



Community Guide for volunteering

ROMANIA





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Community guide

for volunteering

Introduction

Volunteering is a selfless act through which you can offer your skills and expertise to benefit the wider community, and is a great opportunity to learn new skills, make new friends, and explore alternative professional fields.

Immigrating and settling down in a new country can be challenging on many levels, including discovering how you can best fit in and contribute to your new community. Volunteering creates opportunities both for the volunteers and for the organizations. For volunteers many times it can facilitate sharing and further developing skills, networking, and contributing in the society.

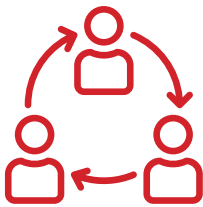
Organizations that involve Third Country Nationals¹ as volunteers can benefit in a particular way, as TCNs can bring unique skills and experience, help to engage with organization's focus group and their communities, increase the diversity in the organization and enhance awareness of other cultures. Most of the times they come with a high level of passion, motivation, drive and commitment. Many organizations are relying on volunteer work and it is through the support of volunteers that so many non-profit organizations and community groups achieve the impact they do now.

¹ Any person who is not a citizen of the European Union within the meaning of Art. 20(1) of TFEU and who is not a person enjoying the European Union right to free movement, as defined in Art. 2(5) of the Regulation (EU) 2016/399 (Schengen Borders Code)

Through volunteering TCNs could express who they are and what they are like, to highlight their skills and competencies and provides opportunities to develop their social capital.

Civic engagement, participation in social life and associations between and for migrants play a crucial role in the integration of immigrants in the host country because these are exercises of citizenship².

Volunteering also fosters personal development, which involves the strengthening of essential skills which are considered essential such as communication, organisational and team-working skills, and many other so-called soft skills, many of which are not developed through formal education.



The guide is approached from a communitarian side as we believe that we can build a society in which people can benefit from mutual exchange of ideas, knowledge and experiences. Volunteering, in this case, offers an opportunity to take part in local civil society, to work and socialise with local people from a wide range of backgrounds, to learn about the systems and culture of the host society, to put existing skills into good use and to learn new skills that may facilitate their active participation in the labour market.

² <https://www.csvlombardia.it/milano/post/solidarieta-e-impegno-civico-quando-fare-volontariato-e-un-esercizio-di-cittadinanza/>

Target group and content

Those working in organisations focused on research, recruitment, training, support and evaluation of volunteers and for potential volunteers that want to engage in the volunteer experience.

The guide is divided into three sections:

1. Volunteering

The first section is focused on the volunteers: in this section, most of the challenges and goals awaiting the volunteer are listed, explanations of the different types of existing volunteering activities and volunteer opportunities for TCNs are provided. In addition, the first part offers practical information about voluntary work, working hours and some tips about how to carry out a volunteer role.

2. Organisations

The second section is more focused on the NGOs and associations willing to host volunteers. A list of things the organisation needs to consider before hosting TCNs as a volunteer during his/her staying and once the volunteer experience is over.

Diversity Management: it is focused on how to manage diversity, in order to avoid misunderstandings and foster communication and engagement ensuring an inclusive environment.

3. Communication

Finally, the guide includes a section for Communication with examples for good and effective communication and solutions to challenges that may arise.



1. VOLUNTEERING

Why volunteer?

- **Opening new horizons:** contributing to the local community and improving your role
- **Maximizing and sharing existing skills with the local community:** sharing your expertise and skills can be an invaluable benefit for the local community and for you. While the only barrier in using your potential and skills in the new community can be the lack of network, volunteering can help as a bridge in this sense.
- **Volunteering allows you to acquire new skills:** you will have the chance to learn new skills and to understand what you are good at: who you are, what you want and what you are capable of. Whether it's a new **language**, a new **job** or a new **skill**, you're sure to learn a lot. The skills you will acquire will enrich you and be useful in your life, work and relationships with others.
- **Volunteering as a job opportunity:** volunteering can turn into a great opportunity for work and study. Getting to know other people and becoming part of such a cohesive social network creates very strong human connections. While you are helping others, you enhance your career.
- **Volunteering is being part of a community:** When you help others, you're not alone. You are part of a community; being part of a community of people means, first of all, finding your social identity, integrating yourself.

