



Agape Refugee Project Volunteer Handbook



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Section 1

1.1 Overview and Purpose

Thank you for volunteering with the Agape Refugee Project! The Agape Refugee Project (ARP) is managed and staffed completely by volunteers, which means your service to ARP is vital to our continuing mission. Volunteers contribute over 700 hours of service each month and play a key role in helping us fulfil our mission. As our mission grows, it is crucial that we continue to promote a favourable impression of ARP to our refugee guests, volunteers, donors, and the community surrounding the Omonia Church building. Our volunteers are important to us, and we ask for your help to create a safe and meaningful volunteer experience. To facilitate that goal, all volunteers must review and acknowledge receipt of our organisation policies and practices. We appreciate your service.

1.2 About the Handbook

This handbook is designed to introduce you to the Agape Refugee Project and to provide a basic overview of the policies and procedures that provide all of us guidance and direction. As a volunteer staff member, you are provided with a safe work environment, necessary job training, supervision, evaluation, and recognition.

In return, we expect you to honour your commitment to the Agape Refugee Project, respect other staff members, and perform your assigned duties to the best of your abilities.

As our organisation grows and changes, there will be a need to modify policies, practices, and other information in this handbook. When such changes occur, you will be notified by an update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Executive Director, Eleni Melirrytou.

1.3 History of Omonia Church of Christ

Omonia Church of Christ is an independent body of believers led and governed by its leaders. It aims to carry out the mission of the Christian Church: Love your neighbour as yourself.

Omonia Church was founded by a small group of Greeks in 1990. The church has always had a small core group of members but has been a welcoming host to many groups in need. In the 1990s it hosted Russian, Romanian and Bulgarian immigrants in search of work during the Eastern Block financial crisis. Over the following 10 years, the Church hosted many Iraqi people fleeing from the Iraq war.

“ *It is interesting how God prepares the place for them to come, and then he empties it because there is another group he has got in mind. God seems to use this place for people to get infected with his love and then go on. And they don't forget, they don't forget that God was with them here.* ”

Eleni

From the period between 2005- 2010 the Church hosted almost 200 people from 8 or 9 different nationalities including Greeks, Russians, Bulgarians, Taiwanese, Canadians. Then suddenly in 2011- 2012 the numbers began to drop as the financial crisis hit Greece, and the surrounding area of Omonia developed a reputation of being unsafe. Throughout this crisis, as many in the area were tempted to sell up the building and leave, the church persevered, knowing that even with a small congregation, Christ was present in this area where so much trouble was occurring. Their goal was to pray for the city; they knew they were where they needed to be. A few years later, the refugees started to arrive.

“ *And again, it is almost like this church is a train station, people are here for a while and they get their ticket for somewhere else.* ” *Eleni* ”

As a church, its leadership is inspired by Biblical principles. There are two leaders who guide the church spiritually, Brother Kostas and Brother Abraham. The Board of Association takes care of the practical aspects of church life. Omonia Church is registered with the Department of Education and the Department of Religion. It holds permits both as a Church and as an Association.

The church meets every Sunday morning for a worship service which is translated through wireless headsets for those who require it. Currently the core nationalities attending Sunday Services include Greeks, Bulgarians, Russians, Afghans, Syrians and Iranians. It is also a church which enjoys meeting many international visitors passing through Athens on a weekly basis. In the evening there is an English-speaking prayer group.

1.4 How the Agape Refugee Project Began

Told by Eleni Melirrytou



This project is established in the very love of God. Not only established, but it is its fuel. There is not an agenda. We want to be organised, and we do have vision, but we don't have an agenda.

We had started back in September 2015 when the refugees came into the port. We would prepare sandwiches, food packages, diapers, whatever we could. When we went to the port at 6.30 in the morning, we saw the huge numbers, we could not accommodate all those people. We had 200 packages so we would just sit at the side and wait because they were running. They were running to the north because the borders were open and they wanted to get to Europe. Mothers with children and strollers needed to stop so the children could be changed. They would sit on the side and that is where we would meet them.

