

# International Symposium on Volunteering

Geneva, Switzerland, 18 – 21 November 2001

[www.isv2001.org](http://www.isv2001.org)

## Final Report



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# Welcome from the Editor

## Viola Krebs, President of the Organizing Committee and Editor of the Symposium Report

No human society could exist without volunteers. Volunteers play a key role, locally and globally—for individuals, families, communities and nations. The International Year of Volunteers (IYV 2001) launched by the United Nations was an opportunity to highlight the achievements of millions of volunteers worldwide who give their time and expertise to help in conflict zones, with the environment, with children orphaned by HIV/AIDS, with sports education. The list is virtually endless.

125 IYV National and 77 Regional Committees were set up to implement the Year's four objectives: **recognition, facilitation, networking and promotion of volunteering.**

It is in this context that over 550 people involved in volunteer work from 126 countries gathered for the International Symposium on Volunteering (ISV 2001) from 18 to 21 November 2001 in Geneva, Switzerland to review activities, share best practices, enhance networking and recommend actions beyond IYV 2001.

Under the slogan "Think and act both locally and globally", presenters explored relations of volunteering to media, economy, generations, women, fundraising, legislation, social marketing, management, research, poverty alleviation, and more. As IYV 2001 was the first International Year in which new technologies played a major role, several sessions focused on information technologies, providing an opportunity for National Committees to build on achievements made throughout the Year. National Committee Representatives discussed plans to continue their work by transforming Committees into *National Volunteer Centers*, ensuring continued infrastructure, research and adequate training. At the Symposium Exhibition, National Committee members joined forces to display activities and promotional items: newsletters from Bangladesh; stamps from Bahrain; hats from Mongolia; scarves from Syria...

Among the honorary guests attending the Symposium were **Moritz Leuenberger**, President of the Swiss Confederation; **Carlo Lamprecht**, President of the State Council, Republic and Canton of Geneva; **Manuel Tornare**, Mayor of the City of Geneva; Ambassador **Walter Fust**, Director-General of the Swiss Agency for Development and Cooperation; His Royal Highness **Prince Felipe de Asturias of Spain** and IYV Eminent Person; Dr. **Nafis Sadik**, former Director of UNFPA and Special Adviser to the United Nations Secretary-General; **Sharon Capeling-Alakija**, Executive Coordinator of the United Nations Volunteers Programme; Ambassador **Koichi Haraguchi** of Japan; **Alfredo Sfeir-Younis**, Special Representative to the United Nations and the World Trade Organization, World Bank; **Kumi Naidoo**, Secretary General and CEO of CIVICUS; **Fékrou Kidané**, Director of International Cooperation of the International Olympic Committee and **Ibrahim Osman**, Director of the Monitoring and Evaluation Division of the International Federation of the Red Cross and Red Crescent Societies.

On 5 December 2001, the International Day of Volunteers, a **common message of the Symposium participants** was read at the 56<sup>th</sup> General Assembly Special Event of the United Nations in New York.



Brian Cugeliman, UNV

### About this Report

This report provides a "snapshot" of IYV 2001—through ISV 2001—intended to capture the experiences, lessons learned, and best practices of the Year.

It is intended to serve as an important contribution to the report to be presented to the United Nations General Assembly in 2002 on IYV 2001.

The report contains **summaries** of each of the 53 sessions of ISV 2001—as well as of each day. **Abstracts** are available for each presentation. There are profiles of attending **countries** and **international organizations**, as well as a list of **participants**.

The accompanying CD ROM version of this report expands on the paper version. On the disc, there are nearly 500 original presentations, speeches and abstracts, cross-linked to related documents, participants, and Symposium images.

The summaries in this report distill—to the best of our ability—the primary conclusions and recommendations of ISV 2001's 191 presentations within the context of the themes of ISV 2001 and IYV 2001.