Do you want to volunteer?

Here you can find some helpful information and useful steps in order to know *"How to find the right opportunity for you!"*

Identifying your purpose



A certain affinity between the volunteer and the “spirit” of the association that proposes a volunteer programme is crucial, in terms of values, working style, aims. Without this affinity of interests and values, it is not easy to achieve good results for both the organization and the volunteer. First step: think of your skills - both practical and professional skills - before starting your volunteering experience!



What kind of volunteer work are you looking for?

You can choose among different opportunities, depending on your preferences: ecological, artistic, archaeological, social, emergency response & disaster relief, human rights, sport and recreation, vulnerable groups, tourism, nature and animals, education, health, children and young people, the elderly, translation, administration, etc.



What amount of time to dedicate for volunteering?

Most volunteering programs require volunteers to stay on a certain amount of time to ensure a positive impact on projects. General conditions such as working hours, coverage of expenses and duration of projects vary in these cases from the responsible organisation.



To whom do you want to dedicate your volunteering experience?

You can work with people (elderly, adults or children) or in your town (such as activities of urban regeneration, working with animals, cultural exchange, etc).

Where to look for volunteer opportunities



Word of mouth

Exchange of information among people who already have carried out voluntary experiences



Social media

Using social media platforms (e.g. Facebook groups dedicated for volunteers) to find the right opportunity for you



Centres / organisations

If you have already identified the right centre or organisation in which you want to carry out your voluntary experience, you can join them in order to receive updates regarding new opportunities for volunteering. Moreover, thanks to them, volunteers can be updated on all the opportunities other organisations can offer.

Where can you do volunteer work in Romania?

**ADVENTIST
DEVELOPMENT
AND RELIEF
AGENCY
(ADRA)**



- **Adventist Development and Relief Agency (ADRA)**

is a global humanitarian organization working to improve the quality of life of millions regardless of their ethnicities, religion, or political views. ADRA's interest is: economic development, education and health, victims of domestic violence, victims of natural disasters and assisting vulnerable social categories.

<https://adra.ro/stiri/speranta-pentru-imigranti-un-proiect-adra-romania-sustinut-de-catre-jonathan-duffy-presedinte-adra-international.html>

CLUJ-NAPOCA VOLUNTEER CENTRE

- **Cluj-Napoca Volunteer Centre** promotes the active involvement of each person in the community's life, believes in the community's capacity for self-development, through the involvement of its own members, believes in the self-determination potential of each person, advocates respecting the rights of each person, without any discrimination. CVC objectives are: Increasing the number of volunteers within the Cluj-Napoca public institutions and NGOs; Increasing the degree of the community involvement of Cluj citizens, through volunteering activities; Increasing the innovation degree in the area of volunteerism (by implementing volunteering pilot projects); Increasing the visibility of volunteerism among the citizens of our community.

<http://centruldevoluntariat.ro/?lang=en>

RED CROSS – ROMANIA

- **Red Cross - Romania** assists vulnerable people in situations of disaster and crisis. As a volunteer you can get involved in a variety of projects and areas, depending on your skills and preferences: Disaster preparedness and response; social assistance; medical or health care; participation in awareness campaigns or in administrative departments.

<https://crucearosie.ro>

SAVE THE CHILDREN

- **Save the Children** has been active in the field of asylum since 1995, carrying out a series of projects providing educational and social services to the specific needs of asylum-seeking children and refugees, including unaccompanied minors and relocated persons. In the 25 years of activity in the field of asylum over 7,600 children and their families have benefited from daily activities, financial assistance, social and psychological counselling and material and educational support.

