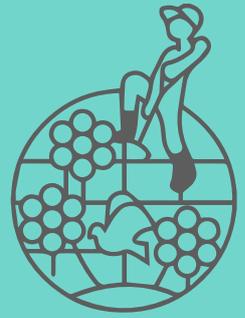


INTERNATIONAL VOLUNTARY SERVICE  
ACT TOGETHER OPEN TO ALL  
COLLECTIVE ACTION VISION  
ACTIVE CITIZENSHIP PEOPLE  
INTERNATIONAL SOLIDARITY  
CHANGE LIVING TOGETHER  
WORKCAMPs INTERPERSONAL SKILLS  
MAKE CHANGE HAPPEN FRIENDSHIP



**CCIVS**

# **HANDBOOK** INTERNATIONAL VOLUNTARY SERVICE

PARTICIPATIVE PROCESS VOLUNTEERS  
NON FORMAL EDUCATION HEALTH  
SOCIAL INCLUSION UNITING PEOPLE  
HUMAN RIGHTS ACTIVE PARTICIPATION  
NETWORKING ENVIRONMENT UNITY  
WORKCAMPs POVERTY ERADICATION  
INTERPERSONAL SKILLS SUSTAINABILITY  
CIVIL SOCIETY LOCAL COMMUNITY  
ENVIRONMENT CULTURAL HERITAGE  
CAPACITY BUILDING SOLIDARITY  
FREEDOM OF MOVEMENT DIVERSITY  
PEACE MAKERS CULTURE OF PEACE  
SOLIDARITY INTERCULTURAL FREEDOM



# Background information

## What is International Voluntary Service (IVS)?

International Voluntary Service (IVS) has since 1920 sought to respond to the prevalent issues of society on a local and global level, it aims to pursue peace and promotes non violence through international understanding, mutual respect, friendship, exchange and cooperation among the people of the world. IVS is a vehicle for non-formal and informal education and acts as a catalyst for change within individuals and in communities giving people the chance to participate in meaningful, productive and socially useful work as active members of society. It promotes the participation of all regardless of gender, skin colour, religion, nationality, age, ability, sexual orientation, social status or political views and any other possible grounds for discrimination, in a spirit of true equality and the recognition of the right of others to dignity and respect. IVS promotes social and climate justice, human rights, sustainability, critical thinking, active participation, democracy, global citizenship, shared and intercultural learning and helps to break down prejudice and stereotypes. It contributes to the Implementation of the United Nations Sustainable Development Goals.

## How does the IVS Movement work?

The IVS movement works based on a spirit of reciprocal international cooperation between non governmental, not for profit, grassroots organisations sharing a common vision and working in local host communities in over 90 countries.

IVS organisations are gathered in networks, where decisions and ethical working standards are built democratically and decided in assemblies with respect to cultural and organisational diversity. It is an exchange organised locally, coordinated nationally and realised globally. Volunteers apply through a sending organisation and are received by a host organisation.

The IVS movement strives for a world where relations are characterised by equity, social justice, active involvement and a sense of community empowerment. It provides people with the means to understand and act in order to positively transform the social, cultural, political and economic structures that affect their lives at all levels. IVS supports resilience, acts for solidarity not charity and seeks to create a world of mutual respect and understanding.

## The Volunteers

Volunteers are people acting on self-initiative for the benefit of civil society, who offer their knowledge, time and energy, within the framework of a cooperative social effort, without seeking material reward or replacing paid labour. Voluntary service is based on the idea, that working together on a concrete task is one of the most effective ways to create friendship and understanding. The projects serve as a basis for dialogue, an opportunity to work according to each person's ability and to practice learning by doing and living together for periods of 2 days up to 1 year. In such situations national and international volunteers experience a new reality which can challenge their habits and convictions. Our impact research proves that IVS provides enhanced self-confidence and strengthened personal, interpersonal and social competences, volunteers learn that through active participation in IVS projects they are able to create change.

**“ IF YOU HAVE COME HERE TO HELP ME YOU ARE WASTING YOUR TIME.  
BUT IF YOU HAVE COME BECAUSE YOUR LIBERATION IS BOUND UP WITH MINE,  
THEN LET US WORK TOGETHER ”**

*Aboriginal activist group, Queensland, 1970s*

The original Latin word “voluntas” is synonymous with free will, personal choice or option. “Volunteering” implies a wish to offer one’s time, effort, skills and goodwill for the accomplishment of different tasks such as collecting garbage in a park, helping young children with their homework, etc. (T-Kit on International Voluntary Service, CoE, 2002).

IVS was born in 1920 in Esne near Verdun in France. A group of people from different European countries came together to help rebuild some of the houses destroyed in WWI. The initiative for this first international voluntary work camp came from the Swiss pacifist Pierre Cérésolle, a conscientious objector and an advocator for Peace. He was convinced that a joint international group effort to help people in need is a means of building human bridges across deep trenches torn up by the war and of promoting peace and understanding (CCIVS, The power of action, 2010). From this first action,

Service Civil International (SCI) was created and from this point onwards, several organisations (a majority of them with a religious background) started International Voluntary Service programmes.