During the winter evenings of 2015, we would go to Victoria Square where there were thousands of people sleeping in tents. We went and did the same thing, we would give them sandwiches, juice, tea. It was snowing in December and the people were in the tents so we brought blankets and whatever we could. To see all of this first hand was mind blowing and something was pulling me to see the boats come. To see this journey. To see the desperation.

In January 2015 I was in Victoria Square and my phone was stolen so then I started going to the key places to find the people who I now knew because I couldn't call them. I went to one of the camps, called Eleonas camp, and on my way out, I saw a young man. He came and knocked on the car window and said, "Where's the metro?"

He spoke English. I told him where it was and as I did, I saw his mother and sisters with bags. I started asking him questions. They came from the port but there was no room for them here in the camp. I couldn't leave them, so I got them in the car and took them to a hotel and invited them for lunch. They were the first people I invited; a mother and her three children. The father was already in Germany. Later, we got them an apartment and they were here for almost 4 months before they finally could join their husband and father. They were devoted Muslims. They wouldn't even come into the sanctuary, the place of in the church where we worship and have our sermons. But they invited people to come over.



Then we started connecting with two of the hotels down here, west of Omonia because in this time the UN would put the refugees in hotels. All the fourth-class hotels were filled with refugees. Some of them would come here to the church and then they invited us to their rooms, and we would sit with them and they invited more people.

When we were visiting Victoria Square, I saw a couple of places that acted as day centres. When I went to drop something off for one lady, I thought, wait a minute, we have a building. We could do this. It was a sudden revelation! The church agreed with using the building and so we could start.

At first, we only cooked on Tuesdays. Then a few weeks later it was Tuesday and Thursdays and the only help we had back then was from Samaritans Purse and a few women from the Church. The English lessons started when we realised there was a need for this, and people told us they wished to learn English.

In May 2016, I saw there were so many good conversations going on in the room. So much mercy and grace. I realised we had to stop and ask for the blessing of God upon this. At 1:30pm, in the midst of the day and ministry, we stopped and prayed. This was the start of our daily devotional time. I was afraid at first, I didn't know how much I could tell these people, but one day, I said, "Do you want to know what the word of God says?" And everyone said "Yes." So, I said, "OK" and that was how our devotional started.

Everything has been organic. Nothing was really planned for us. God planned it and we were just right there, and he used us. There is a place for spontaneity, but I think you first need to identify the need and then be available for God to use us.

Eleni



1.5 The Agape Refugee Project Today

The Agape Refugee Project exists to provide a place of safety, refuge, and love for those who are fleeing their countries in search of a home. All who come to our doors are welcome. We have a commitment to honour those who enter our building by loving them in the name of Christ and serving them as we are able. In a caring, Christian atmosphere, we currently provide a range of services including informal English classes, children's activities, hot meals, clothing, food and infant supplies. We also provide advocacy services with the Greek legal and health services.

Section 2

2.1 The Agape Refugee Project Directives

2.1.1 Our Vision

The Agape Refugee Project exists to spread the unconditional love of God, transcending the differences within mankind. To that end, every refugee will be encouraged and equipped while transitioning to a country where he/she can safely settle.

2.1.2 Our Doctrine

We believe that God, through the perfect life, atoning death, and bodily resurrection of Jesus Christ, rescues all his people from the wrath of God into peace with God, with a promise of the full restoration of his created order forever - all to the praise of the glory of his grace.

2.1.3 Our Mission

The Agape Refugee Project embraces, encourages, equips, and educates refugees while in Athens, Greece.

2.1.4 Our Guiding Values

Agape Love:

- a) Above all else, we will show the agape love of Christ to all who enter our doors by serving our guests in a caring and sensitive manner.
- b) We will show no favouritism or prejudice based on race, religion, ethnicity, gender, or education. All who come will be welcomed in the name of Jesus
- c) Our actions will reflect the grace that we have received in Christ. We will be slow to anger, slow to speak, quick to forgive, and quick to intervene.

