



Volunteers' Handbook

Welcome to Sambhali Trust!

Here is a guide for you as a volunteer at Sambhali Trust. It should help you answer questions that you may have before and during your stay in India.

Thank you for coming to help Sambhali Trust—and enjoy reading!

Sambhali Trust, Jodhpur

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1. Introduction to Sambhali Trust

**Hello to you, our new volunteer!
Welcome!**

Firstly, we would like to thank you very much for coming to work with Sambhali Trust, a charitable organisation that was established in January 2007. It has grown from very small beginnings to a solid, well-structured, very well-supported organisation.

Volunteers have become a very necessary part of running of all Sambhali's projects. Without you, we would not be able to run as many projects as we do, nor be able to teach the variety of topics to our students. We are very grateful to you all, for your enthusiasm, your knowledge and expertise and also your willingness to be able to connect with, and enable, the women and children in our projects to gain a good all-round education and develop transferable skills. In turn, we ask that you come to us with an open mind and an open heart knowing you will learn as much as you teach, gaining life-long knowledge of our culture as we also learn about yours. Together, we all wish for the women and children that participate in our projects to develop self-confidence, have the ability to be independent and be able to ask for help when they need it. As Sambhali's motto says: Self-esteem, Unity and Independence!

During your time with Sambhali Trust, we hope you can make a sustainable and positive impact on the projects and the people you work with. We always strive to improve ourselves, and rely on volunteers for their creativity, dedication, and diverse skill sets to achieve our goals.

Please use the resources in the following pages to answer some of the many questions you might have about our organisation, Rajasthan and India. We hope you will be as comfortable as possible during your stay with us, and know that you will be a vital part of our continuing work.

Please do not hesitate to contact me if you have any concerns regarding your safety, health, and well-being whilst with Sambhali Trust.

Govind Singh Rathore
Founder Sambhali Trust Jodhpur



2. Presentation of Sambhali Trust

2.1. General Facts

Sambhali Trust is an NGO based in Jodhpur. Its focus is the empowerment of disadvantaged women and girls in Rajasthan as well as providing primary education for young children in the cities of Jodhpur and Jaisalmer and the rural Thar desert area of Rajasthan, in Setrawa, 100km west of Jodhpur.

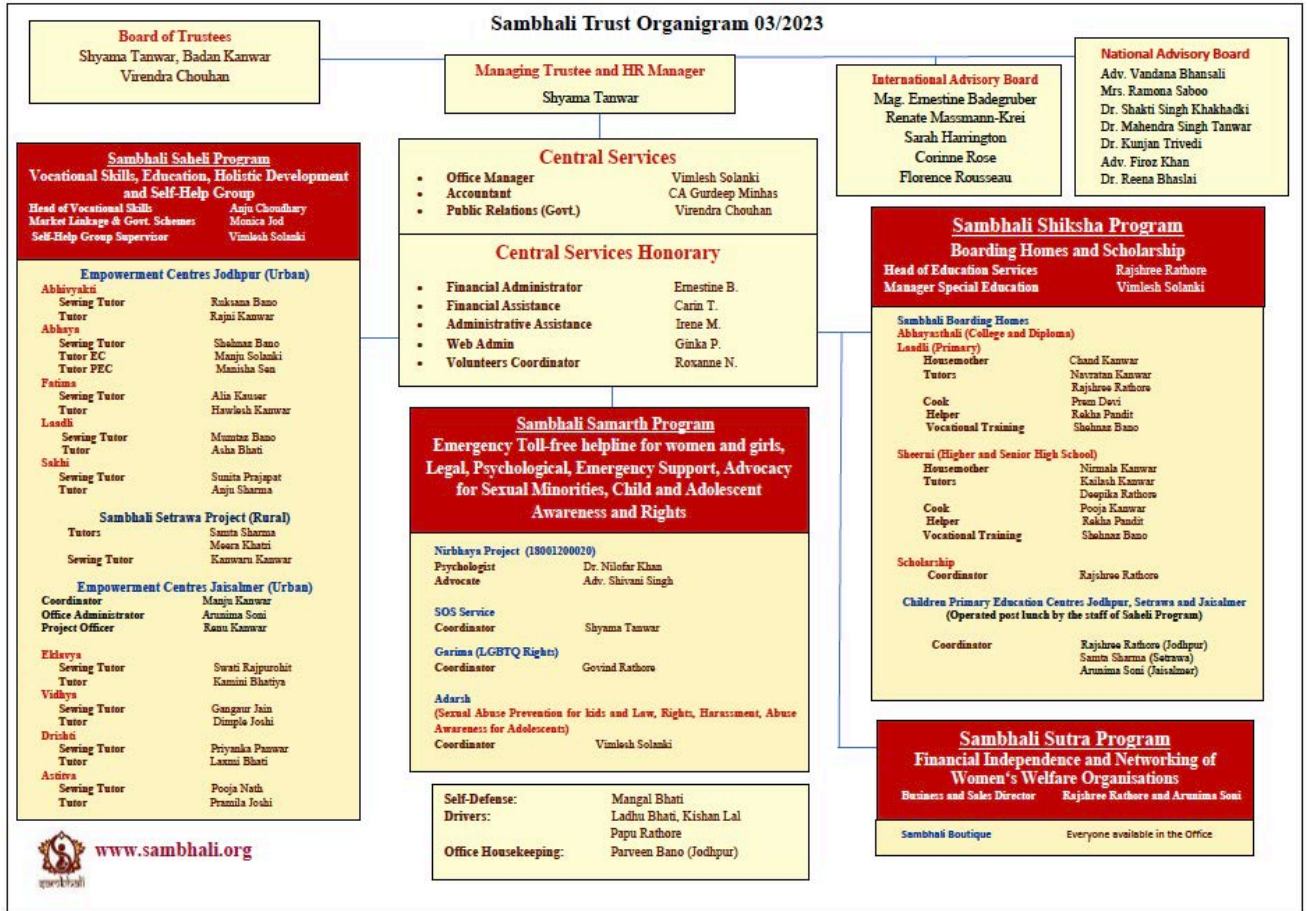
Sambhali Trust helps women and children from all castes and of any religion. Sambhali provides women and girls with a general education in Maths, English, Hindi, and in Vocational Skills (Sewing and Embroidery) and educational workshops, whilst providing children with the core subjects of Hindi, Arithmetic and English as well as educational workshops and creative play activities, fundamentally as a steppingstone to enable them to attend school.

By giving women and children tools for their lives, Sambhali Trust helps deprived women and children to be self-confident, to reach financial independence and autonomy from a family that can be abusive, and to break the cycle of poverty and the burden of domestic abuse.