The summaries themselves are a product of the incredible spirit of multisectorial cooperation that has characterized IYV 2001. We are greatly indebted to those who contributed to session reports:

**Dina Abousamra, Serge Abramowski, Julieta Abrar Lopez, Joan Alaoui Lambert, Ruby Aldana, Kwabena Asante-Ntiamoah, Claude Belleau, Mohamed Sofiane Berrah, Norman Braden, Fabienne Copin, John Copland, Alison Cravens, Dirk de Bruyne, Beryl Carby-Mutambirwa, Carolien De Joode, René Delétroz, Marjaneh Foyouzi, Makoto Fujiwara, Marie-Françoise Girardin, César Guedes, Zahi Haddad, Kaltun Hassan, Tania Jordan, Sarah Kraker, Robert Leigh, Sven Lemat, Ekara Lewis, Alison Lilley, Kathy Monnier, Maria Mora, Riham Mustafa, El Hadji Gorgui Ndoye, Norah O'Donohue, Laila Petrone, Julia Rees, Yvette Sacco, Fátima Sanz de León, Michael Simpson, Carolyn Solomon, Gidéon Urbach, Henri Valot, Raymonde Wagner and Kathleen Wyss.**

I especially thank my husband and co-worker, **Randy Schmieder**, for creating the online news system that made this report possible.

**Volunteers created the summaries that form the basis of this report.**

**Top right: Volunteer reporters John Copland and Makoto Fujiwara.**



Brian Cugeliman, UNV

**Viola Krebs and Henri Valot.**



# Messages

## Kofi Annan, Secretary-General of the United Nations

### Message to the International Symposium on Volunteering

Almost a year ago, I had the pleasure to take part in the opening ceremony of the International Year of Volunteers. I said at the time that at the heart of volunteerism are the ideals of service and solidarity, and the belief that together we can make our world better.

Recent events have showed once again that volunteers make a vital contribution to the well being of our world. As we struggle to come to terms with the tragedy of 11 September and its global consequences, volunteers are a shining example in action of the brave and caring face of our humanity.

The International Year of Volunteers 2001—which is now coming to a close—has made your valuable contribution better known. IYV committees in every part of the world organized activities in support of the year and spoke out about the benefits of volunteering. I am pleased that so many of the 125 national and 10 city committees are represented at this symposium. I warmly applaud all of you who have made the journey to Geneva to exchange experiences and prepare for the future.

Today we need your commitment and dedication more than ever, to help ensure a better and safer world for all.

I wish you all a fruitful gathering and look forward to the results of your deliberation.



Viola Krebs, ICY

**“Recent events have showed once again that volunteers make a vital contribution to the well being of our world.”**

**Kofi Annan,  
Secretary-General of the  
United Nations**



Sharon Capeling-Alekija.

Brian Cugelman, UNV

## The fire will not be extinguished

**From a speech by Sharon Capeling-Alekija, Executive Coordinator of the United Nations Volunteers Programme, at ISV 2001**

IYV 2001 has been an incredible year—filled with hope and accomplishment, as well as many questions about the future. But now, the mood has changed, and one question looms large.

The question was posed in New York City, on the morning of 11 September, as a small girl was being evacuated from a child cared facility near the World Trade Center. Her teacher led her and her classmates out into streets filled with smoke, ash, and debris. As she stepped outside, the little girl cried out, "What happened to the world?"

That little girl gave voice to the question that all of us have been trying to answer ever since—in public gatherings like this one, in our homes, in the solitude of our hearts. "What has happened to our world?" It is the question I would like to begin with today—with sadness and humility. I do not presume to have any answers. As I speak of 11 September, I am mindful that more than 80 countries had nationals working in the World Trade Center complex. While many employees escaped, we recall with sorrow those who did not.

But as we gather today, let us remember the one shaft of light that pierced the smoke and ash on 11 September: the intense, dedicated volunteer effort of New Yorkers, Washingtonians, and people from all over the world. They did everything from rescuing people, treating the injured, and fighting fires, to giving blood and finding shelter for survivors; from removing bodies from the rubble; to counselling traumatized families.

Within the crucible of 11 September, we saw the diversity of people drawn to volunteer effort—people from every part of the world, from every walk of life. We saw welders, doctors, psychologists, construction workers, artists, entertainers, sports figures, real estate brokers—all intent on responding to the crisis. Volunteer efforts were highlighted in the media—moving many others towards greater civic engagement. And because New York is a global media hub, perhaps the world will never think of volunteering in quite the same way ever again.

