

INFOPACK for



Positive Youth Development -PYD-

May 1st, 2017 –November 1st, 2017

WELCOMING NOTE

Hello dear volunteer,

We hope you had a pleasant trip to Romania.

First of all, we would like to say: "Bine ai venit - Welcome!"

The Regional Center for Social Economy (CRES) is very happy to finally have you here.

Starting from today, we will spend six interesting and intense months together. We are looking forward to share with you some good laughs, discussions and experience.

We will try our best in making sure that you will have a pleasant, interesting and fun time doing your EVS. Some of our tasks will be facilitating and insuring the intercultural learning process, your personal development, best practice sharing and networking.

We are sure that from all the applicants that we had, you are the ones we need for this project. We want you to be motivated, open-minded and culture sensitive volunteers.

This EVS project will be an everyday challenge. You will speak in a foreign language, work with new colleagues and be in contact with Romanian youngsters. However, no reason to worry - you will manage. Every day life also means to get in contact with Romanian customs, sharing experiences with youngsters from other countries and learning more about yourself. At the end you will be a changed person!

All in all, we are hoping that you will be more than just a volunteer. We want you to be a colleague, a team member, part of the association and the community. Together we hope to reach the goals and objectives that we have set up for these six months by joining our individual strengths.

These six months will pass quite quickly, (for some of you faster, for others maybe more...) so make sure you are using every day of your stay in Romania as best as you can to learn and develop yourself.

This Infopack Book is supposed to be an additional help for you during the next months. Hopefully, we achieved together all the important information that you will need.

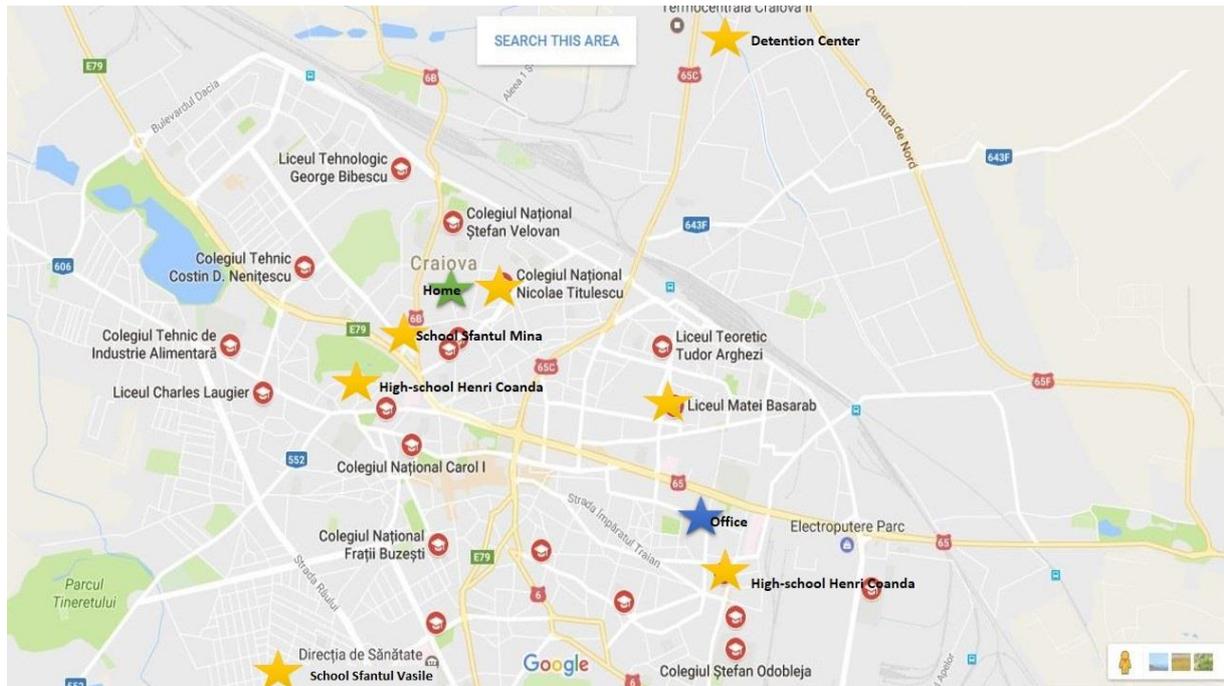
Of course, you can also always call or e-mail us if you have an urgent question.

*Looking forward to working with you,
The CRES EVS team*

1. Location and period

"PYD" will be implemented in Dolj County, in Craiova city..

The main locations for your interests are starshaped below...



2 Short Summary

Positive Youth Development – is a project within the framework of the European Voluntary Service that involves 8 volunteers from Italy, Spain, Estonia, Turkey and Portugal for 6 months. The volunteers of the PYD Project will be directly involved in the planning, organization and implementation of non-formal activities in educational and social institutions in the city of Craiova, activities directed towards the achievements of the project objectives.

The project consists of a 6 months EVS group activity that will involve 8 volunteers working in 3 institutions for disabled children, 3 high schools for regular children and Juveniles Detention Center using non-formal methods to support the personal and professional development of disabled children and students from high schools.

