LEBANESE ASSOCIATION FOR
DEVELOPMENT AND COMMUNICATION
الجمعية اللبنانية للتنمية الإجتماعية والتواصل

SALAM LADC Volunteers Guide

Volunteer Guide

SALAM LADC - 2026

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Foreword

I appreciate your interest in volunteering with Salam LADC. It is people like you that we rely on to deliver our various programs to marginalized populations within Lebanon.

Salam LADC is a grassroots organization, and volunteers are the face, heart, and soul of what we do. They are the front-line workers in the field, providing education classes, homework support, distributing aid, and many other activities that we have designed and implemented throughout the years.

Since February 2016, we have been extremely fortunate to have had over 700 volunteers from over 45 countries come to work with us, and we are excited to welcome many more as we continue our work.

Along with delivering programming, we immerse ourselves in the surrounding culture. When we live within the community, our presence enters into their lives, and stories begin to form.

These memories we share will stay and teach us that life is a partnership built on dialogue and peace.

To all who are coming from different countries to contribute to the message of peace, we can't thank you enough.

Joseph Matta
Founder & Director

Lebanon Context

Lebanon is a small country on the eastern Mediterranean coast, bordered by Syria to the north and east, Palestine to the south, and the Mediterranean Sea to the west. Despite its size, Lebanon is known for its rich diversity of religions, cultures, languages, landscapes, and communities. It has also experienced repeated political, economic, and security crises, which continue to shape daily life for people living in the country.

For many years, Lebanon has hosted one of the largest refugee populations per capita in the world. Since the beginning of the Syrian crisis in 2011, hundreds of thousands of Syrians have sought safety in Lebanon. While many Syrian refugees have returned to Syria in recent years, and return movements increased after political changes in Syria from late 2024 onward, a large number of Syrian families remain in Lebanon, including in areas where Salam LADC works, particularly the Bekaa Valley, Baalbek-Hermel, and surrounding communities. Many families continue to face barriers to safe, voluntary, and dignified return, including concerns around security, housing, documentation, livelihoods, access to services, and the future of their children.

At the same time, Lebanon has also received new arrivals from Syria since late 2024 and 2025, following renewed insecurity and violence in parts of Syria. This has created a more complex displacement situation: some Syrians are returning, some remain in Lebanon, and others are newly arriving or moving between both countries depending on safety, family links, documentation, and available services. Many new arrivals are hosted by local communities or live in informal collective shelters, adding pressure on municipalities, local organizations, public services, and already vulnerable host families.

Lebanon does not have formal refugee camps for Syrians. As a result, many displaced families live in informal tented settlements, unfinished buildings, garages, rented rooms, collective shelters, or within host communities. Living conditions are often difficult, especially during winter and periods of economic or security instability. Families may face challenges related to rent, heating, water, sanitation, legal residency, access to healthcare, school enrolment, child protection, and livelihoods. The Bekaa Valley remains one of the areas most affected by displacement and poverty, and it continues to be a major area of humanitarian and community-based response.

Lebanese host communities are also under serious pressure. Since 2019, Lebanon has been experiencing a severe financial and economic crisis. The collapse of the banking system, the sharp devaluation of the Lebanese pound, inflation, unemployment, and reduced purchasing power have deeply affected Lebanese, Syrian, Palestinian, migrant, and other vulnerable communities. Even where prices have become more dollarized and exchange rates appear more stable than during the peak of the crisis, many people still struggle to cover basic needs such as food, rent, transport, education, healthcare, and medication. Public services remain overstretched, and many families rely on humanitarian assistance, informal work, remittances, or community support to survive.

The economic crisis has also weakened institutions and essential services. Schools, healthcare facilities, water systems, municipalities, and social services continue to operate under major financial and operational constraints. Many households, including Lebanese families, refugees, migrant workers, and people with disabilities, are one shock away from deeper vulnerability. Food insecurity remains a major concern, especially among refugees, displaced families, low-income Lebanese households, informal workers, and communities in areas affected by conflict or agricultural disruption.

Since October 2023, the Israeli escalation of hostilities has added another major layer to Lebanon's crisis. The conflict has heavily affected South Lebanon, especially areas near the Blue Line and districts such as Bint Jbeil, Marjayoun, Nabatieh, and Tyre. Many families from the South were forced to leave their homes and seek safety in other areas, including collective shelters, host communities, schools, public buildings, rented accommodation, and relatives' homes. The conflict has damaged homes, roads, agricultural land, health facilities, schools, water infrastructure, and livelihoods. Even when some families return, many continue to face insecurity, unexploded ordnance risks, damaged property, loss of income, and uncertainty about whether they can safely rebuild their lives.

The impact of the South Lebanon conflict is not limited to the South. Displacement has increased pressure on other regions, including Beirut, Mount Lebanon, the Bekaa, and the North. Host communities that were already facing poverty and economic hardship are now supporting displaced families, while humanitarian actors are trying to respond to growing needs with limited funding. The conflict has also affected agriculture, transport routes, local markets, food prices, employment opportunities, and the ability of communities to access services safely.

Lebanon is therefore facing overlapping crises at the same time: protracted refugee displacement, new movements from Syria, internal displacement linked to the conflict in the South, a continuing economic crisis, weakened public services, food insecurity, and growing protection risks. These pressures affect different groups in different ways. Children may face interrupted education, child labour, emotional distress, or protection concerns. Women and girls may face increased safety risks, caregiving burdens, and barriers to services. Older persons, persons with disabilities, migrant workers, and undocumented individuals may face additional barriers to assistance and protection.