There are urban projects in Jodhpur, Jaisalmer, and rural projects in Setrawa. Most of the volunteers are located in Jodhpur, but others are needed in Setrawa and Jaisalmer. It is best that you think about this beforehand, whether you would prefer to work in Jodhpur, Jaisalmer or Setrawa and discuss with Govind before your arrival.

2.2 Organisation Overview of the NGO

The staff structure is detailed in the Organigram below and a current organigram is found on the Sambhali Trust website in “About us”



3. Before you arrive

3.1. Facts about India

India is a land of contrasts and diversity with a rich culture. The following brief guide will tell you what to expect, how to behave and how to develop trust and friendships while in India.

3.1.1. Key facts

- India is the 7th largest country in the world and the world's 2nd most populous country, as you will see India is a very busy country with a population of over 1.393 billion (May 2020). The population in Rajasthan was approximately 83 million in 2020 (68 million recorded in 2011 Census).
- The Religion of Indians is 80% Hindus, 14.2% Muslims, 2.3% Christians, 1.7% Sikhs, 0.7% Buddhists.
- The official language of India is Hindi, although there are many regional languages. In rural Rajasthan, people speak Marwari. Many people do speak English, but mainly within the cities.
- The time difference in India is GMT +4.5 hours (Summer) and GMT +5.5 hours (Winter).
- India's Country Telephone code is 0091 and the cheapest form of contact during your time in India is through the use of an Indian Sim card, which are widely available.
- India is a very diverse country full of contrasts, yet more than one third of the world's poor live in India, mainly in the rural areas.

3.1.2. About Religions

Hinduism is the dominant religion in India (80%) so most customs and beliefs are based on a Hindu perspective.

Taboos are attached to all religions in India. For Hindus, one must be aware of the sacredness of the cow and the avoidance of cowhide products (such as shoes and bags), and for Muslims there is a taboo regarding pork and pigskin products.

You should keep in mind that the relationship between the religions is not always easy, especially between Hindus and Muslims, the two main religions in India.

Hinduism

Hinduism is a very important religion, having over 800 million followers. Hindus themselves often use the term 'Sanatana dharma,' to refer to their religion as this means the 'the eternal way of life.' The Vedic Scriptures are the authoritative basis for Hinduism and a central belief is the existence of a cosmic or natural order, a balanced way of living physically, socially, ethically, and spiritually.

Hindus believe in one God, Brahman the Supreme, and the Trimurti (the threefold manifestations) symbolize three aspects of Brahman:

- Brahma is the creator and first member of the trinity
- Vishnu is the preserver or sustainer
- Shiva is the completer or destroyer.

Some animals, such as monkeys, snakes, elephants, and eagles are revered in the Hindu faith, and temples to Hanuman, the monkey god, are to be found in every city, town and Hindu village.

3.1.3. About the Caste System

One of the most talked about and least understood parts of Indian Society is the traditional caste system, which affects politics, social relations, and business. The caste system evolved over a few thousand years ago.

Hindu society is divided into **four main castes**, or *varnas* in Hindi: **Brahmins, Kshatriyas, Vaishyas and Sudras**. These four castes are traditionally said to have been created by Brahma from different parts of his body, descending in power from the Brahmins to the Sudras.

- *Brahmins*
They are considered to be at the highest place in the society. Traditionally, their role is to preserve and display knowledge, which translated into the occupations of priests and teachers.
- *Kshatriyas*
This caste was the one of warriors and rulers. They occupied the highest ranks in the Indian society along with the Brahmins.
- *Vaishyas*
They were originally the merchants and skilled craftsmen, those who were associated with trade.
- *Shudras*
This is the lowest caste in this system. The Shudras were the servants and formed a labouring class for the other three varnas.

However, **there are further castes below these four**, and one, which makes up around 15% of India's population, consists of **the outcastes, or 'untouchables'** who do all the dirty 'unclean' occupations such as cleaning and waste disposal. The politically correct term for them is Scheduled Castes, although Mahatma Gandhi named them 'Harijan' meaning 'Children of God.' More recently, the name Dalit has been used, as this translates as 'downtrodden, oppressed' which many believe is a more appropriate term for the group.

The belief in Dharma (the obligation to accept one's condition and perform the duties assigned to it) and karma (the law of consequence/fate) are central to the whole principle of caste. It is believed that individuals are reincarnated on earth according to past behaviour, and a person's present situation is the consequence of past actions. Therefore, by being dharmic and obedient to the rules of their caste, it is believed they will have a chance to be born into a higher caste in the future.

3.1.4. Indian Values and Attitudes

3.1.4.1. Family and respect for elders

Indians take great strength from their families, which are much larger and extended than in Western nations. The Indian family size is growing and often members of the family will work together to support the family business or occupation.

An important part of India's tradition is respect for elders, and this is shown in the respectful treatment of older family members. The father is seen as the head of the household; sons are encouraged to live in the family house after marriage with the new daughter-in-law taking care of the family as they get older. However, it is to be noted that contradictorily widows have traditionally held a very low status within Indian society and can become outcastes.

3.1.4.2. Warmth and Gentleness

Indians are taught to cultivate a spirit of warmth and hospitality to others, which mainly stems from their belief in karma and reincarnation. Indians generally greet each other and say goodbye with palms held together as if saying a prayer and say 'namaste' which means 'I recognize the self in you.'

3.1.4.3. Food and Drink

Indian cuisine is very diverse, and there are hundreds of tastes and flavours to be tried. Indians are often very pleased with foreigners who are open to trying and tasting Indian food offered to them which they have not experienced before.

Do not refuse refreshment in India without good reason as refusal is seen as an insult. Remember to

always wash your hands before and after a meal, and that it is seen as unclean to eat with your left hand.

It is not safe to drink unsterilized water in India so always drink water from a sealed bottle or drink water which has been boiled first.

Chai is one of India's specialities, it is a sweet tea and will be always offered to you, everywhere you go in India.

3.1.4.4. Time

In India, time is not an important issue. Indians expect to put human relationships as a priority as they wish to spend time building these relations. Indians may take a long time to build up a strong relationship with someone new, so lots of time that is invested often pays off.

Three aspects of life you're assured of during a visit to India are slowness, delays and lots of paperwork. Punctuality is not usually an Indian quality, therefore your time in India may help to improve your levels of patience and tolerance!