After WWII, faced with the challenges of post-war reconstruction and an increasing number of volunteer organisations, discussions occurred at UNESCO about means to coordinate and encourage the efforts of volunteering. In April 1948 the International Workcamp Organisations Conference took place and the Coordination Committee for Voluntary Workcamps was established and based at UNESCO headquarters in Paris becoming later on the Coordinating Committee for International Voluntary Service (CCIVS).

The Cold War, the open opposition between the two blocs and the agitation provoked by the decolonization movement obliged existing

voluntary movements to focus on the problems of these peoples, motivated by a strong collective will to achieve national independence, as well as on the nature of relations between them and the hegemonic countries. In addition, the tasks of post-war reconstruction declined with time. These facts helped to redefine the orientations of IVS organisations (CCIVS, The White Paper on International Voluntary Service, 2014).

From the 1950s the number of volunteer organisations increased all over the world, touching different thematic from de-colonisation to peace, from disarmament to health and human rights. In the 1960s, a new preoccupation raised with the problems created by the emergence of new nations and states in search of their own identities and of development. The 1970s were marked by IVS organisations being confronted with the problems of development and peace. At the end of the 1970s threats to transform Europe into a battlefield became clearer and the struggle for peace came to the forefront. The search for the quality of life and more specifically, environmental protection and sustainable development, when faced with the waste, consume and pollution caused by industrialisation became one of the main concerns of IVS organisations.

The developments in Latin America and the liberation theories influenced the North-South co-operation in the IVS movement. The sending of volunteers to development countries was questioned and a new approach based on equal partnerships was envisaged. The status of the volunteer became subject to questions: volunteers mainly came from an industrialised

country and performed their activity in a developing country. The voluntary movement need to clarify certain essential information concerning the status of the volunteer and the relations they had to maintain with the local community in which they were working (CCIVS, The White Paper on International Voluntary Service, 2014).

Along with this new approach in the 1990's, global exchanges became increasingly important introducing South-South exchange, strengthening of regional networks, the development of IVS organisations in Asia and the reinforced efforts of IVS organisations working in conflict and post-conflict areas such as Algeria, the Balkans, Palestine, Uganda and Sudan, Burundi, Western Kenya and West Sahara (CCIVS, Conflict and Volunteering, How to deal constructively with conflicts in relation to international voluntary service, 2008).

The space for the improvement of quality standards for exchanges and for discussion on the development of IVS was provided by CCIVS. Leading the reflections of the organisations on the impact, recognition and policies related to IVS, CCIVS members focus around the key topics such as Intercultural Dialogue, Sustainable Development, Cultural Heritage, Health and Conflict Transformation. By the end of 1990 the CCIVS Charter for International Voluntary Service is created by CCIVS member organizations (Universal Charter for International Voluntary Service, 27th General Conference of CCIVS, 8-13th November 1998, Rabat – Morocco) and updated in the CCIVS GA 2018 in Kundapur, India.

At the turn of the 21st century, IVS had to adapt to the new trends provoked still by the hegemonic and imperialistic approach of most industrialised nations which led to the new-born concept of terrorism and the creation of new stereotypes worldwide (CCIVS, The White Paper on International Voluntary Service, 2014). In the 2000s, the direct effect of the high-speed developing technology obliged IVS organisations to change their approach to the world problems. As internet became the tool to communicate and to exchange, everything moved 'faster' and volunteers found it easy to identify volunteering opportunities without the involvement of any IVS organisations. It has also led to the worrying rise in 'Volun-tourism- a business model for volunteering, these businesses have stronger marketing tools and outreach – without necessarily having the values attributed to IVS (not for profit, grassroots, bottom-up approach, non-formal learning etc). This forced IVS organisations to reconsider their role and to find new ways of working and responding to contemporary world problems.

In order to reinforce its global coordinator role, CCIVS proposed a new approach for IVS projects through the creation of the White paper for International Voluntary Service (2011-2021), this followed by an internal re-organisation of its Executive Committee (EC), as its previous regional vice presidencies were transformed according to the major thematic missions, while attributing the role of regional referents to members of the EC of the region in question. The global activities implemented by CCIVS and IVS networks that lead to an increased engagement of member organisations and partners was the second important support tool that was set in

place. The role of the Global Meeting, as the third main supporting tool, became even more important in ensuring the participation and commitment of as many IVS organisations and networks as possible.

The 2011 White Paper defined the thematic areas as; peace and human rights, environment and sustainability, poverty eradication and health promotion, cultural heritage and diversity, social inclusion and active participation., and highlighted the support measures; finances, capacity building and human resources, networking and international representation and impact and recognition. A series of programmes, campaigns and capacity building actions were developed to focus on these areas.

As we move become a more cooperative movement, the 2018 GA validated the proposal to start to work on a new strategic plan for the CCIVS (2021-2026) taking into account the current challenges facing IVS and the need to adapt and move forward in face of these. The actions of CCIVS were reformulated in order to respond better to the needs of the network today. It was also commonly agreed that as the IVS movement contributes to the achievement of the Sustainable Development Goals we would promote these in all of our projects.