The project is structured 3 main phases:

A1. Preparation, Adaptation and Training programme – 3 weeks – this is designed to transmit to the volunteer **all the theoretical and practical knowledge** about the project and prepare them for the rest of the project. The PAT has 3 parts:

1. **1 5 day training** that will focus and getting to know each other, team building, and familiarizing with project activities, technical details and rules within the organisation
2. **2 weeks** in which, assisted by the mentor, the project staff and resource person from the community, you will **get to know the community, know the youth you will be working with, the institutions** that will

help them and generally get an idea of how the working environment is and what are the challenges and opportunities

3. The last part - a 3 days workshop where we plan the rest of the project and set up the activity calendar in detail.

A2. Non-formal social inclusion programme.- 6 months

This phase lasts for the 6 months of the EVS stage involving 8 volunteers in programmes that aim at building social inclusion capacity in 6 social assistance and education institutions in Craiova

In this phase we will be implementing the 6 non-formal programmes in all institutions:

1. **The Cultural Awareness programme** -will make use of the cultural diversity present in the volunteer team by presentations, non-formal games and workshops on traditional arts&crafts, traditional dances and music, arts workshops (painting, clay modeling, singing, handicrafts), theatre, Creative play (use familiar materials in a new or unusual ways). This aims to expand the knowledge (from social institutions and high schools)increasing their awareness on other cultures while also stimulating the participants self-expression capacity and self-esteem
2. **The Foreign Language Discovery programme** - will consist in the formation and coordination of language clubs that use non-formal methods(games, workshops, movies, songs, role-plays etc.) to complement formal training and get the participants to develop and consolidate their capacity to speak the volunteers native languages.
3. **Social Inclusion Capacity Development programme** – (special schools and Detention Center) - specialised workshops that aim to rise the socialization capacity, autonomy, makes use of non-formal games and scenarios to assist the children in learning how to adapt to different social scenarios(meeting strangers, working in a team), stimulate their sociability, assist them in surpassing social anxiety, help them communicate their feeling effectively, learn empathy and other games that help them manage and surpass their disability.
4. **The Awareness Rising and Promotion Campaign** - this is a continuation of our yearly initiative. The aims to expand the impact and disseminate its message across the city, and on the other hand to bring the issues of social inclusion into the public spotlight. It will consist of awareness rising activities - presentations in schools and university, outdoor and online awareness raising events.
5. **Promotion of lifelong learning opportunities** – promotion and awareness building on the importance of personal and professional development and opportunities for lifelong learning accessible for all. The activity will campaign for promoting the ERASMUS+ programme and other .
6. **The Creative Learning and Development programme** - sports is an effective way to bring people together and teach a variety of skill such as teamwork, self-esteem, confidence. We will organise different sport activities.To support the achievements of the project objective, reach a wider audience with our social inclusion messages and also support skill development we will **organize wide scale events** on certain internationally relevant days such as:
 - **International Children`s Day** (1st of June) -
 - **International Day of Friendship** (30th of July)
 - **International Tolerance Day** (25th of October)

All activities are to be done **inside the partner institutions** using their logistical infrastructure (rooms, equipment, some materials) after formal classes and other activities(such as special rehabilitation procedures for physically disabled) are over.

A3. Evaluation and follow-up phase will be done in the last month aiming at **evaluating the degree of achievement of project objectives** objectives, efficiency and effectiveness, the impact we had on the volunteers and target group, the volunteers and institutions.

3 Objectives

General Objective:

Decrease the level of social exclusion and increase the social life of children with disabilities using non-formal education programmes that provide personal (self-confidence and self-esteem, independence, adaptability, creativity and ability to innovate, personal expression, sociability) and professional development (teamwork, communication skills, leadership, youth work, knowledge of non-formal methods, planning and evaluation) opportunities for both the volunteers and the target group.

Specific Objectives

1. **Plan, organize and implement** together with 8 volunteers workshops for 5 Positive Youth Development programmes: The Cultural Awareness programme, the Foreign Language Discovery programme, the Creative Learning and Development programme, the Social Inclusion Capacity Development programme, the Awareness Rising and Promotion Campaign, the E+ promotion programme.

2. **Increase the opportunities for personal and professional development and social integration capacity** of disabled and disadvantaged children from 3 social institutions in Craiova by workshops and common activities with other youngsters

3. **Increase the personal and professional development** of youngsters from 3 high schools by way of presentations, workshops and common events/activities with disabled and disadvantaged children

4. **Support the learning outcomes and personal and professional development** of 8 volunteers by use of a learning and development plan individualized each volunteer via “experiential learning” methodology.

5. **Rise the capacity** of 3 social institutions, 3 high schools and Juveniles Detention Center to support volunteering learning programmes by creating and implementing a 5 step “volunteer induction programme”

6. **Promote the concept of lifelong learning and raise awareness of the ERASMUS+ programme**

The proposal is in line with the objectives of E+ by involving 8 volunteers by involving them in the hands on work of planning and implementing the 5 programmes and their activities which will increase their knowledge, skills and competences in areas such as social work, non-formal methods learning, youth work, planning and evaluation. The project also greatly contributes to the language skills for volunteers and the target group both directly, through Foreign Language Discovery programme workshops, and indirectly by daily interaction.

