on our Project Leaders are below:

Health: "Gave different advice for wound/health care = seemed confused and not assured = lack of communication."

Support/Man Management: 1) "At times questions were asked that seemed inappropriate and unprofessional and made PPP uncomfortable = leaders should ensure that it does not become personal, or a "gossip"." 2) Leaders struggled with the relationship of leader to volunteer = tried to be your "best friend" early on, and then tried to establish respect and authority as "leader", but very difficult to do once the respect is lost."

The Team Feedback is however a part of a much broader 'review' process, including feedback from the Host Families, Turaga ni Koro, Youth and Project Coordinators.

As Project Leaders we MUST respect the team feedback process as an opportunity for our 'clients' to reflect on our performance, but we must not fear the team feedback and allow it to entirely influence our decision making process.

NB: If acting in the best interests of Think Pacific, the Team, Community and Project as a whole then that is all we can ever ask of our Leaders!

3.5 Administration

Beyond the roles and responsibilities of leading the project and volunteer team, Think Pacific leaders have a number of administrative responsibilities that are essential to the processes and development of Think Pacific as an organisation.

3.5.1 Resources utilised during your Project

Inventories – Project Box / Sports Equipment / 1st Aid Supplies

Inventories will be completed at the Project Briefing, and on the final day of the project prior to departing the village.

Project Box – All items donated to the village.

Sports Equipment – All items listed donate to the village.

1st Aid Supplies – All 1st Aid items must return (including the bag)

NB: The Inventories are completed and submitted during the Leader Debrief.

Feedback Forms – TNK / Host Families / Youth & Womens Leaders

Feedback Forms should be distributed to the host families, to the Turaga ni Koro, Women's Leader and the youth group.

NB: To be collected and submitted at Leader Debrief.

Leader's Feedback Form

Each Leader shall have a Feedback Form to complete, which covers all areas of the project including the Team Dynamic, Village, Project Aims, Workshops, Pacific Skills as well as further comments of General Points. This can be found in your project plan.

NB: To be completed and discussed at Leader Debrief.

Volunteer Assessment Sheet

As a Project Leadership unit you offer very valuable insights into the strengths and weaknesses of the volunteer members across different skills and attributes, which can then be reviewed and considered

when inviting former volunteers to our recruitment events, and highlighting members for Ambassador roles, and also when reviewing our training programmes and manuals.

We therefore ask you to complete the Volunteer Assessment Form for each volunteer team you may lead, and encourage it to be a considered process across the Leadership unit. Please highlight any volunteers that you would see as potential returning Leaders.

NB: It is important to be as objective as possible when reflecting on the volunteer's attributes.

Expenses

On every project leaders will be given expenses to cover costs for boats/hospital visits/activities etc. An expenses sheet must be completed with all out-going and in-coming payments, with receipts where possible and appropriate, and the expenses sheet should be completed and submitted at the project debrief. It is then submitted with the accounts/expenses receipts, so it is an important administration element.

NB: Any outstanding balance/money should be given at debrief. Discrepancies may need to be covered by the leaders, so it is best to be thorough!

An example expenses spreadsheet would be:

Date	Category	Description
		\$3,750.00
19/1/24	rew: Transport- TP Office to Aquaris	\$180.00
19/1/24	w: Transport cost for Danny's briefing	\$250.00
19/1/24	illage arrival night & kava ettiquettes @Uprising).	\$160.00
19/1/24	Leaders Recharge	\$50.00
20/1/24	erworld bookshop, 10 name tags, stationiries	\$15.40
20/1/24	perworld: 12 name tags and 1 receipt book	\$28.80
20/1/24	Martket: Mixing bowl and serving bowls	\$17.00

Examples of Costs:

-

NB: If projected costs exceed budgets stated, contact Project Coordinator for approvals.

NBB: When expenses reach \$1500 (or less) contact your Project Coordinator so that a top up may be provided as required, based on projected project costs.

NBBB: Project Coordinator's may need to use your expenses during briefings, visits or R&Rs, and shall communicate this directly to the leadership unit when required.

Phones

Each leader is provided with 1 x phone or given expenses to purchase one, with a value of no more than \$120 where receipts show costs incurred. All numbers should be put into the phone and saved, and credit shall be provided per project from expenses also.

Communication is key on a project, so it is imperative that phones are charged and with credit, so that leaders may be contacted / make contact. If power is limited, ensure 1 leader's phone is charged / available at all times.

Volunteers are not to have phones on them during project delivery sessions, but may check them during break, lunchtime and after the project programme – Professionalism! Leaders may have phones on them to vibrate in case of emergency, and be discreet when making calls during project hours.

NB: Always call resorts / bus companies 24 hours before arrival date / pick up to reconfirm timings and numbers!

3.5.2 Communication with Management

Example Whatsapp for a Monday, Wednesday and Friday Update:

Youth Empowerment:

- Aims and Objectives -

Workshops have been going very well, good youth engagement and sustained involvement on a daily basis. Good variety of activities. Volunteers have been highly professional and have shown improvement based on feedback from the leaders and team. Very supportive and insightful environment.

- Tuesday Activity -

Leadership workshop, Meke practice in the afternoon village free time

- Wednesday Activity -

Mental Health Workshop, family time afternoon.

- MEDICAL -

Hospital run today

- Jenny P- sickness and diarrhoea continued after 48hrs of rest and recovery. Is currently being seen at Navosa hospital (will update with results)
- Chris W- Headache/ Fatigue/ Diarrhoea continued after 48 hrs rest and recovery. Is being seen at Navosa hospital (will update with results)

- LEADER TEAM --

All well there. Leaders are appreciating having the support of Francis who has been helping with the team activities.

Leader check ins are being implemented daily with more structure as advised, feels like a strong leader dynamic as we reach the end

- LEADER & VOLUNTEERS DYNAMICS -

Has been a difficult few days for team dynamics. An argument has occurred over dinner invites which left Sophie feeling isolated and Natalia made a food comment which caused offence to Beth and Milly regarding their family. As it spread to the whole team very quickly it was addressed in debrief today, encouraging the volunteers to be kind and respectful. We will also address it individually with those who made the comments.

We hope to see some improvements after today's chat. We all had tea and cake together as a team so that should improve bonding.

- EXPENSE -

Mesa to update

- CONCERNS -

No concerns 😊

- GENERAL FEEDBACK -

✓ All is well with us and the team

3.5.3 Additional

Social Media

If you take photos and/or short videos that you believe may have value for TP's Social Media Platforms, please share them with your Project Coordinator wherever viable. For guidance please refer to the TP Social Media Guide.

NB: Leaders are not to post project based photos / videos on personal social media platforms until AFTER the Leader debrief has been completed. When posting at that time, we ask you to tag #thinkpacific across all platforms.

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4.1 Liability

As a Project Leader the Health & Safety of the Volunteers is our primary concern and duty of care, and should be at the forefront of every decision taken. The Leaders must always set the standard of safe and responsible behaviour, and understand the potential liability of any injury or illness incurred by a volunteer.

4.1.1 Project Activities

Under the Think Pacific T&C's for volunteers and project leaders, the following activities **must not** be arranged or advised by any member of the Think Pacific staff team due to Health & Safety concerns and Liability conditions:

- Horse Riding
- Rock Jumps / Waterfall Jumps
- Jumping off Boats or Trucks
- Travelling at Sea or by River without a Life Jacket

NB: If arranged independently by the volunteer then no liability is on Think Pacific, however a Leader must not participate in, make arrangements for, or actively encourage the above activities. Leaders must set an example at all times.

4.1.2 R&R Activities

If a volunteer enquires regarding doing a SkyDive / adventure activity as an independent excursion during R&R the Project Leader **must** advise them to check their insurance policy regarding cover for such activities, and if they do not have the necessary cover the Think Pacific advice **must** be to **not participate** in that excursions. (Ultimately it is however at the discretion of the individual)

4.1.3 Building Sites – Build Projects Only

It is essential that Project Leaders maintain the highest possible Health & Safety standards on the Build Site, based on the local surroundings, including the use of hard hats, high visibility jackets and closed footwear by ALL staff and volunteers.

On the first day of project the **Leaders and Building Manager** must deliver an awareness briefing for the volunteers, including:

- Requirements for Footwear, High Visibility Jackets & Hard Hats.
- Potential Hazards on the Build Site
- Safe & Correct use of Tools. Eg Saws / Hammers / Levels / Chisels / Drills
- Safe lifting techniques
- Communication on Build Site & Importance of Listening to Building Manager & Leaders

NB: Safety advice and guidance should be included throughout the project, with mistakes or unsafe practices highlighted and corrected. The Building Manager can demonstrate techniques as required. Morning briefings, workstation run through and demonstrations as well as health & safety briefings will be conducted daily before work begins on the build. This should be conducted by the Build manager, along with the leaders.

NBB: No power tools to be used during the building process

4.2 Volunteer Health - In the Village

As a Project Leader, volunteer healthcare should be the primary focus of care and support. The mindset is essential in ensuring check-ins are delivered twice daily at the specified time, and if someone may be unwell, uncomfortable or injured, the leaders are extremely proactive in checking in and observing at all times.

