

JEEVONSETU By AXOM GRAMODYOG VIKASH COUNCIL

Volunteer Training Manual - Our Story of Hope

Section 8 Non-Profit Organization | Incorporated: 06 May 2022 | Assam, India | www.jeevonsetu.com | Helpline: 8486100124 | Email: contactusmass@gmail.com

1. OUR STORY OF HOPE

Our journey began in 2020 with a vision to build a more inclusive, equitable, and sustainable society where Indigenous/Tribal communities, Persons with Disabilities, and other marginalized populations can live with dignity, opportunity, and hope. On 06 May 2022, this vision became a reality with the incorporation of **JEEVONSETU By AXOM GRAMODYOG VIKASH COUNCIL** as a Section 8 Non-Profit Organization in Assam, India.

Today, JEEVON SETU remains committed to empowering communities through inclusive, rights-based, and sustainable development initiatives focused on education, accessibility, livelihoods, health, human rights, climate resilience, and social justice. We believe meaningful change happens when communities are empowered, diversity is respected, and no one is left behind.

Together, we can build a future of dignity, opportunity, and hope for all.

2. VISION, MISSION & VALUES

Vision: An inclusive Assam where every tribal, PwD, woman, youth and marginalized family has access to education, health, livelihood and justice.

Mission: (1) Promote rights-based development (2) Build sustainable livelihoods through organic farming & skill education (3) Ensure affordable healthcare access (4) Strengthen climate resilience and social inclusion.

Core Values: Dignity, Inclusivity, Equity, Sustainability, Transparency, Accountability, Community Ownership, Respect for Indigenous Knowledge.

3. WHO WE SERVE

Indigenous/Tribal Communities, Persons with Disabilities (Divyangjan), Women, SHGs, Small & Marginal Farmers, Youth, School/College Dropouts, Economically Weaker Families, Rural Entrepreneurs.

4. OUR PROJECT PILLARS FOR VOLUNTEERS

A. ORGANIC FARMING TRAINING CENTRE: Learn Farming - Grow Organic - Build Livelihoods. Volunteers support demonstration plots, soil health, vermicompost, mushroom cultivation (Oyster, Milky, Ganoderma), nursery management, water management, value addition and marketing (PLAN -> CULTIVATE -> HARVEST -> GRADE -> PACKAGE -> MARKET -> SELL -> GROW). Goal: STATE -> DISTRICT -> BLOCK -> AREA -> VILLAGE network.

B. MANGALDEEP SKILL UNIVERSITY / DINAYAK SKILL UNIVERSITY: Free Education - Skill Development - Employment. Focus: Digital & Computer Skills, Vocational (Agarbatti, Cleaning Products, Mushroom, Vermicompost, Food Processing, Handicrafts), Healthcare-related skills (First Aid, Community Health Awareness), Agriculture & Rural Skills. Pathway: EDUCATION -> SKILL -> TRAINING -> CERTIFICATION -> EMPLOYMENT /

ENTREPRENEURSHIP. Motto: 'EDUCATE ONE • SKILL ONE • EMPOWER A FAMILY • DEVELOP A COMMUNITY'

C. MEDIVA / MEDIZARA HOSPITAL - Low-Cost Advanced Healthcare For All: Affordable consultation, diagnostics (blood, urine, BP, sugar), emergency first-aid & stabilization, specialist linkage, health camps. Model: DONATION -> INFRASTRUCTURE -> AFFORDABLE SERVICES -> COMMUNITY OUTREACH -> BETTER HEALTH. Healthcare should not be a privilege.

5. VOLUNTEER ROLES & RESPONSIBILITIES

- **Community Mobilizer:** Door-to-door awareness in villages, tribal hamlets, tea garden areas; identify beneficiaries; translate in local language (Assamese, Bodo, Deori, etc.)
- **Farm Training Assistant:** Help trainers in demonstration plots, compost pits, mushroom sheds, nursery; maintain attendance, safety hygiene
- **Skill Education Facilitator:** Support digital literacy, vocational classes; help women & SHGs; distribute learning kits
- **Health Camp Volunteer:** Registration, crowd management, BP/sugar screening support (non-clinical), health awareness, referral guidance
- **Accessibility & Inclusion Champion:** Ensure venues are accessible for PwD, provide respectful assistance, ensure no discrimination
- **Documentation & Reporting Volunteer:** Photos (with consent), success stories, attendance sheets, feedback forms
- **Fundraising & Partnership Support:** Link local donors, CSR, panchayat, college NSS, without making false promises