The purpose of Save the Children interventions is to ensure and promote respect for the rights of asylum seekers and beneficiaries of international protection, but also to help improve their situation by providing integrated services to respond promptly to children's needs upon arrival in Romania during the asylum procedure and after obtaining international protection, in order to integrate socially and educationally.

<https://www.salvaticopiii.ro/ce-facem/protectie/protectia-copiiilorrefugiasi>

THE LEAGUE FOR
THE DEFENSE OF
HUMAN RIGHTS,
CLUJ BRANCH
(LADO)



• **The League for the Defense of Human Rights, (LADO) Cluj branch** - Since 2010 LADO has been implementing projects that contribute to the integration of beneficiaries of a form of protection (BP) and third-country nationals (RTT) legally residing in Romania, contributing to the consolidation of integrated services for migrants, interculturality and dialogue between migrants and relevant local actors. Between August 2019 and August 2020, LADO Cluj, in partnership with the Professional Non-Governmental Association for Social Assistance (ASSOC) Baia Mare carries out the project "SIM_CIS - Integrated Services for Migrants - Intercultural and Solidarity Communities".

One of the major cultural programs of the organization is the Multicultural Festival, being at the 9th edition successfully implemented and which features activities such as: exhibitions of traditional objects of migrant communities, Cluj Days Parade, Africa Day, dance performances, etc

<http://ladocluj.ro/>

TIMISOARA REFUGEE ART FESTIVAL



• **Timisoara Refugee Art Festival (TRAF)**) is an independent art festival, born in 2017 in Timișoara, as an innovative tool that combines artistic, academic, educational and social approach in a festival dedicated to understanding and promoting the integration of refugees in Romania. Throughout the 3 editions, TRAF meant academic debates, workshops for journalists, workshops on fake news and discrimination, painting and contemporary art exhibitions, circus workshops for children, intercultural picnics, film screenings, poetry exhibitions, workshops of socio-drama, reading theater, forum theater and music concerts.

TRAF was selected as a model of good practice by the Directorate-General for Education, Youth, Sport and Culture of the European Commission, by the "Networking refugees" project funded by the European Commission and by the European Observation Network for Territorial Development and Cohesion. In 2020, the festival becomes TRAF - I the Migrant, an art and social dialogue initiative for all migrants in Romania, to be held in June 2020, online.

<https://www.facebook.com/timisoararefugeeartfestival/>

TIMISOARA INTERCULTURAL INSTITUTE

• **Timisoara Intercultural Institute** - I.I.T. was established in 1992, with the support of local authorities in Timisoara and the Council of Europe. Through its programs and activities, I.I.T. aims to develop the intercultural dimension in the fields of education and culture and promotes at national and international level an environment of tolerance and dialogue specific to the city of Timisoara. In its 20 years of experience, I.I.T. has worked with a network of world-class partners, including public institutions, civil society organizations and professionals on issues related to education, culture, youth and minorities.

<https://www.intercultural.ro/en/home-page/>

LOGS - SOCIAL INITIATIVE GROUP



• **LOGS - Social Initiative Group** - is an initiative from Timisoara, of a team of volunteers active in the field of migration, education and human trafficking prevention. The group is active in the field of migration through art workshops held within the Centre of Public Custody in Arad (for migrants staying illegally) and through fundraising and donations for refugees and asylum seekers in Timisoara. The LOGS group is a supporter of the Timisoara Refugee Art Festival by involving volunteers in the organization and development of the festival. The initiative functions as an initiative group and has no legal personality.

<https://www.facebook.com/LOGS-109518833786428/>

REFUGEE WELCOME TO ROMANIA



• **Refugee Welcome to Romania** - The initiative was born in 2015 once with the large number of refugees who arrived mainly from Syria to Europe. A group of activists created the page to show solidarity with the refugees who arrive in Romania. The page is the largest online civic refugee support community, counting about 2,500 people.