The terrorists say that they have thousands more ready to die for their cause. But as I look around this room I know that we have thousands upon thousands of people ready to live—to dedicate their lives to the causes they believe in. That is so much harder to do, but ultimately so much more powerful.

I would love to describe all of the IYV activities that took place around the world—all of the celebrations, symposia, public information campaigns, and performances, but I cannot.

Instead, I will recall the six key ideas that informed all of these efforts:

1. Volunteerism can take many forms: formal service delivery; mutual aid and self-help; activism; and citizen engagement.
2. Volunteerism goes by many names: in Rwanda, the word is *Dufatanye*. In Kenya, it is *harambe*. In Bangladesh, it is known as *kela*. Mutual aid is present in other cultures as well. In the Andes, they speak of *minga*. In Finland, work for the common good in communities is called *talkoo*. The Maori people in New Zealand call it *whanaungatanga* and, as I have learned, in Germany, where UNV is headquartered, the word is *Nachbarschaftshilfe*.
3. Whatever it is called, volunteerism provides support to those in need in a spirit of trust and reciprocity. Such reciprocal relationships are alive and well all over the world.
4. Volunteerism must be freely undertaken.
5. It serves the general public good.
6. And its primary motivation is not monetary reward.

But while it is cost-effective, volunteerism is not free. And that is why one of our goals, during IYV 2001, has been to

encourage decision-makers in both the public and private sectors to remove obstacles and create incentives for voluntary effort.

IYV committees—more than 200 worldwide—have responded vigorously to this challenge with all of this commitment IYV 2001 has met many of our goals. Over the next three days there is so much to celebrate together.

So you can all imagine how delighted we at UNV were when the Norwegian Nobel Committee decided, in its centenary year, to award the Nobel Peace Prize for 200 to the staff of the United Nations and our Secretary-General, **Kofi Annan**, for the UN's contribution in creating a better organized and more peaceful world.

I cannot say with certainty that the prize was timed to coincide with the UN's International Year of Volunteers, but the timing could not have been better! I hope you won't think me too grandiose for believing that, by awarding the Peace Prize to the UN during IYV 2001, the Nobel Committee extended recognition not only to the UN's leadership and staff, but to its many volunteers as well, and to all volunteers around the world.

Speaking on behalf of UNV, I can say that we are pleased with these results. But we do not intend to rest on our laurels. You are all probably wondering what happens next? Do not be surprised at the amount of work ahead of us. Now is our chance to assess our best volunteer practices and pull together our studies of national volunteerism, our best arguments for better conditions for volunteers, our proposals for pro-volunteer legislation and our strategic vision for a global volunteer network. During this, the first UN year powered by the Internet, more than 19,000 volunteer organizations and individuals have registered on the IYV web site. This represents a huge, active constituency to shore up and advance the volunteer spirit all over the globe.

The fire will not be extinguished. Let us recall that a quarter-century ago, the International Year of Women led to two new UN organizations, four global conferences, significant legislation in many countries, and the growth of a global women's movement. We believe that over the next quarter-century, IYV 2001 can have an equally profound legacy. It's up to us! There is so much left to do, especially now.

Today, we are continuing to grapple with the question: what happened to the world? But over time, that question will give way to another, larger issue: how can we ensure that in this era, as in other times of horror, tragedy can unify people and strengthen bonds of trust and reciprocity? Volunteerism is not the answer. But it is certainly part of the answer. And the light of truth will shine through the darkest days. ■



Viola Krebs, ICV

**The General Assembly marked the closing of the International Year of Volunteers (2001) by adopting a resolution on recommendations for volunteer action.**