4. Impact

The project will produce both tangible results such as: a methodology brochure on how to use Positive Youth Development practices in educational and social institutions, a monitoring and evaluation report showing the effectiveness of these measures in action, a compendium of tested non-formal methods such as presentations, games, simulations etc. collection of photos and videos from activities, 3 local action groups of students from high schools capacitated in social volunteering that will work in institutions for disabled children after the project ends, 1 inter-institutional cooperation for the support of local social volunteering in Craiova

More important are the intangible results which will be the increased skills, knowledge and competences of both the volunteers and the beneficiaries of the volunteers as well as increased

operational capacity of CRES(through the formation of local action group) and increased capacity for volunteer indication in partner institutions.

First and foremost the project is set to have an impact on the volunteers who the direct and primary beneficiaries of the EVS experience and the learning objectives of the project. The project logic is to create a positive feedback loop where the impact on the volunteers in terms of learning is reflected in the impact on beneficiaries from the institutions which in turn leads to greater impact on the volunteers and so on.

Secondly the project will have an impact on the development of the children with disabilities. The volunteers activities will be aimed towards achieving development objectives for the target group and answering needs leading to the development of better capacity to integrate in group, for team work, for socialisation, increased capacity to express themselves both verbally and through creative works, better self-esteem, confidence, autonomy, learn about new cultures, tolerance and human diversity, develop and improve new "soft"skills, learn about their rights as citizens of EU, discover how to surpass their disabilities, spend their free time in a more participatory and learning way.

The impact on local partners will be that they can fill in gaps in their service delivery both on short term through the activities of the volunteers and on the long term through local volunteering of the 3 action groups prepared by the volunteers and coordinated by CRES. Thus the institutions will manage to offer more opportunities for development to their beneficiaries better achieving the missions of the institutions and overcoming other external limitations(insufficient staff).

The impact on CRES is that it will allow the organisation to give more sustainability to its development programmes through the local action groups and will increase the available methods and practices for the programmes.

5. Dissemination

In order to disseminate project results we are planing to use the following methods:

- Starting from the second month we will disseminate the project in the partner institutions by creating a special EVS Corner with photos and activity descriptions in each institution which will keep all the children and staff updated on project status and activities done by the volunteers.

- Each month the volunteers will film a short movie (15-20 minutes) with the main activities and achievements of the month and distribute it using social media. Besides increasing digital competences of the volunteers this will increase exposure to the project for an estimated 500 followers for each movie(6 short movies in total*500 followers for each). This also supports programme 4 and 5.

- Round table to discuss with institutions and other similar institutions in Craiova on interinstitutional cooperation .

In month no 2, 4 and 6 of the project we will organize a roundtable discussions that aims to debate on the theme of social inclusion, social work and synergy between non-formal and formal in answering beneficiaries needs and gaps in service delivery through social volunteering. These will be attended by staff and management of partner institutions, representants of other similar institutions and are open to other stakeholders interested (such as businesses, other NGO's, journalists, social workers students, general public). These will be used to raise awareness and disseminate project results in real time such as best practices, show off results. At least 45 participants/roundtable

- A best practice guide will gather all of the project results into a guide to using non-formal education and volunteering programmes as way for institutions to better meet beneficiaries needs through for inter-institutional cooperation.

6. EVS project team and support staff. ROLES AND RESPONSIBILITIES

1. EVS Project Manager – Catalina Surcel

Is the person responsible for all parties involved (volunteers, sending and hosting organizations) will hand in at the end of the project all narrative, financial and media reports. Furthermore, she is responsible together with the financial manager for the narrative and financial report on behalf of the coordinating organisation.

2. Financial manager – Mihaela Cocea

She is the person in charge with the funds distribution and the reimbursements towards the volunteers, sending and hosting organization as well as the employed supportive staff.

The reimbursement sheet or necessity acquisition form has to bear the approval of the financial manager.

3. Coach – Radu Petcu

The coach provides assistance for the planning, monitoring and evaluation of the entire PYD group project. If needed, a volunteer can request an appointment with the coach/councilor for a personal consultation.

He delivers training on self-discovery and conflict management and supervises the quality and coherence of the PYD project.

He is to be contacted for any critical issue that the volunteer consider relevant, unless anyone in the team is not entitled to handle it.

4. Mentor – Marius Iovu

Is the person in charge to help the volunteer to discover his community, implement the activities and also to offer him/her moral support when he/she needs. In general terms, the role of the mentor is to support and encourage the implementation for the volunteer activities and also to provide technical assistance to ensure that volunteers will be able to achieve the objectives set in project. The mentor is the person most familiar with the situation closely and personally volunteer during the voluntary service

The mentor will provide practical assistance to ensure that volunteers have a smooth safe EVS stage and will be available 24 hour to assist the volunteers in case of emergency. It is also expected that the mentor to solve any practical problems arising, for the volunteer to be able to perform their duties. The mentor will provide moral support to prevent isolation and lack of motivation in the community where they are placed.

The following are the four primary areas of intervention a mentor can employ to perform his or her role.