<https://www.facebook.com/RefugeesWelcomeRo/>

How to act when you volunteer?

It's important for the volunteer to know some tips before starting his/her volunteering in order to have a positive experience:



Communication

Before arriving, talk to your host organisation and ask questions about working hours and what your accommodation will be. Be clear about any expectations you have and be transparent and honest from the start. It is important to ask for relevant policies (for example safeguarding or policies regarding data protection) and regulations of the organization. While you're volunteering, it's also very important to talk about any problems that may arise or anything you're unhappy with. Keep in touch with the Coordinator regularly.



Commitment

Paying attention to your work schedule, being on time and completing your assigned tasks in the most productive way possible. Being proactive during your work exchange is fundamental. Each organization has its own rules that every volunteer must follow: do only what you agreed. Stick to an agreement about the time because people and the organization will count on you. Treat everyone respectfully and correctly, regardless of their situation and position.



Focus

Cultural diversity is what makes the world so special. While volunteering, remember that you are in a place with a different culture and that it needs to be treated with mutual respect. When it comes to culture, there is no right or wrong, just differences. Live the experience: volunteering can be a great experience for sharing cultures, tradition, learning the language, developing new skills and meeting people from all over the world.

AFRICA DAY CELEBRATION

• **Africa Day celebration** initiative - Since 2015, the Romania - Burundi Partnership Group together with the African community are organizing "Africa Day" in Cluj. It is an initiative involving African communities in Cluj coming from within the community. The objective, besides having a great party and coming all together is to present the everyday reality of African countries represented in Cluj, share common ground, cultural differences and perspectives on development of societies through an informal get together with a picnic, a place for children and a photo and art exhibition. This initiative comes forward to the need for knowledge - through direct and interactive methods and unconventional learning and networking, the need to integrate different cultures living in the same space (Burundian and other African cultures), the need for understanding the concept of tolerance through knowledge and networking - a serious problem in European societies today. The values that we want to share are solidarity, integration, knowledge, tolerance, civic participation, humor, and creativity". Would you like to know more about our community, follow our Facebook pages

<https://www.facebook.com/romaniaburundi/>.

BUD'S FLOWERS ASSOCIATION

• **Bud's Flowers Association** aims to defend and promote fundamental human rights and freedoms; Supporting integration in socio-economic and cultural life; Promoting intercultural exchanges and creating an organized framework for understanding the values of the Arab and Eastern world.

Our association contributes to the improvement of the living conditions of migrants outside and in the regional accommodation and procedures centres for asylum seekers, as well as in the accommodation centres for foreigners taken into public custody, offering various donations, such as material aid, food, medicine, clothing, footwear, milk for new-borns, solving the personal problems of migrant families.

(CIAO)
CLUJ
INTERCULTURAL
AWARENESS
ORGANIZATION

Some examples of the projects carried out: Every year we carry out several projects with special occasions: On the occasion of the holy month of Ramadan we have 2 projects: the project "Joy of Loss" and "Zakat Alfitr" on the occasion of Eid Aladha project "Adahy AlEid". At the beginning of the school year we carried out the "Back to School" project, and other projects such as "visits and help to nursing homes and orphanages".

• **(CIAO) - Cluj Intercultural Awareness Organization** involves continually developing Intercultural awareness of your own and other cultures on the basis of Humanity & Human Rights. Our main purpose is to promote Cultural & Human diversity so we all can share the similarities and celebrate the differences regardless of class, colour, Nationality and Religion. Without having any political and/or religious goals, feel free to share your experiences and views to bridge gaps to communication for Justice, Equality & Peace for all. CIAO is a platform for Migrant Communities in Romania, focusing on helping Migrants in Social Integration in Romania. We promote Human Diversity through Cultural Diversity. CIAO Believes that by Serving Human beings and Humanity, you can feel at home anywhere any time. We truly believe that "If someone is not your brother in faith, He is your brother in Humanity"