For volunteers, understanding this context is essential. Salam LADC's work takes place in communities where people may be experiencing multiple forms of stress at the same time. Volunteers should approach all interactions with humility, respect, patience, and sensitivity. The role of a volunteer is not to "save" people or speak on behalf of communities, but to support Salam LADC's local team, contribute to safe and meaningful activities, and respect the dignity, choices, culture, and privacy of every person.

Volunteers should also remember that Lebanon's situation changes quickly. Security, movement, prices, available services, and community needs may shift from one week to another. For this reason, volunteers must follow Salam LADC guidance, respect security instructions, avoid political discussions in the field, protect people's privacy, and never share photos or stories without proper consent. Most importantly, volunteers are expected to work alongside communities in a way that strengthens trust, inclusion, and solidarity.

Our Locations

SALAM LADC works through community-based spaces and operational offices that are rooted in the local context and designed to respond to the needs of vulnerable communities. Each location has its own role, target groups, and operational reality. Volunteer placements are therefore not identical across all sites. They depend on current projects, community needs, staff capacity, security conditions, and the skills and availability of each volunteer.

Central Bekaa – Zahle Main Office, Headquarters, and Volunteer Guest House

The Zahle office is SALAM LADC's main operational base in the Bekaa and serves as the organization's headquarters for coordination, management, and daily operations. It is where many internal functions take place, including operations, meetings, MEAL, finance, logistics, project management, human resources, planning, reporting, and coordination between teams and locations.

For volunteers assigned to Bekaa-based activities, Zahle is also the main accommodation point. Volunteers are usually expected to stay in the SALAM guest house in Zahle, unless another arrangement is confirmed by SALAM LADC management. The guest house provides a shared living space where volunteers can rest, prepare for activities, coordinate with the team, and participate in the daily rhythm of SALAM's work.

Although most community activities in the Bekaa take place at the Saadnayel Community Center or through outreach and field-based work, Zahle remains the central point for volunteer coordination. Volunteers may attend briefings, training, planning meetings, team check-ins, reporting sessions, and logistics preparations at the main office. It is also the place where volunteers receive guidance from SALAM staff before joining activities in the field.

Bekaa Valley – Saadnayel Community Center

The Saadnayel Community Center is one of SALAM LADC's main community hubs and a central location for volunteer engagement. Located in the Bekaa Valley, the center is close to several informal settlements and vulnerable host communities, making it an important space for education, livelihoods, protection, social cohesion, and basic assistance activities.

The center provides a safe and welcoming environment where children, youth, women, caregivers, and community members from different backgrounds can access learning opportunities, psychosocial support, recreational activities, livelihood training, and community-based services. The work in Saadnayel is shaped by community needs, outreach, referrals, and regular coordination with local staff and partners.

Mount Lebanon – Olive Branch Social Hub, Sin El Fil

The Olive Branch Social Hub is SALAM LADC's community-based space in Sin El Fil, located near Nabaa and surrounding urban neighborhoods that bring together Lebanese, Syrian, migrant worker, refugee, and other marginalized communities. The hub was established to respond to the need for a safe, inclusive, and accessible public space where people from different backgrounds can meet, learn, participate, and build positive relationships.

Olive Branch focuses strongly on social inclusion, intercultural dialogue, migrant worker inclusion, education, psychosocial support, livelihood skills, and community engagement. It is designed as a space where people are not only seen as beneficiaries, but also as active participants who contribute to shaping activities and strengthening community life.

South Lebanon – Kawkaba Community Center

Kawkaba is the original home of SALAM LADC and remains an important part of the organization's identity and history. The Kawkaba Community Center has served as a community hub and, during times of crisis, as a space for emergency response and support to affected families.

Now, Kawkaba is not available as a regular placement location for volunteers. Due to the current situation in South Lebanon and the security sensitivity of the area, volunteer activities are not currently planned there.

SALAM LADC's work in the South is presently focused mainly on emergency response, especially community kitchen support and assistance to people affected by conflict and displacement.

Any future volunteer involvement in South Lebanon would depend on security approval, operational needs, and a clear decision from SALAM LADC management. Volunteers should not travel to or attempt to visit the South independently under any circumstances.

Our Projects and Domains of Work

SALAM LADC's programming combines humanitarian response with longer-term community development. Across its locations, the organization works to support vulnerable people, strengthen resilience, and create safe spaces for learning, inclusion, dialogue, and dignity.

The projects listed below represent SALAM LADC's main domains of work. Not all activities are active at the same time, and not all activities are open for volunteer support. Volunteer tasks are assigned based on current needs, project requirements, safeguarding considerations, language skills, experience, and staff supervision capacity.

Education

Education is one of SALAM LADC's core areas of work. Through its education activities, SALAM supports children, youth, and adults who face barriers to learning, including out-of-school children, children at risk of dropping out, women with limited literacy opportunities, migrant communities, and vulnerable learners from both refugee and host communities.

Education activities may include:

- English as a Second Language (ESL), mainly at Olive Branch, for children, adults, and community members who need English for learning, employment, communication, and social integration.
- Basic Literacy and Numeracy (BLN), implemented through Saadnayel Community Center and Olive Branch, supporting children who need foundational Arabic literacy, numeracy, and learning readiness.
- Youth Basic Literacy and Numeracy (YBLN), implemented through Olive Branch and Saadnayel Community Center, supporting adolescents and youth who need flexible learning opportunities.
- Early Childhood Education (ECE), mainly at Saadnayel Community Center, supporting young children's cognitive, social, emotional, and language development through structured and age-appropriate activities.
- Women's Literacy, implemented through Olive Branch and Saadnayel Community Center, supporting women to strengthen reading, writing, numeracy, confidence, and participation in daily life.
- Retention Support, mainly through Saadnayel Community Center, helping children already enrolled in formal or non-formal education remain engaged and supported in their learning.
- Mobile Classes, connected to Saadnayel Community Center, bringing learning opportunities closer to children and communities who may face barriers to attending the center regularly.