Community:

- d) By entering the doors of Omonia Church, we become a community. Our community will work in harmony for the good of our guests.
- e) We believe in being understanding of the needs of our culturally diverse guests and volunteers.

Fellowship:

- f) We honour our guests' dignity by inviting them in as equals.
- g) We dignify our guests and volunteers by accepting them as they are, and by having an interest in their lives.
- h) We joyfully accept the invitation to share in our guests' lives by talking with them, teaching them and listening to them.

Service:

- i) We value and protect our guests' privacy and ensure a safe environment for our guests, their children, and our staff.
- j) We offer the best of our abilities and resources in the service of our guests.

2.2 The Agape Refugee Project Governance

The Agape Refugee Project is accountable to the Omonia Church and must abide by the governing rules of the Church Board. Alexander Melirrytou is the Minister he is also the Church Board's Representative with overarching responsibility for Church projects.

The operational Management of the Agape Refugee Project is managed via two groups both of which are accountable to the Church Board.

2.2.1 Management Team

The Management Team (MT) is responsible for developing strategy and overseeing day to day operations of the Project. It is made up of the Executive Director, Eleni Melirrytou, Operations Manager, Laura Vermeulen, Arabic Ministry Leader, Rustam Abdulrahman and long-term volunteers in post.

2.2.2 Volunteer Application Board

Volunteer Application Board (VAB) is responsible for vetting and approving volunteer applications. It is made up of Church Board Representative, and External Lay Representatives. All prospective volunteers need to submit an application form to the VAB for each trip. The VAB has final approval for all applications submitted.

2.2.3 Finance

All finances for the project are managed via the Church accounts in accordance with Greek Law. Please note the Bribery and Corruption Policy for proper method of donating to the Agape Refugee Project.

Section 3

3.1 Agape Refugee Project Volunteer Policies

3.1.1 Attendance and Absenteeism

You are a volunteer staff member, and we depend on you to complete your scheduled shifts. We understand that, from time to time, certain situations may arise that prevent you from doing so. Please alert the ARP staff member in charge of your area of service, as far in advance as possible, if circumstances arise, such as illness, that will prevent you from serving.

Punctual attendance is an essential responsibility of each volunteer at ARP. Any tardiness or absence causes problems for fellow volunteers and guests. When a volunteer is absent or tardy, others must perform his or her work. No matter how skilled a volunteer is, if he or she does not have a good attendance record, his/her contributions to the smooth functioning of ARP are minimised. The purpose of this policy is to promote the efficient operation of ARP and minimise absences and tardiness.

Any volunteer who fails to report to ARP without notification to an ARP staff member three shifts or more will be considered to have voluntarily terminated his/her service at ARP.

3.1.2 Standard of Appearance

As a representative of ARP and the Omonia Church, you must dress in a manner that is appropriate to your service both the church and our guests. Because of the cultural diversity that is present at ARP, the following guidelines for clothing must be followed.

- a) There must not be any obscene or inappropriate slogans, language, images, or phrases on any articles of clothing worn.
- b) No camouflage prints
- c) Women may wear pants, jeans, capris, or shorts that reach to the knee (no short shorts).
- d) Leggings may be worn if covered by a tunic, long shirt, or dress.
- e) Women may wear knee length (or longer) skirts or dresses.
- f) Women may wear shirts or blouses that are modest. In this situation, modesty is defined as tops that are loose fitting, having a neckline that doesn't reveal cleavage, and have short sleeves. Tank tops may be worn if you have a sweater or blouse with short sleeves.
- g) Women's clothing should not be skin tight or revealing in any way.
- h) No bright make up (i.e. red lipstick)
- i) Men may wear pants, jeans, khakis, or long cargo shorts.
- j) Men may wear dress shirts, Polo-type shirts, or t-shirts with short sleeves.

3.1.3 Code of Conduct

As a volunteer with ARP, you are expected to act in a godly, upright, and honest manner. Any kind of gossip, slander, inciting discontent, or other harmful and malicious practices against a guest or any member of the ARP long- or short-term staff are grounds for immediate dismissal.

3.1.4 Problem-Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute or misunderstanding that arises during the course of your volunteering.