Testimonials

**Jasim
Sukaina - Abeer**

"Since 2010, I started to carry out activities as a cultural mediator. Through my work as an intercultural mediator and the work we carry out through the association, I have ensured and provided specialized counselling and legal assistance for TCN migrants, which also includes asylum seekers who sought for assistance, throughout the asylum procedure (including of the Dublin procedure), beneficiaries of international protection whose situation is being reconsidered or who have made requests for family reunification. Throughout this period I provided information and advice in various fields: Law, education, health, social life and others, I assisted many people in public institutions (General Inspectorate of Immigration, Asylum and Integration Directorate, Health House, City Hall, etc.). I will continue our mission to support anyone who needs our support :)"

Nanah Nashua

"My name is Nanah Nashua and I volunteered for Save the Children, where my work consisted of translating from Arabic into Romanian and retroversion, as well as providing support to mediate the relationship between social workers / teachers and beneficiaries of the organization.

Through volunteering, I learned to look at the world we live in in a different way, without anticipated stereotypes, and I became a much more sociable person."

Noma Shkeir

"In 2018, 'ADRA summer school' started, completely run by volunteers, the project targeted refugees settled in Bucharest, and offered classes of Art, English and Romanian language, health and others. My role in that project was the perfect fit of what I love to do, I was the translator -Arabic, English, Romania- and I was also running the art class which consisted of two parts, one for plastic arts and one for music, putting my previous education as an artist and translator in its active demonstration for the good of my fellow refugees."



2. ORGANISATION

Offering the opportunity to volunteer within an organisation/association can be crucial to help TCNs to feel part of a new reality, to gratify them on a personal level and give them the opportunity to help others, thus creating a “circle of solidarity” in which those who have been helped, in turn, will help others, while helping themselves.

This section has three different parts. Each of them connected to a certain moment of the volunteering experience: 1) before, 2) during, and 3) after. It offers advice which would support the responsible person in organisations.

In order to fully exploit the contribution of volunteers in order to improve the quality and social impact of organisations and make voluntary action a real experience of growth, and professional, it becomes crucial to adopt strategies and tools for the management of volunteers. This makes it possible to:


- meet the aspirations of volunteers and the needs of the association;
- clearly identify the characteristics required of a volunteer for a certain task;
- understand the motivations behind the choice of volunteers and how to turn them back in case of disaffection;
- promote the involvement of volunteers in the organisation and a sense of responsibility;
- improve the overall work of the organization!

In fact, in order to create the most positive experience possible for a volunteer, a designated person within the organisation should be responsible for the volunteer’s journey. This includes support during the orientation process, overseeing the volunteers’ tasks and helping the volunteer to overcome any problems or challenges they face. The mentor will be a point of reference for the volunteer. S/he is responsible for providing him/her personal support. S/he should be: a good listener, reliable, attentive, understanding, etc.

Before

Needs assessment:

- identify previous skills and knowledge required for the role
- establish goals for orientation
- identify volunteer abilities and accomplishments
- define goals and objectives which specify what a volunteer will know or be able to do as a result of a learning activity
- develop a timetable
- prepare materials
- pre-volunteering logistics: location, transportation

 **N.B. ensure that there is a designated person who accompanies volunteers on his/her path if they wish to discuss issues relating to the volunteering experiences.**

During



Welcome

During volunteering, the organisation should offer volunteers the opportunity to exchange experience with other volunteers.



Set Rules

It's important to set the rules at the beginning of the volunteering, to avoid misunderstandings between participants and the hosting organisation (e.g. working hours or respect for the location). Moreover, it is important to give volunteers clear and comprehensive role descriptions, regulations, policies in place, complaints mechanisms.



Mission and objective of the Organisation/Association

Explain clearly the mission and objectives of your organization to make volunteers aware of their tasks and roles.



Being precise about the role and task

It is important to offer all volunteers the same training opportunities as paid staff, especially where both operate in the same environment or carry out similar activities.