Volunteers may support teachers and facilitators with classroom activities, lesson preparation, English practice, homework support, creative activities, attendance follow-up, and child-friendly learning materials. Volunteers do not replace trained teachers or local staff; they work under supervision and within SALAM LADC's safeguarding standards.

Livelihoods and Economic Empowerment

SALAM LADC's livelihood activities aim to strengthen practical skills, confidence, and income-generating opportunities for women, youth, and vulnerable community members. These activities also create spaces for social inclusion, peer support, and community connection.

Livelihood activities may include:

- Crochet training.
- Palestinian embroidery.
- Business skills.
- Digital literacy.

- Marketing.
- Financial literacy.
- Photography.
- Yoga and well-being activities linked to empowerment.
- Music and creative skills activities.
- Reusable pad production.
- Cash-for-work activities.
- Food production training.
- Small-scale production and income-generation initiatives.

These activities may take place in both Saadnayel and Mount Lebanon, depending on project funding, trainers, participant needs, and available facilities.

Volunteers may support livelihood projects through English practice, digital support, photography and documentation, marketing support, basic business mentoring, product presentation, session preparation, or logistical assistance. Any direct technical training must be approved by SALAM LADC and aligned with the volunteer's actual skills and experience.

Social Stability and Community Inclusion

Social stability is central to SALAM LADC's identity. The organization works to create safe spaces where people from different nationalities, religions, backgrounds, genders, and social groups can meet, participate, communicate, and build trust. These activities are especially important in communities affected by displacement, poverty, discrimination, social tension, and limited access to public spaces.

Social stability and community inclusion activities may include:

- Community nights.
- Inclusive sports.
- Mediation activities.
- Mediation cells.
- Roundtables and dialogue sessions.
- Migrant worker inclusion activities.
- Movie nights.
- Cultural and recreational activities.
- Art, music, games, and creative expression.
- Intercultural exchange activities.
- Community discussion circles.

At Olive Branch, social inclusion includes a strong focus on migrant workers, host communities, refugees, and marginalized groups living in Sin El Fil, Nabaa, and surrounding areas. In Saadnayel, social stability activities often bring together Syrian refugees and vulnerable Lebanese community members through education, recreation, dialogue, sports, and community events.

Volunteers may support these activities through facilitation assistance, games, creative workshops, event preparation, discussion support, documentation, logistics, and respectful engagement with participants. Volunteers should avoid political discussions, personal opinions on sensitive community issues, or any activity that could increase tension or misunderstanding.

Basic Assistance

SALAM LADC provides basic assistance to help reduce immediate pressure on vulnerable households. This support is usually based on needs assessments, referrals, available resources, and coordination with partners.

Basic assistance may include:

- Food parcel distribution.
- Hygiene kit distribution.
- Kitchen kit distribution.
- Blanket distribution.
- Hot meal distribution.
- Clothing, shoes, and other essential non-food items when available.
- Support during winter, storms, fires, floods, displacement, or household emergencies.

Volunteers may support basic assistance activities through packing, sorting, stock organization, distribution preparation, data entry, crowd management support, and post-distribution follow-up. All distributions must be carried out with dignity, confidentiality, transparency, and respect for community members.

Protection, Psychosocial Support, and Life Skills

SALAM LADC integrates protection and psychosocial considerations across its work. The organization aims to provide safe, inclusive, and respectful spaces where children, women, caregivers, youth, migrant workers, and vulnerable individuals can feel heard, supported, and referred to appropriate services when needed.

Protection-related activities may include:

- Psychosocial support (PSS) activities.
- Life skills sessions.
- Parenting skills sessions.
- Child-friendly activities.
- Awareness sessions.
- Community discussion circles.
- Identification of protection concerns safe and ethical channels.
- Referrals to specialized protection, health, mental health, or social service providers.

SALAM LADC does not expect volunteers to act as case workers, therapists, legal advisors, or protection specialists unless they are formally qualified and assigned to a relevant role. Volunteers must immediately report any protection concern to the designated SALAM LADC staff member and must never attempt to manage sensitive cases independently.

Emergency Response

SALAM LADC maintains the capacity to respond to emergencies affecting vulnerable communities. Emergency response may be activated during conflict, displacement, winter storms, fires, floods, economic shocks, or other crises.

Emergency activities may include:

- Community kitchen operations.
- Hot meal preparation and distribution.
- Emergency food parcel distribution.

- Emergency bus support for education access.
- Distribution of essential food and non-food items.
- Support displaced families and collective shelters.
- Coordination with municipalities, shelters, community leaders, and partners.

In South Lebanon, SALAM LADC's current work is limited mainly to emergency response, especially community kitchen-related support. Regular volunteer placement in the South is not currently available due to the security situation.

Role and Expectations of Volunteers

Volunteers at SALAM LADC support the local team in the implementation of community-based, humanitarian, educational, livelihood, protection, social cohesion, administrative, communication, fundraising, and operational activities. Volunteer opportunities are opened based on the organization's needs, available projects, and the specific skills required at the time.

SALAM LADC may announce specific calls for volunteers according to the role needed. For example, a call may be opened for volunteers in communications, administration, fundraising, education support, community activities, logistics, MEAL support, or other relevant areas. Each call will clearly describe the expected tasks, required skills, location, duration, and reporting line.