Please note that Leaders are there to offer care and support as first aid providers, it is not your responsibility to 'diagnose' or 'treat' - if in any doubt, seek medical advice.

NB - Be aware that until the volunteer sees a medical professional (Nurse or Doctor), the liability for their care is with Think Pacific / the Leader and we want to protect our Leaders at all times.

4.2.1 Volunteer Healthcare – Common Illnesses

Whilst 1st Aid Courses provide training for 'major injury' or trauma, it is important to understand that on projects it is more often you see 'smaller' illness or injury related to the conditions and environment. Common health problems or illnesses that you may encounter on project include:

- **Boils:** At first, the skin turns red in the area of the infection, and a tender lump develops. After four to seven days, the lump starts turning white as pus collects under the skin.
Treatment – Any infection will require a trip to a Health Centre. Keep the area clean and covered. Take antibiotics as advised from Health practitioner.
- **Infected Mosquito Bites:** Scratching mosquito bites and breaking the skin on a bite will likely lead to mild/serious infection. Once the skin is broken, infection is quite likely in tropical humid conditions on project. **Avoiding bites** (best solution): , use a lot of insect repellent, where loose long clothes & covered shoes at night, avoid being outside at night & use mosquito net. **Reducing risk of bites getting infected:** Avoid itching! Take oral antihistamines, apply antihistamine cream, if skin is broken - clean with antiseptic and apply plaster to reduce risk of infection.
Treatment – If infected: If swollen, red and hot bite is infected. Keep the area clean and covered, take antihistamines. If bad swelling occurs around the area or you don't see improvement within 48 hours antibiotics may be required.
- **Cuts (including coral cuts):** many cuts can be treated in the community and are covered in your basic first aid training. Effective treatment mitigates the risk of infection.
Treatment: Wash hands thoroughly - Stop bleeding, clean wounds thoroughly, dry the area and cover with a sterile plaster/dressing. Change dressing regularly to keep it clean, avoid getting cut wet to promote faster healing. The dressing can be removed once the wound has closed itself/scabbed over. Be very cautious of open wounds in rural Fiji as they are more prone to infection in these conditions.
Seek medical support if the cut is deep, especially dirty (e.g. coral cuts can become easily infected so may need professional cleaning) or in a sensitive area. In some cases stitches may be required.
- **Diarrhoea & Vomiting: (Gastroenteritis)** Signs include loose bowel motions or vomiting episodes.
Treatment – Sipping fluids consistently. Drink ORS or electrolytes. Eat when you can. A doctor's trip for antibiotics may be necessary and in more serious cases a IV drip may be required.
- **Constipation:** Difficulty in emptying the bowels due to hardened faeces.
Treatment – Drink lots of water. Eat pawpaw and other fruits. Take laxatives where required.
- **Heat Rash:** You can develop heat rash when your pores become blocked and sweat can't escape. The cause of heat rash is often friction on the surface of the skin.
Treatment – Bathe or shower in cold water, and then let skin air dry, rather than using a towel. Avoid using creams or lotions that may block pores further.
- **Dehydration:** Signs include headaches, very dark urine, dry skin, feeling dizzy, rapid heartbeat, rapid breathing, lack of energy & fainting.
Treatment – Sip small amounts of water. Drink ORS or electrolytes. A drip may be required in severe cases.

- **Bed Bugs:** Signs include a raised itchy bump with dark centre and lighter swollen surrounding area or small red bumps in a line or zig zag pattern. The bites will often itch and occur at night.
Treatment – Wash / Boil all sheets or clothes. Apply sprays to mattresses or pillows. Sun all items that may have been in contact with the bugs.
- **Scabies:** Scabies is not an infection, but an infestation of tiny mites called *Sarcoptes*. Scabies can cause severe itch, and a red rash on skin of infected areas.
Treatment: Creams or lotions (from pharmacy) that can be applied across the entire body to remove and kill mites.
- **Hand, foot and Mouth:** Hand, foot, and mouth disease (HFMD) is a common viral infection that causes painful red blisters in the mouth and throat, hands and feet. It is easily passed on through coughs, sneezes, faeces and fluid in the blisters. To reduce the risk of spreading hand, foot and mouth disease - avoid contact with people, wash hands often, cough into tissues, do not share towels or cutlery, wash bedding on hot. If advised by a medical profession, it might be best for the individual to isolate to stop the spread.
Treatment: You cannot take medicines to cure H,F &M but can get cream to reduce itchiness of rashes. It usually gets better on its own in 7 to 10 days. To help symptoms - drink fluids, avoid hot/spicy foods, take painkillers for discomfort.
- **Tonsillitis:** Tonsillitis is inflammation of the tonsils (usually visible) caused by a viral infection or, less commonly, a bacterial infection. Symptoms include sore throat, pain swallowing, coughing, headache, temperature.
- **Treatment:** If tonsillitis is viral symptoms usually pass in 3-4 days make sure to rest plenty, drink plenty of fluids and take painkillers where needed. If it is caused by bacteria antibiotics may be required. Typical signs of a bacterial infection include white pus-filled spots on the tonsils, no cough and swollen or tender lymph glands.

4.2.2 Allergies

Allergies can range from mild to severe, to ensure the safety of your group It is VITAL to be aware of all allergies on project, as well as the support/action plans in place to support those with allergies.

Mild allergies:

- Are self managed with/without medication.
- Mild allergic reactions do not induce anaphylaxis.
- Mild allergic reactions have never (previously) resulted in hospitalisation or urgent medical treatment.

Hay Fever

- Hay fever is a common allergic condition to pollen which is very common. Most people are able to relieve symptoms with treatment, including antihistamines, which can help to prevent an allergic reaction from occurring and corticosteroids (steroids), which help to reduce inflammation and swelling.

- It's very difficult to avoid pollen, especially in rural Fiji where volunteers spend most of their time outdoors. There may be unfamiliar species of flora and fauna that trigger hay fever so volunteers have been advised to come prepared with additional medication.
- Tips - the NHS recommends putting vaseline around nostrils to trap pollen. Showering and changing clothes once you return home after you have been outside can also reduce pollen exposure.

Severe (potentially life threatening) allergies:

- Include EpiPen users
- Include those whose allergic reactions that could result in anaphylaxis or hospitalisation
- Those with severe allergies should have had pre-departure health calls with the UK team and should have health forms to provide more detail. Please ensure you familiarise yourselves with this information and this will also be discussed with your coordinator, and shared in detail with you during your leader briefing pre-project.

Examples of common allergies:

- Food allergies
 - Fish (e.g. bass, flounder, cod)
 - Crustacean shellfish (e.g. crab, lobster, shrimp)
 - Tree nuts (e.g. almonds, walnuts, pecans)
 - Peanuts
 - Milk
 - Eggs
 - Gluten (Wheat)
 - Soybeans
- Medical allergies
 - Penicillin
 - Latex
- Animal Allergies
 - Bee, Wasp
 - Mosquito
 - Ant
 - Cat, Dog

Planning and Preparation - Communication is KEY.

Ahead of the team's arrival, Our Community preparations team brief families and resorts with the information provided to us, however, as our teams and leaders will be well aware, communication is essential to safely manage an allergy.

It has been communicated to volunteers pre-departure that it is important to continue taking responsibility for their own needs by sharing information on their allergies in a clear and consistent way in Fiji (double checking risky situations themselves.) **Although we forewarn families and resorts we ask you as leaders to double check this information has been relayed and understood at EVERY**

new location volunteers are at. Please also ensure the volunteer knows to check this again and remain vigilant.

In Fiji you may find that language can be a barrier to communicating allergies. Although most people speak English, the levels of understanding will vary depending on your location. You may find in Fiji that people's knowledge of allergies will vary. Some people may have very little understanding and may need further explanations of what this means for the person with food allergy.

Translation Cards are a useful way of communicating allergy(s) in another language and are useful for travel and when eating out - please offer these to any volunteers with allergies. Additionally, and where these cards aren't available; we have Fijian leaders in every team so they can support you in the delivery of information if you do encounter a language barrier.

We also have a resource for how to support volunteers with allergies to give to host families translated into Fijian. Please hand this out to the appropriate households.

Allergy Action Plans/ Epipen Use

If you have a volunteer with a severe/life threatening allergy on your team then an action plan should be discussed ahead of entering the village with your project coordinator to ensure you as a leadership team understand how to react in an emergency situation e.g. anaphylactic shock.

During this discussion you will also need to watch some basic tutorials on how to administer and epipen. If you feel uncomfortable with any of this, please let your project coordinator know ahead of entering the village.

4.2.3 Female Volunteers – Menstrual Cycle

It is important for Leaders to advise female volunteers that the change in environment on project can have effects on their menstrual cycle, with key points for the discussion as:

- Due to changes in climate, diet and weight, menstrual cycles can be affected. It can be common to have more than one cycle in a month, have a cycle whilst on a pill, or not have one at all. Ensure volunteers know to keep leaders updated of any usual changes especially if painful or worrying.
- If abnormal changes to periods continue for over 14 days seek medical advice. i.e. Island Nurse (however most issues resolve themselves when body has acclimatised)
- If a volunteer's period starts (unusually) while still on the pill, advise to check with pill information or nurse / doctor on whether to continue taking the pill, or come off the pill whilst the cycle is completed.
- If a volunteer is on the contraceptive pill and is vomiting/diarrhoea the pill may not be effective, be vigilant of this.
- Make sure volunteers have lots of sanitary supplies (can be bought during shopping day). Buying hygiene or nappy bags to put used sanitary items in is advised.