3.1.4.5. Other Indian Values

Indian culture is family orientated and patriarchal. The strongly religious society has strong respect for age, tradition and sacred symbols. People dress and present themselves modestly and disapprove of behaviour which goes against their culture. The Indians are very proud of their country and believe in simple material comforts and rich spiritual accomplishments and in close family and social bonds. Some practical aspects of Indian society are the expectation and custom to remove your shoes when entering a traditional Hindu home. Also, it is understood that the left hand is unclean, and is never used for eating with or shaking hands with people.

3.1.4.6. Attitudes Towards Foreigners

The Indian people are friendly, polite, and very interested in foreigners. Courtesy and hospitality to foreigners are ingrained in the Indian society, and you will probably be surprised and touched by acts of hospitality that cross religious boundaries.

Being an object of constant curiosity for everyone can be very exhausting; you will often be asked many questions when you walk somewhere in the street, and random people will want to take selfies with you, and sometimes without your consent.

3.1.4.7. Body Language

Body language in India is subtle but important. Nodding the head as in the West means 'yes' and shaking the head from side-to-side means 'no.' But the most common gesture in India is the rotational movement of the head from side to side which has several meanings. With a smile it may mean 'Okay I understand' or it could be 'maybe.'

Traditionally the head and ears are sacred in Indian culture, so never pat a child on the head and the feet or shoes should not touch anyone else as they are considered unclean. Whistling and winking are seen as impolite, as is pointing with your finger.

3.1.4.8. Social Relationships and Physical Contact

As mentioned above, Indians place a great importance on family relationships and Indian families are extended, incorporating grandparents and other relatives. Also, an Indian wife will never say her husband's name aloud as it is considered disrespectful, as he is the head of the household. So, when addressing him she will use other obscure references such as 'look here' or 'hello'.

Indians are not 'touchy feely' and disapprove of public displays of affection between the sexes. Physical contact between men and women, even a simple hug or kiss, is considered provocative behaviour and

is strongly rejected by Indians. Also, it is not socially acceptable for an Indian woman to be touched by any male other than her husband or son, and then by her husband only in private. So, males should not shake hands with an Indian woman unless she offers it first. As a Volunteer you should adapt to this and avoid physical interaction between genders.

You often see men holding hands in India, although this is a bonding gesture and has no sexual overtones. It is a sign of friendship.

3.1.4.9. Dress

Rajasthanis particularly are quite conservative in their dress and will expect you to dress neatly and modestly in respect of their culture. Casual 'Western' dress in India is mostly unacceptable as many Indians are shocked to see a visitor to India in shorts and a vest/skimpy t-shirt. Therefore, it is always best to be cautious with how you dress, and for women it is especially important to cover your chest, shoulders, midriff and knees, so as not to attract any unwelcome attention from Indian men or disapproving stares from locals. Please observe the local dress requirements. Local clothing such as salwaars (trousers) and kurtas (tops) can be bought very reasonably in local shops. You should be sure to have one nice outfit from home or that you buy here that you can use for meetings and other professional events.

3.2. COVID 19 Awareness

Sambhali Trust takes responsibility and follows the precautions to reduce all of our risk of being infected and of spreading COVID-19. Please inform yourself about the actual situation and ask the Volunteer Coordinator about the current regulations. In general, we have followed these simple precautions, which will vary with the current situation when you arrive.

- Regularly clean your hands with an alcohol-based hand rub or wash them with soap and water.
- Wear a mask to avoid infecting others.
- Maintain at least 1 metre (3 feet) distance between yourself and others.
- Avoid going to crowded places.
- Avoid touching eyes, nose and mouth.
- When you cough or sneeze, cover your mouth and nose with your bent elbow or a tissue.
- Self-isolate even with minor symptoms such as cough, headache, mild fever, until you recover. Inform the Volunteer Coordinator immediately when you feel these symptoms.



3.3. Health in India

The best thing regarding *vaccinations* is to check with your own doctor or health centre a few months before you intend to travel for current, up-to-date advice.

However, here is a good summary about how to take care of your health in India:

CENTER FOR DISEASE CONTROL AND PREVENTION > DESTINATIONS > INDIA

https://wwwnc.cdc.gov/travel/destinations/traveler/extended_student/india?s_cid=ncezid-dgmgq-travel-single-001

3.3.1. Recommended Vaccines

You should prepare some months before you arrive to get your vaccines. Here are the vaccines it is good to get if you are coming to India:

- COVID Vaccines (required)
- Routine vaccines
- Hepatitis A
- Hepatitis B
- Typhoid
- Cholera
- Japanese Encephalitis
- Rabies

3.3.2. Basic Things to Preserve your Health

Most of what you must be careful about is of common sense, but if you are unsure, better prevention than cure! Here is a list of tips:

- Food and Drinks
 - Drink filtered water, do not drink what you are not sure about. The water from the basins and sinks should not be drunk.
 - No ice cubes if you do not know the water it is made of
 - Prefer cooked food, or filtered water-cleaned raw food
 - Drink plenty of water in the hot summer months of May and June including taking rehydration salts, which are easily available in local pharmacies.
- Keep yourself clean, especially before and after eating
- Keep away from animals (especially dogs and monkeys)
- Use insect repellent to prevent bug bites that can cause tropical diseases
- Avoid non-sterile medical equipment (think twice about a piercing or tattoo!)
- Avoid the exchange of body fluids

3.4. Getting your Visa

You will need to get a visa to enter India, but the type of visa you need depends on the duration of your stay, if you are also travelling before and after your volunteering work, if you are coming with the help of another organization, and the country you are from.

Sambhali will provide you with various paperwork that you require (such as a letter of invitation), but you will need to do your own investigation particularly because visa requirements differ from country to country.

You should normally get an employment visa or volunteer visa to work in Sambhali Trust. A tourist visa is not legal for work at an NGO.

To get your visa, remember that India is the country of bureaucracy, and **getting your visa may take a huge amount of time. Start working on it several months before your arrival** if you do not want it to be delayed. Don't be surprised if you have to go several times to the office to deposit your application for random reasons. ***Also, remember that most visas are valid from the date they are granted not from the date you wish to travel.***

3.5. Prepare for your arrival and work at Sambhali Trust

3.5.1. Your Work

Your work will be the most important part of your stay in Sambhali Trust, as that's why you are here. You will want to be prepared as much as possible to feel more confident about teaching, or whatever tasks you do, since it may be something you have never done before.