Volunteers are expected to support staff and activities in a professional, respectful, and responsible manner. They do not replace SALAM LADC staff but work under the supervision and guidance of the relevant team members.

General Requirements

All volunteers are expected to meet the following minimum requirements:

- Commit to a minimum volunteering period of three months, unless a shorter period is specifically approved by SALAM LADC.
- Have a good command of English, as English is mandatory for communication, coordination, reporting, and daily follow-up.
- Have strong communication skills and the ability to work respectfully with people from different backgrounds.
- Have previous experience or strong interest in humanitarian, community-based, educational, social, administrative, communication, fundraising, or development work.
- Be reliable, punctual, flexible, and ready to support different tasks when needed.
- Hold a valid passport and/or valid identification document.
- Provide references when requested, as SALAM LADC may conduct reference checks before confirming a volunteer placement.
- Respect SALAM LADC's policies, procedures, safeguarding standards, confidentiality requirements, and code of conduct.
- Refrain from political work, political campaigning, or representing any political party or political agenda while volunteering with SALAM LADC.
- Respect the dignity, privacy, culture, religion, nationality, gender, and background of all community members, staff, volunteers, and partners.

Expected Conduct

SALAM LADC expects all volunteers to contribute positively to the organization's mission and to the communities it serves. Volunteers should be helpful, respectful, patient, open-minded, and willing to learn from the local team and the community.

Volunteers must promote equality, inclusion, non-discrimination, and respect in all interactions. They are expected to treat every person with dignity, regardless of nationality, gender, religion, ethnicity, legal status, disability, age, political opinion, or social background.

Volunteers are also expected to:

- Follow the guidance of SALAM LADC staff and coordinators.
- Respect working hours, agreed tasks, and internal communication channels.
- Maintain confidentiality and protect sensitive information.
- Avoid sharing photos, stories, or personal information about community members without proper consent.

- Report any concern, incident, safeguarding issue, or conflict to the relevant SALAM LADC focal point.
- Support a safe and positive working environment for everyone.
- Act in a way that protects the reputation, neutrality, and values of SALAM LADC.

Safeguarding and Zero Tolerance

SALAM LADC has zero tolerance for any form of harm, abuse, exploitation, harassment, discrimination, violence, racism, bullying, sexual misconduct, or behavior that puts children, adults, staff, volunteers, or community members at risk.

Any volunteer who causes harm, violates safeguarding standards, breaches confidentiality, abuses their position, engages in discriminatory or violent behavior, or acts in a way that threatens the safety or dignity of others may have their volunteer agreement ended immediately. SALAM LADC also reserves the right to take further action when necessary, including referral to relevant authorities or protection actors, depending on the nature of the incident.

Volunteering with SALAM LADC is based on trust, responsibility, and respect. Every volunteer is expected to contribute to a safe, inclusive, and dignified environment for all.

Salam House

SALAM LADC has two volunteer houses. Volunteers will be assigned to one of them based on their role, location of activities, project needs, available space, and operational arrangements. Accommodation is shared, and volunteers are expected to respect the house rules, shared facilities, quiet hours, and the privacy of other residents.

Zahle Volunteer House

The Zahle volunteer house is located near SALAM LADC's main office and operational base in Central Bekaa. Volunteers assigned to Bekaa-based activities are usually accommodated in Zahle, depending on availability and project needs.

The Zahle volunteer house includes:

- Office.
- Meeting room.
- 2 bedrooms, each room consisting of 3–4 volunteers.
- 2 toilets.
- 2 showers.
- Kitchenette.
- Living room.
- Small kitchen.
- 3 balconies.

This house is also connected to SALAM LADC's daily operational environment, where meetings, coordination, planning, MEAL, finance, HR, operations, and project management activities may take place. Volunteers staying in Zahle are expected to respect that the space may function both as accommodation and as part of SALAM's working environment.

Sin El Fil Volunteer House – Olive Branch

The Sin El Fil volunteer house is connected to the Olive Branch Social Hub in Mount Lebanon. Volunteers assigned to Olive Branch or Mount Lebanon-based activities may be accommodated there depending on their tasks, schedule, and available space.

The Sin El Fil volunteer house includes:

- 2 bedrooms, each room consisting of 3–4 volunteers.
- 1 toilet.
- 1 shower.
- Small kitchen.
- Desks.
- 2 balconies.

This accommodation is suitable for volunteers' supporting activities at Olive Branch, including education, social inclusion, livelihood, community engagement, communications, administration, and other project-based tasks.

Shared Accommodation Expectations

Both volunteer houses are shared living spaces. Volunteers are expected to keep their rooms and common areas clean, wash their dishes after use, participate in cleaning arrangements, and respect shared facilities. Each volunteer is also expected to contribute positively to the living environment by being respectful, cooperative, and mindful of others.

Accommodation arrangements, including the assigned house, room allocation, and any accommodation contribution, will be confirmed with the volunteer before or upon arrival.

Accommodation Contribution

Volunteers staying in SALAM LADC accommodation are expected to contribute **USD 150 per month** toward accommodation costs. This contribution includes **electricity, hot water, gas, cold water, and internet**.
This amount **does not include food, groceries, transportation, personal items, toiletries, medical expenses, SIM cards, mobile data, or any other personal costs**. Volunteers are responsible for covering these expenses unless otherwise agreed in writing with SALAM LADC.

Living Situation

Volunteers staying in the SALAM LADC guest house are expected to live in a shared and respectful environment. The guest house is a communal space, and all residents are expected to contribute to keeping it clean, safe, organized, and comfortable for everyone.