- Don't flush any sanitary items down village toilets. Put in bags, fire pits or drop toilets. Best to ask Fijian mum on what is best for their home environment.
- With regards to implants and coils, ask the team to make the leaders aware of this (in private)

NB: Leaders must be calm, confident and mature in delivering this discussion to the group as a whole so that all volunteers feel comfortable raising any issues with them. And remind volunteers to be open and honest to all leaders regardless of gender as their health is imperative!

4.2.4 Health Check Ins

It is important to create a safe and inviting environment for health clinics to take place and encourage an open dialogue around physical and mental health. In Fijian villages many ailments we may consider low risk are higher risk due to the tropical climate, basic conditions and foreign bacteria/insects, therefore participants and staff need to be extra cautious when it comes to self care and awareness.

Health clinics provide an opportunity to monitor any ill health closely to promote faster recovery times and ensure volunteers gain access to further healthcare where necessary.

Timings - x2 Daily Clinics Morning Clinic - 8.45am and Afternoon Clinic 16.00pm

Keep the timings of health check in's consistent, and if you do need to adjust them at weekends ensure this is clearly communicated with the team.

Location - Must be quiet, and as private and clean as possible. E.g. The leader's house is often a preferable location, avoiding the village hall or big public buildings with many people coming in and out. For anything more personal such as a mental health chat, consider whether your conversation may be overheard.

Kit List -

- X1 TP first aid kit
- X1 First aid manual (specific for first aid kit)
- X1 Leader Manual (processes for physical and mental first aid)
- X20 (one each per participant plus a couple extra) printed health diaries OR where not possible, you can instead keep notes in a health booklet to keep notes at health check ins.

Other considerations -

- Health check ins should be started during briefing not just in the village, participants may fall ill on entry to Fiji and some volunteers can experience ill mental health adjusting, acclimatising and when tired after a long journey - so ensure you are available at clinics and vigilant at briefing for anyone who may be overwhelmed.

- Ensure all first aid is performed in hygienic conditions. Wash your hands in before and after administering first aid and use appropriate PPE e.g. gloves for treating wounds. Dispose of these after each use.
- It's important to also ensure you have a space for health check in's in a space away from the team / group settings (For example, completing clinic alongside other volunteers who are waiting for morning briefing to start) to ensure confidentiality and privacy is maintained as much as possible, and volunteers are able to speak openly and confidently
- Where appropriate and possible have 2 leaders in a health clinic. Benefits include two opinions, ability to treat multiple volunteers at once, but importantly, this also protects leaders liability and promotes safeguarding. You may feel this is inappropriate for instances such as mental health chats which are better done in private.
- **Essential** - Complete a health diary entry for everyone who attends a health clinic/reports illness. Where appropriate you may wish to photograph ailments (e.g. infected cuts, mosquito bites/rashes - with the participants permission)

4.2.5 Healthcare Diary

At Think Pacific we require all health incidents to be well documented for our records and liability. This is becoming increasingly important as we continue to strive towards having the highest standards in the industry. Each year we are working with more global universities and universities have different safety policies for their students that we must comply with.

Therefore to maintain our integrity as an organisation and positive relationships with partners, we require you - as leaders and first responders, to provide us with this information.

You have been provided with a healthcare diary template as shown below:



PROJECT:

VOLUNTEER NAME:

THINK PACIFIC – VOLUNTEER HEALTH CARE DIARY

DATE	ILLNESS / INJURY / ILL HEALTH	SIGNS & SYMPTOMS	TREATMENT PROVIDED	AGREED OUTCOMES / ACTION POINTS	SIGNATURE VOL & LEADER
		.	.	.	
		.	.	.	

Key information:

- Please allocate a diary per volunteer to keep individual records separate.
- Keep health diaries alongside project details and any further health forms secure and private, we do not want sensitive, confidential health information to be seen by anyone but our staff.

- You MUST record all health information through daily healthcare diaries for ALL participants' who are unwell (It is vital we have a written record of any illness on project in case parents, universities or insurance providers require a timeline of illness).
- You do not need to communicate this information to PCs immediately but please use them as reference for group health updates for your scheduled check-ins with your PC on Mon, Wed and Friday.
 - Send photos of health diaries an hour before scheduled chat so PC has time to review information
 - Likewise, you can also update manually via Whatsapp if easier, ensuring that the key areas of the health diary are covered.
- During your briefing in Suva leaders will be designated different responsibilities which will be split between expenses/health admin/ project diary. Whoever is delegated oversight of health will be responsible for ensuring health diaries are completed to a high standard and checking that updates reach the coordinator. **Gold standard** - all healthcare diaries completed immediately after a conversation with a volunteer e.g. after a health clinic, or after an ad hoc chat if possible (you may wish to use a template on your phone to record details if mobile). Please note, although one member of the leadership team has oversight of health (quality control/accountability) - ALL leaders should be actively involved with health clinics, writing healthcare diaries, health check ins and support.

4.2.6 Local Health Centre Visits

The morning and afternoon health check in's should enable you as leaders to monitor group health closely. It is likely you will need to make a couple of trips to local medical facilities a week, usually for antibiotics for common ailments such as gastroenteritis or infected mosquito bites.

As a standard **non-emergency doctor's trips** (anything where you would not call 999) should be organised in the morning. It is Think Pacific's policy to avoid unnecessary travel at night time (after 5pm) to protect our volunteer and staff safety.

Please be vigilant in setting these standards with volunteers. Be proactive in arranging health clinic trips where needed.

Please note, if a volunteer specifically requests to seek medical advice outside these hours reiterate why we do medical visits in the morning, but if they still wish to go, we must facilitate this as quickly and as safely as possible

(NB: Check with your PC if unsure or struggling to make a decision on this)

Think Pacific Health Check In's: Daily Focus and Purpose

Morning

AM Health Check In - Good to check in with any volunteers who have fallen ill overnight and ensure they have medication they require and know how to take this appropriately, if not provide advice, basic first aid and supplies from the first aid kit.

AM Health Clinic Visits - Where possible, organise these in advance the night before and aim to share transport with other villagers.

Afternoon

PM Health Check In - Volunteers tend to start to worry more about their health in the evening. This afternoon check in allows you to reassure volunteers, provide any further first aid/supplies, update health diary and make sure they have what they need overnight.

PM Clinic Visit Planning - If you feel non-emergency treatment outside the community is required you can discuss and make arrangements to visit a doctor or nursing station in the morning.

Any emergency cases should seek medical attention immediately (e.g. impact, excessive bleeding, broken bones, severe allergic reactions, unconsciousness, severe pain - any instance where you would call 999)

3.2.7 Communication & Updating PC

Whenever a volunteer reports any illness it is important this is recorded via health care diaries and communicated to your Project Coordinator.

NB: Overcommunication is better than under communication, especially when it comes to volunteer health - so if in doubt, contact your PC.

NB: Key information and details missed can hinder our ability to make decisions, so make your updates thorough.

Key Points of Communication

(Guide to Health communication between Leader & Project Coordinator)

Contact Points (In the village):

Option 1: Scheduled PC check-ins (Mon/Wed/Fri) = Provide PC with a detailed group health update including all health updates from health diaries. Please be prepared with relevant documents for this chat.

Option 2: Ad Hoc Updates = You will need to send Ad Hoc health updates as and when needed.

There are two types of updates:

1. A new health update
2. A follow up health update (see templates in section below)
3. General health & wellbeing of the team and on project

When to send 'New Health Update'

- Illness or Injury & Unable to Attend Project (for over 24 hours)
- Deterioration or 48 Hours of Illness or Injury
- Emergency/ larger illness

When to send 'Follow Up Health Updates'

- **Daily for the first 48 hours** after reporting illness
- **If symptoms worsen** at any point you are concerned about the volunteer, raise this immediately with your PC & seek medical treatment.
- **After 48 hours (if symptoms are improving)** = updates every 48 hours until better. *If after 48 hours there is no improvement, volunteers should seek medical advice.*

Contact Points (If visiting a medical facility):

- **Leaving the Village** = Project Coordinator should be contacted prior to a volunteer being taken to the Nurse or Doctor (where possible & phone signal permits)
- If unable due to signal - Update and contact your PC at the earliest opportunity.
- **Arrival at Medical Facility** = Update Project Coordinator
- **After Consultation** = Update Project Coordinator on the diagnosis & recommended course of treatment after consultation (send photos of prescriptions, treatment received, doctor's certificate)

If a volunteer requires time away from the project due to physical or mental health reasons a plan of action/expectations surrounding communication can be discussed with the PC.