**Right: A volunteer helps serve food after the El Salvador earthquake.**





Brian Cugelmeier, UNV

## “A new and better society”

### From a speech by Ambassador Koichi Haraguchi, Mission of Japan in Geneva, at ISV 2001

In 1997, at the 52<sup>nd</sup> Session of the United Nations General Assembly, Japan proposed a resolution to proclaim the opening year of the new millennium, 2001, as the “International Year of Volunteers”. This resolution was co-sponsored by as many as 122 member states and was adopted unanimously at the General Assembly. Japan’s proposal stems from its experiences with some terrible disasters. In 1995, a strong earthquake struck some of the most densely populated urban areas directly, causing enormous damage. Right after that, a grounded oil tanker created an oil spill off the coast of Japan. In these disasters, both natural and manmade, a great number of volunteers from inside and outside the country played a major role in minimizing the damage and were a huge driving force in the restoration process. From these experiences, we were deeply impressed with how great the role of volunteers could be in helping society overcome such crises. Though not as dramatic as these experiences, as Japan faces a declining number of children and an aging society expectations are increasing tremendously on volunteers in the field of long-term care of the elderly.

Recently, volunteering has gained even more importance internationally, as well. For example, in the tragic incident of September 11th in the United States, many volunteers rushed to the site and helped those who were in need. As we watched them on television, their dedication and courage moved our hearts and gave us inspiration. We are also aware that a large number of volunteers have been making valuable contributions in a variety of fields, such as agricultural development, promotion of primary education, or support for refugees in many countries in the world.

The increase in this kind of volunteerism is proof that our society is heading in the right direction. It is reassuring to know that there is a growing number of compassionate people willing to do whatever they can to lend a hand to their neighbours in need.

Japan has been advocating to the international community the concept of “human security”, in which we stress, as opposed to the traditional concept of “national security” — the importance of protecting life and dignity from the perspective of the individual, enabling each and every person to lead a life that is fulfilling and worth-while. Volunteers have a vital role to play in promoting “human security”. I believe the spirit of volunteerism resonates deeply with this concept because it fosters human dignity and touches people’s lives on an individual basis.

As the initiator of the International Year, Japan has been doing its utmost to realize these goals. Japan assisted a number of countries in establishing national committees to promote the International Year of Volunteers by organizing seven regional workshops around the world through the office of the UNV, with over 60 countries participating. Today, we know that national committees have been established in over 120 countries and over 70 regions and cities. With the representatives of these committees participating in this symposium where they can exchange their views and ideas face

to face, this is indeed a great opportunity for us to move towards building a worldwide network.

Also of vital importance is ensuring a safe environment for volunteers. Japan underwent the sad experience of losing one of its UN volunteers in 1993. A promising youth was killed when he was taking part in UNTAC activities in Cambodia. Unfortunately, Japan is not the only country that has experienced this kind of tragedy. With a firm determination that such a tragedy should not be repeated, we have been assisting the UNV in convening workshops to secure the safety of those working under dangerous conditions.

What is important for us now is to maintain the momentum cultivated throughout this year. We should not let it pass merely as a one year event, but make it the first towards creating a new and better society. We start by volunteering with the little things we can do, activities that are close to our daily lives. From such small but significant gestures, we build a compassionate society, a caring society, which will, in the end, lead to the creation of an international community that places importance on securing the safety and dignity of each individual. In this sense, your contributions to fulfilling this vision are invaluable.

I sincerely hope that the enthusiasm generated throughout the International Year of Volunteers will be passed on globally in the years to come by virtue of this symposium.

The Government of Japan will continue its endeavour to assist you in realizing your aspirations. ■

**Left: Koichi Haraguchi addresses the International Symposium on Volunteering.**

**Japan was the country that initially suggested that the United Nations proclaim an International Year of Volunteers.**

## International Volunteering

The International Year of Volunteering	
Number of countries supporting the UN Resolution A/RES/52/17 to declare the International Year of Volunteers, 1997	<b>124</b>
Number of National Committees created	<b>125</b>
Number of countries supporting the UN Resolution A/RES/56/38 to continue the International Year of Volunteers, 2001	<b>126</b>
Number of National websites generated during the course of the Year	<b>51</b>
Number of resolutions by the United Nations	<b>4</b>
Number of intergovernmental resolutions (European Council and the Inter-parliamentarian Union)	<b>2</b>
The International Symposium on Volunteering	
Number of countries represented	<b>126</b>
Number of countries exhibiting materials created during IYV 2001	<b>74</b>
Number of sessions	<b>52</b>
Number of presentations	<b>191</b>
Total budget	<b>US\$ 400,000</b>
Number of volunteers assisting before, during and after the Symposium	<b>119</b>
Number of volunteer reporters who helped create the summaries in this report	<b>42</b>
Number of documents on the CD ROM version of this report	<b>478</b>
Number of images on the CD ROM version of this report	<b>301</b>