### **CCIVS Actions and Campaigns**

CCIVS facilitates cooperation between IVS organisations and other institutions. It centralises information, materials and tools. It coordinates Inter-regional projects and, global meetings of IVS organisations and participates in institutional forums to defend the priorities of the IVS movement.

### **Capacity building and training**

Capacity building and training for volunteers, board members, trainers and staff of IVS organisations. Our non-formal education experts provide external stakeholders with personalised external services (consultancy, training, etc.) and customised educational programmes.

### **Impact measurement and quality improvement**

Impact research seeks to determine and explain the impact of IVS on volunteers & host communities. The results support in the promotion of IVS to stakeholders, to have a greater visibility on our actions as a movement & to improve our projects. Building on the key ideas of impact as change and assessment, the research work implemented by CCIVS and its members and partners is integrated in, and nourishes, the network's structural processes of monitoring and quality improvement.

### **UN cooperation projects**

 CCIVS is in official partnership with UNESCO – associate status, liaison status with the FAO and special consultative status with the ECOSOC. CCIVS supports in the implementation of actions developed together with or proposed by these agencies. IVS contributes to the achievement of the Sustainable Development Goals.

### **Campaigns – Raising Peace, IVS for Climate Justice**

CCIVS runs global campaigns to raise awareness about the work of the IVS movement.

Raising Peace is a networking initiative that aims to contribute to the construction of peace, the guarantee of human rights all over the world & to highlight the role that International Voluntary Service plays in this field.

IVS for Climate Justice highlights the work of the IVS movement on issues such as sustainability, environmental education & protection, carbon offset and climate change

### **CCIVS position on Freedom of Movement**

Freedom of Movement is a Human Right actively championed by the IVS movement committed to a world in which all people are free to move and free to settle. This right is universal, inalienable and to be exercised without distinction of any kind.

► [ccivs.org/ccivs-in-action/raising-peace/raising-peace-action/freedom-of-movement-campaign/](https://ccivs.org/ccivs-in-action/raising-peace/raising-peace-action/freedom-of-movement-campaign/)

### **CCIVS 70 year statement**

The Statement examines the current state of the world and renews the IVS commitment to work together and defend our planet and its inhabitants, to deconstruct preconceptions and existing power structures, to enhance social transformation and to continue to re-form the broken bonds of community. It reaffirms the CCIVS mission to work towards the objectives listed in its constitution.

► [ccivs.org/wp-content/uploads/2019/01/CCIVS70Statement.jpg](https://ccivs.org/wp-content/uploads/2019/01/CCIVS70Statement.jpg)

# Guidelines

Voluntary service projects vary greatly in their nature and duration. In terms of their duration we can distinguish 3 types of projects. The short-term projects, generally called “workcamps”, last between a few days and one month. The second and third categories in terms of duration are medium-term projects, lasting between one and six months, and long-term projects, exceeding this length of time and up to one year. Voluntary service projects can be group projects, where individuals or small groups from different backgrounds work together as a larger mixed group. This is usually the case in workcamps. Medium- and long-term projects more often work with individual placements of one or a few volunteers for a longer period of time. These volunteers are sometimes called “MTV” or “LTV” respectively medium- or long-term volunteer.

Usually 18 years is the lower age limit, because of the legal responsibility of the project organisers for younger participants, however teenager workcamps are run by many CCIVS members. There is no upper age limit unless defined by the

hosting organisation or by a funding scheme. Depending on their focus, voluntary service organisations can work with non-specialised volunteers or professional volunteers. Organisations working with volunteers with a certain professional experience tend to work with adults who are placed on long-term projects (for example United Nations Volunteers). IVS seeks to include all those who wish to participate and does not specify the engagement of professional volunteers.

The placements can be either individual or in groups. In terms of fields of work and types of projects and according to the categories are recommended by the CCIVS guidelines for Inter-Regional Volunteer Exchange, we can have awareness raising, environmental, agriculture, construction, restoration, renovation, heritage, disable, education, art, cultural, work with kids, manual, archaeological, language, medical, disaster relief, social, sport, study, discussion, research, work with elderly, work with kids, festival and yoga.

# Organising a workcamp

The international workcamp is a tool and method for International Voluntary Service. Concretely a workcamp is a group of volunteers (usually young people from different countries) who work together on a local project for a period of 1 up to 6 weeks. Workcamps are a practical learning process through social interaction. There are different types of projects depending on the task to carry on: development of a playground, activities in a center for disabled people, archaeology, restoration of monuments, environmental protection, community work, etc. The experience of living and working collectively fosters active citizenship and participation and promotes intercultural dialogue and solidarity. The political activities and aims of the project host should be integrated into the life of the workcamp and seen in a wider social and international context.

The following aims of workcamps are taken from Running a Workcamp (Organiser et gérer un chantier, CCIVS, Paris, 1994):

-  To unite a group of individuals who have a desire to perform voluntary service and provide them with a chance to work on a project useful to the community.
-  To provide assistance and support to local projects; to act as a stimulus to local voluntary effort. (The work undertaken must be suitable for volunteers and not compete with paid labour.)
-  To promote contact between people of different cultural and social backgrounds, breaking down linguistic and cultural barriers and creating an understanding and appreciation of others.