1. Establish a positive, personal relationship with the EVS volunteer
 - Establish mutual trust and respect
 - May be unique to each specific match
 - Maintain regular interaction and consistent support
 - Make it enjoyable and fun
2. Help the EVS volunteer to develop or begin to develop life skills
 - Work with your volunteer to accomplish specific program goals (all those learning objectives that the European Voluntary Service - EVS is aiming for beyond the contribution of the volunteer in helping local community)
 - Instill the framework for developing broader life-management skills (i.e. decision making skills, goal setting skills, conflict resolution, money management, etc.)

3. Assist the EVS volunteer on obtaining additional resources
 - Provide awareness of community, educational, and economic resources available and how to access these resources

4. Increase the EVS volunteer ability to interact with people/groups/things from various backgrounds (cultural, racial, socioeconomic, etc.)
 - Respect and explore differences among people/groups from various backgrounds; do not promote values and beliefs of one group as superior than another
 - Introduce the EVS volunteer to different environments, i.e. workplace vs. school setting; discuss differences in behavior, attitude, and style of dress.

II. Organizations involved

1. Sending Organizations

- Asociación Mundus - Un Mundo a tus Pies –Spain –
- Associazione Culturale Link – Italy –
- Associazione EUROBOX – Italy –
- EC – EUROCICLE – France-
- INDICOT – Spain –
- INVOLVED – Estonia –
- ProAtlantico – Associacao Juvenil – Portugal –
- ULUDAG UNIVERSITESI – Turkey –

2. Coordinating/Hosting Organization

Centrul Regional de Economie Sociala (CRES) - Regional Center for Social Economy

Short description of CRES

CRES works to empower young people to participate actively in society to improve their own lives. The aim of this empowerment is to establish a wide-based community movement which encourages the positive involvement of young people in solving issues which affect them, treating them as resources, not as problems.

Vision: to provide positive development programmes opportunities for every young person in SW Oltenia Region

Mission: The mission of CRES is to offer non-formal educational programmes that provide opportunities for young people to develop:

- 1 social connectedness;
2. a sense of personal efficacy and mastery motivation;
3. a desire to learn and curiosity about one's world;
4. a sense of identity and meaning in one's life;
5. positive self-regard and general mental health

Core Principles:

- **Positive Potential for Youth**
All young people have the innate right and capacity to develop their full potential as responsible and caring individuals.
- **Young People as a Priority**
Fostering the positive potential in all young people is a critical priority and must be cultivated and strengthened by adults and their institutions.
- **Positive Life Skills and Character Development**
Young people become personally and socially responsible and develop strong character by learning and applying essential life skills in meaningful contexts. They should actively engage in their own learning and learning cooperatively with others.
- **Personal and Social Responsibility**
The values, attitudes, and knowledge necessary for personal and social responsibility includes principles of respect and caring for self and others, honesty, and trustworthiness, a sense of justice and fairness, service to others, capacity for critical thinking and problem solving, and commitment to community, active citizenship
- **Local and International Collaboration**
The power and breadth of our mission can best be achieved through dynamic, mutually beneficial relationships with other organizations and associations at local and international levels.
- **Emphasis on positive outcomes**
The approach highlights positive, healthy outcomes (in contrast to reducing negative outcomes). Examples of desired youth development outcomes are competence (academic, social, vocational skills), self-confidence, connectedness (healthy relationship to community, friends, family), character (integrity, moral commitment), caring and compassion.
- **Youth Voice**
It is essential to include youth as active participants in any youth development initiative. They have to be equal partners in the process. Youth involvement presents a great challenge to adults and charges them to rethink how they have engaged in planning and program development and implementation.
- **Strategies that aim to involve all youth**
Youth development strategies are generally aimed at all youth. The assumption is that creating supportive and enriching environments for all youth will lead to the desired positive outcomes as well as reduced negative outcomes. However, experts in the field recognize the need to blend universal approaches with approaches that are targeting youth facing extra challenges.

III. TECHNICAL ASPECTS OF THE PROJECT

1. Accommodation

The accommodation of the volunteers for the duration of the 6 months will be done in **rented apartments in Craiova** situated in the South West part of Romania. The host organisation (CRES) is responsible for assuring good living conditions for the volunteers by hosting them in apartments that have all necessary facilities (running hot/cold water, adequate heating, kitchen appliances such as stove, fridge, etc.).

In the apartments the volunteers will live in teams of 4 persons



PLEASE NOTE!

Taking care of the accommodation and all furniture included in the hosting placement is the responsibility of the volunteers. At arrival an inventory of place shall be made where the state of each piece of furniture will be noted, any damaged goods or anything missing at the end of the EVS stage shall be fully paid by the volunteers. If you see any damaged goods in your place at arrival please report this to the project manager so that the organization may take note of it.

Please take note also of the fact that, for Romanians, cleanliness of the house is very important and the person who rented the apartments asks that the apartments are kept, as much as possible, tidy and clean.

2. Food

During the project buying and preparing the food is to be the sole responsibility of the volunteers. For preparing the food the volunteers will have free access to an equipped kitchen. In the case of volunteers wish they can arrange with the host families to serve meals together.

The hosting organization will provide each volunteer with a monthly food allowance from which they shall cover the alimentation costs. The allowance is enough for insuring a very good living standard (being much higher than the amount and average citizen from the region spends for food). However the allowance will not be enough for ensuring every day eating in a restaurant or bistro.

During the EVS project, Volunteers will receive a monthly food allowance of 440 Ron.