- a) In situations where differences arise between volunteers or volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved.
- b) If a third party is needed, the Executive Director and Operations Manager are to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organisation.

- c) If the grievance is in regard to the Executive Director or Operations Manager a meeting of the Management Team will be held (which will include the Executive Director and Operations Manager) to mediate and resolve the issue.

3.1.5 Agape Refugee Project Security and Safety Policies

3.1.5.1 Social Media and Photography

Because of the sensitive nature of the work we do, our standards of privacy and integrity must be of the highest order. Our relationship with our guests is built, day by day, on trust. They slowly learn that our goal is to serve them in the name of Jesus, not to hurt or use them in any way. While we understand that social media and photography are a part of many people's daily lives, our guests or their families can be put in danger by having their photos posted. In order to protect our guests and maintain the fragile trust that is being built, all volunteers must comply with the following standards for social media and photography.

- a) Sensitive information, including but not limited to, name, nationality, and location of a guest may not be shared on social media without the explicit and informed consent of the guest involved.
- b) No children's faces may be posted on any social media platform.
- c) Photographs of any guests' faces may be taken only with explicit and informed consent.

3.1.5.2 Personal Interactions

You are here to serve the guests who seek refuge at Omonia. The strangeness and loneliness of being away from home can make you vulnerable and cause you to seek a relationship with someone nearby. Our guests are also in an extremely vulnerable position, and they, too, can reach out to those around them for the comfort of a relationship. In order to protect you and our guests, the following safeguards should be followed.

- a) No volunteer may begin a relationship with another volunteer, a guest of ARP during your time of ministry at Omonia Church and ARP.
- b) Be cautious with your interactions with anyone of the opposite gender. Be welcoming of everyone but restrain your exuberance with those of opposite gender. Shake hands with people of opposite gender only if the person extends his/her hand first.
- c) For women, if you notice that a man seems particularly interested in you, do not react or confront that man. Inform one of the long-term volunteer members or the Executive Director.
- d) Do not use our guests to build your social media network. It is not appropriate for volunteers serving less than three months to connect with our guests via social media. Instead communicate via Messenger or WhatsApp etc.
- e) Volunteers must seek the permission of the Executive Director ahead of planning any refugee activities outwith the ministry including visitation and Bible studies.
- f) Exploitation of our guests is strictly forbidden as they are protected by the UN.
- g) Volunteers working with children must not discipline them physically, they are also under UN protection.
- h) It is not permissible for volunteers to hire the services of refugees (other than for translation purposes). Volunteers seeking translation services, should check in first with the Management Team prior to recruiting translators for appropriate guidelines and terms of service.
- i) Returning volunteers must check-in with the ministry leaders before attempting to reunite with Agape guests from a previous visit. Irrespective of whether the trip is a holiday or to serve. This is imperative as circumstances may have changed over time and guests may no longer be in good standing.
- j) In these circumstances, it is expected that volunteers abide by the advice issued by the Management Team. Experience has shown that this type of activity gives guests in good standing mixed messages when attention, and on occasion favours, are given to those who are not in good standing. It also undermines the Biblical discipline of the church.

- k) If invited for a meal to the home of our guests always ensure you attend with at least one other person. This protects both yourself and the family.
 - I. Do not attend a home empty handed, this is culturally unacceptable, take a small gift
 - II. Remember that your hosts are on a limited budget and providing food for you will use up their energy and food bills. This is the **only occasion** you may offer a small financial contribution to the family to offset their costs. (See Bribery and Corruption Policy)
 - III. You are not there to be entertained, be mindful of your role in the ministry and seek gospel opportunities

3.1.6 Policy Against Harassment

ARP is committed to maintaining a work environment free of unlawful harassment. ARP prohibits harassment based on sex (including sexual harassment, gender harassment, and harassment due to pregnancy, childbirth, or related medical conditions), and harassment based on race, religion, creed, colour, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, or any other status protected under European or Greek Law or regulation. All such harassment is unlawful. The Agape Refugee Project policy applies to all persons involved in the operation of ARP and prohibits unlawful harassment by any volunteer employee of ARP, including supervisors and co-workers.