-  To provide education through experience. To enable volunteers to learn the positive effects of concrete action and to recognize the interrelationship between theory and practice.
-  To give people the experience of group life where all members are equal; and to permit them to learn to accept responsibility both for the work done and for the functioning of the group.
-  To provide an inter-cultural learning experience and the opportunity to explore a new country and a new culture in a deeper and more respectful way than as tourists.
-  To integrate participants into the local community so as to learn from their hosts about the issues which concern them.
-  To help develop small-scale infrastructure or environmental improvement.
-  To promote a „culture of peace“ on an international, regional, local or national level (e.g. after a civil war) by developing democratic and non-authoritarian structures, integration, solving problems peacefully, reducing „enemy images“, respecting differences, communicating - all this through working together.

In order to develop and improve volunteer exchanges, the Global Networking Conference in Gotemba, Japan in October 2006, organised by CCIVS and hosted by NICE with participation of Alliance, YAP, NVDA, EAWA and IPAN, agreed on the Guidelines for Inter-regional Volunteer Exchange (first document was elaborated in 1998). These guidelines have been updated and developed with the input of the ALLIANCE SDWG (Staff Development Working Group), the SCI Practical Procedures and those of the NVDA Network. The guidelines document was last updated during CCIVS General Assembly in Lviv, Ukraine, November 2007.

# Step by step how to organise a workcamp

## Before workcamp

The active involvement of the IVS organisations and networks in collaboration with diverse stakeholders bring positive change and improvement of local realities which further reflects in the global context. IVS focuses on the work towards sustainability through local actions, taking into account the needs of local communities with the support of international volunteers.

### Hosting organisation and local partner

Strategical and sustainable partnerships are essential for IVS organisations at international but also at local level. IVS offers benefits for local communities and local partners through the contribution to social inclusion, intercultural dialogue, peace and solidarity, pooling local resources and initiating new projects, bringing dynamism and community interaction through active citizenship and involvement.

The local partner is an individual or group organisation that receive volunteers through the hosting organization and work directly with the local community. Local partners may include entities from the public sector, including educational institutions, governmental bodies and civil society organisations (elementary schools, high schools, universities, local non-profit organisations, orphanages, institutions for disadvantage people, local governments, etc.).

A local partner should be non-profit, have common goals with the hosting organisation, be capable to provide effective and meaningful work program, activities, food and accommodation to the volunteers, keep good cooperation with national hosting organisation, care and clearly communicate with volunteers, guarantee security.

In order to choose and select a local partner the following steps should be taking into account:

-  Research and keep an updated database on potential local partners.
-  Participate and choose thematic related meetings, seminars and conferences.
-  Elaborate and effective targeted prospection: send visual information, annual program, organisation presentation and general information on IVS (by customized e-mail or post). Make personalized calls a couple weeks after to reinforce your interest in working with them.
-  Make clear why you want to work with a specific local partner.
-  Use social media to promote your organisation and contact local partners.
-  Organise open days and informative events in your organisation to build awareness on IVS and local community involvement.
-  Establish written agreements between both parts (hosting organisation and local partner) establishing clear roles, methods, ground rules, financial aspects and decision-making structure.
-  Elaborate an evaluation plan: follow-up and monitor the process of the project involving camp leaders, local partners and local community; organise a final evaluation meeting with camp leaders, local partners and stakeholders.
-  Issue activity reports and send them to: local partners, members of the local community, authorities, donors and local/national media.

## Role and duties of the hosting organisation

- ✎ Be an active player in the preparation of the project together with local partners and local community.
- ✎ Elaborate needs and resources analysis (check the available resources within the organisation, financially, staff time resources), check with partners, local community, authorities, etc.
- ✎ Organise a feasibility visit: visit locations and check the conditions, accessibility, safety, facilities availability, accommodation.
- ✎ Develop the aims and the strategy for the project together with the partners.
- ✎ Develop the programme (work and leisure) and draw up a budget of all costs and apply for funding.
- ✎ Send an up-to-date relevant material to the sending organisation, needed to the preparation of the volunteer: **infosheet** guidelines should be emailed to each partner that has a volunteer in their program; it should be sent to partners no later than 4 weeks before program starts.
- ✎ Promote the project at the local, national and international level and recruit volunteers through sending organisations members of CCIVS (refer to CCIVS members list).
- ✎ Approach sending organisations respecting the CCIVS guidelines for inter-regional volunteer exchange.
- ✎ Organisation of an on-arrival training or orientation for the arriving volunteers including basic language preparation.
- ✎ Preparation of national volunteers going to international projects.
- ✎ Constant monitoring and support; organisation of an evaluation meeting for the volunteers at the end of their project.
- ✎ Have a clear communication strategy and define communication objectives.