**H.R.H. Prince Felipe de Asturias of Spain was an Eminent Person of the International Year of Volunteers.**

**"Principles and values of volunteering should be incorporated into the educational system at an early age."**

**Prince of Spain**

## "Encrucijada histórica"

### From a speech by H.R.H. Prince Felipe de Asturias of Spain at ISV 2001

...Hace casi doce meses, durante el acto en el que dimos oficialmente apertura a este Año, tuve ya la ocasión de reiterar el compromiso de España con los valores y principios de la solidaridad humana, que informan nuestra Constitución y la acción de nuestras instituciones, y están hondamente enraizados en la sociedad española.

Como Presidente de Honor del Comité Español de Coordinación de las Acciones para este Año Internacional, me siento especialmente vinculado a vuestra aspiración de un mundo más justo y fraterno, y a los valores de justicia, altruismo y participación que la sustentan, a la vez que os aliento a seguir luchando por los objetivos que compartimos.

Estamos casi al final del Año Internacional de Voluntariado. A lo largo de las jornadas que nos reúnen, en esta ciudad abierta e internacional por excelencia que es Ginebra, realizaréis el balance de las numerosas y enriquecedoras actividades desarrolladas. Puede decirse ya que este balance arroja un resultado muy positivo. Debemos, pues, felicitarnos por el éxito de la iniciativa.

Estoy, además, convencido de que los logros alcanzados van a suponer para todos nosotros un acicate, un estímulo renovado que nos llevará a profundizar en nuestras líneas de trabajo. En este sentido, debéis saber que podréis seguir contando con el apoyo que hasta ahora os ha venido prestando España, y con el mío personal.

Creo que éste es el momento oportuno para destacar que los esfuerzos realizados hasta ahora deben tener una continuidad, más allá del concreto espacio temporal en el que ahora nos movemos.

Los trágicos acontecimientos que los últimos meses nos están deparando ponen más que nunca de relieve la necesidad de intensificar nuestros esfuerzos en pro de ese objetivo, en el que la Organización de las Naciones Unidas debe continuar siendo un factor clave. Su papel como foro universal que puede impulsar las voluntades de todos los Estados para la construcción de un orden internacional pacífico y equitativo es irremplazable.

Pero la realidad internacional de nuestros días, cada vez más compleja, en la que los intercambios se enriquecen, los actores se diversifican y los desafíos se multiplican, exige la actuación concertada no sólo de los Estados, sino de la sociedad en su conjunto. Resulta por ello también insustituible el protagonismo de sus representantes, las personas que, como nosotros, hemos asumido la responsabilidad de mejorar el mundo a través de un compromiso cotidiano, generoso y directo.



**Intergenerational volunteering was addressed in several sessions during the Symposium.**

La pujanza de las Organizaciones No Gubernamentales, de la sociedad civil, no es un fenómeno casual o pasajero: responde a la persistencia de factores negativos, como la injusticia y la exclusión y, sobre todo, manifiesta la vitalidad de nuestras sociedades, su creatividad, su capacidad de idear nuevos instrumentos para atacar los problemas persistentes y vehicular una inquietud solidaria cada vez más extendida. De ahí que pueda afirmarse que la creciente actividad de estas organizaciones y de sus miembros constituyen un sólido fundamento para la esperanza en un mañana mejor.