3.1.7 Policy Against Sexual Harassment

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with a volunteer's job performance or create intimidating, hostile, or offensive working environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- a) Threatening, directly or indirectly, to retaliate against a volunteer, if the volunteer refuses to comply with a sexually oriented request.
- b) Engaging in sexually suggestive physical contact or touching another volunteer in a way that is unwelcome.
- c) Displaying, storing, or transmitting pornographic or sexually oriented materials using ARP equipment or facilities.
- d) Engaging in indecent exposure
- e) Making sexual or romantic advances toward a volunteer and persisting despite the volunteer's rejection of the advance.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Volunteers are prohibited from harassing other volunteers whether or not the incidents of harassment occur on ARP premises and whether or not the incidents occur during work hours. Sexual harassment can involve males or females being harassed by member of either sex. Although sexual harassment typically involves a person in a greater position of authority as the harasser, individuals in positions of less or equal authority also can be found responsible for engaging in prohibited harassment.

3.1.7.1 Volunteer responsibility:

If a volunteer believes he/she has been subject to sexual harassment or any unwanted sexual attention, he or she should:

- a) Make his/her unease and/or disapproval directly and immediately known to the harasser.
- b) Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses and report the incident to the Executive Director.
- c) All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

3.1.8 Smoking

In response to local laws and building codes, smoking is not permitted on the premises.

3.1.9 Volunteer Personnel Files

Your personnel file contains basic contact information and records about your volunteer service with ARP. The file is confidential and can only be reviewed by the VAB, Administrators and the Executive Director.

3.1.10 GDPR Legislation – How Your Data Will be Used and Stored

By completing and submitting an application form you agree to relevant parts of your personal data (including sensitive data such as health and criminal disclosures) being used within the ministry team at the Omonia Church of Christ for the Agape Project. Confidential information will only be shared to those responsible for ensuring the wellbeing of volunteers within our care and will not be disseminated to those without this remit.

Your data will be kept by the Omonia Church of Christ for the purposes of registering you as a volunteer.

Anonymised volunteer demographic data may be used for reporting, marketing and fundraising purposes.

Your data will be handled responsibly, stored securely in line with General Data Protection Regulations (GDPR) legislation. You can view our policies in full at the following links:

- <https://omoniachurch.com/terms-and-conditions>
- <https://omoniachurch.com/privacy-policy>
- <https://omoniachurch.com/list-of-third-party-suppliers>
- <https://omoniachurch.com/data-retention-policy>
- <https://omoniachurch.com/cookie-policy>

By giving us your information, you are agreeing to your data being used in this way. You can ask for your mailing preferences to be changed at any time after your voluntary service is complete. We will retain anonymised volunteer data for the purposes outlined above.

3.1.11 Bribery and Corruption Policy

In order to comply with European Legislation, the Agape Refugee Project has the following Bribery and Corruption Policy in place.

- a) All financial gifts for the Ministry or individual refugees must be given to the Executive Director or Operations Manager to be recorded.
- b) No one should pay any money directly to our guests or to organisations to cover costs for guest expenses. This includes medical expenses or purchasing clothing / goods etc.
- c) All gifts must be channelled through the ministry and church.
- d) The **only exception** is a small financial contribution to offset food and utility costs when visiting our guests' homes.
- e) Any money given to volunteers in the line of their service (other than their normal support) for the work at Omonia must also be given to the ministry and not disbursed personally.

3.1.12 Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation will be made, including a meeting between staff and volunteer involved, the Operations Manager, and, if applicable, the Executive Director. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behaviour as determined by the Executive Director, or fails to adhere to the policies of The Agape Refugee Project.