3. TRANSPORT

Local Transport

The volunteer local transportation(when and if available) will be covered 100% for the travels made by the volunteers for the benefit and in direct relation with the EVS project.



Transport done in for personal reasons, such as visiting Romania, will not be covered

4. Health Insurance

All volunteers will be covered by a group insurance plan specifically designed to protect participants in the European Voluntary Service programme during their period of voluntary activity. The cover is provided free of charge to the Volunteers. The purpose of this plan is to give volunteers access to an insurance network which can help them whenever a medical, dental, disability or liability problem occurs. CRES took care of insuring all volunteers and confirmation from the insurer was received together with the health insurance card that each volunteer will receive and will have to safely keep it.

5. Residence Permit And Costs

For volunteers that stay longer than 3 months, within three months from their arrival to Romania, it is compulsory for all (including the ones from EU member countries) to obtain a residence permit from the Immigration Office. The volunteers will receive support from the coordinating association

that will help them with filling the dossier with all necessary papers and accompany the volunteers to the police station.

IV. TRAINING AND SUPPORT

1. Language Training

Due to the importance of communication with the people from the hosting communities (most of them cannot speak any foreign languages) will be of crucial importance for the volunteers to learn the Romanian Language at a good speaking level.

The volunteers will have the responsibility to attend all language courses according to the schedule as well as to make every effort in studying and learning the language.

The Coordinating Organizations will provide Romanian Language Courses for the entire period of the EVS according to the following draft schedule:

Language support will be offered by the HO to the volunteers at a frequency of 2 sessions per week for the first 2 months and 1 session per week for the rest of the Project.

The schedule for all the language courses will be established together with the language tutor.

2. On Arrival Training

All volunteer **must participate** in the on arrival training which will gather all 8 volunteers and shall be provided by the National Agency .

The main objective of the on-arrival training is to introduce the volunteers to the host country, preparing them for the service period and the EVS experience. On-arrival training helps the volunteers adapt to cultural and personal challenges. It allows volunteers to get to know each other and to build a network. Volunteers should also receive guidance on conflict prevention and crisis management.

On-arrival training takes place upon arrival in the host country. It also introduces volunteers to their host country and their host environment, and helps them to get to know each other. Duration is on average five days.

3. Monitoring And Evaluation System

The current methodology is built as to ensure the quality standards and increase the efficiency of the projects, and as means to value and capitalize on volunteers input and innovation on an ongoing basis, giving them room for shaping their project, to build a relationship based on mutual interest and trust, to establish new objectives, to clear up and solve any problems that may occur, to receive mutual feedback.

- **weekly basis** for the fine tuning and small adjustments in the weekly calendar;
- **monthly evaluations** will provide the chance to stop and assess the achievements of the month, discuss and share the experience, solve any problems and plan ahead for the next month

4. Mid – Term Evaluation (under provision to be decided by the NA only for long term EVS projects)

The aim of the mid-term evaluation will be that of taking stock of the way the project was implemented by that time, to measure with the help of some concrete performance indicators the added value and impact of the EVS in each of the hosting community. Furthermore the meeting will give the volunteers the chance to share their individual experiences, to exchange best practice, to state clearly the good and not so good aspects of the project and to find together the best solutions for change or improvement.

5. The Final Evaluation

The meeting will focus on analyzing the results of the project in terms of volunteers' development as well as target group and organizational growth. A complex evaluation methodology will be followed (open discussions, SWOT evaluations, individual evaluation forms, group work, etc) its conclusions will be included in a final report that is to sent to the NA.

6. Youthpass

Youthpass is a European recognition tool for non-formal and informal learning in youth work. Youthpass is for projects funded by Erasmus+. With Youthpass the participants of these projects can describe what they have done and show what they have learnt.

First of all we will use the Youth Pass instrument as the main tool for validating the competences acquired by the participants during their experience. The Youthpass will filled in at the end of the EVS stage by the volunteer aided by the mentor, project manager and resource person from the working institution of the volunteer

V. RESPONSABILITIES OF THE VOLUNTEERS

According to the European Commission there are at least three parties involved in an EVS project: a sending Organization, a Hosting Organization and a Volunteer. For projects involving more than one volunteer a fourth party comes along – the coordinating organization.

Each of the parties bears responsibilities that are to be respected and fulfilled in order to insure an efficient and successful implementation of the EVS project.

The volunteer has as well a series of general responsibilities – requested by the European Commission as well as some specific responsibilities – that are requested by each hosting organization according to its specific EVS project.

1. Working hours and vacation times

According to the EVS programme the volunteer project activities (including language and other training related to the project) should take up **around 30 hours per week**. That means that the volunteer should dedicate to the hosting organization in between **5 – 6 hours/ day/5 days a week**.

The program of the EVS project has a technical structure which is designed by and has the sole responsibility of the hosting organizations. Since we are committed to providing, above all else, **a learning experience**, we will make all planning **in a participatory way** in which you are constantly **involved, consulted and expected to take initiative**.

The working hours suggested by the Commission are not to be taken as “bylaws” and the volunteer and the hosting organization should be flexible and tolerant with each other’s needs in this respect.