### The information sheets should include information at least about the following:

- » Brief description of the hosting NGOs including contact details
- » Name, exact address, location (the nearest town) of the project and optionally the map
- » Travel directions to the project (preferably with timetables and web for the relevant information)
- » Dates of the project
- » Background and aims of the project
- » The maximum or actual number of volunteers
- » Qualifications, skills, experienced required (if any)
- » Work tasks to be performed (and preferably, working hours)
- » Draft schedule if available
- » Accommodation and accessibility for volunteers with special needs
- » Study theme (if any and leisure time activities)
- » Project language
- » Material to bring (sleeping bag/mat, instruments, work clothes)
- » Emergency contact phone number
- » Name and e-addresses of the responsible person for the project such as the camp leader
- » Participation fees (indicate if it is necessary to pay participation fee and give a brief reason for it).

- ✎ Community involvement in the preparation, organisation and promotion of the project: involve local community in the project implementation, organise an 'Open day' open for press, local authorities and local community, organise free time for excursions, study visits or leisure time between volunteers and the local community.
- ✎ Arrange a meeting between camp leaders, local partners, stakeholders and local community prior to the project.
- ✎ Draw up guidelines for volunteers taking part in your projects: code of conduct, rules, safety, food and accommodation.

- 👉 Ensure the safety and security of volunteers, so make sure that the volunteers are working in an adapted working environment which fits the purpose of their tasks.
- 👉 Take care of the day-to-day life and work of the volunteer while on their project.
- 👉 Evaluation and follow-up between the local partner organisations.
- 👉 Evaluation with international partner organisations.
- 👉 Financial reporting to the funders.

### **Agreements between partner organisations on an international level**

- 👉 There should be a written annual agreement between partner organisations on their co-operation.
- 👉 Sending organisations should inform their hosting partner of their co-operation with other organisations in the host country.
- 👉 If there is no partner in a volunteer's country, the hosting organisation should refer the volunteers to partners in neighbouring countries (except in case of Asia, where volunteers should be referred to NVDA).
- 👉 Partners should agree on an appropriate application form.

### **General information**

- 👉 In general for summer programs, partners can announce their programs before the Technical Meeting. They shouldn't not request placement of volunteers before the Technical Meetings.
- 👉 The hosting organisation should send its workcamp programs well in advance (timing to be agreed bi-laterally). If sending by post, partners should exchange information about the time taken for mail to arrive.
- 👉 The hosting organisation should inform the sending organisation of transport arrangements (including costs) to the workcamp at least one month before the project.

- 👉 Information on how to reach the hosting office / project including emergency contacts and suitable hotel / hostel addresses should be sent by the hosting organisation to the volunteer's sending organisation.
- 👉 The sending organisation must inform the hosting organisation of the volunteer's arrival details, if required.

👉 Project description: each project should have different project code as an abbreviation / number (e.g.: IWC/16). Sufficient information is essential for volunteers to make a motivated choice. Therefore information in the project description should be clear and concise and presented as follows:

- 👉 Organisation code and project code
- 👉 Project name (and if it is possible, place). It is not necessary to translate the names of your projects into English.
- 👉 Dates in the format dd/mm-dd/mm, or if unknown, begin/middle/end month
- 👉 Program start day should always be announced as the day partners want volunteers to arrive including orientation, not as the 1st day of work.
- 👉 In terms of types of project (2 maximum for each project), CCIWS recommend: ARCH – Archaeological / AGRI – Agriculture / ARTS – Arts (any type) / CONS – Construction / DISA – Disable / EDUC – Teaching Education, Awareness raising / ENVI – Environmental / ELDE – work with elderly / FEST – Festival / HERI – Cultural or Heritage / KIDS – Work with Kids / LANG – Language/ MANU – Manual / MEDI – Medical / PEACE – Peace / RELIEF – Disaster Relief / RENO – Restoration , Renovation / SOCI – Social / SPORT – Sport / STUDY – Study, Discussion, Research / YOGA – Yoga.
- 👉 Bi or tri-lateral programs should be indicated as such in the program heading and also at the beginning of the text of the description of the program.

### **The hosting organisation should engage the local communities in the project:**

- ✎ Improve communication with locals' habitants before, during and after projects
- ✎ Elaborate community needs assessment through participatory methods.
- ✎ Community involvement in the preparation, organisation and promotion of the project: involve local community in the project implementation, organise an 'Open day' on the work site open for press, local authorities and local community, organise free time for excursions, study visits or leisure time between volunteers and the local community.
- ✎ Prepare promotional documents for the media: write press releases in advance and create a press release schedule.
- ✎ Build awareness through local involvement keeping long term relations with the local community: organise open days, informative events, implement long term volunteer projects, etc.

### **The hosting organisation chooses the leader(s) for the project:**

- ✎ The leaders of the project should be someone actively involved in the organisation with previous experience as a volunteer in a workcamp.
- ✎ Leaders should take part in training or orientation sessions held before the workcamp season starts.
- ✎ Leaders need to be taught some practical skills that fall into the following subjects: managing a budget, How to operate practical work and team building activities, Good communication skills (communication with the hosting organisation), How to organise catering and domestic matters, How to organise a social programme (games, songs, discussions, sports or excursions), Health safety and security, First Aid and emergency procedure (please refer to CCIVS, Health and Safety – A Guide, 2009), Methods of evaluation.