Bedding: Bedding is available at the guest house. Volunteers do not need to bring their own bedding unless they prefer to use personal items. All beds are single. Please note that Zahle and the Bekaa can become very cold at night, especially between November and March, so volunteers are encouraged to bring warm clothes and personal winter items.

Food and groceries: Volunteers have access to a kitchen where they can prepare their own meals. There are nearby markets where basic groceries can be purchased, and food delivery applications are also available in the area. SALAM LADC may help organize a weekly time for grocery shopping, depending on the schedule and availability. Volunteers are responsible for their own food expenses unless otherwise agreed.

Cleaning: All residents are expected to participate in keeping the guest house clean and organized. Volunteers should clean up after themselves, wash their dishes after use, and respect the shared spaces. A cleaning schedule may be organized when needed, and all residents are expected to cooperate.

Mixed-gender accommodation: The guest house is a mixed-gender shared accommodation. Bedrooms, bathrooms, and common areas may be shared depending on the number of volunteers and available space. If a volunteer has specific concerns or preferences related to accommodation, they should discuss this with the Volunteer Coordinator before arrival.

Indoor shoes: Volunteers are encouraged to bring indoor shoes, slippers, or flip-flops to use inside the guest house. Floors can be cold, especially during winter, and indoor shoes also help keep the shared space clean.

Drinking water: Drinking water is available in the guest house through water coolers and water bottles. Volunteers should not rely on tap water for drinking unless advised otherwise by SALAM LADC staff.

Wi-Fi: Wi-Fi is available in the guest house. However, connection quality may vary depending on the service, electricity, weather, and general network conditions in Lebanon. Volunteers who need regular internet access are encouraged to purchase a local SIM card with mobile data after arrival.

Electricity: Electricity is provided 24/7 in SALAM LADC centers and the guest house. However, volunteers should still be aware that Lebanon's public electricity system is unstable, and SALAM LADC relies on backup systems to ensure continuous access.

Shared responsibility: Living in the guest house requires cooperation, flexibility, and respect. Volunteers are expected to respect quiet hours, personal space, shared facilities, and house rules. Any damage, safety issues, or concerns should be reported to the Volunteer Coordinator or relevant SALAM LADC staff member

House Rules

To ensure a respectful, comfortable, and organized living environment for all residents, volunteers staying in SALAM LADC accommodation are expected to follow the house rules at all times. These rules apply to all volunteer houses.

Respectful Living

- Treat all residents, staff, neighbors, and community members with respect and dignity.
- Respect personal space, shared rooms, privacy, and the belongings of others.
- Maintain a peaceful and cooperative atmosphere inside the house.
- Any form of harassment, discrimination, racism, bullying, violence, intimidation, sexual misconduct, or abusive behavior is strictly prohibited.
- SALAM LADC does not tolerate discriminatory behavior based on nationality, religion, gender, ethnicity, disability, age, legal status, political opinion, or social background.

Cleanliness and Shared Responsibilities

- Keep bedrooms, bathrooms, kitchens, balconies, and shared spaces clean and organized.
- Wash dishes immediately after use and keep the kitchen area clean.
- Participate in cleaning arrangements or schedules when assigned.
- Dispose of waste properly and keep common areas free from personal clutter.
- Do not flush toilet paper, sanitary items, wipes, or any other materials in the toilet, as this may cause blockages and flooding.

Shared Facilities and House Use

- Use shared facilities responsibly, including kitchens, bathrooms, balconies, desks, appliances, and common areas.
- Turn off lights, heaters, air conditioning, kitchen appliances, and water taps after use.
- Report any damage, maintenance issues, missing item, or household concern to the Volunteer Coordinator or relevant SALAM LADC staff member.
- Volunteers are expected to take care of the house and use SALAM LADC property responsibly.

Visitors and External Guests

- Guests from outside SALAM LADC are not allowed in the volunteer house without prior approval from SALAM LADC management or the Volunteer Coordinator.
- Overnight guests are not permitted unless explicitly approved in advance.
- Volunteers are responsible for the behavior of any approved visitor during their time in the house.

Quiet Hours

- Quiet hours are from 11:00 pm to 7:00 am.
- During quiet hours, residents should avoid loud music, shouting, phone calls in shared sleeping areas, or any behavior that may disturb others.
- Volunteers should be mindful that other residents may have different work schedules, rest needs, or early morning responsibilities.

Drugs, Alcohol, and Harmful Behavior

- The possession or consumption of illegal drugs on SALAM LADC property is strictly prohibited.
- Volunteers are expected to behave responsibly and avoid any conduct that may disturb others, damage the accommodation, or negatively affect SALAM LADC's reputation.

- Any harmful behavior or serious breach of house rules may lead to a warning, change of accommodation arrangements, suspension of activities, or termination of the volunteer agreement.

Contact with Communities

- Volunteers must not visit settlements, shelters, beneficiaries, or community members outside official SALAM LADC activities unless this has been clearly approved by the relevant staff member.
- Any contact with beneficiaries or community members must remain professional, respectful, and linked to approved activities.
- Volunteers must not collect personal information, take photos, make promises of assistance, or provide private support without guidance and approval from SALAM LADC.

Daily Operations

SALAM LADC's daily operations are organized according to active projects, volunteer roles, center needs, and the workplan of each department. Volunteer schedules may differ depending on the location, assigned tasks, project activities, and the guidance of the relevant manager.

Working Schedule

Most SALAM LADC activities take place from Monday to Friday during regular working hours, generally between 9:00 am and 5:00 pm. However, the exact schedule may vary depending on the project, activity type, location, and community availability.

Some activities may take place outside regular working hours, including community events, training, distributions, movie nights, weekend activities, emergency response, or other project-related tasks. When volunteers are asked to support activities outside regular working hours, this will be coordinated in advance with the relevant manager whenever possible.