3.5.1.1. What Would you Like to Do?

The first thing that you may think about before coming to Sambhali Trust is what you are most interested in doing. Sambhali Trust has lots of different opportunities:

- Empowerment Centres for women and teenage girls,
- Primary Education Centres for children,
- Special projects like No Bad Touch and Aadarsh (presentations in schools),
- The Boutique
- Urban projects (in Jodhpur and Jaisalmer) and rural projects (in Setrawa)
- Administration and office work e.g., writing grant proposals, social media

There is a lot of information on the Sambhali Trust website, which we recommend all volunteers read before they arrive in Jodhpur. The website describes all the projects, and this will help you think about which projects you would like to be involved with. Please discuss this with Govind before your arrival, as it does help with planning – particularly if you would like to work in Setrawa village or Jaisalmer.

Once you have arranged with Govind what you will be doing as a volunteer you may want to do some preparation before you arrive.

One of the main activities that nearly every volunteer takes part in is teaching, whether it is for children or for women. However, very few volunteers have had experience in teaching, especially with a class of people who might never have been to school and who speak another language.

The subjects you would be expected to teach are basic English and Maths. It would be helpful before you arrived to do some research on actual teaching methods regarding how to develop a lesson plan. Sambhali will provide you with information as to the syllabus and the specific content that you will need to cover in a particular centre when you arrive, but it would be in your interests to consider how you are going to teach before you arrived. Lessons last approximately 40 minutes per subject for the children in a primary education centre and about an hour for the adults/teenagers in an empowerment centre.

You will find some useful teaching resources at Sambhali's Google Drive, which will provide information on teaching methods, content, and an example of a lesson plan template.

You may also want to learn some basic words in Hindi to help you.

3.5.2. What to put inside your suitcase

Here is a non-exhaustive list of what you may want to put inside your suitcase:

- **Clothes** (see 3.1.4.9. Dress)
 - Western casual: just to make yourself feel home or to go out sometime. Do not forget that your clothes must still fit to the Indian standards. Keep in mind you will be dressed Indian most of the time, so you do not need many clothes of this type.
 - In winter (15 December – 15 February) it is still warm during the day (25 degrees C) but cooler in the evenings (around 15 degrees C) and as there is no Central Heating you will need some warmer clothing in the evenings such as thicker trousers/jumpers/socks. You can buy shawls very easily in Jodhpur.
 - Shoes: Easy fitting sandals are the best (because of the number of times you will need to take them off and on), but in the winter evenings you may like to wear socks/trainers.

- **Medication**
 - Your personal needs
 - Mosquito repellent
 - Stomach comfort pills
 - Rehydration salts (can be bought in Jodhpur) – necessary in the hot summer months

- **Toiletry bag**
 - Your essentials
 - You can find almost anything here for a very low price

- **Teaching resources:** Stationery items are available in local shops, but do bring reference books that you think will help you in your classes.

- **An adapter** (for round 2 pin sockets) - You will need at least one – best to bring 2 or 3.

- **Laptop** - You will need your own laptop and preferably have Microsoft Office including Word, Excel and PowerPoint.

4. Your arrival

4.1. Welcome to Sambhali Trust!

When you arrive for your work at Sambhali Trust, you will be welcomed and picked up at airport or railway station. If you choose your accommodation at Durag Niwas guesthouse we will show you the guest house, introduce you to the staff, show you to your room and point out the various facilities. We will arrange your checking-in and arrange for you to get a SIM card.

You will also meet the Volunteer Coordinator on arrival. The Volunteer Coordinator's role is to look after the volunteers with regard to their actual volunteering work. You will have a meeting with Govind Rathore, Managing Trustee and Founder of Sambhali, to talk about Sambhali and its aims. The day following your arrival, you will be introduced in the projects/centres you will be working in as well as making sure you have access to all the information you need regarding Sambhali's Google Drive, this Handbook and understanding the regulations and policies of Sambhali Trust. The Volunteer Coordinator will also let you know about your orientation period and observing teaching in another centre for a day or two.

Monica Jod [assistant at office] will help you to register with the Foreign Registration Office in Jodhpur (FRRO) if this is part of your visa requirement.

*If you just arrived from the airport, you may be tired and slightly bewildered, especially if it is your first time in India! **Take time to relax**, you will understand and do better when you are settled and comfortable. Also, do remember, particularly in the hot months, to keep drinking plenty of water.*

Make sure you have been added to the **Sambhali Volunteer WhatsApp group**. Through the group you will learn about volunteer meetings, changes in schedule, and social media postings about Sambhali, as well as finding out about informal events and ideas from your fellow volunteers.

4.2. Rules

- No volunteer is supposed to engage in a relationship with the women and children of Sambhali Trust. You need to treat your volunteer experience as strictly professional.
- The women and children must feel safe in Sambhali, volunteers must act nicely and make them feel respected and understood as much as possible, and volunteers must respect Indian culture
- Volunteers are expected to act as ambassadors for Sambhali Trust at all times whilst they are in Jodhpur and so should not cause Sambhali any embarrassment in making inappropriate or romantic friendships during their volunteering placement.
- Volunteers are expected to be here to work for Sambhali, not to be tourists, so they must be careful with their timetables and be present at the meetings and for their assigned projects. If a volunteer cannot avoid being absent, the volunteer must inform the Volunteer Coordinator prior to the absence.
- Holiday Leave – *Please see 7. Holiday Leave and Travel*

4.3 For Male Volunteers

It is important to be mindful of your behaviour in India and at Sambhali Trust as a man. Here are a few guidelines to have smooth relationships with the people around you.

Remember you are in an environment where you will encounter mostly women, whether volunteers or students. You should be especially careful in this safe place; your behaviour must be exemplary.

- Respect Indian culture in the centres including dress code and not initiating touching. You don't want to embarrass yourself or your students by inappropriate contact or misunderstood intentions. Keep your relationships professional.
- Respect the rules even if you need less protection than the female volunteers here.

- Acknowledge the fact that your experience of India may not be the same as the one of your female colleagues:
 - Acknowledge your privileges as a man in a patriarchal society. You may be a foreigner, but it is easier for you than for most of the women here.
 - Try to understand the point of view of your female colleagues in Sambhali-student-based scenarios which are generally female-orientated.
 - Be respectful with everyone and don't utter sexist jokes

5. Accommodation

You can choose where you would like to stay in Jodhpur. Volunteers often stay at Durag Niwas Guesthouse, the place where Govind Rathore and his family live. The Head Office of Sambhali Trust and Sambhali Boutique is located in the building next door. It is 10 mins by rickshaw from the Clocktower market. Every day the minibuses for the centres leave from there and bring you back there. Most of the volunteers choose accommodation of Durag Niwas, which makes it easy for you to make friends and discuss what you do in the organization. Dormitory will be Rs 18 thousand, shared room 25 thousand, and single room 35 thousand. All room rates include three meals per day.