Section 4

4.1 Volunteer Roles and Responsibilities

Our mission is to build relationships with the guests who visit the church and to show them the love of God in Christ through our service to them. This service can take many forms, from cleaning, sorting clothes, preparing and serving food, teaching English, caring for children, meeting someone for coffee, or visiting in a guest's home. Each of these tasks is a valuable part of the ministry we perform, and we want everything we do to honour God and our neighbour. Remember that you may be the one to plant the seed that will mature into a believing Christian, by the grace of God. As a short-term volunteer, you are a vital part of conducting this ministry. The energy and care that you bring to the long-term staff blesses those who have been in this mission field for an extended time. You matter, and your service matters.

We suggest you bring extra funds to help buy extra ministry supplies that you might want to use while you are serving at ARP. Most supplies can be purchased in Athens, so before buying items in your home country, ask us. We can tell you if it would be best to buy the items before coming to Greece or if they can be purchased here.

Below you will find a list and a brief description of the tasks you may be doing while you are here. Please remember that this is a ministry that serves people who are in transition, so flexibility is important for all who serve. While we will do our best to fit your talents and gifts with your tasks, you may be asked to do a job that you had not anticipated. Know that your work is for the glory of God and for the benefit of our guests, and we appreciate your willingness and flexibility in filling the needs as they arise.

4.2 Volunteer Task Descriptions

Please note: The start time each day is **10.00 am**, the times below only denote the time of the specific activity in question. Extra time needs to be factored in at the end of each day for cleaning and on days when we have our fellowship meals or clothing ministries.

- **Teaching: classroom**
Monday - Thursday - 11.00 - 13.00
In this position, you will be using the provided materials to conduct informal English classes.
- **Teaching: one-on-one**
Monday - Thursday - 11.00 - 13.00
In this position, you will be the English tutor for one guest.
- **Children's Ministry**
Monday - Thursday - 11.00 - 13.00
In this position, you will be assisting the Children's Director to care for the children of the English / Bible class students.
- **Women's Ministry**
Monday - Thursday - 11.00 - 13.00
In this position, you will be talking, doing crafts with, and teaching the women whose family members are in the English classes.
- **Men's Ministry**
Monday - Thursday - 11.00 - 13.00
In this position, you will be taking part in Bible classes and discussion groups with the men in the community.

- **Discipleship Ministry**
Days / Evenings and times to be confirmed
In this position, you will be taking part in discipleship classes and discussion groups using approved discipleship materials.
- **Fellowship Meal Ministry**
Wednesday 13.00 – 14.00
In this position, you will be assisting those in the kitchen with food preparation, dining room set up, serving, and cleaning the lunchtime meal. You may also be asked to take part in the devotion.
- **Cleaning**
Sunday/Monday/ Tuesday/ Thursday - 13.00 - 14.00, Wednesday - 14.30 - 15.30
In this position, you will assist the group in cleaning the church building and the Education Centre.
- **Clothing Ministry**
Day to be confirmed 13.00 – 14.00
In this position, you will assist in the distribution of clothing and on occasion baby supplies you may also be asked to work outwith these times to sort clothes and organise clothing room and store.
- **Healthcare**
Ad-hoc as volunteer provision allows
In this position, you will attend to the healthcare needs of specific guests and be responsible for administering medical records and handing these over to ministry staff at the end of your tenure.
- **General Maintenance**
Ad-hoc as required
In this position, you will organise, repair, paint, etc., the areas that have been designated.
- **Home Visitation**
As approved / invited or required
In this position, you will visit with our guests in their homes. Please be mindful of your role in this as outlined in sections 3.1.5.2 and 3.1.11.

4.3 Weekly Schedule

The weekly schedule is currently fluid and subject to change as we transition into our new programme of activities. Check our website for current details. <https://omoniachurch.com/volunteer-info/#schedule>

Section 5

5.1 About your Trip

5.1.1 Accommodation

You are responsible for arranging both your travel details and your accommodations for the duration of your time in Athens. We recommend that you stay near the city centre and close to a metro stop. However, please check with us before booking accommodation so that we can advise you if the area you have chosen is safe.

Some suggested areas to stay are:

- d) Akropoli
- e) Agios Ioannis
- f) Kolonaki
- g) Neos Kosmos
- h) Pagrati
- i) Syngrou Fix
- j) Syntagma

5.1.2 Passport

If you do not have a passport, or if your passport expires within 6 months of your travel date, you need to apply for a new/renewed passport immediately. Depending on which country you live in, it can take 6-8 weeks for a passport to be processed.

