



## Volunteer Policy -C.O.U Bwindi Community Hospital

### Introduction:

C.O.U Bwindi Community Hospital (BCH) is a private not-for-profit hospital overseen by the Church of Uganda. BCH aspires to provide world-class volunteering/internship programs that deliver a mutual learning experience for the Volunteers and students. This will be accomplished by matching the educational/capacity-building requirements of BCH with the skill set and needs of the volunteers and students, providing a premier educational environment.

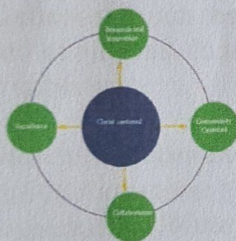
### Mission:

To serve Jesus Christ through giving holistic healthcare and life in all its fullness to staff, patients, clients, and visitors in the hospital and community.

### Vision:

A healthy and productive community free from preventable diseases with excellent health services accessible to all.

### Core Values:



1. **Christ-centred:** Whatever we do, we aim at doing it all to the Glory of God. This is our mission, reliant on the concept of servant leadership, as a role model for Christian service, we are:
  - Committed to serve the needs of others before self,
  - Courageous to love and develop others irrespective of who or what they are.
2. **Excellence:** Excellence is the hallmark of the quality of services offered at BCH as enshrined in our vision. We shall always strive to perform beyond ordinary standards as a whole.
3. **Innovation:** BCH shall at all times seek new ideas or novel ways of improving healthcare. For this reason, we promote research, integrated strategic planning and performance management all through.
4. **Community Oriented:** BCH promotes organizational strategies which support the systematic use of partnerships and problem-solving techniques, to proactively address community needs.
5. We are committed to;





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- Collaborative partnerships between already existing community structures eg Local groups, local leadership, agencies including faith-based organizations and individuals, especially, VHTs to develop solutions to problems and increase community trust.
  - The alignment of organizational management, structure, personnel and, information systems to support community partnerships and proactive problem solving.
  - Continually invite feedback from those served
6. **Collaboration:** We work with various partners so we can achieve maximum efficiency and effectiveness on our path of development.

## Location:

BCH is located in the southwestern part of Uganda, two kilometers from the border of the Democratic Republic of the Congo and 495 Kilometers from Kampala the capital city. BCH is adjacent to the Bwindi Impenetrable Forest, home of the famous mountain gorillas.

## Relationships:

BCH recognizes that, it can improve its delivery of top-quality healthcare through learning from different perspectives and embracing innovative ideas while also maintaining its own cultural integrity. BCH will offer a consistent and structured volunteering/internship programs adapted to suit the respective interests and skill set while also meeting the needs of BCH and its patients. Capacity building, education and research are central goals of this volunteer experience.

## How to volunteer/ undertake internship at BCH

1. Visit BCH's website: <http://www.bwindihospital.com/volunteering.html>
2. Download and fill the application form and email it to [bchvolunteering@gmail.com](mailto:bchvolunteering@gmail.com).
3. BCH's volunteer coordinator will respond to applications within five working days.
4. If you are from the US, contact: [volunteer@kellermannfoundation.org](mailto:volunteer@kellermannfoundation.org) The Kellermann Foundation will respond within five working days.

## Who can Volunteer?

All healthcare professionals and others with skills complementary to our mission, regardless of religious affiliation, are welcome to serve at BCH.

- Qualified health professionals: will require a practicing license from their country of origin.
  - Need to show proof of training and qualifications in the relevant fields.
  - Provide a certificate of good conduct from the authorities of the country of origin.
  - They will be required to obtain:
    - A temporary working permit from the Immigrations-Ministry of Internal Affairs.





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Practicing license from the respective Ugandan professional bodies. Medical/Dental practitioners license ( <http://www.umdpc.com>), Nursing Council etc(<https://unmc.ug>)

- Health professionals in training ie students
  - Will need to apply for placement and attach a recommendation letter from the training Institution/University
  - Will also be required to pay a placement fee of 150\$ for two weeks and \$300 for four weeks. Those who will stay for more than a month will pay 400\$.
  - **Note:** Both volunteers and students will work under the supervision of qualified and experienced BCH health workers.
- Others with skills complementary to the hospital's Vision. These may include Engineers, IT technicians and programmers, Christian Spiritual Ministry, and Data and Research specialists among others.
  - Will need to apply and attach recommendation letters from at least two referees
  - Need to show proof of training and qualifications in the relevant fields.
  - Provide a certificate of good conduct from the authorities of the country of origin.