6. Your work at Sambhali Trust

Firstly, it would be useful to understand how the organisation is run. Please look at the Organigram noted in 2.2 or on the Sambhali website for up- to-date details:

<https://www.sambhali.org/about-us>

You will also need access to the **Sambhali's Google Drive** for information on teaching methods, workshops etc. Please contact Govind Rathore for the link: info@sambhali.org.

6.1. Central Services Administration Team

The Central Services Team is the Administrative hub of Sambhali Trust and together with Govind manage the organisation.

Operations Manager – Irene Matts

Irene is a volunteer now working from the Austria and has been involved with Sambhali Trust since 2020. She deals with the monthly reports, reporting to donors, proposals, annual reports and any written documents and policies that are required.

Financial Administrator – Mag. Ernestine Badegruber

Ernestine, who lives in Austria, deals with providing comprehensive financial reporting and budgets as required for all the projects.

General Secretary – Shyama Tanwar

Shyama has a background in education and manages the staff in all the centres, with particular responsibility for the staff in the Primary Education Centres. Shyama holds regular meetings with the PEC staff (and volunteers) to discuss issues arising in these centres and to improve teaching methods used with the children.

Head of Educational and Vocational Skills - Rajshree Rathore

Rajshree is the head of vocational skills for the empowerment centres and overall educational services at the Trust including at the empowerment centres, primary education centres, boarding homes, projects in Jodhpur schools (Aadarsh), and the scholarship program. She also teaches girls at boarding

home and helps with the Sambhali Boutique.

Special Education and Self-Help-Group Manager – Vimlesh Solanki

Vimlesh has been working with Sambhali Trust since 2011 in a variety of roles and has become a great asset to the Trust. She is the manager of the Aadarsh project, a counsellor in the SOS project, manager of the Self-Help (microfinance) Groups and the Scholarship Programme, and helps with the Sambhali Boutique and with bookkeeping. She has been a Hindi tutor in several Empowerment Centres and the Laadli Boarding Home.

Office Manager – Rajshree Rathore

Sunita assists Govind in all administrative matters and daily transportation for volunteers. She is also involved in helping with the Scholarship Programme.

Volunteer Coordinator – Govind Singh Rathore and Roxanne Naschen

Roxanne is a volunteer working from Germany since October 2020 a. She creates an annual schedule of volunteers, meets volunteers on arrival and arranges an orientation period; organises weekly volunteer meetings, guides and advises volunteers throughout their stay, always liaising with Govind. Helps with recruitment. Govind will make sure coordinated [Needs to be updated]

Accountant – Gurdeep Minhas

Gurdeep is Sambhali Trust's accountant and together with his assistant logs all receipts and vouchers and maintains the Trust's accounts.

Web Administrator – Ginka Poole

Ginka Poole from the U.S. is helping to run Sambhali's website.

6.2. Empowerment Centres and Primary Education Centres

Please refer to the Organigram on the website for the current members of staff for each centre/project: <https://www.sambhali.org/about-us> and to the website regarding the type of work that volunteers will be doing

<https://www.sambhali.org/volunteer-1>

6.2.1. With whom and how to interact

As a general guideline, you should never hesitate to get in contact with the people surrounding you in the centres, whether they are volunteers or teachers. It is better to discuss than not to understand something or to try random things. The teachers know their centres, so do former or "elder" volunteers.

The Teachers

As a volunteer, you are an assistant to the local teachers in your project. They guide you and are responsible for your tasks and work. Please always communicate with them and ask them first if you have any problems or questions. If they can't help you, please feel free and ask the Volunteer Coordinator for support.

The Volunteers

Do not hesitate to discuss your lesson plans with volunteers in your centre or in another one. You will all face the same issues and the ones who have been here longer probably have materials, thoughts and ideas to share with you!

The Students

Some things to keep in mind about the students is that you may not understand everything about them at once, nor they understand about you. They will need time to trust you and understand how you make things work. You will also need time to adjust to their needs and ways of learning.

Students are mostly divided into different groups depending on their ability. Please look at the monthly reports on each project (these will be available from Rajshree – Education Services) and continuation reports for each centre (available from each centre’s tutors) done by the previous volunteer to gauge more accurately what their ability level is as well as talking to the staff and current volunteers. The students might know the letters of the alphabet, for example, but this doesn’t mean they know how to read. Do not get frustrated with them. Some never went to school, they have no methods, and they may be really shy and lack self-confidence. Take time to understand their needs instead. If they are distracted, try to understand why: Are they understanding? Is it too easy? Do not hesitate to ask your teacher to make them go quiet again or to ask what their agitation is about.

Remember that for most of the women, the empowerment centre is also a way to escape family life and the tasks of the household. They enjoy being able to socialise with other women as well as the practical skills of learning to sew and make garments. They need to be literate and learn Hindi and Maths is very useful – English is a bonus!

6.2.2. Lessons

Prior to beginning your teaching be sure to review the teaching materials provided by Rajshree which include curriculum and ideas for making classes interactive.

Before you start to teach for the first time, make sure that you check the volunteer logbook in your centre. You can see what the last volunteer did with your students. Therefore, you can easily continue the work.

Some women may be illiterate and others will need to improve their written Hindi, and will learn that with the tutor. When you are teaching English or maths, adjust to their pace of learning and provide them with knowledge that they want for practical reasons. The students may have little experience in all subjects, but especially in English (not knowing how to read, not forming basic sentences, little vocabulary). Prepare to go slowly. You may spend a lot of time on basic things, such as days of the week, months, numbers, emotions, animals, fruits and vegetables, question words and forming basic sentences that will be useful in interacting with English speakers.

You may want to use more visual ways of teaching when possible. If you start writing on the board, be mindful that the students will immediately copy it inside their notebooks unless you really insist on them not writing. (You will sometimes need to take their notebooks to prevent them from writing!) If you want them to listen, keep the lesson oral or very interactive with what you are writing, and make sure they understand what is being written on the board or being said.

You may make very independent lessons every day or a lesson plan with a very slow evolution. Many students are present one day and absent the following day. They will miss information if you go too fast. Do not hesitate to make the same lesson with different activities several times. The students usually have no time at home to study. Be understanding.

6.2.3 Workshops

Workshops are planned once in a week, in most cases on Wednesdays. They are given by tutors and Hindi-speaking volunteers, but they may ask for your help for interactive parts of the workshops.