Contact Points (Reintroduction to village after medical leave)

- **Village arrival** = Message project coordinator once volunteer arrives back in the community.
- **Day 1 & 2** = monitor closely and provide updates every 24 hours
- After day 2 if symptoms have cleared up, close case. If symptoms are improving but still need monitoring, leaders update the PC every 48 hours. Once you are happy that the volunteer is back to full health, communicate this to your PC and we can close the health case.

If symptoms worsen during any point you are concerned about the volunteer, raise this immediately with your PC & seek medical treatment.

4.2.8 Health Update Templates

Please follow these templates for updating your Project Coordinators on volunteer health updates to ensure the quality and consistency of information going to our management team. This information may be used to inform their families about the volunteers health so we want it to be high quality and consistent for these key communications. Please do not send incomplete messages without the details listed below.

Tip - Have a draft with these headings saved in your phone.

New Health Update - Info Needed

- Project, Full Name, University
- Illness/Injury/Diagnosis
- Date symptoms started
- Signs & Symptoms
- Treatment Provided
- Agreed Outcomes/Action Points
- Update By (Leader Name)
- Supporting medical documents (if doctor visit happened) - e.g. medical certificate, prescription sheet, hospital treatment, medical results, receipts
 - Include the name of the medical facility visited.

New Health Update - Example

Project, Name, University

23rd June Youth - Katie Blackford, University of Liverpool

Injury/Illness

Katie has been feeling unwell with sickness and diarrhoea for 24 hours, and has been unable to attend the project.

Date Symptoms Started

Around midday on the 22nd July.

Signs & Symptoms

In the last 24 hours she has had diarrhoea 5 times, she has been sick twice, she has a slight fever and is generally weak/tired.

Treatment Provided

This morning she feels a bit better than yesterday so she will continue to rest, eat plain foods (e.g. plain rice/boiled cassava), ensure she is drinking boiled & purified water, plus ensure she tries to have 5x rehydration sachets a day.

Agreed Outcomes/Action Points

Leaders will keep a close eye on her, checking in on her 3 times a day at home and if symptoms don't improve or worsen in the next 24 hours we will visit a health centre for medical review/further treatment.

Update By
Liam Wench (leader)

Follow Up Updates

- Project, Full Name
- Signs & Symptoms (ask about symptoms, any changes in health - new symptoms, improvements, deteriorations)
- Treatment Provided
- Agreed Outcomes/Action Points (medical or from leaders)
- Supporting Medical documents (if doctor visit happened)

Follow Up - Example

Project & Name

23rd June Youth - Katie Blackford

Signs & Symptoms

Katie hasn't seen much improvement over the last 24 hours, she has had diarrhoea a further 8 times and has been sick 4 times, she is struggling to hold down liquids and therefore hasn't been able to rehydrate with ORS. She is still feverish and now quite dehydrated.

Treatment Provided

We are going to visit the local health clinic at Korolevu at 11am to see a doctor to seek further advice.

Agreed Outcomes/Action Points

We will update with the diagnosis and recommended treatment, with supporting medical notes and prescriptions once we have been seen.

Medical Documents

Will follow up with these.

Update By

Liam Wench (leader)

4.3 Volunteer Health - Decision Making and Processes

4.3.1 Different Health Scenarios & TP Response Protocols

The below process is designed to provide clarity for all Project Leaders on the process for volunteer healthcare, designed to ensure we are consistent in our care. A key point is that 'success' is not keeping a sick or injured volunteer on a project, but rather success is ensuring their immediate and long term health as our primary objective.

Please be aware these are standard procedures, however there will be circumstances where it may not be possible or appropriate to follow these guidelines. As a team we need to be adaptable when it comes to health support.

Scenario 1: Illness/Injury & well enough to attend project – Provide support, reassurance, start healthcare diary & ask to attend health check ins.
E.g. Headache, infected bite, diarrhoea, sickness, cough

Scenario 2: Illness/Injury & unable to attend project (for more than 24 hours) – Provide support, reassurance, start healthcare diary & inform Project Coordinator (PC).
E.g. Tonsillitis, persistent vomiting & diarrhoea, constipation

Scenario 3: Deterioration or 48 Hours of Illness/Injury – Visit local medical facility for a professional opinion (Nurse/Doctor). PC should be advised prior to a volunteer being taken to a medical facility (where possible) with information provided on the illness or injury, time frame etc.
E.g. Tonsillitis, persistent vomiting & diarrhoea, scabies, constipation, skin rashes, infected wounds/bites, deep wounds (stitches needed)

Scenario 4: Emergency or Larger Illness (local medical facilities not sufficient) - For any more larger illnesses, mental health incidents or emergencies leaders will accompany the volunteer **straight to Suva (where possible & appropriate)**

E.g. Broken bone, mental health breakdown, self harm, vomiting blood

Scenario 5: Emergency (with threat of loss of life) - For any life threatening situations provide immediate first aid, contact the all/the relevant emergency services for assistance, and get the volunteer to recommended emergency facility as quickly as possible.

E.g. Anaphylaxis (no epipen), head injury, rapid blood loss, serious self harm

Due to the rural locations of projects you are likely to need your own transport in an emergency to get to medical services faster (unless using Helipro) in this scenario you should still contact emergency services for advice on how to support individuals and where to take them for hospital treatment.

- Contact Police/Ambulance on 917
- Mental Health Crisis - Lifeline Fiji's 24/7 Crisis Helpline: 1543 (crisis intervention workers)
- Call Helipro (+679) 770 7700. HELIPRO FIJI operates throughout the Fiji Islands and South Pacific for international aeromedical evacuations.

See more detail in the emergency protocol section of this guide '3.3.6 Leader Emergency Response (Step by Step Guide)'

To summarise and outline the key review periods and stages of this process, please refer to the breakdown below, which will be discussed at length in your Leader Training phase:

Step 1: Illness or Injury & Unable to Attend Project – Provide support, reassurance and begin a health diary. Contact Project Coordinator / Update on illness or Injury.

Step 2: Deterioration or 48 Hours of Illness or Injury – See Medical Professional (Nurse or Doctor)
NB: The Project Coordinator should be advised prior to a volunteer being taken to the Nurse or

Doctor (where possible or at the earliest opportunity) with information provided on the illness or injury, time frame etc.

Step 3: Visiting a Medical Professional (Process) Non-Emergency Health Concerns: For more minor illness/injury requiring a medical professional's eye, Leader & Volunteer travel to closest hospital or Medical Centre eg. Sigatoka / Rakiraki / Suva / Nadi /Vunisea (Kadavu).

ALL Mental Health: Travel straight to Suva. For Emergencies/Larger illness injury: Travel straight to Suva.

NB - If a volunteer requests to see a medical professional at any time on a project, this must be done as quickly as reasonably possible (in the next morning if requested in the evening)

NBB - Any instance of a volunteer refusing to see a medical professional, or refusing medical treatment advised, and they can be removed from Project immediately under our T&Cs and Duty of Care to our teams.

4.3.2 Seeking Medical Treatment - Process Overview

1. **Non-Emergency illness/injury:** Leader & volunteer travel to closest village nursing station, medical centre or hospital eg. Sigatoka / Rakiraki / Suva / Nadi
2. **Emergency/Larger illness/injury:** If stable, leader and volunteer travel straight to Suva. If unstable/in a lot of pain the leader and volunteer travel to the nearest suitable facility. Where possible, contact your PC to identify the most suitable medical facility to support volunteers. Examples of towns in Viti Levu with hospitals with 24/7 emergency departments - Sigatoka / Rakiraki / Suva / Nadi
3. **ALL Mental Health:** Travel straight to Suva.

Medical Treatment Outcome

Outcome 1: Doctor treats volunteer as outpatient and advises **fit to return to project on same day**

- **Action:** volunteer returns to project with Leader 'immediately'.

If volunteer cannot immediately return to project:

Outcome 2: Doctor treats volunteer as outpatient and advises **fit to return to project within 24 hours** (1 night)

- **Action:** Accommodation x 1 night for Leader & Volunteer in Sigatoka / Rakiraki, and returning to village next day

Outcome 3: Doctor advises a **minimum of 48 hour + off project** and / or further review period. All these details need to be reflected in a doctor's note/medical report so volunteers can start an insurance case file.

- **Action 1:** Volunteer provided transport to Suva,
- **Action 2:** Leader returns to Project after 24 hours
- **Action 3:** TP Health Support Staff (FPC/PC) in Suva oversee sick volunteers...
 - This will include 2 x daily touch points with volunteers
 - Presence at any further reviews / treatments at Suva medical centre, prior to return to project or repatriation.
- **Action 4:** HS to ensure volunteers have a medical review before returning to the community and acquire a medical note reflecting that they are medically fit to return to the village.

4.3.3 Planning a Hospital Trip - Volunteer Consultation

When volunteers require treatment beyond the local nursing station/medical centre it is important for leaders to advise the volunteer on the options available to them for their treatment. This is to ensure the volunteer has enough detail to make an informed decision so they are satisfied with the plan of action.

This may only be appropriate for non-emergency situations where forward planning is involved. In an emergency situation, you may need to make fast decisions so this conversation may not be appropriate - use your judgement.

Option A - You should have a 'standard' protocol in your village for a frequent facility you normally visit in these circumstances - if so, ensure you share details of this check that the volunteer is happy with this action plan.