After

EVALUATION



After volunteering, a feedback round with the leader of the organization and the volunteer should be organized in order to exchange views and personal impressions on the experience of the whole process.

FOLLOW-UP (next steps)



Individual coaching in order to define future planning with the volunteer. At the end of the experience it would be better to have a moment in which volunteers and the organisation staff share their experiences, thoughts and information in order to find good job opportunities or to plan the future of volunteers.

CERTIFICATION



After the experience of volunteering, the leader of the organization should issue a certification attesting that the volunteering experience was successfully concluded.

Barriers to volunteering

Lack of participation of TCNs in voluntary work may result from the following factors:

- Being involved in voluntary work usually requires great effort, both in time and money. Some TCNs are simply not in the position, economically or socially (e.g. difficulties in arranging childcare), to become active in voluntary work.
- TCNs can, like local volunteers, have prejudices about working with people from different cultures and have difficulties in overcoming barriers.
- In some countries TCNs are not allowed to volunteer, or lack insurance. In other countries, references are needed in order to become a volunteer. TCNs with a limited social network cannot always come up with the needed references
- Lack of consideration and sometimes belief - by officials, voluntary organizations and agencies that promote volunteering - that TCNs could be potential volunteers⁵.
- TCNs are sometimes not aware of the possibilities to do voluntary work, because they lack information on the national activities
- TCNs often lack information of the way in which volunteer associations work (i.e. selection procedures, working hours, education possibilities and responsibilities) and may therefore be hesitant to participate in it.
- Lack of effort on the side of NGO's with regard to the diversification of their recruitment process giving more opportunities to TCNs to actively participate in all aspects of NGO work.
- Migrant organizations, local and national government, volunteer-involving organizations and organizations that promote volunteerism should make every effort to increase the demand for and supply of volunteering opportunities for TCNs to promote the social and economic inclusion of TCNs.

⁵ Münz, 2006; Schugurensky, 2005; Wilson & Lewis, 2006

Diversity management

Managing diversity can enable an organization to achieve unexpected efficiency and goals, simply thanks to some daily attention and actions. Diversity is a very broad concept and also very delicate to deal with. Each individual has a different perception of things and a different view of the world. In human relations there is no universal approach, because human beings in their attitudes and behaviours are different.

Why diversity matters?



Diversity fuels innovation and creativity, improving all problem-solving processes, making new ideas emerge more quickly

Diversity reduces conflicts between groups and improving collaboration at the workplace. Moreover, working together helps also to reduce stereotypes and prejudices for people from different cultures

The aim of Diversity Management is to give every worker the opportunity to bring out potential and skills that reflect the gender, the race, the nationality; managing cultural diversity⁶ is the heart of Diversity Management. A worker/volunteer worker free to express herself/himself at workplace will have a different conception of the work and the environment, being more efficient and more productive.

An important step in the process of introducing diversity in an organisation, is changing its working culture. This process of diversity management should result in a situation in which every member of an organisation is able to perform his potential while maintaining his cultural values.

The aim of this process should therefore not be to assimilate different cultures into a dominant one, but to create a dominant diverse culture.

⁶ UNESCO (2001, November). Universal Declaration on Cultural Diversity. http://portal.unesco.org/en/ev.php-URL_ID%3D13179%26URL_DO%3DDO_TOPIC%26URL_SECTION%3D201.html

Checklist

1.

Introduce a policy statement making explicit your commitment to diverse human resources and how you intend to improve the representation of TCNs at all levels.

2.

Emphasise the benefits of diverse human resources and encourage everyone to be committed to make it work.

3.

Be critical towards traditional practices and procedures. Stay open for diversity and new opportunities.

4.

Communicate with staff and volunteers, develop a more open exchange of good practice within the organisation, give TCNs themselves an opportunity to contribute.



5.

Provide training in working in a multi-cultural setting to the staff at all levels, including the board level.

6.