- ✎ Leaders should also get as much as possible information on the local stakeholder and how to project was settled. They also should ensure that travel, visa procedures, etc. for the volunteers are settled; to confirm participation and to send infosheet to participants (these last two points should be done by the staff of the hosting organisation).

### **The camp leaders together with the organisation should:**

- ✎ Make sure that leaders have the emergency contact details for each volunteer including a name, address and contact telephone number; a contact name and phone number for the sending organisation, and any medical details from the volunteer and insurance cover during the project.
- ✎ Check accommodation and logistical issues (beds, mattresses, toilettes, kitchen and cooking space, garbage, etc.).
- ✎ Confirm the work site and make sure all the tools and equipment needed for the workcamp are ready.
- ✎ Meet local stakeholders in order to know them well and to establish friendly and fruitful mutual cooperation.
- ✎ Get information about the city or the village, as well as the possibilities for leisure activities
- ✎ Ensure a first aid kit is available.
- ✎ Find a safe place to keep valuables or passports.
- ✎ Know about alcohol and cigarette regulations.
- ✎ Establish a day-by-day programme.

### **The selection and preparation of volunteers:**

- ✎ The sending organisation is responsible for ensuring their suitability for the project.
- ✎ Volunteers should be at least eighteen years of age, unless specified by the project.
- ✎ Volunteers should be prepared before being selected for the inter-regional exchange program. Volunteers should have a previous project or related experience, as required by the project.

- ✎ Selection is based in the motivation of the volunteer. They should be motivated enough to participate fully in the project program, be a good ambassador for their country and organisation and return to share their experience.
- ✎ Volunteers should be able to communicate sufficiently in the project language.
- ✎ Volunteers should be recommended and sent by a recognised partner organisation within their home country. If no partner exists in their country of residence, volunteers should be referred to partners existing in neighbouring countries.
- ✎ Outgoing volunteers must be prepared well in advance of their departure to another country.
- ✎ Preparation should include: introduction to the voluntary movement and development education; intercultural education (CCIVS module on Cultural Diversity); Conflict management and conflict transformation (Conflict and Volunteering booklet); Volunteer responsibilities, rights and duties; introduction to the projects including role and aim, types of projects and socio-environment of the project; information on practical matters (health, money, insurance, visa, travel local transports, etc.)
- ✎ The hosting organisation should prepare a Country Orientation for the arriving volunteers and include basic language training.
- ✎ The hosting organisation should organise an Evaluation Meeting for the volunteers at the end of their project.

## After the workcamp

- ✎ Evaluation with the local stakeholders and camp leaders should be held. Possible follow-up for the next years.
- ✎ Sending organisation should organise an evaluation workshop for returned volunteers and send a summary of the evaluations to the hosting organisation.
- ✎ An annual evaluation of the exchange between partners should be made.

## During the workcamp

- ✎ Camp leaders guarantee the project runs smoothly.
- ✎ They are responsible for ensuring the participant's arrival and integration, team building, providing planning information for everyone, an updated day-by-day programme, the list of the names of the participants, the shifts of different domestic teams and information about local emergency contacts.
- ✎ Camp leaders establish the bridge between participants, local stakeholders and communities.
- ✎ During all project camp leaders will ensure that an ongoing evaluation process is held. If needed they should talk individually to each volunteer.
- ✎ The hosting organisation should be always in contact with camp leaders.

# Medium- or long-term volunteer project

LMTV stands for Long and Middle Term Volunteer and is conceived as an international volunteer program. The LMTV programs have 5 main actors: 1) hosting organisation 2) Local partner 3) Volunteer 4) Local community and 5) Sending organisation. It is important to make each role clear and share these roles properly. The roles range from program planning to financial resources. The volunteer stays in a place for a certain period of time and works for local and community development. LMTV programs are usually an individual or small number of volunteers program. LMTV includes Middle Term Volunteer (MTV), individual or group of 3 or more people for 1 month to 6 months and Long Term Volunteer (LTV), individual or group of 3 or more people for 6 months up to one year. Most of the points addressed in this part are very similar to the short term projects step-by-step. More information on LMTV programs can be found on the LMTV Handbook for Organisations by NVDA (Networking for Voluntary Development in Asia, LMTV Handbook for Organisations, 1st seminar, Tokyo, Japan, 2004).

## How to organise a LMTV programme

The LMTV programs should have clear aims and goals and be in accordance with the local community and local needs as well as with the aims of the sending organisation taking into account human rights and environmental and sustainable development awareness. The projects proposed should be of non-profit orientation and sustainable. All activities and work during the project should be useful and clear to the volunteers and to the community. A clear agreement should be written before, during and after the project between volunteers, local partner, hosting and sending organisation.