Actuando en cada uno de los campos en los que existen necesidades reales y acuciantes, los Voluntarios de Naciones

Unidas ocupáis la primera línea de combate solidario a favor del desarrollo. Vuestro trabajo en las operaciones de paz de la Organización, en la asistencia sanitaria, en la formación de los sectores desfavorecidos, en el asesoramiento electoral, en la lucha contra el SIDA, en la defensa de los derechos de las mujeres o en la protección del medio ambiente afronta algunos de los mayores retos de nuestros días.

Por otro lado, el alcance verdaderamente global de vuestra labor, que se despliega en los cinco continentes, contribuye a difundir la conciencia de que no existen soluciones parciales. El mundo progresará sólo y en la medida en que todos progreseemos; un modelo de crecimiento que se fundase exclusivamente en islots de prosperidad rodeados por mares de exclusión resultaría, a largo plazo, insostenible. Por esta razón, el imperativo solidario es, a la vez, un estricto imperativo de supervivencia de la humanidad.

La fuerza indudable del voluntariado tiene que consolidarse mediante una atenta reflexión sobre sus posibilidades y prioridades en esta encrucijada histórica. Reflexión que ha de dirigirse sobre todo a los caminos y los medios necesarios para garantizar su eficacia en el presente y hacia el futuro.

Sólo así podremos responder adecuadamente a las responsabilidades que hoy nos reclaman, y articular nuevos espacios de libertad, en la que la creatividad de los voluntarios revierta y beneficie al conjunto social.

Buscamos un voluntariado de calidad, tanto en el ámbito nacional como en el internacional, capaz de fomentar la incorporación de nuevos miembros a la acción voluntaria y que se preocupe de su formación específica para cada uno de los sectores a los que va a dedicarse.

Deseamos que los principios y valores que os mueven y motivan a la acción voluntaria sean debidamente incorporados al sistema educativo en edades tempranas como elemento importante de la formación integral de las personas como individuos y como miembros de una sociedad local, nacional, internacional o global.

Pensamos en una gestión de nuestros servicios cada vez más exigente, en organizar nuestras redes de modo que sean a la vez puestos de apoyo y estímulos de una participación cada vez más amplia, en cuidar y perfeccionar la comunicación de nuestros mensajes, hacia dentro y en el exterior.

Tenemos que promover una coordinación leal y bien trabada con los Organismos Internacionales, las Administraciones públicas nacionales, el sistema educativo y el conjunto de la sociedad.

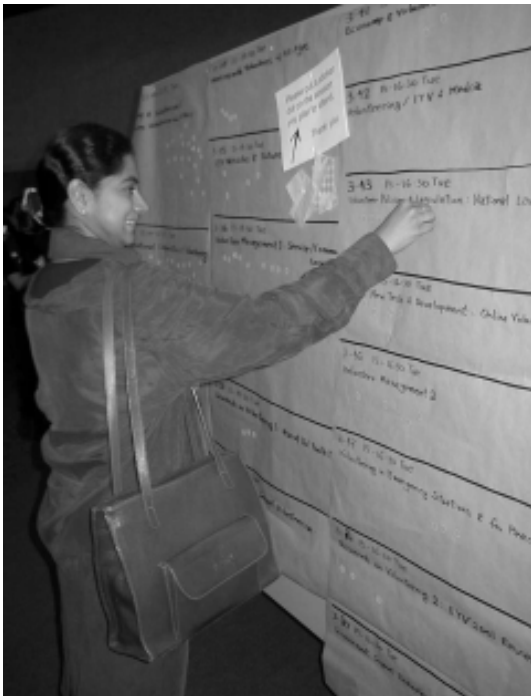
Debemos, en fin, concienciar a los empresarios de que la acción social de las empresas constituye un elemento más de la función creadora de riqueza que desarrollan y animar a sus directivos a que la integren en su cultura, organización y estrategia.

Es precisamente el reconocimiento a la labor incasable de millones de voluntarios en todo el mundo el que anima estas consideraciones, que expongo con la seguridad de que nos ayudarán a todos a conseguir y consolidar nuestras metas: el pleno desarrollo de las personas y las sociedades en que viven, superando las barreras geográficas, sociales y culturales que lo retrasan o impiden.