Option B - If the volunteer is not happy, you can discuss an alternative, for example visiting a private facility. If you are in Nadi or Suva there are private doctors available. In smaller towns you may not have the option for a private doctor e.g. limited/no options in Rakiraki and Sigatoka. Therefore, unless travelling to Suva already, it is advisable to first be seen in the nearest hospital to your village (at the volunteers discretion). If the doctor believes the volunteer requires private/further medical support then they will be referred to Suva OR if the volunteer is unsatisfied with service further treatment can be sought out.

Public Hospitals

E.g. CWM Hospital / Sigatoka Hospital / Rakiraki Hospital / Nadi Hospital (or smaller clinics)

These are 'state' hospitals where treatment may be free, but often has a cost for non residents (see appendix for CWM Suva) - the enforcement of rules is sporadic in Fiji. In public facilities waiting times may be longer, and conditions not as favourable.

Private Hospitals

E.g. Oceania Pacific Hospital Suva / MIOT Medical Centre Suva / Dr Faizal's Nadi / Dr. Naidu's Nadi

Private hospitals/medical facilities are generally reasonably priced, waiting times may be shorter, and conditions more favourable. Please see the associated costs for Suva Private as a guide - this can be found as the first listing in the Appendix of Leader manual.

Generally, medical providers in Fiji do not accept payment from overseas Insurers. It is a 'Pay & Claim' process for volunteers who would need funds available for their consultation and treatments. Receipts and doctors notes can then be forwarded to the insurance company to claim the money back. Volunteers are made aware of this pre-departure so should have emergency funds available.

NB: If advised by a Doctor that the case is High Risk, with a threat of Loss of Life, with immediate admittance or treatment required, advise the Project Coordinator and Think Pacific can act as Guarantor / pay initial cost, to be reimbursed by volunteer when available. For non-high risk cases, Think Pacific would require the funds to be available prior to acting as Guarantor or making any payment.

4.3.4 Preparing for a Hospital Trip - Volunteer/Leader Checklists

Volunteer Checklist (leaving village):

- Passport/ID
- Insurance Details
- Money & Debit Card
- Phone/Phone Charger
- Clothes/Medications/Supplies/Entertainment for 2-3 days (just in case)

Leader Checklist (leaving village):

- Passport/ID
- Phone/Phone Charger
 - Take Photos of Volunteer Health Diary (leave hard copy in village for TP records)
 - Note down any pre-existing volunteer medical conditions e.g. allergy to penicillin
- Expenses (\$300-400) to cover transport to Suva (once in Suva)
- Clothes/Medication/Supplies for 1-2 days (just in case)

4.3.5 Visiting a Medical Facility/Hospital (Step by Step Guide)

If accompanying a Think Pacific Volunteer to a Medical Centre/Hospital for their medical consultation and / or treatment, it is important to follow the steps below. This will ensure our duty of care is maintained, and the volunteer may complete the necessary steps for treatment and insurance cover.

Step 1: Inform Project Coordinator

Inform your Project Coordinator when 30 minutes from the Hospital, and upon arrival.

Step 2: Volunteer Medical File

On arrival the volunteer shall need to open a medical file with the medical facility the registration form should be available at the reception desk.

Step 3: Insurance Case File – Insurance Provider

Once the medical file has been completed with the hospital, the volunteer should open a case file with their insurance provider as soon as possible.

In most cases insurance will be Pay & Claim so opening a file immediately may not be a priority for the volunteer. A case file should be opened within 24 hours of seeking medical treatment (**TP highly recommends this** even if not claiming so the insurance is aware of the situation if any further claims were to arise). The volunteer will require evidence of ALL receipts for expenses they wish to claim on, as well as any medical notes/reports provided.

If appropriate depending on the volunteer's condition, this can be done at the hospital, in emergency circumstances with volunteers coming to Suva this responsibility will be passed onto the Health Support team.

NB: Important to remind volunteers to have all their insurance documentation with them when travelling for medical consultation or check up.

Step 4: Medical Consultation

The volunteer shall then have their medical consultation with a doctor at the Medical Centre/Hospital. There is some key information required for our duty of care and the volunteers' insurance. Information that **MUST** be obtained from the Doctor in a written note or typed report:

1. Illness or Injury
2. Date it began / progression
3. Current Signs or Symptoms
4. Recommended treatment from the Doctor eg antibiotics / admittance / scans / surgery
5. Timeframe for review and recovery
 - a. Can the volunteer return to their project in rural Fiji for recovery? This last can be verbally confirmed if the doctor is uncomfortable putting it in writing.
 - b. If the volunteer is required to stay off project (In paid accommodation in Suva) for a period this will need to be reflected in writing for insurance purposes.

NB: As typed medical reports can often take time and have a cost associated, ask the doctor if they may be able to complete a handwritten medical certificate immediately, so that it may be forwarded to the insurance provider for their approval for cover of costs associated.

Step 5: Volunteer Treatment & Care

In most cases volunteers usually just require a prescription & a period of rest. If the volunteer requires more extensive treatment (e.g. IV, X-ray, ultrasound scans) then it is even more vital to contact the insurance company to confirm they are approved for cover for that particular injury or illness and that they can proceed with all care and treatment required on a 'pay and claim' basis.

If the volunteer wishes to proceed with treatments prior to the approval from the insurance company, advise that this is at their own risk in terms of assurance that any costs incurred shall be refunded.

NB: As above, if a Volunteer's case is deemed 'High Risk' by the Doctor, with a threat of loss of life, Think Pacific Project Coordinators can act as 'Guarantors' for the volunteer and may sign on their behalf for admittance immediately for treatment.

Step 6: Scanning & Sharing Medical Documentation

Checklist (leaving doctors):

- Volunteers Prescription (*see example in appendix*)
- If admitted to hospital as inpatient - a summary of treatments received
- Volunteers Medical Note/Report (*see example in appendix*)
- Receipts for all costs incurred
- Travel Insurance Contacted & Open Case File number obtained (highly recommended)
- Leader must take photos (ask volunteer permission) of all documents listed above and send these to their Project Coordinator.

Photos of the above documents should be emailed over to your Project Coordinator and the volunteers insurance provider. The volunteer should send this to their insurance (with assistance from TP if necessary). Once sent, it can be beneficial to follow up with a call to ensure that the report has been received and if they can advise on cover ASAP. Once the volunteer has an Insurance Case File Number - send this to PC.

4.3.6 Leader Emergency Response (Step by Step Guide)

Step 1 - Provide Emergency First Aid - For any life threatening situations as the first respondents leaders will need to provide emergency first aid and keep the volunteer as calm as possible.

E.g. Anaphylaxis (no epipen), head injury, rapid blood loss, serious self harm

Step 2 - Contact Emergency Services - Another leader should call the all/the relevant emergency services for assistance

- Contact Police/Ambulance on 917
- Mental Health Crisis - Lifeline Fiji's 24/7 Crisis Helpline: 1543 (crisis intervention workers)
- Call Helipro (+679) 770 7700. HELIPRO FIJI operates throughout the Fiji Islands and South Pacific for international aeromedical evacuations.

Due to the rural locations of projects you are likely to need your own transport in an emergency to get to medical services faster (unless using Helipro) in this scenario you should still contact emergency services for advice on how to support individuals and where to take them for hospital treatment.

Step 3 - Contact Project Coordinator - Once first aid is provided and emergency services have advised on where to take the volunteer contact the Project Coordinator at the earliest opportunity. Information is relayed quickly and clearly, includes:

- Names of affected participants
- Details of nature of incident and severity of injury
- Any communication made to emergency services or private transport to hospital already arranged
- Names of hospitals/clinics being visited
- Situation of the rest of the team
- Any contact made to parents affected by participants

Multiple leaders may be able to contact the PC and emergency services simultaneously.

In the background - Project Coordinator contacts Mobility Manager who coordinates response from this point, including: making decisions on hospital treatment and ensuring swift medical response. A member of the health support team organises transport to meet the patient and leader at the chosen medical facility.

Step 4 - Regular Communication - Project Coordinator communicates directly with first responders - establishing regular contact during a crisis (minimum once every 30 minutes in a rapidly changing environment). Leaders follow calls with written notes and updates (whatsapp, text or email for example).

Step 5 - Leader handover to Health Support - Once members of the health team arrive they will relieve the leader of their responsibility and provide support to the patient & leader.

Wider Team Support

- Remaining leaders to ensure everyone else is safe, supported and comfortable
- Leaders to liaise between PC & village to keep all up to date (only minimal details required)
- If additional support is required PC may be required to visit project for additional support

4.3.7 Health Logistics - Costs, Transport, Accommodation

Costs

- Transport to local, short distance, health centres will be covered by TP.
- The first transport (inbound) to Suva will be covered should the volunteer need to make a larger medical trip, they would then be expected to pay for the return trip.
 - If repeated visits are required out the village then volunteer will need to pay transport
- Should the volunteer be required to stay overnight, this will be covered by them and should be reclaimable on their health insurance. Think Pacific will provide recommendations and assist with booking of trusted and recommended accommodation options:
 - This will be a basic, safe accommodation for volunteers off project.