Promote TCNs to managerial positions and provide them with access to personal support.

7.

Offer proper working conditions and equal advantages to all employees and volunteers.

8.

Migrant organizations, local and national government, volunteer-involving organizations and organizations that promote volunteerism should make every effort to increase the demand for and supply of volunteering opportunities for TCNs to promote the social and economic inclusion of TCNs.

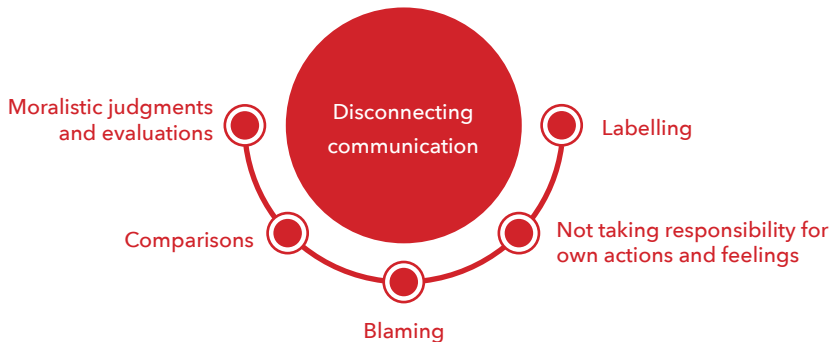


3. COMMUNICATION

Communication between the volunteer and the hosting organisation is crucial: it is important to establish a safe and accepting environment in which a person can open and express himself/herself honestly. When two different cultures meet, it may happen that there are misunderstandings.



On the other hand, disconnecting communication, from which the conflicts can arise is characterised by:



It is important to keep some points in mind when communication with people from different backgrounds. In many cases, language codes can differ greatly between language and cultures making communication more challenging.

During the voluntary experience other challenges can arise, regarding for instance the recognition of the institutional role of the operator or the expression of real expectations of volunteers. Regarding the recognition of the institutional role of the operator, especially if female operator, this issue is often linked to people's cultural background, but usually it can be resolved with time and with the consolidation of trust and mutual knowledge. Regarding the expression of real expectations, motivations, doubts: expressing clearly the purpose of the activities is crucial. Example: taking part in a training course can be experienced in different ways by trainers and students; for the trainers the aim is to train people for a future job; for participants it could mean that, after the learning part, trainers should take action to find a job vacancy. TCNs often experience fears and feelings of inadequacy and are reluctant to make their real expectations, availability, interests explicit.



Operators must be able to convey their respect for the culture and religion without making people feel inferior or judged. The trust is crucial: without it, people will be reluctant to share their true feelings. The role of the mediator is very important: the primary purpose of mediation is to foster contacts, exchanges and interactions between different cultures, while respecting diversity.

For nearly 20 years Peace Action, Training and Research Institute of Romania - PATRIR has been recognized as one of the leading centers of excellence in peacebuilding, mediation and peace support around the world. We are committed to achieving a just world and empowering the dignity and rights of all. Since 2015 PATRIR has developed a major program line on migration and refugee support, focusing on direct support for people in need, improving collaboration amongst all key sectors – including government authorities, civic organizations, front line practitioners and the private sector – and drawing upon lessons learned and best practices in migration and refugee support across Europe and internationally to improve local integration and support programming. PATRIR works through people- and needs-based programming, using action, training and research and fostering collaboration, empowerment and solidarity to achieve real change in people's lives and improve policy and practice in the field.

PATRIR would like to thank all the people and organizations who supported the realization of this guidebook through sharing their experience of volunteering and in working with volunteers.



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Sudwind
(Austria)



PATRIR
(Romania)



Development Perspectives - DP
(Ireland)



CPS - Center for Peace Studies
(Croatia)



Rehabilitation centre for
stress and trauma - RCT
(Croatia)



Slovene Philanthropy - SP
(Slovenia)



CESIE
(Italy)