Confío en que la experiencia de los Comités Nacionales presentes en esta Asamblea siga siendo un activo esencial para lograr estos propósitos en el marco, indispensable e irremplazable, de las Naciones Unidas.

Y termino recordando las palabras que, en este sentido, pronunció su Secretario General, **Kofi Annan**, en la ceremonia de inauguración de este Año Internacional: "En el origen del voluntariado están los ideales de solidaridad y servicio a los demás y la convicción de que juntos podemos mejorar el mundo."

Esta es nuestra tarea. Permitidme, por ello concluir, que, más allá del formalismo propio de un acto tan solemne como el que hoy aquí nos convoca, os reitere mi admiración por vuestra entrega y mi profunda gratitud por el ejemplo que nos dais al desempeñarla. ■



Viola Krebs, ICV

## Le privilège de la libre volonté

**From a speech by Moritz Leuenberger, President of Switzerland, at ISV 2001**

Quand on m'a demandé de prononcer l'allocution de bienvenue du présent symposium, j'ai tout de suite dit "oui", très volontiers. Ce qui n'est pas toujours le cas! En effet, la plupart des décisions que le président de la Confédération prend en pareil cas sont dictées par la tradition, obéissent au protocole, répondent à la demande du Parlement ou de ses commissions, ou encore aux vœux des médias et des photographes. Aujourd'hui, j'ai pris ma décision en toute liberté. C'est donc très volontiers que je suis venu ici aujourd'hui - volontaire comme vous.

Le mot "volontaire" vient du latin "voluntas", volonté; c'est le cas non seulement en français, mais aussi en anglais et dans de nombreuses autres langues. Le mot allemand "Freiwilliger" va plus loin encore, puisqu'il exprime la libre volonté.

Pour faire un travail de volontariat, il faut en effet disposer d'une libre volonté. Cette libre volonté ne va pas de soi. Car si l'homme est né libre, il est partout dans les fers, comme le disait Rousseau.

Une vendeuse qui élève seule son enfant est-elle vraiment libre de travailler le soir pour un parti ou pour une association? Un homme vieux et fatigué peut-il choisir aussi librement qu'un homme en bonne santé d'aider les autres à se soigner? Un enfant pakistanais qui coud des ballons de football au lieu d'aller à l'école peut-il choisir librement d'aider un autre enfant à faire ses devoirs?

Nombre d'êtres humains n'ont pas les moyens de choisir librement. La liberté de choix n'appartient qu'à une minorité. La libre volonté est donc un privilège.

Vous êtes conscients, vous et les innombrables personnes qui se sont engagées sur la voie du bénévolat, de ce privilège. Vous savez que dans toute société, voire dans le monde entier, les conditions ne sont pas les mêmes pour tous. L'injustice est une réalité. Il y a des riches et des pauvres; il y a ceux qui ont accès à l'instruction et ceux qui n'y ont pas accès; il y a des forts et des faibles. Or, nous aspirons à une société juste, à un monde dans lequel tous auraient une liberté concrète, et seraient libres dans le choix de toutes leurs décisions.

Aristote voyait dans l'échange de biens le moyen pour les hommes de réaliser leur idéal de justice. Si l'on peut échanger des biens matériels, on peut tout aussi bien échanger des

valeurs et des idées. On peut, par exemple, se livrer à des échanges contre rémunération; on peut aussi - et c'est ce que vous faites —s'engager dans des échanges dont on retire de la reconnaissance ou des remerciements, ou qui procurent de la satisfaction ou le sentiment d'avoir fait ce qu'il fallait.

La psychologie sociale reprend à son compte l'hypothèse d'Aristote, puisqu'elle considère que "chaque être humain procède, avant chaque action, à une analyse du rapport coût/bénéfice". Le bénéfice, c'est ce que je retirerai: de l'argent, de l'amour, du prestige, des idées? Le coût, c'est le temps que je devrai investir, les efforts que je devrai fournir, les contrariétés qu'il me faudra peut-être subir, le sentiment de culpabilité que je risque d'éprouver.

