



# Vietnam Volunteer Program





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## 1. Introduction

Idex has been offering volunteer and travel experiences to international volunteers for over a decade in **India, Nepal, Sri Lanka and Thailand**. Building on our diverse experience, having provided placements, travels and learning opportunities for many volunteers since the start of the programs, we have now taken our successful approach and extended it to another appealing and thrilling destination: **Vietnam**

The model of our **India, Thailand, Sri Lanka and Nepal** Volunteer Program has proved successful for many years, so we have taken it and applied the same principles in **Vietnam**: the participants work with the local community for improving the quality of education and care special institutions and regular schools.

## 2. Our Promises

Our promises to all our customers participating in this program are:

- a. **Safety** : Our travelers will have the safest possible experience through:
  - i. Airport to airport support.
  - ii. Safe and clean housing with hygienic meals.
  - iii. Extensive orientation and training.
  - iv. Emergency support.
  - v. Well organized activities and projects.
  
- b. **Fun** : Our travellers will have loads of fun by
  - i. Interacting with travellers from all over the world.
  - ii. Participating in local cultural workshops.
  - iii. Travelling to exciting destinations on weekends.
  - iv. Interacting with local community.
  
- c. **Personal Growth** : Our travellers will be a better version of themselves after this program through:
  - i. Developing confidence.
  - ii. Developing an appreciation for other ways of living and thinking.
  - iii. Learning new skills or applying their current skills.
  - iv. Becoming globally minded.



### 3. Why this is a “Travel that Matters™”?

Millions of tourists visit **Vietnam** every year for leisure, cultural experiences and for enjoying its nature. The IDEX programs in **Vietnam** continue to follow our ethos of “Travel that Matters” and provide an opportunity to the travellers to have a safe, enjoyable experience that leaves them more developed than they were before the start of a trip. The way this program is designed, and delivered, leaves the travellers as well as the local communities enriched with each other’s presence.

The volunteers in the **Vietnam** Volunteer program make a significant contribution to people of **Vietnam** through their energetic contribution. The people in the **Vietnam** community return this contribution of the volunteers, by opening their lives, institutions and hearts to international volunteers which eventually leads to the growth, development and maturing of the volunteers.

All this is managed through the well tested and established processes of IDEX to ensure that the interactions and activities are responsible, so as to leave all those involved (communities, volunteers, local institutions) benefited.

### 4. Location

Ho Chi Minh City formerly named as Saigon. It is the largest city in Vietnam which is 13 kms far from Tan Son Nhat International airport. It was the capital of French Colony protectorate of Cochin china 1862-1954 and South Vietnam the city lies along the Saigon River, to the north of the Mekong river delta about 80 kms from the South China Sea. It is an international tourist destination with a rapid growth. It is one of Vietnam’s most famous sea side towns and there are plenty of tourist attractions.





## 5. Accommodation

The IDEX Accommodation for volunteers is located in the Ho Chi Minh City. The main house offers a quiet, relaxing place with

- Common lounge with satellite television,
- Internet access,
- Dining area
- Purified water
- Fridge with small freezer
- Mini Library
- Hot Water
- Travel desk

**Note** – Volunteers can stay either at IDEX house with above mentioned facilities or at local host families.

For the participant's convenience and safety, the following staff is available at the accommodation location:

- Location Manager: The camp manager acts as an administrator of the camp facility & responsible for safety and wellbeing of the participants.
- Support staff: The support staff includes Chef, Helper, House Keeper, Drivers etc. The support staff is committed to the enjoyable and comfortable stay of the participants.



## 6. Project Activities

Volunteers will have the possibility of engaging themselves in a number of activities at local projects. All volunteers need to be asked at the time of enrolment about their preference and that need to be mentioned when being booked for the program. Please read the following section for clarity on how projects are allocated to the volunteers.

### ***Important: How projects are allocated on this program.***

The projects are allocated to the Volunteers based on the following criteria -

1. Most customers who volunteer are young and are yet to have practical work experience in social development work in another country, making them suitable for any of the projects that we currently have on the program.
2. Why we need to distribute participants: We approach a community with an integrated development plan, which means that we run a number of projects within a community related to children, women, the mentally challenged kids etc. Therefore, we need to ensure availability of volunteers in as many projects as possible and need to spread participants. Therefore, if all the volunteers wish to work on a particular type of project, we may have too many people on one project and not enough on another. For this reason we need to redistribute participants in a group to ensure that every project supported by IDEX continues to get support from the new volunteers.
3. Ask for choices: In most cases we recommend that the participant be asked top 3 choices from amongst the placements that are listed below. We would ensure that the participant is certainly placed at one of the preferences, if not the first one. This would give volunteers to express their wishes and giving IDEX the flexibility for managing the placements.
4. We are flexible about this method of ours in the interest of the customer and if a potential participant would only join our program if promised a specific placement. Please inform us of these specific requirements when confirming an enrolment or making a booking with us and we will be happy to accommodate such specific requests. Our experience shows that there will not be many such requests.

### Helping and caring Elderly people:

We are looking for people who are willing to make a commitment to help others who are less fortunate than they are. We want volunteers who are enthusiastic, like working as a team but who are also able to work alone.

