

Volunteers Affairs Section: Volunteers' Pact

Volunteer Rights:

- 1- To respect volunteers and deal with them in an equitable, courteous and transparent way.
- 2- Professionalism in delivering quality service.
- 3- Sending registration confirmation notice through email.
- 4- Answering all incoming calls and messages/emails; listening to the needs and taking them into consideration whenever possible.
- 5- Making sure of having direct contact during office visits.
- 6- Giving clear, precise and easy to interpret information at the right time and in both languages, Arabic and English.
- 7- Respect for privacy and confidentiality.
- 8- Provide training on volunteerism work culture.
- 9- Providing volunteers with all intellectual and technological means and information needed to perform their tasks in the events in addition to assignment of roles to participating teams (and achievement mechanisms.)
- 10- Providing at least one meal by the organizer for each volunteer in the events that last 6 hours or more.
- 11- Documentation of participation of volunteers in events through certificates given to the volunteer after each event.
- 12- Mentioning of the volunteers participation under "Community Development Authority Volunteers" in the news and media coverage.
- 13- Giving 5 volunteerism opportunities for each registered volunteer during a year as of the date of registration.

Volunteer Duties:

- 1- Not to use the logo of the Community Development Authority except after taking a written approval from the concerned section.
- 2- Maintaining all intellectual and technological means needed to perform volunteer tasks.
- 3- Commitment of the volunteer to wearing clothes that reflect respect to norms and traditions of the Emirati society.
- 4- To use subtle moral interaction with the public and the organizer.
- 5- To respect the event supervisor and commit to the assigned tasks and accomplish them in the best possible way.
- 6- To be flexible in dealing with changes in tasks during the event.
- 7- The volunteers supervisor shall be present 45 minutes prior the beginning of the event in order to assign the tasks to the volunteers and to make sure they clearly understand the assigned tasks.
- 8- Volunteer are responsible for proving their attendance with the event supervisor.

- 9- In case the volunteer is unable to attend the event, they have to inform the Volunteer Affairs Section at least 3 days prior to the event date.
- 10- Volunteers Affairs Sections is not responsible for providing transportation for the volunteers.
- 11- To fill in the Volunteers Satisfaction Survey and send it after each event.

Communication: (phone calls, emails, letters)

- 1- Instant reply to the volunteers queries through phone calls or office visits.
- 2- Communication through email on volunteers@cda.gov.ae
- 3- Reply to emails through 3 working days as of the date of receipt of email.
- 4- In case a letter is directly received by the Volunteers Affairs Section, acknowledgment of receipt will be made in 2 working days as of date of receipt and dealing with the letter issue immediately if possible.
- 5- Communication through:
 - Call Center (8002121)
 - Operator 04-4299888
 - Post Office Box 212288 Dubai, UAE
 - BlackBerry of the Volunteers Affairs Section 210E67B3
- 6- Complaints and Suggestions boxes in:
 - CDA premises in Dubai Healthcare City building 54
 - CDA premises in Dubai Healthcare City building 53
 - Al Barza Elderly Center
 - Rashidya Majles
- 7- Working hours of the Community Development Authority: Sunday through Thursday from 7:30 am to 2:00 pm.

In case there is a complaint about the service:

If there is dissatisfaction about the services, you can file a complaint through:

- 1- Electronic complaint system
- 2- CDA website www.cda.gov.ae
- 3- Calls to:
 - a. The call center
 - b. The operator 04-4299888
 - c. Post Office Box 212288 Dubai, UAE
- 4- Complaints and Suggestions boxes in:
 - a. CDA premises in Dubai Healthcare City building 54
 - b. CDA premises in Dubai Healthcare City building 53
 - c. Al Barza Elderly Center
 - d. Rashidya Majles