- Volunteers can pay to stay somewhere more upmarket (private bathroom, aircon) at their own cost. E.g. James Cook, Townhouse Suva. This ultimately up to them
- All other costs associated with a health trip paid by volunteers e.g. medical costs, prescription costs, food costs, taxis to/ from health centres, additional accommodation costs.
 - If a volunteer genuinely does not have sufficient funds available to cover (WP student) and no support from family at home, raise this with your PC who will raise this with our Mobility Manager in Suva. There is the last resort opportunity to utilise a 'TP Health Loan' which would be paid back by the volunteer, but this should never be discussed with the volunteer as an option until the very last opportunity and after being given the all clear by the Project Coordinator.
- Leader costs - all costs for leaders associated with the work visit are covered by TP e.g. accommodation, transport to and from community plus meals.

Transport to local hospital/health centre

A leader and volunteer/s travel to local medical facilities in transport organised by leaders and paid out of leader expenses for the first trip. On a second trip for the volunteer (or return trip from Suva), the volunteer should find means to provide payment, most likely in cash. This can initially be paid from leader expenses should the funds not be immediately available but must be immediately and fully reimbursed at the earliest possibility.

Transport to Suva

Transport is organised by leader & PC and paid for on arrival in Suva by TP Health Support team.

If the volunteer is 'stable', not 'vulnerable' and if they are comfortable they can travel without a leader from the community to Suva (e.g. Persistent skin rash, badly infected mosquito bites). Communicate clearly with PC on this and make sure contact numbers are shared so PC, leader and volunteer all have each other's contact. Ensure as a leader you obtain the drivers contact number and share this with the PC too.

If required or requested you may be required to travel with them to Suva, prior to returning to the project. **Any transport taking place at night will need a leader present** and then the leader would also remain in Suva for one night at TP expense before returning to the community the next day.

This will be case/case depending on personal preferences, management's discretion and staff availability.

Upon arrival in Suva, volunteers (and leader if joining) would be met by TP health support staff. Following standard procedure, in most cases health support staff will take over responsibility for volunteers' health (alternative arrangements are made between health support staff and leaders).

Accommodation

Organisation - Accommodation for any stay outside the village will be organised by our operations team. Contact your PC if you have a volunteer who needs to remain out of the community and they will contact operations.

Payment:

- all accommodation booked in Suva, payment can usually be made by the volunteer upon arrival but can otherwise be supported by our Operations team.
- For accommodation outside Suva, e.g. Rakiraki or Sigatoka leaders may need to use expenses (in resorts where it is possible to invoice payment or immediately pay via card, this will be conducted by our Operations team).

4.3.8 Healthcare - Leaders: Your Health

Please note the same health processes and logistics (travel & costs) apply to Think Pacific Leaders who fall unwell whilst on project. As leaders have been hired as individuals with skills capable of leading a team they may be more independent when it comes to healthcare.

Non Emergency Hospital Treatment

Leaders are not required to have other staff accompanying them in a non-emergency if leaving the village (just ensure the team and PC are clear on your plan & you communicate updates to PC) if they are stable and comfortable seeking medical advice alone. If you would like to have support visiting a medical centre for a non emergency visit please reach out to your PC (please note we aim to have 2 leaders in communities at all times in case of emergency).

Urgent/Emergency Hospital Treatment

If unstable or in an emergency another leader will need to assist another sick leader. Follow the same procedures listed above for volunteers in this scenario.

Pastoral & Mental Health Support

For mental health emergencies please follow the same guidelines as for volunteers.

First point of support = Your Project Coordinator:

- You will have 1-1 conversations with your PC each week (similar to a volunteer's PPP) so this is a good opportunity to ask for further support or discuss any challenges you may have.
- If you feel you need additional support touch points - just ask, your coordinator is always happy to help.
- For additional mental health support /ad hoc check ins please reach out to your PC.

Second point of support = Wider TP Management Team

- If you are uncomfortable speaking to your PC about a particular concern or issue, you can request to speak to an FPC or other member of the management team with the appropriate training.

Third point of support = Mental Health Professional

- Please note, our staff are not trained mental health professionals. We provide selected staff with mental health first aid training so they are able to support teams where needed and effectively put them in touch with a professional where needed.
- If you wish to speak with a trained professional, please let your PC know so this can be arranged. These conversations can be arranged over the phone or face-face in Suva and Nadi.

4.3.9 Healthcare – Community Members

It is important for Leaders to be clear that we are not able or nor responsible for providing first aid treatment for community members when on project.

This is a fundamental liability issue, but also a duty of care concerned in being unable to provide sustained care, treatment or 1st aid supplies across ALL community members if required.

Any community members approaching us for health related support should be advised to speak to:

- 1) Village Health Worker and/or their Parent (if a child)
- 2) and/or Local Nurse or Doctor

Volunteers should inform Leaders, and Leaders to inform TNK.

4.2.10 Mental Health & Well Being

Refer to 'TP Leader Mental Health Guide'

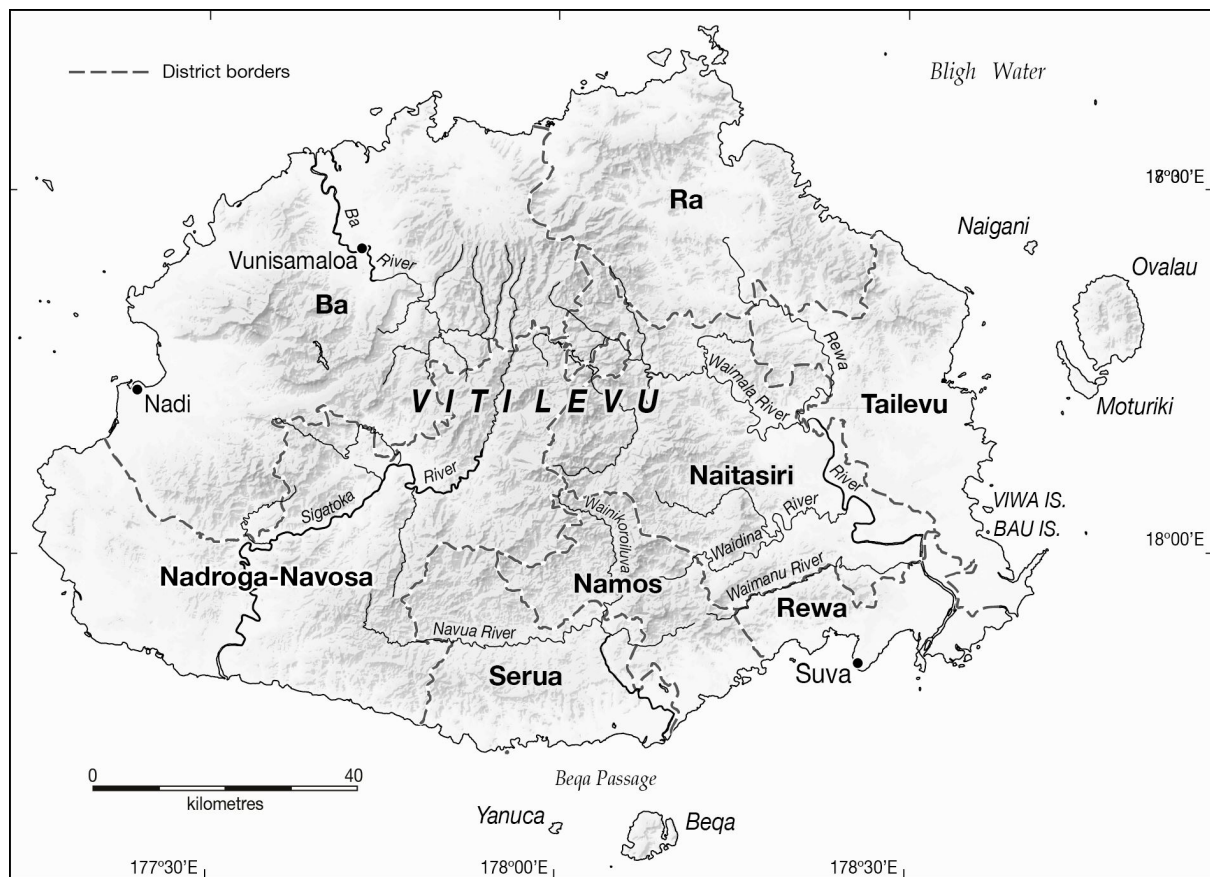
4.2.11 Covid-19 Protocol

Refer to 'TP Covid-19 Guide'

4.2.12 Medical Facilities & Contacts - Summarised by Province

Province	Local Health Centres (and phone numbers)	Closest Hospital (24/7 + A&E)	Best Hospital (24/7 + A&E)	Journey Time to Suva (approx.)
Nadroga-Na vosa	Sigatoka Health Centre 6500038 Keiyasi Health Centre 6230630 Korolevu Health Centre 6530406 Lomawai Health Centre 6281843 Raiwaqa Health Centre 6284598	Sigatoka/Suva (depending on location in N/N) Sigatoka Hospital 650 0455 Or Suva Hospitals Oceania Private 330 3404	Suva	2hr30 min - 4hr