### 1) Hosting organisations

#### Responsibilities

- 👉 Guarantee general standard conditions for volunteers
- 👉 Provide safety and health conditions
- 👉 Support with documents for visa and other travel needs
- 👉 Provide basic standard accommodation
- 👉 Give food and transportation (and in certain cases pocket money) according to the living cost of the country
- 👉 Guarantee human rights of the volunteers (racism, sexual discrimination, religion, etc.)
- 👉 Transparent financial management.

#### Practical hosting conditions

- 👉 Accommodation: normal life with minimum standard of accommodation. Providing private room for them is preferable since LMTV program is for a long period and volunteers need to have some privacy. The type of accommodation can be as it follows: homestay, a room with facility, vacant house or apartment.
- 👉 The host organisation needs to provide 3 times a day meals to the volunteers. In case of homestay, host family should take care of the meals. If it is not possible to share meals in the project, an amount of money should be provided to the volunteer in order to arrange the meals by themselves.
- 👉 Insurance is required for both volunteers and projects. We ask all volunteers to have an insurance in their home country which will also cover while they are abroad.

## 1) Hosting organisations

### Responsibilities

- 👉 Guarantee general standard conditions for volunteers
- 👉 Provide safety and health conditions
- 👉 Support with documents for visa and other travel needs
- 👉 Provide basic standard accommodation
- 👉 Give food and transportation (and in certain cases pocket money) according to the living cost of the country
- 👉 Guarantee human rights of the volunteers (racism, sexual discrimination, religion, etc.)
- 👉 Transparent financial management.

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## 2) Local partners

As we wrote before, a local partner is an individual or group organisation that receive volunteers through the hosting organization and work directly with the local community. Local partners may include entities from the public sector, including educational institutions, governmental bodies and civil society organisations.

### Criteria and duties

- 👉 Non-profit.
- 👉 Similar aims as sending and hosting organisations.
- 👉 Capable to provide work and proper accommodation to volunteers.
- 👉 Try to cover meal, accommodation and training for the volunteers.
- 👉 Effective, meaningful, necessary program and work.
- 👉 Communication, counselling and recommendation.
- 👉 Agree with the aim of the works and project.
- 👉 Keep good cooperation with national hosting organization.
- 👉 Care to the volunteers.
- 👉 Able to speak English as formal language of communication.
- 👉 Transparent financial management.
- 👉 Guarantee security.
- 👉 Provide pocket money (if possible)
- 👉 Meet daily or weekly with other staffs and volunteer
- 👉 Hosting organisations and local partners should provide support for volunteers throughout all project
- 👉 Give volunteer enough Information: training, health care, mentor or contact person, evaluation (periodically check-up), coordination with local partner.
- 👉 Sending organisation should be in contact with volunteers through all program. An evaluation should be organised once volunteers return home.

### 3) Sending organisations

Are in charge of recruiting and prepare volunteers

Prepare orientation sessions for volunteers that should include: introduction to the local culture, hosting organisation and explanation about living conditions; identification of the expectations of the volunteer and local partner on the project; explanation of the free time and of an eventual emergency situation and how to handle it (information about hospital, fire, police address should be in the information sheet.); self-management modules, presentation of previous LMTV projects and outcomes, health management issues.

### 4) Volunteers

General information

-  Minimum age of 18 for a volunteer becoming a MTV or LTV.
-  No limitation of maximum age (except certain projects).
-  Be able to understand the project and the organisation.
-  Be open-minded and motivated for the project (not only for a travelling experience).
-  Respect local culture, habits and people.
-  Have basic communication skills.
-  Be able of self-management and have conflict resolution skills.
-  Volunteer should inform on their health conditions and also be aware of the health situation and issues in the country.

Volunteer rights

-  Have a place to stay safely.
-  Get sufficient food and drink.
-  Know about aims, goals and finances of the program.
-  Have access to health care.
-  Have creative ideas, opinions and thoughts about the projects.
-  Have free and private time.
-  Have smooth relations with local partner, local community, hosting and sending organization. Speak out, complain and suggestion freely and openly.
-  Have a nice project.
-  In some cases have a pocket money (there are some organizations providing volunteers with some pocket money. But some others do not. Please be aware of this condition and state it in the info sheet clearly to avoid any problem in the future).

## Volunteers' responsibilities

- 👉 Pay the participation fee.
- 👉 Be motivated.
- 👉 Follow the agreement between volunteer, sending organisation, hosting organisation and local partner.
- 👉 Be responsible with their own belongings and their selves
- 👉 Work and behave properly.
- 👉 Keep the role of volunteer.
- 👉 Build a good relationship with the community.
- 👉 Cooperate with the hosting organisation, sending organisation and local partner.
- 👉 Make a report for the hosting organisation, sending organisation and local partner.
- 👉 Manage free time and schedule by themselves.
- 👉 Support future new volunteers after coming back to the home country.
- 👉 Follow and respect the law (international, national and local) and local norms.