The distribution of the working hours should not be at all restrictive: If for example in one day the volunteer has scheduled only 3 working hours the hosting organization will not require to the volunteer to spend another 3 – 4 hours at the office, doing nothing, just for the sake of counting the 6 – 7 hours.

The reverse is also valid, in case the volunteer is involved or responsible of a specific activity or task which can take longer than 6 – 7 hours he should not drop everything and leave just because his working hours ended.

The volunteer has the responsibility **to fulfill his/her tasks according to the previously arranged schedule.**

The volunteer will also bear the responsibility and **make all the efforts and necessary preparation and planning** in order to fulfill his/her tasks/responsibilities accordingly.

Our experience thought us that volunteers can very easily fail to meet their responsibilities using very subjective excuses such as – “I was sick, I did not wake up, I missed the bus, my house was flooded, I lost the key, I..., I...!”

The EVS project is a learning experience, a potential spring board, a treasure box that waits to be opened. It is your responsibility as a volunteer to contribute to the success of your project.

PENALTIES

Repeated or constant failure to meet his/her responsibilities in what concerns following the planned weekly schedule can lead to small up to severe penalties that are to be decided by the EVS team which can lead up to termination of the EVS stage of the volunteer and not issuing the YouthPass

FREE DAYS AND VACATION DAYS:

The volunteer has the right to have **two consecutive days free per week** (typically this will be the weekend) and **two days of holiday per month.**

The two consecutive days/ week can be either the weekend or during the week and have to be agreed between the host organization/site and the volunteer according to the scheduled activities but also taking into consideration the personal needs of the volunteer.

In addition to the mentioned vacation days the volunteer is entitled to any National Vacation days as defined by Romanian Law (such as the Christmas, New Years Eve and Easter Holidays)

National Free days within the PYD project will be:

- 1st of June (Thursday)
- 5th of June (Monday)
- 15th of August (Tuesday)

The volunteer can make use of the days according to his/her own preferences provided that he/she agrees upon the period of vacation with the hosting organization.

In this respect the volunteer is obliged to inform CRES, **within at least 2 weeks**) notice his/her intention to take vacation leave.

Informing the hosting organization will be made by using a template model that will be sent by e-mail or handed personally to the project manager and project assistant within two weeks prior to the departure day.

In case the volunteer requests his/her vacation during a period when the organization has an important project/activity running which involves the volunteer directly, the hosting organization has the right to refuse the vacation dates requested and agree with the volunteer for a different period. The decision should be taken on mutual basis in such way not to influence negatively the implementation of the project

Out of Site Leaving

For any kind of leave outside Communities (during vacation or the two free weekly days) **it is compulsory for the volunteer to call/sms/e-mail the EVS project manager and/or mentor** before his/her departure informing about the place he/she will go to.

Additionally, **within 24 hours after returning to site**, the volunteer needs to sms/ call or e-mail the project manager to inform her about his returning on site.

Do bear in mind that the hosting organization is responsible for you during the 6 months period you will be hosted in Romania. In this respect it is very important for us to know where you are at any moment.

2. Expectation from the volunteers

- To respect the EVS team, the supporting staff and all the third parties he/she will work/cooperate with throughout the EVS project;
- To respect and follow accordingly the previously planned and scheduled activities;
- To take over concrete responsibilities and fulfill those in the best and most efficient way;
- To adopt a decent and ethical behavior both during his/her activity time as well as in his/her free time;
- This project will provide the volunteers the opportunity to work with school managers, mayors, media, and other third parties which have a public image in the communities. Further more the association worked hard to build a cooperation partnership and a positive image in each community. The volunteer will be therefore associated and identified as part and as image of the association by the communities. In this respect the hosting and coordinating organization expects that the volunteer/s at least maintain if not further improve and develop the good and positive image of the associations at the community level.
- The volunteer should not be afraid to say I DO NOT KNOW HOW TO DO THAT and not be afraid to ask for help
- The volunteer is expected to act as a part of the team, to identify himself/herself with the hosting organization and work together with the staff towards the achievement of the goals settled.
- The volunteer is expected to be open minded, tolerant but moreover to be flexible and culture sensitive.
- To respect all general and special regulation that are clearly defined in the White Book of the volunteer

3. Code of conduct

Based on previous EVS projects, the following rules and regulations have been compiled.

A volunteer has to bear in mind that the image of the organization and the relationship it has established with a community can be easily tainted by the volunteer deeds.

Hereby, we kindly advice a volunteer to take seriously into consideration his/her deeds in a community.

Hence, a volunteer:

- is not allowed to get involved in any endeavors that may cast a negative light on the hosting organization, the schools, or any other official part involved in his/her project.
- is not allowed to throw parties in his/her house unless having permission from the host family/neighbors.

- is not allowed to hanging around in gangs(violent)/ is entirely forbidden
- must have a decent dress code when meeting youths
- has to adopt a decent behavior in the community
- he/she will not consume alcoholic drinks during the working hours

Participation Expectations:

- Participate fully in the program, activity and/or event.
- Be responsible for your own behaviour/conduct, uphold high standards for the group
- Accept the consequences for inappropriate behaviour.
- Support and abide by the group’s designated advisor/leader.
- Practice good citizenship, leadership and self-governance.
- Follow the direction of staff
- Show respect to others by being courteous and respectful.
- Use appropriate language at all times.