5.1.3 Visa

Please check with the Greek consulate online or in your home country to determine whether or not you need a Visa for your time in Greece. We provide letters of referral for visas on a case-by-case basis. If you are in need of such a letter, we will determine if we are able to provide it after we receive your written request for it.

5.1.4 Insurance

You must have international traveller's or health insurance while in Greece to ensure that you can receive the best possible healthcare should the need arise. The companies listed here provide affordable coverage: sevencorners.com (based in the United States), mawista.com (based in Europe)

5.1.5 Immunisations

Please take medical advice in your home country about immunisations required in Greece. Especially those required for working with refugees. You should plan this well in advance as some vaccines are delivered as a course of treatment over several weeks / months. You should also bring an up-to-date vaccination record with you when you travel. It is recommended to especially have Hepatitis A & B & Tuberculosis but this is a decision made between yourself and your doctor, as is any other vaccinations your doctor recommends.

5.1.6 How to Communicate with Us Prior to Arrival

Prior to your arrival in Greece you can email us at theagapeprojectcoc@gmail.com

5.1.7 Communication whilst in Athens

All Agape volunteer communications are undertaken via messenger. Volunteers therefore need to ensure they have data for the duration of their stay in Greece either with their current provider or by purchasing a Greek sim card. Sim cards are available outside most metro stations or mobile phone shops. The main providers in Greece are Cosmote and Vodaphone. You will need to show your passport and provide your Athens address to purchase one.

Everyone needs to email theagapeprojectcoc@gmail.com with their contact information as soon as possible after arriving in Athens.

5.1.8 Personal Safety

Athens is generally a safe city. However, like any city there are undesirable areas, so care should be taken to keep yourself safe by not going into these areas alone. The Management Team can give you advice on areas to avoid - or where extra care is needed.

Please be vigilant of your personal belongings at all times during your stay in Athens as unfortunately pick pocketing is rife. Be especially wary in and around the metro including on the escalators. Don't keep your phone or wallet in your pocket. We strongly advise purchasing a neck pouch or waist pouch to keep your belongings close to your body. Rucksacks, backpacks and handbags should be worn in the front of your body.

5.1.9 Personal Accountability

Volunteers planning to travel outwith Athens during the tenure of their service must inform the Management team in advance. The reasons for this are two-fold, to ensure there is adequate weekend cover for the Arabic ministry / Church and Sunday School and for personal safety reasons (in case volunteers get into difficulty whilst travelling.) This excludes volunteers recruited via external organisations such as OM or YWAM (as these volunteers are directly accountable to their individual organisations.)

5.1.9 Contact Information



Executive Director: Eleni Melirrytou
Phone: +30 694 501 4385
Messenger: m.me/eleni.melirrytou



Operations Manager: Laura Vermeulen
Phone: +30 694 609 7502
Messenger: m.me/laura.vermeulen.737



Email: theagapeprojectococ@gmail.com
Web: <https://omoniachurch.com/contact>

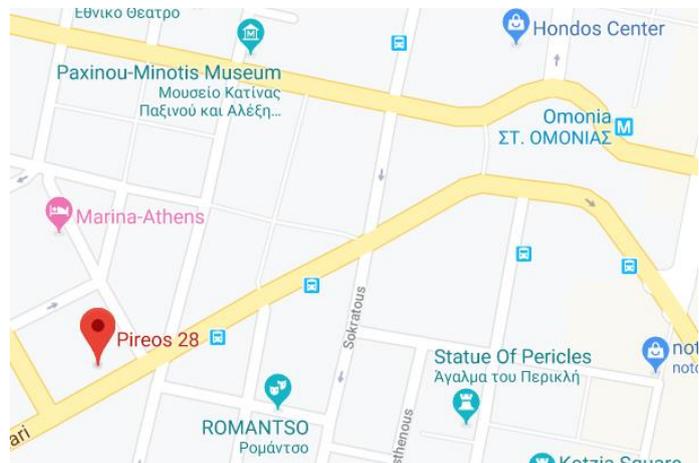
5.1.10 How to Find Us

Our address is:

Omonia Church
Pireos 28
Athens, Greece 10437

1st Floor (Church)
2nd Floor (Agape Ministry)

On your first day report to the Church on the 1st Floor, as this is where our team meetings are held.