## 5) Local community

Every organisation and IVS project needs to find the right balance between benefits for the volunteer, for the hosting organisation, for the local partner but also and very important, for the local community. A project will be completely successful if the volunteer is satisfied with the project and has the sense of having effectively contribute to the local community. In order to foster local community participation organisations should:

- 👉 Elaborate community needs assessment through participatory methods.
- 👉 Foster community involvement in the preparation, organisation and promotion of the project.
- 👉 Organise free time for excursions, study visits or leisure time between volunteers and the local community.
- 👉 Build awareness through local involvement keeping long term relations with the local community: organise open days, informative events,
- 👉 Create appropriate communication instruments to make awareness about your projects and other activities.

## Application process and departure preparation

- 👉 When an interested applicant contacts your organisation, check the vacancies of the project.
- 👉 Ask the applicant to fill and send the requested application form, and any other documentation which may be necessary such as a motivation letter, and/or CV and at the same time clarify about the application and participation fee.
- 👉 Check the application form and motivation letter and see if the applicant is motivated enough to apply for the program.
- 👉 Set an interview with the applicant and ask volunteer's motivation, independence, and the the ability to cope with stress situations. Face to face interview will be better if time is available, but phone call can also be sufficient depending on the project. If the motivation is not enough the application can be refused.
- 👉 Send the application form and motivation letter to the hosting (partner) organisation by e-mail.
- 👉 Hosting organisation will contact local partners to check availability to host your volunteer.
- 👉 Once you will have the affirmative answer from the hosting organisation, send confirmation to volunteer.
- 👉 Hosting organisation should send the acceptance letter. Sending organisation should send this letter to the volunteer and ask them to confirm back within 2 weeks together with the flight information.
- 👉 The hosting organisation makes and sends the information sheet and any document necessary for visa.
- 👉 Sending organisation send all documents to the volunteers together with reports from past volunteers of the same project.
- 👉 Sending organisation should set up the training before departure for the volunteers.
- 👉 Departure.

**Acceptance letter:** is a letter sent to the sending organisation when the applicant is accepted to certificate it. Some organisations do not send any acceptance letter, but it is very important to send the acceptance letter because it is a legal proof that a volunteer has been accepted in a project.

**Information sheet:** in order to prepare their project in advance volunteers need information. As for short term projects, information sheets should have a brief description of the hosting organisation and local partners including contact details and emergency details (project, hosting organisation and local partner), background, aims and other relevant aspects of the project, information on the local culture and the local community, work tasks to be performed (and preferably, working hours and a draft schedule), information about materials to bring, clear information on daily life topics like accommodation, transportation, food and health care, travel directions to the project (preferably with timetables and web for the relevant information), name and e-addresses of the responsible person for the project, participation fees.

**Visa procedures:** Volunteers need to apply for visas at least **4 weeks** in advance. For some countries they may need **7-8 weeks or even longer**. Usually volunteers need to have an official INVITATION LETTER from your organisation when applying for the visa. Since the process can take such a long time, please send the invitation letter as soon as your organisation received the confirmation form from the volunteer. Check if volunteers will need a transit visa in order to arrive at their project destination (a volunteer may have a visa for a certain country but may not hold the transit visa to pass through an airport to get to their project. I.E. a person travelling from Uganda to Ecuador via Colombia needs a transit visa for Colombia. Always make sure to check the transit routes and requirements).

**The legal position of the volunteer should be clarified BEFORE the arrival:** there have been some cases where volunteers have been forced to leave the country because of visa problems, meaning that they cannot finish their project.

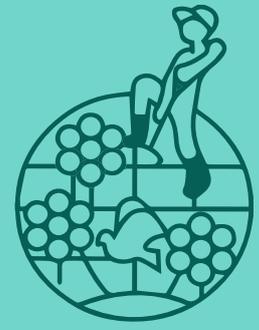
**Confirmation form and Flight schedule:** confirmation slip is a form sent by volunteer to the hosting organisation through the sending organisation in order to confirm their participation on the project. Confirmation slip should be sent at the latest 2 weeks after the acceptance letter. This is very useful to prevent volunteer cancelations or no shows.

**Vacancy list:** is a useful tool for international partner organisations. It eliminates time loss and gives volunteers proper choices. As the Friday list for short term program, an updated vacancy list with the latest information on the projects to the partners as soon as possible (LMTV Vacancy List).

**Emergency situation:** in case there is an emergency situation, hosting organisation should inform immediately the sending organisation (so the sending organisation will be able to inform the family of the volunteer). Hosting organisations should share information about the real condition and situation, as well as contact the Embassy of the country of the volunteer.

**Evaluation exchange:** an evaluation process throughout the program is one of the key element for the successful implementation of a project. Active participation and feedback are essential to this process Evaluation should be done at different levels: internally and with participants, partners and stakeholders and local communities. The purpose of the evaluation is to improve the project, to share results with stakeholders and partners, to contribute to a comprehensive discussion and to foster comprehension and communication.

-  Monitoring and evaluation during the project: hold several evaluation sessions and reflection time with volunteers.
-  Identify a tutor for the volunteer.
-  Receive regularly feedback from volunteers, local partners and local community.
-  Organise a final evaluation meeting with volunteers, local partners and stakeholders.
-  Elaborate and send activity reports.



**CCIVS**

## Further reading

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