## Where to volunteer/do an internship

- Surgery
- Obstetrics and Gynecology
- Child health
- Internal medicine
- Nursing and Midwifery
- Infectious diseases and public health
- Community Health
- Health Training (Nurses/midwives and Medical Clinical officers)
- Christian Church Ministry
- Data and Information Management
- Human resource/Administration
- Research
- Leisure and hospitality
- ICT
- Fundraising
- Others: Electricity, engineering, library management etc

## BCH Expectations:





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BCH does not seek to rely on volunteers/interns for the provision of routine clinical coverage and recognizes that the purpose of volunteer/internship programs should be to build capacity across different service delivery areas

It is hoped that the volunteer/intern will leave a legacy; whether it be in education, improved patient care, novel surgical techniques, or improved relationships.

The volunteering/internship programs should also serve to develop lasting relationships between the individual and the institution and to encourage the volunteer to continue a path of service in the developing world.

On arrival, all volunteers/interns will be guided through the orientation process by the Volunteer Coordinator/human resource manager.

## **BCH Provides:**

1. A well-defined list of prioritized areas of collaboration and expected length of engagement.
2. Opportunities to learn about healthcare delivery in resource-poor settings.
3. Education and research regarding public health/community health, nursing, and disease prevention.
4. Education and research regarding diagnosing and treating tropical diseases endemic to sub-Saharan Africa.
5. Development of skills and quality improvement and the opportunity to work in a collaborative manner.
6. Collaborative research e.g. zoonotic infections endemic to the Bwindi impenetrable Forest, communicable and non-communicable diseases.
7. A safe and welcoming work environment.
8. A professional environment, free of personal monetary solicitations by BCH staff, where the exchange of skills and knowledge are the valued currency.
9. Appropriate levels of clinical supervision.
10. Integration of volunteers with staff clinically and socially in a welcoming and friendly environment of mutual respect and understanding.
11. Opportunity to gain cultural sensitivity through living and working alongside those of different cultures.
12. Assistance of a mentor addressing mental, intellectual, spiritual and emotional challenges, creating a welcoming and supportive environment and providing feedback on volunteer performance.
13. Two-week notice after receipt of application of the acceptance decision.

## **Sending institutions provide (if applicable):**

1. Experienced volunteers and students who are motivated, open-minded and willing to engage medically, spiritually, linguistically and culturally.





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2. Well delineated competencies of the volunteer/student
3. Volunteers/students who have a passion for global health.
4. Volunteers/students who are willing to teach and/or build capacity.
5. Volunteers who can improve BCH's healthcare, especially in sub-specialty areas i.e. laparoscopic surgery, ultrasonography, endoscopy etc.
6. Researchers who are interested in studying healthcare delivery in resource-poor settings.
7. Researchers who have an interest in investigating the tropical diseases of sub-Saharan Africa.
8. Researchers who investigate zoonotic diseases of the Bwindi Impenetrable Forest.
9. Mentoring and supervision of volunteers/students pre and post-experience.
10. Feedback towards continually improving the volunteer program.
11. Sufficient institutional infrastructure to manage recruitment and placement of volunteers.

## **Volunteer/Student Responsibilities:**

1. Understand that volunteers are to be supervised and do not work independently.
2. Any misconduct will be referred to the established Hospital Disciplinary process and/or the appropriate Uganda legal framework.
3. Students are at BCH in a learning capacity and will be mentored accordingly by BCH teaching staff
4. Volunteers/students will not be asked to provide clinical coverage such as on-call duties without the direct supervision and support of a credentialed BCH physician, unless previously agreed upon.
5. Volunteers/students are encouraged to visit BCH's communications team to learn about the economics of provision of healthcare delivery in resource-poor settings.
6. Volunteers/students will be invited to take part in BCH's sports leagues, such as football (soccer), netball and volleyball.
7. Volunteers/students are encouraged to visit the nearby Queen Elizabeth Park, home to tree-climbing lions, elephants, hippos, warthogs and a profusion of birds. The guest house manager can assist in arranging inexpensive camping or affordable lodging and transportation. Please contact the guest house manager at [managerguesthouse2@gmail.com](mailto:managerguesthouse2@gmail.com). For those interested in birding, please bring binoculars—the Bwindi Impenetrable Forest is home to an incredible array of birds.
8. Volunteers/students are encouraged to engage (and dance) at staff parties held at the Guest House
9. Permits to track the nearby mountain gorillas cost \$800 and are available through a variety of tour operators; however, the lower/middle and upper gorilla houses are surrounded by the Bwindi Forest, and mountain gorillas visit with some regularity.





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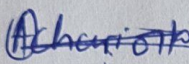
10. Upon completion of the rotation, the Volunteer will be requested to write a narrative report regarding their experience at BCH, highlighting uplifting aspects and, identifying areas of improvement, and submit it to the Volunteer office before exit.

**Note:** for more information, please check the detailed BCH Global Volunteering Policy on the Hospital's website: <http://www.bwindihospital.com/volunteering.html>

## Review

The BCH Executive Management Committee approved this policy on 13/01/2024. Its review date shall be December 2026

Signed by:

  
Dr. Charlotte Aguti Ongom  
(Executive Director)