These old age people are staying at the center. Some of them are disabled physically and mentally so they are not able to do their own activities by themselves. Our volunteer visits these old age centers every day to improve the livelihood of these old age people. Comprehensive and individual care helps, support for their daily activities.



### Day to day activities may include:

- Assist to the Staff for daily activities on old age home.
- Help the old people do their own activities.
- Help the blind old age people to go outside and have their meal.
- Help the disabled old age people for their daily activities.
- Help them and teach them health and hygiene.
- Help them to go to wash room and walk around the place.
- Clean their room and dormitory.
- Help them to arrange their belongings.
- Feed the old age people who are not able to eat.

### **Care and supervision to Orphan children**

The Orphanage Centers are the prime sources for the needy & lower economic background families or the kids who don't have family. These assistants used to take care of those children who don't have their family or left by their family until their age 18 years old or till finish their school level education.



The volunteers will play the same role as the assistants do in the center. They take care of the children, play with them, health measurement of the children, fun activities with the children & other interesting ways of teaching to them. It helps the children to develop their mental & physical capabilities.

### **Day to day activities may include:**

- Assisting the staff in their daily activities.
- Assisting to kids to do their homework.
- Assist in mid-day meal- Teach table manners, eating together.
- Songs, rhymes, shape concept- coloring of different shapes.
- Teaching basic English/Maths.
- Games and outdoor games.
- Following the time table put forth by the center.
- Sensory development teaching.

### **Care & support to HIV suffering children**

Mat Tam Shelter is the platform of these Children who are suffering from HIV and they are far from their family and relatives, either they have their own family or they are orphans.

Volunteers will visit the center and take care of those kids, teach them in their free time, doing the recreational activities and be very close to the kids and don't let them feel that they are suffering from HIV.



Day to day activities may include:

- Assisting the staff in their daily activities.
- Assist the teachers in distributing the supplements.
- Assist in mid-day meal- Teach table manners, eating together.
- Songs, rhymes, shape concept- coloring of different shapes.
- Teaching basic English/help them in homework.
- Games and outdoor games.
- Following the time table put forth by the center.
- Sensory development teaching.
- Spending more time with kids.

**Health & Child care at Disabled center**

We are looking for people who are willing to make a commitment to help others who are less fortunate than they are. We want volunteers who are enthusiastic, like working as a team but who are also able to work alone.

These children are disabled physically and mentally and can't go to school, can't walk properly. They are not able to do anything by themselves. Every time they need the help and support of other people.



We have to give some important attention to handle such children.

Day to day activities may include:

- Help and support the kids to do some activities.
- Help them to eat and walk around.
- Feed those children who are not able to eat.
- Change their diapers and keep them clean all the time.
- Help them to go wash room.
- Make some recreational activities with kids so they feel relaxed and happy.
- Teach them health and hygiene.
- Teach them some drawing and arts.

## **TEACHING**

Volunteers participate in educational enhancement for students of local communities specifically in the areas of English, Math, Art and Craft. In order to encourage more volunteers to participate in this program, we provide detailed workbooks and guidelines for teaching. The IDEX volunteers help with the education of the children through creative, interactive teaching methods that make learning enjoyable. Imparting English language skills is extremely beneficial to children's education and further employment.



### **Day to day activities may include:**

- Teaching English, Math and social skills.
- Games and sports activities.
- Teacher motivation and training.
- Children attendance tracking.
- First – aid training and fun/recreation activities.
- To create play and learning atmosphere by teaching learning materials.

**Note: The availability of a particular activity depends on the need of the project.**



## 7. Sample Program Itinerary for 2 weeks duration

Vietnam program: 2 weeks

	Day	Volunteer Program	Volunteer + Travel	Meal Plan
<b>WEEK 1: Arrival and Orientation</b>	Monday	Arrival at Tan Son Nhat International Airport and transfer to Idex camp.		No Meal
	Tuesday to	Welcome meeting and orientation starts.		B,L,D
	Wednesday	<ul style="list-style-type: none"> <li>• Orientation includes               <ul style="list-style-type: none"> <li>• Talks &amp; presentations on:                   <ul style="list-style-type: none"> <li>▪ Vietnam &amp; its culture</li> <li>▪ Social development and the role of volunteers</li> <li>▪ How to do volunteer work</li> <li>▪ Project activities</li> <li>▪ Cultural responsibility</li> <li>▪ Personal safety &amp; Code of Conducts</li> <li>▪ General Local area</li> </ul> </li> </ul> </li> </ul>		B,L,D
	Thursday to	<ul style="list-style-type: none"> <li>• Project work starts</li> <li>• Free time for own activities</li> </ul>		B,L,D
	Friday			B,L,D
	Saturday	Free Weekend/ Optional weekend	excursion to <b>Mekong Delta</b>	Only breakfast during excursions.
Sunday	Free Weekend/ Optional weekend trip	excursion to <b>Mekong Delta</b>	All meals during camp stay	
<b>WEEK 2: Volunteer program &amp; volunteer + travel</b>	Monday To Friday	<ul style="list-style-type: none"> <li>• Volunteer Work during morning and afternoon time for total around 05 hours.</li> <li>• “Vietnamese cooking” workshop</li> </ul>		B,L,D
	Saturday	Free weekend/ optional visit to	<b>Visit to MUI NE</b>	Only breakfast during excursions. All meals during camp stay
	Sunday	Transfer to <b>Tan Son Nhat International Airport</b> after 20:00 hrs. <i>(Please refer to arrival and departure procedure for details)</i>		