Volunteers towards beneficiaries of the project:

- Acting with professionalism, humanity and efficiency
- Recognize, respect and actively defend the personal dignity of beneficiaries
- Confidentiality and discretion in the use of data on beneficiaries
- Creating a climate of mutual respect
- Encourage beneficiaries to personal growth and autonomy
- Inform the beneficiaries in an objective way, taking into account their personal needs and circumstances.
- Enhance the overall development, as a person, of the beneficiary
- Understand the starting position of the beneficiary (level of education, material situation, mentality, openness).
- Inform the beneficiaries about the ways in which they can seek their own development.
- To be patient in expecting results of the actions

Volunteer towards organization:

- To know and accept the ideas, rules, goals, programs, regulations and rules working methods of the organization.
- Confidentiality and discretion
- Make responsible use of material goods that the organization puts in voluntary provision.
- Committing free and responsible, fulfilling the commitments acquired and performing the tasks with seriousness
- Participate in training activities and evaluation and planning sessions necessary for the quality of the service.
- Inform on a certain task or responsibility, before assuming them and consider if you have enough time and energy.
- In case of resignation, communicated in time to avoid damage to the beneficiaries or to the organization.
- Open attitude and cooperative to the organization’s guidelines.
- Report on the unmet needs of beneficiaries and on deficiencies in the implementation of programs.
- Inform about the possible inadequacy of the programs.

Volunteer towards the other volunteers

- Respect the dignity and freedom of the other volunteers, recognizing the value of their work
- Adopt an attitude of openness and availability to listen to the other
- Encourage teamwork by promoting open communication and a climate of pleasant working and living together.
- Exchange tips, ideas, suggestions and experiences within a framework of respect mutual towards greater efficiency of the work being carried out.
- Make their own and assume responsibility for the commitments made by the group.
- To facilitate the integration, training and participation of all volunteers, in equal conditions.
- Another important aspect of volunteering is the volunteer's ability to live together with other foreign volunteers, sharing ceiling food, life, and household responsibilities.

Volunteer towards the community

- To know the socio-cultural context of the community; to try to improve it by meeting its needs
- Complement the social action of the public administrations, to give a better service to society without providing an excuse to evade their own responsibilities.
- Communicate to relevant institutions the needs of the community and situations of marginalization and obtain commitments to overcome them.
- Transmit, with their attitudes, actions, words, those values and ideals that targets with their voluntary work. Be consistent and coherent with the day by day attitude
- Also respect the customs, forms of politeness, human relations, organizational structures (often authoritarian)
- In regard to intercultural interaction, it is advisable to avoid extreme attitudes like total adhesion or total rejection of the culture in this particular personal, social, cultural, political or religious exchange.

Disciplinary procedures: in case of breach of one of the aforementioned cases the following steps will be followed:

- communicating to the volunteer that the organization has been notified by other third party about inadequate behavior
- investigating the case brought up by one of the parties involved (meeting all parties involved, including the volunteer)
- in case an agreement is not reached with the volunteer, the sending organization is to be notified
- If constant breach of a regulation is pursued by the volunteer that can lead to the termination of the EVS project.

Volunteers should ...

As a volunteer, you should be committed to:

Personal responsibility

- Be dependable, recognizing the commitment and responsibility to my volunteer assignment(s)

- Accept assignment(s) consistent with my interest, abilities, and available time
- Accept assignment(s) with an open mind and a willingness to learn
- Accept feedback in order to do the best job possible
- Address ethical concerns by speaking directly with the colleague/responder with whom you have the concern

Respect

- Treat all individuals with a sense of dignity, respect, and worth. Make a personal commitment to be nonjudgmental about cultural differences, living conditions and the life-style of each person with whom I work.
- Avoid profane and abusive language and disruptive behaviour that is dangerous to self and others.
- Respect all confidential information. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, or other person.
- Not preach to anyone or pressure anyone to accept my political, cultural, or religious beliefs

Respect and use all equipment appropriately and as required for your assignment.

VI. FINANCIAL ASPECTS

1. Repartition of funds

The EVS project awards CRES with a flat rate of 500 Euro / month/ volunteer. Please note that this is not the amount of money that the volunteer is entitled to, according to the European Commission the volunteer is exclusively entitled to receive only the pocket money, but an amount of money to which the organization is entitled to that is supposed to cover all project costs.

The Hosting Associations have the full and sole responsibility to spend and manage the funds in such way to provide an efficient implementation of the EVS project and insure that the volunteer receives the necessary conditions for the project development (accommodation, food, transport, guidance, training, mentorship, etc).

The funds will be distributed according to the monthly expenses and needs on the following items (categories of expenses):

- *accommodation of the volunteer (including utilities costs) – varies month by month*
- *food for the volunteer*
- *training sessions – such as initial preparation adaptation and training sessions*
- *transport*

- *communication costs for the volunteer*
- *materials for activities*
- *monthly evaluation costs*
- *Administrative costs of the association (such as office supplies)*
- *Personal costs*
- *Communication costs – telephone, internet, postal mail*
- *Rent of office + utilities*
- *Accountancy*

2. Pocket money

According to the financial rules of the European Commission and the EVS project the volunteer is entitled with a monthly pocket allowance of **60 Euros**.