The workshops are special lessons about general educational topics to broaden the students’ horizons. They cover a variety of subjects from Nutrition and First Aid to Women’s Rights and the History of India. These women and girls may have never attended school or have very little education, so it is essential that they have exposure to a broad range of topics.

The same workshops are given at all empowerment centres in a given week.

6.3. Boarding Homes

There are three boarding homes run by Sambhali Trust: Laadli, Sheerni and Abhayasthali. Most, but not all, of the girls are from the village of Setrawa and have come to Jodhpur to get a better education and for higher safety for girls. Most of the girls at Laadli are 8 to 11 years old. Most of the girls at Sheerni are 13 to 18 years old. Abhayasthali is for those in college or graduate school. At Sheerni and Laadli there is a housemother, a cook, several tutors, a self-defence teacher, and a sewing teacher. Together, they have made a second family for and with these wonderful girls. The young women at Abhayasthali are more independent and run their own hostel with support from Sambhali Trust staff.

Volunteers assist the tutors at Sheerni and Laadli, particularly when there are students who need special help in English and maths. Volunteers also provide enrichment activities for the girls at Sheerni and Laadli – exposing them to new topics and new ways of thinking as well as providing creative activities such as dance and arts and crafts will all help them to gain a broader perspective on the world and to improve their English. The girls love to learn new things and volunteers have the opportunity to be creative in developing programs and projects, always mindful to coordinate with the tutors so they don't take the girls away from important studying time.

6.4. Community Education Programs

Sambhali Trust runs two programs in schools in Jodhpur under the Aadarsh (“Ideal”) project:

The first program teaches children what sexual abuse is and how to respond to stop abuse. It is designed for children ages four and up but also works well with older children who can either apply it to themselves or help younger family members with the information they receive. It is also given at the Empowerment Centres where many women have children in the target age range. The 45-minute program has been given since 2014.

The second program, launched in 2019, is geared towards young people ages 12 to 18 but is also useful for women at the Empowerment Centres who have children or younger siblings in this age group. This program runs from 45 minutes to an hour and covers physical changes during puberty including menstruation, puberty and mental health, sexual harassment and abuse, internet safety and responsibility, influences of the media, and bad choices and their consequences.

Both programs are presented by Vimlesh Solanki with assistance of volunteers. It is important that the program is given in Hindi because of the nature of the subject matter and time constraints in the schools which make translation from English to Hindi impossible. The role of a non-Hindi speaking volunteer is to help with set up and to play a part in the puppet show that is a part of the first program. Although that may seem like a limited role it is a vital one and provides the volunteer with an amazing opportunity to see different types of schools in Jodhpur.

6.5. Administration and Office work

Volunteers who stay longer at the Trust sometimes help with important administration work. This includes tasks such as taking care of the social media, helping Govind with PR, finding partnerships, and looking for funding or for volunteers.

6.5.1. Social Media

Sambhali Trust is active on the following social media: **Facebook, Twitter, Instagram**. And it has to

remain so to keep attracting volunteers, funders and to keep the community informed of the actions of the NGO. **The social media is to be taken care of everyday.**

If you are responsible for social media, you will be provided the **login information** required, as well as an access to the **staff group on WhatsApp** to get the pictures you may use every day.

All posts should link to the sambhali.org website. Speak with Govind to get the links to use for various topics.

Always check...

- Your sentences, grammar, and spelling are correct.
- Your post is displayed correctly on each platform.
- If Govind has already published something that day do not post on the same topic!

Useful hashtags

#women #womenempowerment #womeneducation #girls #girlsempowerment #girlseducation
#children #childrenempowerment #childreducation #empowerment #education #sambhalitrust
#UN #Jodhpur #Rajasthan #India #Indianwomen #NGO #Covid19fighter #foodbank

Working smart phone and internet access

You will need to have a sim card with internet access. You will be charged for it, but it is really cheap (around 550Rs for 3 months) and it is very useful in all situations, too. You will also need to have a smartphone on which it is easy to go to social media. Otherwise, it will make it very difficult for you to fulfil this task.

Canva – Arrange pictures and create cover pics

To make arrangements with pictures, cover pictures for events or special covers for publications, you can use free programs on the internet. One free useful program is Canva (<https://www.canva.com/>). It allows you to create pictures and covers rather easily by using templates or creating your own. It is not a tool like Photoshop, though, it has limits that you may reach quickly. **Please make sure you provide your work to a staff member as an editable version for further work on it.**

6.5.2. Recruiting Volunteers

Sambhali Trust is on several Volunteering Websites: GoOverseas, WorldWide Helpers, SE7EN, Idealist, MyCareerHub. There is an Excel sheet that lists all the Volunteer agencies. Please liaise with Govind regarding how new volunteer agencies are chosen and how to determine if their expectations are in line with what Sambhali can provide.

If referring to Govind in an email to a new agency introduce him as “Govind Singh Rathore, Founder of Sambhali Trust”

6.5.3. Certification by Other Organisations

Sambhali is regularly certified by organisations for transparency and sustainability. This may also be your task because the certifications are only valid for a while. You will be provided with all the relevant information.

6.5.4. Blog

The blog needs new articles at least once a month and ideally once a week. You can talk about the special events at Sambhali, festivals celebrated by Sambhali, workshops, or interview some women in your centers. Do not hesitate to ask another volunteer to write an article for you; it is good to vary the point of view. Remember to add pictures and to check your grammar, spelling, etc. The post and images need to be in a Google folder and sent to the web admin ginkapoole@sambhalius.org.

6.5.5. Newsletter

The newsletter of Sambhali Trust is to be published once a month. Currently this is done by Roxanne Naschen. It is written on the MailChimp platform. She may seek help from volunteers on the ground in India to help writing articles.

6.6. Boutique

The main 'flagship' Sambhali Boutique from October 2020 on is located at Sambhali Headquarters. The Boutique is a good way of increasing the public's interest in Sambhali's work. Anyone working in the shop needs not only to be able to sell the products, but also to talk about Sambhali Trust and its projects to any customers who would like to know more

6.6.1. Volunteer Shifts – flexible according to different occasions

The running hours for Sambhali's Boutique at the Headquarter are flexible according to different occasions like press conferences, meetings, groups visiting or invited special guests. The Manager of the Boutique may need your assistance by taking a shift especially on Sundays. The Manager will prepare you with all necessary information before your shift and you can visit the Boutique to get comfortable with the environment and to see how to use the credit card machine.

6.7. Reports and Meetings

6.7.1. Meetings

The monthly staff meeting takes place at the end of each month (usually the last weekend of the month, on Saturday) at Sambhali HQ. The local staff and the Central Services Admin staff are all at the meeting. **You are not required to be there for those meetings, as they are all in Hindi.**

Volunteer meetings are held on a weekly basis with the Volunteer Coordinator. This meeting is the occasion to exchange information and ideas with other volunteers.