Weekends are generally free. However, volunteers may occasionally be asked to support weekend activities based on project needs. In such cases, the schedule will be discussed with the volunteer and the manager responsible.

Task Assignment and Follow-Up

Volunteers receive their tasks from the relevant department manager, project manager, center manager, or assigned supervisor. Tasks are assigned based on the volunteer's role, skills, availability, project priorities, and current operational needs.

Volunteer work may be followed through a task-tracking system, work plan, shared tracker, or direct coordination with the manager responsible. Volunteers are expected to check their assigned tasks regularly, update their progress when requested, and inform their supervisor if they face any delay, challenge, or need for clarification.

Volunteers should not start new activities, change assigned tasks, contact beneficiaries, or represent SALAM LADC externally without prior approval from the manager responsible.

Weekly Coordination Meeting

SALAM LADC organizes regular coordination and follow-up through weekly meetings or check-ins. These meetings may be held with the Volunteer Coordinator, department manager, center manager, project manager, or relevant team members.

The purpose of the weekly meeting is to:

Review completed tasks and progress.

Clarify upcoming priorities.

Discuss challenges, support needs, and lessons learned.

Coordinate schedules and activities for the coming week.

Ensure that volunteers are aligned with SALAM LADC procedures, values, and project objectives.

Additional meetings may be organized when needed, especially during busy activity periods, emergency response, donor visits, events, or urgent operational changes.

Communication

Volunteers are expected to remain reachable during working hours through SALAM LADC's agreed communication channels. WhatsApp is commonly used for daily coordination, quick updates, and operational follow-up. Email may also be used for formal communication, task sharing, documents, schedules, and reporting.

Volunteers are encouraged to obtain a local SIM card with mobile data after arrival, especially if their role requires regular coordination, field movement, or communication with staff. SALAM LADC staff can provide guidance on how to purchase a SIM card when needed.

All communication should remain professional, respectful, and related to approved tasks and activities. Volunteers should avoid creating separate communication channels with beneficiaries or community members unless this is officially approved and supervised by SALAM LADC.

Reporting and Accountability

Volunteers may be asked to submit short updates, attendance notes, activity summaries, photos with consent, task progress, or other basic reporting inputs depending on their role. These updates help SALAM LADC monitor activities, improve coordination, and ensure accountability to communities, partners, and donors.

Volunteers are expected to communicate openly with their supervisor, ask questions when instructions are unclear, and report any concern, incident, safeguarding issue, or operational challenge as soon as possible.

Currency

Lebanese pounds (LBP) and US dollars (USD) are both commonly used in Lebanon. Many prices, especially for rent, transportation, services, restaurants, and larger purchases, may be listed or requested in USD, while smaller daily expenses may be paid in LBP.

The current official exchange rate is approximately **1 USD = 89,500 LBP**. However, exchange rates and payment practices in Lebanon may change, so volunteers are advised to confirm the rate with SALAM LADC staff before exchanging money or making large payments.

Lebanon remains largely a cash-based country. Volunteers are encouraged to bring enough USD cash to cover their basic living costs for the first period of their stay, including accommodation contribution, transportation, food, SIM card, and personal expenses. ATMs and card payments may not always be reliable or available, and additional fees may apply.

Volunteers should avoid exchanging large amounts of money before receiving guidance from SALAM LADC staff. The team can advise on safe and practical ways to exchange money locally and help volunteers understand common prices and payment methods.

Culture

Lebanon is a diverse country with a rich mix of religions, languages, traditions, communities, and social norms. Cultural practices may differ between regions, families, neighborhoods, and communities. Volunteers are therefore expected to approach the local context with humility, openness, and respect.

As volunteers, we are guests in the communities where SALAM LADC works. Our role is not to impose our own opinions, lifestyle, or assumptions, but to work alongside local staff and community members in a way that respects dignity, culture, and lived experience. Every person deserves equal respect, whether they are a community member, refugee, host community member, migrant worker, staff member, volunteer, donor, partner, or public official.

Volunteers should keep the following points in mind:

Respect comes first: Always speak and behave respectfully, even when you do not fully understand a cultural practice or social norm.

Listen before judging: Take time to observe, ask appropriate questions, and learn from local staff and community members.

Avoid imposing personal views: Volunteers should avoid pushing personal, political, religious, or cultural opinions onto others.

Be mindful of power dynamics: Volunteers may be seen as representatives of SALAM LADC or as people with influence. It is important not to make promises, give personal assistance, or create expectations that SALAM LADC cannot meet.

Use simple Arabic greetings when possible: Learning a few basic Arabic phrases can help build trust and show respect. For example, “marhaba” means hello, “kifak/kifik?” means how are you, and “shukran” means thank you.

Respect hospitality: If someone offers tea, coffee, a seat, or a small gesture of hospitality, it is usually a sign of respect and welcome. Accepting politely is often appreciated, but volunteers should also follow SALAM LADC guidance and remain aware of the context.

Be respectful of gender norms: In some communities, physical contact such as handshakes may not always be appropriate. If someone does not offer a handshake, a respectful greeting with a smile or placing your hand over your heart is appropriate.

Dress and behavior matter: Volunteers should dress and behave in a way that respects the local context, especially during field activities, community visits, training, and work with children or families.

Protect privacy and dignity: Do not ask personal questions, take photos, share stories, or discuss sensitive issues unless this is part of an approved activity and proper consent has been obtained.

Respect diversity within Lebanon: There is no single “Lebanese culture.” Lebanon is diverse, and volunteers should avoid generalizing or making assumptions about people based on nationality, religion, gender, class, language, or background.