	Tau Health Centre 6706051 Vatulele Health Centre 6280221	CWM Public 331 3444		
<i>Naitasiri</i>	Vunidawa Hospital 368 5033 Naqali Health Centre 3681474 Laselevu Health Centre 360 4688 Nakorosule Health Centre 368 1472	Suva Suva Hospitals Oceania Private 330 3404 CWM Public 331 3444	Suva	45 min - 2 hours
<i>Tailevu</i>	Lodoni Health Centre 3684043 Nayavu Health Centre 3684049	Suva Suva Hospitals Oceania Private 330 3404 CWM Public 331 3444	Suva	30 min - 1hr45mn
<i>Ra</i>	Rakiraki Health Centre 6694368 Nanukuloa Health Centre 6232415 Namarai Health Centre 6280297 Nasau Health Centre 6279267	Rakiraki/Suva (depending on location) Rakiraki Hospital 669 4368 Suva Hospitals Oceania Private 330 3404 CWM Public 331 3444	Suva	2hr30min - 4hr



5. Appendix

5. Appendix (General)

5.1 Key Contact Details of the Team

Management

Cam (Regional Manager) - 7449677

Danny (Mobility Manager) - 7449676

Laisa (Operations Manager) - 7449679

5.2 Private Hospital Costs Suva

DESCRIPTION	VAT		PRICE
GP Consult in Rooms - Brief/Review	0.09	EA	23.7
GP Consult Std 7AM to 5PM M-F	0.09	EA	33.2
GP Consult Std 10PM to 7AM M-F	0.09	EA	48
GP Consult 7AM-10PM Weekend	0.09	EA	40
GP Consult 10pm-7am Weekend	0.09	EA	50
GP Consult Std 5PM-10PM M-F	0.09	EA	38.5
GP Medical Report	0.09	EA	51
Specialist Consult - Initial	0.09	EA	59.8
Specialist Consult - Subsequent	0.09	EA	40.85
Simple Dressing Package	0.09	EA	8.75
Medium Dressing Package	0.09	EA	17.65
Complex Dressing Package	0.09	EA	24.65
IV Cannulation & Infuse	0.09	EA	40
Bed utilisation	0.09	Hour	38
Treatment Room - Repeat Treat	0.09	EA	14.2
Treat Room - Half Day Rate	0.09	EA	136.8
(BSL) Blood Sugar Level	0.09		4.25
Dipstick	0.09		4.25
Admittance Deposit			1000
PATHOLOGY TESTS			
Standard Test Per Item eg Potassium	0.09	Each	5.75
Liver Function Test (LFT)	0.09	Each	30.35

Full Blood Count (FBC)	0.09	Each	18.6
Blood Culture	0.09	Each	39.8
Faeces Culture and Sensitivity	0.09	Each	39.95
Faeces Microscopy	0.09	Each	13.25
Sputum Culture/Sensitivity	0.09	Each	39.95
Swab - Nasal/Throat/Eye/Ear	0.09	Each	35.95
Swab - Vagina/Cervix/Urethra/Rectum	0.09	Each	35.95
Urinalysis - Dipstick/Microculture	0.09	Each	24
Urinalysis - Dipstick/Micro	0.09	Each	13.3
Dengue Serology	0.09	Each	40
Dengue IgG	0.09	Each	28
Dengue IgM	0.09	Each	28
Zika Virus - PCR	0.09	1	113.25
RADIOLOGY TESTS			
U/S Abdomen & Pelvis	0.09	Each	105.25
U/S Abdomen Only	0.09	1	72.3
XR Hand,Wrist,Forearm,Elbow or Humerus	0.09	Each	42.4
XR Foot or Ankle	0.09	Each	42.4
XR Leg,Knee or Femur	0.09	Each	65.6
XR Hip	0.09	Each	69.35
Chest (Ribs)	0.09	Each	54.35

5.3 Private Hospital Costs Suva

HOSPITAL CHARGES - All Charges in Fijian Dollars All charges should be verified with the Ward Revenue Clerk

I. Surgical Operations

TYPE	CITIZEN	NON-CITIZEN
Major	2,725.00	\$3,450.00
Intermediate	\$654.00	\$1,308.00
Minor	\$218.00	\$436.00

♦ The surgeon will inform on the type of operation that will be performed.

II. Laboratory Investigations

SECTION	TEST	FEES
Biochemistry	Urea	\$7.58
	Creatinine	\$7.58
	Sodium	\$7.58
	Potassium	\$7.58
	Chloride	\$7.58
	Cholesterol	\$7.58
	Triglyceride	\$7.58
	Calcium	\$7.58
	Urate	\$7.58
	Phosphorus	\$7.58
	Glucose	\$7.58
	Total Bilirubin	\$7.58
	Direct Bilirubin	\$7.58
	ALP	\$7.58
	AST	\$7.58
	ALT	\$7.88
	Amylase	\$7.58
	Albumin	\$7.58
CK	\$7.58	
As per Fees Schedule	Other Tests	Fee ranges from \$7.58 to \$65.40
Blood Bank	Blood Grouping	\$10.90
	Crossmatch	\$26.54
	Direct Antiglob.	\$10.90
	Indirect Antiglob	\$16.11
	Transfusion Rxn	\$26.54
	Paternity Test	\$26.54
	Blood and Blood Products	\$40.00 to \$43.60
	Other Tests	Fee ranges from \$10.90 to \$27.25
Serology	TPPA	\$32.70
	Leptospirosis Test	\$54.50
	Dengue Test	\$163.50
	WDL	\$16.11
	ANA	\$65.40
	H. Pylori Test	\$43.60
	HBV	\$65.40
	HIV 1/2	\$65.40
	Other Tests	Fee ranges from \$10.90 to \$65.40
Histology	Gram Stain	\$4.74
	Frozen Section	\$109.00
As per Fees Schedule	Other Tests	Fee ranges from \$16.35 to \$109.00

SECTION	TEST	FEES
Haematology	FBC	\$10.90
	ESR	\$10.90
	PT	\$27.25
	APTT	\$27.25
	Bleeding Time	\$43.60
	Bone Marrow	\$21.80
As per Fees Schedule	Other Tests	Fee ranges from \$10.90 to \$87.20
Microbiology	Urine Culture	\$43.60
	Pus Culture	\$43.60
	Blood Culture	\$65.40
	Stool Culture	\$65.40
As per Fees Schedule	Other Tests	Fee ranges from \$10.90 to \$87.20
Cytology	Pap Smear	\$16.11
	Non-Syncyt	\$16.11

III. Radiographic Investigations

Investigation	FEES
Chest X-ray	\$21.80
Abdomen X-ray	\$21.80
Skull X-ray	\$43.60
Hip X-ray	\$32.70
CT Scan	\$94.76 - \$272.50
CT Guided procedure	\$436.00
Mammography	\$345.00
Other Tests - as per Fees Schedule	Fee ranges from \$13.80 to \$436.00

IV. Cardiac Cath Lab Tests

Investigation	FEES
Tests performed in Cardiac Lab	Fee ranges from \$545.00 to \$8270.00

V. Medical Reports & Post Mortem

Service	FEES
Various Medical Reports, Forms and Certificates	Fee ranges from \$10.90 to \$272.50
Post Mortem Exam	Fees from \$200 to \$400

VI. Other Tests

Investigation	FEES
ECG	\$16.59
EEG	\$109.00
Endoscopy	\$130.80 - \$250.70

VII. Physio

Investigation	FEES
1 st Visit	\$10.90
After 1 st Visit	\$5.45
Other Treatment - as per Fees Schedule	Fee ranges from \$5.45 to \$32.70

♦ PLEASE NOTE THAT THE LIST OF FEES ABOVE IS NOT THE COMPLETE LIST
 ♦ THE DETAILED LIST OF FEES CAN BE ACCESSED AT THE ACCOUNTS DEPARTMENT

Patient Undertaking Form

Paying Ward CWMH January 2016

Page

5.4 Examples of Medical Documents

Doctors Note:

Sigehone HOSPITAL

DISCHARGE FROM HOSPITAL

Doctor: [REDACTED] To whom it may concern

Your Patient: [REDACTED] 25yo female

Was Admitted: seen in ED 14/6/22

Suffering From: 1. watery diarrhea

Treatment Was: 1. Ciprofloxacin 750mg BID
2. Zinc 20mg OD x 7d / x 5d
3. Paracetamol 6 Q6H

Discharged On: 2. One x 3

Condition On Discharge: advised to return if worsening symptoms. otherwise recommending leave from current residence in Naini Village until symptoms resolve.

Died On: -

HE 901C

MEDICAL OFFICER
Dr. Sumang

Example Prescription:

PRESCRIPTION
MINISTRY OF HEALTH, FIJI

Hospital / Health Center: SDH

Patient's Name: [REDACTED]

AGE: 22

Address: _____ TEL NO: _____

Rx:

① Amoxicillin 500mg PO Q8H $\frac{5}{7}$

② Paracetamol 1g PO Q6H $\frac{5}{7}$

③ ORS x 3

Number of Repeats (maximum 2): _____

Doctor's Name (block letters): MNB (initials) B. Bag (Surname)

Doctor's Signature: [Signature] Date: 15/6/22

Date(s) of Supply: _____ Dispensed by: [Signature] (MP2855)

Initial Supply: _____ (Signature): _____

Repeat One: _____ (Signature): _____

Repeat Two: _____ (Signature): _____

Note: Doctor to complete all sections with the directions for drug administration written in full. Dispenser to endorse quantity supplied, initial and date.