6.7.2. Monthly Reports

The week before the monthly staff meeting, the staff at your projects will need to write the monthly report. Volunteers are responsible for providing information on what they have done during the prior month.

English/Maths classes:

- how many girls/women/children
- attendance – explain any major absences of students
- topics of lessons – well explained so that donors understand exactly what you were teaching
- **student's progress** – as a whole class, but also considering individuals

Monthly tests

Test Results

- Tests should take place minimum of 1 or 2x per month in English, Hindi and Maths (where applicable).
- These tests should be recorded on an Excel Sheet for that Centre, which is kept updated and should be sent to Rajshree (Education Services) along with the monthly report. These Excel sheets should be kept on each Centre's laptop so that both tutors and volunteers can refer to them as well as update them. Using an Excel sheet makes it easy to compare the results over the 12 months attendance.
- These tests show the progress of the students from month to month, are useful for teachers and volunteers, and are necessary for donors who are funding these projects. This is particularly important for the Primary Education Centres. In the Boarding Homes the school exam results are maintained on an Excel sheet in the same way on the PC in each Boarding

Home.

6.8 How to Ensure your Work will be Passed on to the Next Person

If your time at Sambhali overlaps with the volunteer(s) who will take over your tasks, take some time to sit with those volunteer(s) and show them how they can carry on the work you have been doing. Whether or not you meet with the next volunteer(s) it would be very helpful for you to write a report. It doesn't have to be long, just to gather all the useful information about your work while at Sambhali that you think will help the next volunteer to be successful. All materials that you create should be stored [say where] in its original editable version (e.g., Word, PowerPoint) as well as any pdf version.

6.9 Visiting Other Projects

If you would like to visit another project you are not assigned to please clear it with the Volunteer Coordinator, staff and volunteers of that project and make sure it doesn't affect the project you are already assigned to or the project you wish to visit. In addition, it is important for Vimlesh to know of any additional people who will need rides to or from a project to arrange for adequate transportation.

7. Holiday leave and travel

7.1 When and How

Volunteers who are in Sambhali Trust for more than 2 months are allowed to take a day off once a month, just before or just after a weekend or a holiday. The long weekends might be the right time to explore other parts of Rajasthan, and there's a lot to see! If you have registered with the FRRO in Jodhpur, then you will need to let them know your travel plans at all times. Please consult the Volunteer Coordinator and see your contract.

Reminder: Volunteers are not tourists. Your work has priority and when you take your day off or holidays this must be discussed with Govind Singh Rathore in advance.

If you wish to visit Rajasthan, you can go nearly everywhere by train or by bus. They rarely exceed 600 Rs.

- **Train**

There are many different classes in the trains, but we would recommend AC chairs and sleepers (generally 2AC – second class is fine). Sleepers are good because you can lay down during the long journeys and there are fans. If you are a woman, it is easy to travel alone in the train in sleeper class; there is always a family around you can connect with if you are worried. To avoid being stared at, you should book the upper bunk. Train stations are usually easy to reach with a rickshaw.
- **Bus**
 - Government buses
Government buses are usually cheaper than the private buses (100-300Rs) and are very safe for women. There is no AC and the seats **are not comfortable**, but this is still a good way to get to another city in Rajasthan.
 - Private buses
Private buses are usually provided with AC, and may include sleeper beds, but a seat is probably more comfortable. They are more comfortable than Government buses, but also have higher prices (250-600 Rs)

7.2 Where to go

- Jaisalmer
- Udaipur
- Jaipur
- Pushkar
- Ajmer
- Bikaner
- Setrawa (ask Govind Rathore)

7.3 Who can help you

7.3.1 Virendra Chouhan – Rajput Adventures

Train and bus journeys are always better to book through a travel agency rather than going directly to the train or bus station. This can be made easy for you by Virendra. You can talk to him directly when you see him in the Guesthouse or Office.

7.3.2 Other Volunteers

Other volunteers may have travelled to some of the places you want to go, or are also willing to visit them. They can help you organise your trip by giving you pieces of advice and telling you how to do most of the things (book the bus, train, hotel, etc.).

8. Conclusion

Sambhali Trust is really happy to welcome you. The NGO functions thanks in part to the volunteers coming here year after year, assisting staff to run the centres and helping with the administration. For your stay to be as enjoyable as possible, please do not forget:

You are at Sambhali Trust to volunteer and help the women and children by the ways of the NGO. You must **respect the rules and customs** of India and of Sambhali Trust. The advice in this manual has been made for your safety and for everyone's comfort.

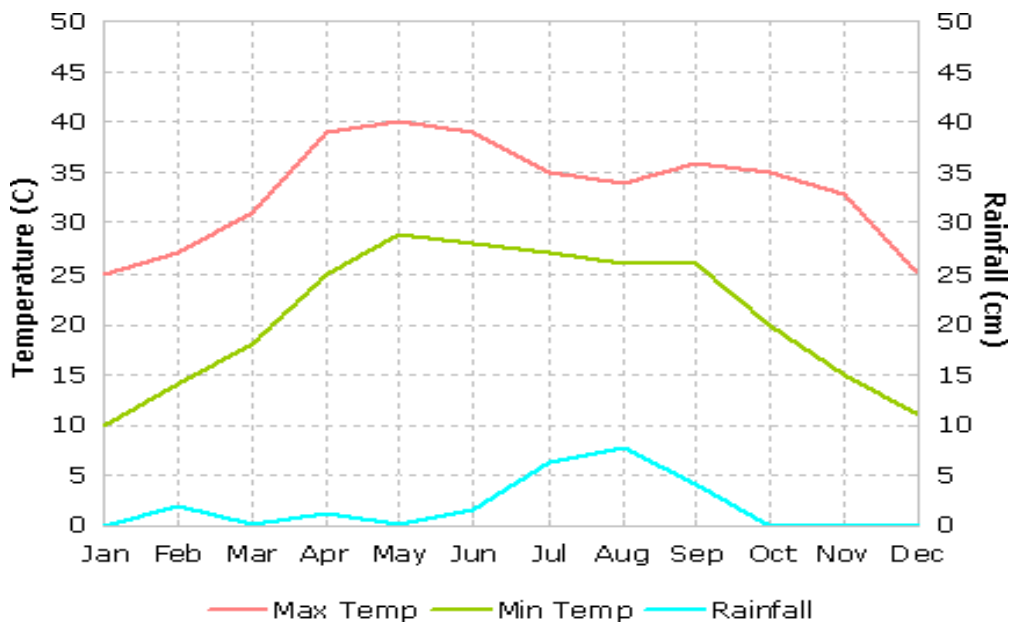
We hope that you will enjoy your stay here, at Sambhali and in India!