The church is two blocks off Omonia Square on the Red Metro Line (Line 2).

We don't look like a traditional church from the outside!



Section 6 – Appendices

Once accepted for service the following Appendices should be printed, completed, signed, scanned and emailed to theagapeprojectcoc@gmail.com. It is a condition of service, that these must be accepted and submitted prior to volunteer's arrival in Athens.

6.1 Acknowledgment of receipt of The Agape Refugee Project Volunteer Handbook

I, _____ have received and read The Agape Refugee Project Volunteer Handbook. I have had the opportunity to ask any questions I have regarding the contents of the handbook.

Volunteer Signature

Date

Print name

6.2 Volunteer Confidentiality Statement

I agree to hold in confidence all information I become privy to regarding clients of The Agape Refugee Project. I will not remove from the office of The Agape Refugee Project any electronic or written records, or copies thereof, without express permission of The Agape Refugee Project or The Agape Refugee Project's guest. I accept full responsibility for maintaining the confidential nature of all records, guest contacts and information marked confidential.

I understand that I am personally responsible and fully liable for any violation of this agreement.

Volunteer Signature

Date

Print name

6.3 Volunteer Release and Waiver of Liability Form

This Release and Waiver of Liability (the “release”) executed on _____ (date) by _____ (hereinafter “Volunteer”) releases The Agape Refugee Project, (hereinafter “ARP”), organised and existing under the laws of Greece and each of its directors, officers, employees, and agents. The Volunteer desires to provide volunteer services for ARP and engage in activities related to serving as a volunteer. Volunteer understands that the scope of Volunteer’s relationship with ARP is limited to a volunteer position and that no compensation is expected in return for services provided by Volunteer; that ARP will not provide any benefits traditionally associated with employment to Volunteer; and that Volunteer is responsible for his/her own insurance coverage in the event of personal injury or illness as a result of Volunteer’s services to ARP.

1. **Waiver and Release:** I, the Volunteer, release and forever discharge and hold harmless ARP and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise from the services I provide to ARP. I understand and acknowledge that this Release discharges ARP from any liability or claim that I may have against ARP with respect to bodily injury, personal injury, illness, death, or property damage that may result from the services I provide to ARP or occurring while I am providing volunteer services.
2. **Insurance:** Further I understand that ARP does not assume any responsibility for or obligation to provide me with financial or other assistance, including but not limited to medical, health, or disability benefits or insurance. I expressly waive any such claim for compensation or liability on the part of ARP beyond what may be offered freely by ARP in the event of injury or medical expenses incurred by me.
3. **Medical Treatment:** I hereby Release and forever discharge ARP from any claim whatsoever which arises or may hereafter arise on account of any first-aid treatment or other medical services rendered in connection with an emergency during my tenure as a volunteer with ARP.
4. **Assumption of Risk:** I understand that the services I provide to ARP may include activities that may be hazardous to me. As a volunteer, I hereby expressly assume risk of injury or harm from these activities and release ARP from all liability.
5. **Photographic Release:** I grant and convey to ARP all right, title, and interests in any and all photographs, images, video, or audio recordings of me or my likeness or voice made by ARP in connection with my providing volunteer services to ARP.
6. **Other:** As a volunteer, I expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of Greece and that this Release shall be governed by and interpreted in accordance with the laws of Greece. I agree that in the event that any clause or provision of this Release is deemed invalid, the enforceability of the remaining provisions of this Release shall not be affected. By signing below, I express my understanding and intent to enter into this Release and Waiver of Liability willingly and voluntarily.

Volunteer Signature (or parent/guardian if under 18)

Date

Print name