Cultural respect is a key part of responsible volunteering. Volunteers who show patience, humility, and genuine respect are more likely to build positive relationships and contribute meaningfully to SALAM LADC’s work.

Safety and Security

Lebanon is a dynamic context where the security situation can change quickly. Volunteers are expected to remain aware, cautious, and responsible at all times. Safety and security are shared responsibilities, and all volunteers must follow SALAM LADC guidance before, during, and after their placement.

Volunteers should understand that security conditions may vary between regions, neighborhoods, roads, and times of day. Movement, field visits, travel plans, and participation in activities may be adjusted or cancelled based on the situation. SALAM LADC reserves the right to change schedules, restrict movement, or suspend volunteer activities whenever needed to protect staff, volunteers, and community members.

General Safety Expectations

Volunteers are expected to:

- Follow all security instructions provided by SALAM LADC staff.
- Attend any required safety or security briefing before joining activities.
- Inform the responsible staff member about any planned movement outside regular activities.
- Avoid travelling to unfamiliar or sensitive areas without prior approval.
- Avoid large crowds, protests, political gatherings, military areas, checkpoints, and any location where tension or unrest may occur.
- Carry valid identification at all times, especially when moving between areas.
- Keep emergency cash and a charged phone when outside the accommodation or center.
- Share their phone number and emergency contact details with SALAM LADC.
- Stay reachable during working hours and during any approved movement.
- Avoid going out alone at night and use trusted transportation when needed.
- Immediately report any incident, concern, accident, harassment, threat, or unusual situation to the designated SALAM LADC focal point.

Movement and Field Activities

Volunteer movement must be linked to approved tasks, activities, or personal plans that are considered safe by SALAM LADC. Volunteers should not visit communities, shelters, settlements, beneficiaries, or field locations independently. All field visits must be coordinated with the relevant center manager, project manager, or assigned supervisor.

SALAM LADC may limit or change movement based on weather, road conditions, checkpoints, conflict developments, public gatherings, community tensions, or any other safety concern. Volunteers are expected to respect these decisions even if plans change at short notice.

Personal Responsibility

Volunteers are responsible for behaving in a way that protects their own safety and the safety of others. This includes avoiding unnecessary risks, respecting local laws and customs, using good judgment in public spaces, and asking SALAM LADC staff for advice when unsure.

Volunteers should not take photos of military personnel, checkpoints, security forces, official buildings, or sensitive locations. Volunteers should also be careful about what they post online, as social media content can affect personal safety, community trust, and SALAM LADC's reputation.

Emergency Situations

In case of an emergency, volunteers must follow SALAM LADC instructions immediately. This may include staying inside, returning to the accommodation, avoiding specific roads, cancelling activities, contacting a focal point, or following an evacuation or relocation plan if required.

Volunteers must not attempt to manage security incidents independently. Any security concern should be reported as soon as possible to the designated SALAM LADC staff member.

SALAM LADC's priority is to ensure that all activities are conducted safely, responsibly, and with respect for the communities we serve. Volunteers are expected to cooperate fully with all safety and security measures throughout their placement.

Dress Code

Be aware that people dress more conservatively in Lebanese culture and, when working within settlements and in the local region, we dress similarly. This includes wearing loose-fitting clothes, keeping your shoulders covered, if it is hot, wear a scarf around them, and wearing pants/skirts/dresses well past the knee.

If one follows the security measures, remains very vigilant and aware and conducts themselves in a polite and respectful manner, it is very unlikely that danger will come to a volunteer.

Driving

While we encourage experienced drivers to use Salam cars for work purposes, we stress that driving in Lebanon can be a challenge - drivers have little regard for traffic laws, and congestion and aggressive driving are a serious problem.

At night, many drivers use their high beams exclusively, often creating a serious hazard due to blinding glare.

It is normal to frequently use the horn in Lebanon, for example, to alert other drivers that you are passing them. To be fully insured, you MUST have an International Driver's Permit (IDP), which should be obtained in your home country, before departure.

Social Media

It is important to consider how social media content may impact your safety and security in Lebanon. We ask all volunteers to be cautious when posting, as you never know what it will imply to a refugee, an NGO, or the police/military if they were to see it.

General guidance

- Do not post political posts while in Lebanon.
- Do not overly dramatise or exaggerate versions of reality.
- Do not take pictures of the military, security checkpoints and bases, governmental or municipal buildings and staff - you may be detained.
- Do not use live streaming.
- Be cautious of taking photos and videos - assess if it is appropriate to do so and generally it is advised to ask for permission first.
- A photographer will be assigned to certain projects during the week and photos will be made available for all volunteers afterwards. We ask that no phones be out during the activities/projects as the focus needs to be on the work at hand.

DISCLAIMER: To preserve Salam's vision and standing it is essential that all volunteers of Salam comply with all Code of Conduct and Security measures, as described above and disclosed by Salam Coordinators upon arrival. In the case of non-compliance, Salam reserves the right to withdraw all association with any/all volunteers involved.

SALAM LADC opens volunteer opportunities based on organizational needs, available projects, and required skills. Volunteer calls may be general or specific to certain roles, such as education support, communications, administration, fundraising, logistics, MEAL support, community activities, or emergency response.

Before applying, please carefully review the volunteer guide and consider the following requirements.

Duration

To ensure continuity, quality, and sustainability across our projects, volunteers are expected to commit to a minimum period of three months. Longer commitments are highly encouraged, especially for roles that require training, community engagement, project follow-up, or coordination responsibilities.