The money will be given in the national currency – **Ron** at the exchange rate of the month when has been signed the financing contract of the project.

The volunteer can spend the pocket money as he /she wishes and does not need to provide justification for the expenses.

The pocket money will be given to the volunteer together with the other reimbursements (travel and food allowance) during the first 5 days of each month in a day set by common agreement.

The pocket money is given to the volunteer to cover personal costs such as:

- cigarettes and drinks
- cosmetics – shampoo, detergent, deodorants, shaving foams, soaps, etc
- clothes
- washing clothes expenses
- entrance to bars, discos, movies, etc
- personal travel
- personal phone or internet, etc.

3. Food allowance

Volunteers will receive a monthly food allowance of 440 Ron.

The volunteer will receive this allowance in advance, at the beginning of each month.

The volunteers will receive the money in cash.

The volunteer is responsible to efficiently manage the food expenses in such way to insure that the amount will cover his/her needs throughout the entire month.

The association will not be held liable nor given additional food money if the volunteer fails to manage properly his/her pocket money (eating only in restaurants, spending the food money on other items – such as alcohol, or cloths, buying very expensive products, etc).



Please note that the organization cannot, by programme rules and national law, pay more or less money to the volunteer and cannot give money in advance (for example paying the money for the month of July in June)

4. Communication costs – phone

The volunteer will receive upon arrival a romanian **SIM card** . The Hosting Association will not provide the mobile phone.

The volunteer will have to have his/her own mobile. The Hosting Association can direct you to the cheapest locations.

The prepaid card will be charged by the hosting association every month with a fixed amount.

The personal calls (national or international) are to be covered exclusively by the volunteer.

5. Financial reimbursement – documents needed

Reimbursement – definition:

The **reimbursement** (financial reimbursement sheet –) represents the official document that includes the description of all fiscal documents that prove the spending of money.

You will be required to deposit the decent just for the travel costs in the interest of the EVS project.

The **reimbursement** must be accompanied by all *original fiscal documents: the travel tickets + justification.*

! It is the full responsibility of the volunteer to ask and collect all the justifying fiscal documents and travel tickets and make the decont.



No money will ever be reimbursed unless fiscal documents are provided.

The volunteer will make the reimbursement in electronic format, print it and sign it and attach with staples all original tickets.

Additionally the Volunteer will send the electronic format of the reimbursement to the project manager before meeting them and handing out the reimbursement and tickets.

7. Maintenance of the accommodation place and payment of property damage.

Once the volunteer will be assigned in his/her accommodation placement he/she will sign Contract of Liability (will be given to each volunteer on his/her arrival to the hosting place) which will include the description of all the goods present in the room and their state of work.

By signing the contract the volunteer agrees with the information provided in the list and the functioning parameters (for electronic appliances) as well as the physic state of the other goods (furniture, etc).

In case the volunteer destroys the property goods that he signed for or items from the placement disappear, the costs incurred with its replacement or repairing will be charged to the volunteer.

8. Non - Eligible costs

The costs incurred with the procurement of personal items (clothes, shoes, cigarettes), hygienic stuff, washing clothes, personal phones and travel are not eligible to be covered by the Association. The volunteer shall cover the above costs from his pocket or private money.

VII. WORKING METHODS

1. Communication and reporting.

Communication represents not only an important aspect of the project but a crucial means to insure the effective implementation of the EVS project.

The volunteers will play a direct and important role in assuring the communication within the project. In this respect they will have to participate in insuring the following:

- permanent and open direct communication with the EVS team
- fill in and hand in on time the monitoring, planning and evaluation documents
- fill in and hand in on time a mid-term and final narrative and media evaluation report

2. Involvement with the coordinating and hosting organizations

A volunteer should know that other initiatives are being developed or in the pipeline within CRES and other NGO's from DOLJ County. That means that a praiseworthy volunteer has the chance to be involved closely with the management teams of both organizations in running local, regional, national or international projects.

3. Outreach regulations

A volunteer should be aware that institutional communication (which means on behalf of an organization no matter what structure it has) needs to follow a certain protocol. In other words, anytime a volunteer would like to organize a local/county level event that requires the participation in any form of other third parties (parents, schools, city halls, police station, medical care centre, etc.), **written communication** has to be developed; for that reason, a template has to be used for formal letter that the volunteer is to be provided by CRES. Furthermore, the letter has to bear the stamp and signature of an authorize staffer from CRES.

Verbal communication does not have any value in institutional collaboration.

IX. From our experience...

1. Worst practice examples we encountered so far:

- not showing up for appointments
- getting drunk and getting into troubles with locals
- spreading rumors around on various issues
- picking on students
- throwing parties at home and disturbing the neighbors
- leaving the community without any prior notice to the organization
- not showing up for sessions with kids
- spending all money on drinks and cigarettes then been broke for the rest of the month
- showing up for official meetings inappropriately dressed
- nor filling in required papers regularly

- Having a problem and not communicating it to anyone until it's way too late and you are already fed up with it
- Not communicating about illnesses on time

Please, remember:

There is no such thing as a crisis if you share your feelings !

Be responsible for yourself ! Responsibility for others begins with responsibility for yourself !