6. VOLUNTEER CODE OF CONDUCT

1. Uphold dignity of all communities, especially Tribal/Indigenous & PwD. Zero tolerance for discrimination, caste, gender, religion, disability bias.
2. Do no harm: Do not give medical advice, do not promise government accreditation/certificates unless officially obtained. Certificates must accurately reflect training nature.
3. Confidentiality: Protect beneficiary personal data, health info, stories. Take written consent for photos/videos.
4. Integrity: No bribery, no collection of money from beneficiaries without written authorization. All donations via official receipts.
5. Safety & Hygiene: Follow farm safety, wear appropriate footwear/gloves, wash hands, safe tool handling. In health camps, follow infection control.
6. Cultural Sensitivity: Respect tribal customs, traditional farming knowledge, local languages. Listen more, speak respectfully.
7. Child & Vulnerable Adult Safeguarding: No physical punishment, no exploitation, report any abuse to supervisor immediately.

7. INCLUSION & ACCESSIBILITY GUIDELINES

Use person-first, respectful language (Person with Disability, not 'suffering'). Ensure training centers have ramp access, seating, drinking water, shade. Provide materials in simple Assamese/English, large font where needed. Encourage women, youth, elders to speak. For farm training, adapt tasks to ability.

8. VOLUNTEER JOURNEY

Step 1 - Application & Interview: Fill volunteer form, ID proof. Brief orientation about JEEVONSETU.

Step 2 - Induction (1 Day): History, vision, projects, code of conduct, safeguarding.

Step 3 - Role-specific Training (2-3 Days): Organic farming basics / Skill teaching methods / Health camp non-clinical support.

Step 4 - Field Posting: Assigned to State/District/Block/Area/Village team with mentor.

Step 5 - Feedback & Certificate: Monthly review, certificate of volunteering.

9. PRACTICAL TRAINING MODULES FOR VOLUNTEERS

Module A - Organic Farming: Soil health awareness, compost/vermicompost making, seed & nursery management, natural pest management principles, mushroom substrate prep, water & farm waste recycling, post-harvest grading/packaging/branding/direct marketing.

Module B - Skill Education: How to facilitate adult learning, digital literacy basics, vocational demo safety, linking learners to local markets.

Module C - Low-cost Healthcare Support: Role boundaries (no clinical diagnosis), first-aid awareness, emergency referral pathway, health camp management, preventive health education.

Module D - Community Engagement: PRA tools, SHG meeting facilitation, building farmer-market linkages, basic digital marketing for farmers.

10. SAFETY, RIGHTS & GRIEVANCE

Volunteers have right to safe environment, respect, training, ID card. Working hours max 6 hours/day field. No volunteer under 18 for farm machinery / health camp clinical areas. Grievance: Report to Block Coordinator -> District Coordinator -> Head Office (contactusmass@gmail.com / 8486100124). Whistleblower protection assured.

11. DO'S AND DON'TS

DO'S	DON'TS
Greet in local language, ask consent before photo	Don't make promises of govt jobs, govt recognition
Keep attendance, maintain demo plot cleanliness	Don't use chemical pesticides in organic demo plots
Encourage organic waste composting	Don't handle medicines / give prescriptions
Support PwD with dignity, ask what support they need	Don't share beneficiary data on personal social media
Report incidents immediately	Don't accept cash without receipt

12. COMMUNICATION & BRANDING

Always use official name: JEEVONSETU By AXOM GRAMODYOG VIKASH COUNCIL. Use taglines: 'Sustainable Farming for a Healthier Future' for farm centre, 'Educate One • Skill One • Empower a Family • Develop a

Community' for skill university, 'Healthcare for All • Affordable Care • Community Impact' for Mediva Hospital. Logo usage only with permission. Social media posts must be verified by coordinator.

13. VOLUNTEER PLEDGE

I, as a volunteer of JEEVONSETU, pledge to serve with honesty, respect, inclusivity and compassion. I will uphold dignity of Tribal communities, Persons with Disabilities and all marginalized groups. I will promote sustainable farming, accessible education and affordable healthcare. I will leave no one behind.

14. ANNEXURES

Annex 1: Volunteer Application Form (Name, Village/Block/District, Language, Skill, Availability, Role Preference, Emergency Contact)

Annex 2: Consent Form for Photo/Story

Annex 3: Daily Attendance & Activity Log

Annex 4: Incident Reporting Format

Annex 5: Certificate Template - Certificate of Participation / Training (must state 'This is a training participation certificate issued by JEEVONSETU - Section 8 NGO, and does not imply government accreditation unless explicitly obtained')

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