Age

Volunteers must be at least 23 years old, unless an exception is approved by SALAM LADC management for a specific role or project.

Language

English is mandatory for volunteers, as it is used for communication, coordination, reporting, documentation, and daily follow-up. Arabic, French, or other languages may be an advantage depending on the volunteer role and location.

Health and Well-being

Volunteers must be physically and mentally able to carry out their assigned tasks in a responsible and safe manner. Before arrival or confirmation, SALAM LADC may request basic health information or a health declaration to ensure that the volunteer placement is suitable and does not create risks for the volunteer, staff, or community members.

Volunteers are strongly encouraged to have valid health insurance covering their stay in Lebanon, including medical care, emergencies, and accidents.

Communication

Volunteers must have a working mobile phone and be reachable through WhatsApp. WhatsApp is commonly used for coordination, urgent updates, and daily operational communication. Volunteers may also be required to use email for formal communication, documents, reporting, and task follow-up.

Identification and References

Volunteers must have a valid passport and/or valid identification document. SALAM LADC may request references and conduct reference checks before confirming the volunteer placement. Additional documents may be requested depending on the role, location, and responsibilities.

Commitment and Intentions

SALAM LADC welcomes volunteers who are committed to supporting vulnerable communities with humility, respect, and professionalism. Volunteering with SALAM LADC is not voluntourism. Volunteers are expected to support the organization's mission, respect local leadership, work as part of a team, and follow guidance from SALAM LADC staff.

Volunteers are encouraged to bring ideas, skills, and energy, but they must also be ready to listen, learn, take instruction, respect boundaries, and work within SALAM LADC's policies and procedures.

SALAM LADC does not accept volunteers who intend to use the placement for political work, personal promotion, harmful content creation, or activities that may put communities, staff, or the organization at risk.

How to Apply

Applicants should complete the volunteer application form through the official link:

Application link: [Insert application link here]

For questions or additional information, applicants may contact SALAM LADC through:

Email: info@salamladc.org
Hotline: +961 78 810 130

Submitting an application does not guarantee acceptance. SALAM LADC reviews applications based on current needs, role requirements, volunteer experience, availability, references, safeguarding considerations, and operational capacity.

Pre-Arrival

International driving permits (IDP): If you would like to drive in Lebanon, it is essential that you obtain an IDP before you travel.

Insurance: Volunteers must have valid health insurance for the duration of their stay before they arrive in Lebanon.

Useful items to bring

- Indoor shoes.
- Money belt/small side bag.
- Laptop/tablet.
- Travel adapters.
- Power bank.
- Sleeping aids like earplugs/eyemask.
- Speaker, useful for classes and personal life.
- Warm clothes including waterproof shoes, thermals, a hat and a thick coat.
- Specific toiletries.

Arriving to Lebanon

Volunteers travelling to Lebanon should coordinate their arrival with SALAM LADC before booking final arrangements or making any transport-related payments. Arrival plans must be confirmed in advance to ensure safe and organized reception, transportation, and accommodation.

Before Travelling

Volunteers are responsible for checking the entry and visa requirements for Lebanon according to their nationality before travelling. Requirements may differ between nationalities and may change over time, so volunteers should confirm the latest information through their embassy, consulate, airline, or official Lebanese entry guidance.

Before arrival, volunteers should share the following information with SALAM LADC:

Full name as written on the passport.

Passport nationality.

Flight number.

Arrival date and time.

Phone number and WhatsApp contact.

Emergency contact details.

Any important health, mobility, or arrival-related needs.

Volunteers should also make sure they have a valid passport, health insurance, emergency contact information, and copies of important documents.

Arrival at Beirut Airport

Volunteers should fly to Beirut-Rafic Hariri International Airport (BEY). SALAM LADC will coordinate airport pickup for volunteers when arrival details are shared and confirmed in advance.

Volunteers should not arrange private taxis, airport transportation, or make any transportation payments before coordinating with SALAM LADC. If there is any delay, flight change, immigration delay, baggage issue, or emergency upon arrival, the volunteer should immediately inform the assigned SALAM LADC contact person through WhatsApp or phone call.

Airport Pickup and Transportation

Once arrival is confirmed, SALAM LADC will organize the pickup from the airport and guide the volunteer on where to meet the driver or SALAM representative. The pickup arrangement will depend on arrival time, location of placement, security situation, and accommodation plan.

Volunteers may be taken directly to the assigned volunteer house, or in some cases to temporary accommodation if arrival time, security, or logistics require it. The assigned accommodation may be in Zahle or Sin El Fil depending on the volunteer's role and project location.

Accommodation on Arrival

Accommodation arrangements will be confirmed with the volunteer before or upon arrival. Volunteers may be assigned to one of SALAM LADC's volunteer houses based on their tasks, project location, available space, and operational needs.

Volunteers assigned to Bekaa-based activities are usually accommodated in Zahle. Volunteers assigned to Olive Branch or Mount Lebanon-based activities may be accommodated in Sin El Fil, depending on availability and project needs.

Important Arrival Guidance

Volunteers should:

Coordinate all arrival details with SALAM LADC in advance.

Keep their phone charged and connected upon arrival.

Avoid making transport payments before confirming with SALAM LADC.

Keep passport and important documents accessible during travel.

Inform SALAM LADC immediately about any delay or change in arrival time.

Follow instructions from SALAM LADC regarding pickup, accommodation, and first-day arrangements.

SALAM LADC will provide volunteers with the relevant contact details before arrival, including the focal point responsible for receiving and coordinating with them.

Thank You / Contact Details

Email	info@salamladc.org
Social Media	@salamladc
Website	salamladc.org
Date	October 2023

Thank you.