B, L, D: Breakfast, Lunch, Dinner



## 6. Prices

# of weeks	Price ( in Euros)- Vietnam Volunteer program	Price ( in Euros)- Vietnam Volunteer and Travel program
2 Weeks	380	580
3 Weeks	490	690
4 Weeks	600	800
5 Weeks	710	910
6 Weeks	820	1020
7 Weeks	930	1130
8 Weeks	1040	1240
Weekly Extension	Euro 110	Euro 110

\* All prices are net and non-commissionable

Supplementary single and twin occupancy charges available on request, subject to availability.



## 8. Program Dates

Start Date	2 Weeks	3 Weeks	4 Weeks
5-Jan-15	19-Jan-15	26-Jan-15	2-Feb-15
19-Jan-15	2-Feb-15	9-Feb-15	16-Feb-15
2-Feb-15	16-Feb-15	23-Feb-15	2-Mar-15
16-Feb-15	2-Mar-15	9-Mar-15	16-Mar-15
2-Mar-15	16-Mar-15	23-Mar-15	30-Mar-15
16-Mar-15	30-Mar-15	6-Apr-15	13-Apr-15
30-Mar-15	13-Apr-15	20-Apr-15	27-Apr-15
13-Apr-15	27-Apr-15	4-May-15	11-May-15
27-Apr-15	11-May-15	18-May-15	25-May-15
11-May-15	25-May-15	1-Jun-15	8-Jun-15
25-May-15	8-Jun-15	15-Jun-15	22-Jun-15
8-Jun-15	22-Jun-15	29-Jun-15	6-Jul-15
22-Jun-15	6-Jul-15	13-Jul-15	20-Jul-15
6-Jul-15	20-Jul-15	27-Jul-15	3-Aug-15
20-Jul-15	3-Aug-15	10-Aug-15	17-Aug-15
3-Aug-15	17-Aug-15	24-Aug-15	31-Aug-15
17-Aug-15	31-Aug-15	7-Sep-15	14-Sep-15
31-Aug-15	14-Sep-15	21-Sep-15	28-Sep-15
14-Sep-15	28-Sep-15	5-Oct-15	12-Oct-15
28-Sep-15	12-Oct-15	19-Oct-15	26-Oct-15
12-Oct-15	26-Oct-15	2-Nov-15	09-Nov-15
26-Oct-15	09-Nov-15	16-Nov-15	23-Nov-15
09-Nov-15	23-Nov-15	30-Nov-15	7-Dec-15
23-Nov-15	7-Dec-15	14-Dec-15	21-Dec-15
7-Dec-15	21-Dec-15	28-Dec-15	4-Jan-16
21-Dec-15	4-Jan-16	11-Jan-16	18-Jan-16



## 9. Program Services:

### **Included Services:**

1. Assisted pick up from International Airport on arrival. Airport drop on departure.
2. Accommodation at an IDEX accommodation facility with up-to 4 participants per room of same gender.
3. Meals (breakfast, lunch, and dinner) as per the meal plan.
4. Presence of a dedicated program coordinator throughout the program for project and general support.
5. Extensive pre-departure information, post-arrival printed material, regular training and support by IDEX for preparing the participants for their experience.
6. All material and resources required for the volunteer project.
7. For Volunteer and Travel program – all arrangements as per the mentioned itinerary.

### **Excluded services:**

1. Any air fares.
2. Visa fee.
3. Travel Insurance.
4. Vaccinations.
5. Meals not mentioned in the sample itinerary.



## 10. Arrival and Departure Policy and procedure

### Airport arrival:

1. IDEX arranges for the pickups in a window from midnight to midnight on the starting date of the program.
2. Arrival pickups outside of these times are available on extra charges.
3. Check in at accommodation is available from 12 noon on Day 1 of the program, even though, it's our attempt to have the customers, checked in at the accommodation, as early as possible.
4. Please advise all your customers to look for the IDEX logo (as below), instead of their personal name, unless specified.



### Departure transfer procedure:

1. Airport transfer on departure is available from 8 PM on the 2<sup>nd</sup> last day of the program (for ex, Day 14 in case of 2 week program) until 10 AM on the last day of the program (for ex, Day 15 in case of 2 week program).
2. As per the new transfer structure, the departure transfer will be available at gaps of 2 hours and the customers will be asked to take the most convenient transfer for them. The available departure times will be: 8 PM, 10 PM, Midnight, 2 AM, 4 AM, 6 AM, 8 AM and finally at 10 AM.
3. Departure transfers outside these times or schedules are available on extra charges.
4. During departure, check out time from the accommodation is 12 noon on the last day of the program (for ex, Day 15 on a 2 week program).