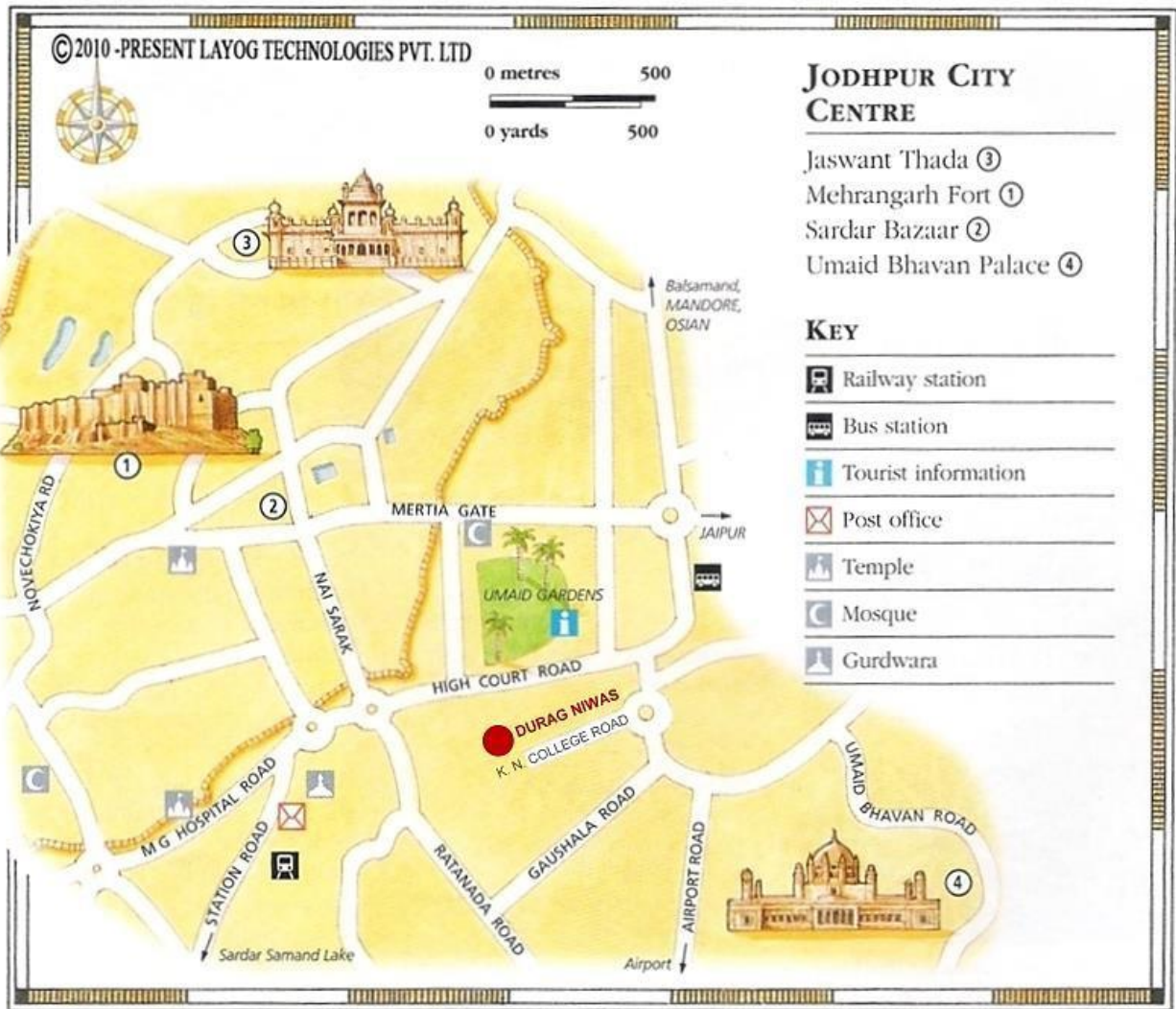
NAMASTE



9. Maps

Map of Rajasthan





10. Useful Hindi Words and Phrases

Hello/Goodbye: Namaste

Yes: haa **No:** nahi

Time: samay

Good: achha

Stop: ruko

Please: kripya

Thank you: dhanyevad

Sorry or Excuse me: maaf kijiye

Left: baiye **Right:** daiye

What's your name: app ka kya naam hai ?

My name is _____: mera naam _____ hai

How are you: aap kaisi hai ?

I am fine: mai thik hu

I am from _____: mei _____ se hu

Nice to meet you: aap se milke khushi hui

This is expensive: yeh bahut mehanga hai

Bill please: bill de dijiye

I want a ticket: mujhe ek ticket chahiye

How much is this: ye kitne ka hai

Let's go: chalo

Go away: chale jayo

Get lost: chal bhaag

I need a taxi: mujhe ek taxi chahiye

I don't know: mujhe nahi malum

I understand: samagh gaye

Where is the toilet: toilet kidhar hai

Leave me alone: mujhe akela chhor do

Zero: shunya

One: ek

Two: do

Three: teen

Four: char

Five: panch

Six: cchhai

Seven: saath

Eight: aath

Nine: nau

Ten: dus

A little: za-raa

Less: kam

Many/much: ba-hut

More: zyaa-daa

Some: kuch

Aloo: potato

Bhaat: rice

Capsicum: chili (pepper)

Chai: tea

Chapati: unleavened bread

Cheeni: sugar

Daal: cooked lentils

Dood: milk

Dosa: crepe

Gee: clarified butter

Kulfi: ice cream made with reduced milk

Lassi: flavored yoghurt/curd drink

Masala: spice blend

Palaak: spinach

Paneer: soft, unfermented cheese

Pani: water

Pani puri: dough puffs with tamarind water

Pista: pistachio

Raita: chilled curd/yoghurt with flavoring

Rasgulla: spongy curd balls in sugar syrup

Roti: unleavened bread

Saag: leafy greens

Saambaar: spicy lentil/vegetable stew

Samosa: fried, pyramid-shaped pastries

Tandori: food cooked in a clay oven

Beedi: cigarette (tobacco)

Betel: chewing leaf; produces red spit

Baang: marijuana leaves

Dupata: scarf

Bindi: forehead decoration (often worn by married Hindu women)