**OCEANIA
HOSPITALS
PTE LTD**

Annexure

Annexure Number [REDACTED]
Date [REDACTED]
Due Date [REDACTED]

Patient Code [REDACTED] Reference Admission 16/06/22
 Admitting Doctor [REDACTED] Ward

Item Code	Description	Dr	Quantity	Unit	Price	VAT	Amount
MDC1160201	IV Cannulation & Infuse		1.00		44.00	3.63	44.00
MDC1160202	Bed utilisation Standard		2.00		41.80	6.90	83.60
CON0042750	0.9% Sodium Chloride 100ml Single Pk Iv		1.00		7.95	0.66	7.95
PHAD000131	Ceftriaxone Inj 1G		1.00		10.70	0.88	10.70
PHAD000151	Tramadol 100mg/2ml Inj (Tramadol Hcl)		1.00		11.12	0.92	11.12
PHAD000446	Somac Inj Powder 40mg 1 vial		1.00		26.16	2.16	26.16
MDC1160000	Theat Room-Injection Administration		1.00		17.35	1.43	17.35
	Credit Card Surcharge		1.00	inv	6.02	0.50	6.02

Payment Options

Cheque Payable to
Oceania Hospitals Pte Limited
BSP Account No 81130172

**OHPL will be charging a recovery fee of 3% per month
on all Balances due over 30 days**

Total FJD 206.90

Example Medical Release Note:

MIOT PACIFIC MEDICAL
Phone: (679) 892 4811 / 892 4812
Email: enquiries@mpm.com.fj
GPO Box 27 Suva, Fiji Islands
Location: 98 Amy St, Toorak, Suva

17th June 2022

TO WHOM IT MAY CONCERN

[REDACTED]

Dear Sir/Madam

[REDACTED] was seen this morning for a review following a recent lower respiratory tract infection.

She fell sick on the 13th of June with predominant cough, chest pain and vomiting with mild fever. She denied any breathing difficulty or shortness of breath, nor did she have any rashes. She denied any bowel or bladder disturbances.

On examination she was noted to be well, afebrile, no tachycardia, no tachypnea and normotensive. Her chest examination was clear and she had equal expansion and air entry bilaterally.

She is otherwise well and is cleared to attend to her work commitments in the village.

She has been advised to complete her course of oral antibiotics and also on precautionary measures to prevent exacerbation of her underlying lower respiratory tract infection.

Feel free to contact the undersigned for any further queries/clarifications.

Sincerely



Dr Rayneel Singh (MBBS, MFCGP, MRACGP)
Managing Doctor
MIOT Pacific Medical
E: rayneel.singh@mpm.com.fj

MIOT PACIFIC MEDICAL
P O Box 27, Suva
Ph: 8924811 / 8924812

Putting Patients First

Please note these detailed medical reports take longer, may not be available everywhere and cost money - in Suva these are usually around \$50 dollars whereas handwritten is usually free and often sufficient (as long as they include the bullet points in the summary in this document)

5.5 Post Project Activity Price List (Approx)

- Sky Dive (Nadi):
[SkyDive Fiji](#) - 14,000ft = \$780fjd, 12,000ft = \$695fjd, 10,000ft = \$647fjd Video/Pictures = \$220pp, Combo = \$285pp
[Free Fall Fiji](#) - 14,000ft = \$790fjd, 10,000ft = \$680fjd Video/Pictures = \$225pp
- Zip Line (Pacific Harbour): \$210/person
- Shark Dive (Pacific Harbour): \$300
- River Rafting (Pacific Harbour): \$310/person
- Horse Riding (Beachouse/Nadi): \$20-30/hour
- Golf (Pacific Harbour): \$24 – 9 holes, \$47 – 18 holes

8.5 Key Contact Numbers

- Emergency Services (Fiji) - 911
- CWM Hospital = 3313444
- Private Hospital (Suva) = 3303404
- Fiji Womens Crisis Centre = 3313300
- Levuka Hospital = 3440088
- Sigatoka Hospital = 6500455
- Baggage Reclaim (nadi airport) = 6722777
- Immigration Department = 3312622
- British High Commission = 3229100
- Australian Embassy = 3382211
- French Embassy = 3310526
- Goundar Shipping (Koro & Kadavu) = 3301035
- Beachouse = 9929500 / 8680063
- Mango Bay = 6530069
- Uprising = 3452200
- Club Oceanus = 3450498
- Crusoe's Retreat Resort = 6500185
- Leleuvia = 8901049
- Smugglers Cove = 6726578
- Black Arrow Taxis = 3300139
- Holiday Inn = 3301600
- South Seas Hostel = 3312296 / Reservations = 3308644
- SkyDive Fiji = 6728166 / Mobile = 9924079
- Free Fall Fiji - 7767073
- DHL Suva = 7733411
- Fiji Airways = 3304388
- Koromakawa Taxis / Rental (Pacific Harbour) = 3450567
- Legal Aid Commission = 3311195
- Robinson Crusoe Island = 6281999 / 7913900 / 7926535 / 8913900
- True Blue Hostel (Sigatoka) = 6501530

- Uniforms & Designs (Ts & Sulus) – 9315308 / 7315308
- Waidroka Bay Resort – 7734605
- Bamboo – 9338958
- Aquarius Resort – 6726000
- Narere Buses – 3343075 / 9994987

5.7 Volunteer Code of Conduct - 2023

Our code of conduct sets out the standard of behaviour that we expect from all Think Pacific participants. It has been created to enable you to achieve the most out of your time in Fiji in a safe manner. It also ensures that the communities we work with are treated with respect and consideration. By undertaking our expedition you will be representing not only Think Pacific, but also your country of origin throughout the entire time you are in Fiji. Any breach of this code of conduct may result in your expedition being terminated without compensation.

You must:

- Listen to and follow the advice and requests of your expedition leader team. Persistent misdemeanours shall be deemed misconduct.
- Demonstrate a commitment and interest in the project aims and development initiatives being undertaken. A repeated failure to attend a project may be deemed misconduct.
- Understand that Think Pacific has a zero tolerance policy towards the possession and use of illegal substances. If you are found in the possession of, or under the influence of such substances you will have your expedition terminated immediately and removed from the project village.
- Understand that you are not permitted to drink alcohol in any Think Pacific project setting or Fijian village. You are also not permitted to drink alcohol in Suva if visiting for medical reasons during the project phase of your expedition.
- Understand the different attitudes towards acts of affection and sexual relationships in Fiji and understand the negative effect that any perceived inappropriate relationships may have on individuals and the local community.
- You are not permitted to enter into perceived inappropriate acts of affection or to enter sexual relations with any person within a Think Pacific project setting. When receiving guidance from the expedition leaders on inappropriate acts of affection, you must cease any such activities, otherwise this may be deemed gross misconduct and you may be removed from the expedition for your own safety, and the safety of other volunteers and the village community.
- Never allow any person to enter or spend the night at your accommodation unless you have obtained the express permission from your expedition leader and your host family. Never spend the night at another household without first seeking permission from the expedition leader and host family also.
- At all times remember that you are an important role model for Fijian children and that respectful and responsible behaviour is central to your volunteer role.

- Understand that Think Pacific has a zero tolerance towards stealing and any persons found to be thieving from the Fijian community, or from their fellow team members will face serious disciplinary procedures.
- Treat all people with dignity and respect. Specifically, you will never make comments of a derisory, sexist or racist nature to anyone during your time in Fiji.
- Respect local attitudes, cultures and beliefs at all times. Specifically you must dress appropriately at all times and respect Sabbath in Fiji villages.
- Never engage in political demonstrations or illegal activities.
- Never take time out of your project in order to undertake personal in-country travel unless you have obtained the express permission from your expedition leader team.

Disciplinary Procedure...

Think Pacific's disciplinary procedure is as follows..

1. Upon the first incident of unacceptable behaviour or a breach of the Code of Conduct, the expedition leader shall warn you **verbally** that your behaviour is unacceptable and shall explain to you the reasons for this unacceptability.
2. If such behaviour or breach continues, the expedition leader shall provide you with a **written warning** stating that any recurrence may result in you being required to leave the project and if appropriate, leave Fiji, without reimbursement of your expedition fee.
3. Upon a subsequent repeat of the unacceptable behaviour or upon a serious breach, the expedition leader may, at their sole discretion, require that you **leave the project** and if appropriate, Fiji, without reimbursement of your expedition fee.

In the event that the Disciplinary Procedure is invoked and you are required to leave your expedition then you agree to do so without causing fuss, disturbance or aggravation and at the time specified by the expedition leader.

If at any stage you feel that this procedure is being applied unfairly or without cause, you should raise this directly with the expedition leader and, if you feel the matter has not been resolved to your satisfaction, you may raise a complaint in accordance with our complaints procedure.