Dans toutes ces formes d'échanges, nous nous fondons sur une échelle de valeurs qui est établie par la société et qui détermine la "valeur sociale" de chaque acte. Les valeurs sociales, comme les valeurs boursières, fluctuent en permanence. Les pompiers de New York, par exemple, sont actuellement très bien "cotés". Ce sont eux qui ont réouvert Wallstreet après le 11 septembre, et le président Bush leur a rendu hommage dans un discours qui leur était spécialement destiné—les discours présidentiels sont eux aussi porteurs d'une valeur sociale. Pas pour tout le monde, cependant.

En cette année que l'ONU a proclamée Année Internationale des Volontaires, beaucoup, en effet, déplorent que le travail des volontaires soit si peu reconnu en termes d'argent. Des études ont établi que le bénévolat représentait en Suisse une contre-valeur de 20 milliards de francs, auxquels il faut ajouter le travail domestique et l'éducation des enfants. Et des voix s'élèvent pour que la contribution de ces activités à notre économie soit enfin rétribuée.

A une époque où la rentabilité est si bien cotée, il n'est pas inutile de procéder à ce type de calculs. C'est là aussi une forme de reconnaissance. Et promouvoir la reconnaissance du bénévolat est précisément le but de l'Année Internationale des Volontaires.

Pourtant, ces calculs comportent un grand danger. La valeur sociale d'un homme pour une société ne peut en effet se résumer à des chiffres; elle ne saurait se mesurer uniquement en termes d'argent. Dans une société qui se réduirait à des rapports d'argent, les valeurs fondamentales—sympathie, solidarité, sens de la responsabilité à l'égard d'autrui, sens de la justice, et autres valeurs dites immatérielles —perdraient leur valeur d'échange.

Echanger et acheter sont deux choses bien différentes. Tout ne s'achète pas, tout ne se paie pas. D'ailleurs, l'argent n'est pas accepté partout comme contre-valeur de toute prestation. Certains ordres juridiques, par exemple, n'admettent pas les "dommages et intérêts", c'est-à-dire la réparation en argent, pour la perte d'une personne, car ils considèrent que la vie humaine n'a pas de prix et qu'il est choquant et cynique de la "monnayer".

Le travail de volontaire, par-delà ses effets directs et concrets, nous ouvre donc les yeux sur les valeurs de l'être humain, de l'humanité. Et si notre objectif de justice est de permettre à tous les hommes d'exercer leur libre volonté, ce n'est pas tant pour qu'ils puissent réclamer leurs droits - ils peuvent les réclamer, bien sûr—que pour qu'ils puissent s'acquitter de leurs obligations à l'égard de leurs semblables, à l'égard du genre humain, à l'égard de l'humanité. Assumer ses obligations, c'est là le vrai privilège. Car tout homme aspire foncièrement à prendre des responsabilités—nous le voyons chez les petits enfants. C'est la responsabilité qui donne à l'homme son importance dans la société.

Votre travail de volontaire fait de vous les gardiens de cette valeur sociale de l'homme. Vous contribuez à donner à chacun cette liberté concrète qui lui permettra de prendre ses responsabilités en toute liberté et selon sa volonté.

Je sais avec quelle conviction vous continuerez de défendre cet objectif de l'Année Internationale des Volontaires, et je rends hommage ici à la constance de votre engagement. ■

**Left: Choosing a session during the International Symposium on Volunteering.**

**"Volunteer work, through its direct and concrete effects, opens our eyes to values of humans, of humanity."**

**President of Switzerland**



Brian Cugelman, UNV

**Moritz Leuenberger is the President of Switzerland.**



Viola Krebs, ICV

**Carlo Lamprecht is the President of the State Council of the Republic and Canton of Geneva.**

## “Le plus beau cadeau”

### From a speech by Carlo Lamprecht, President of the State Council of the Republic and Canton of Geneva at ISV 2001

Je tiens à féliciter et remercier ses initiateurs, les représentants du gouvernement japonais qui, lors d'ECOSOC 1997, ont proposé la création de cette année du volontariat dans le cadre des Nations Unies.

Heureuse coïncidence, ce symposium correspond avec la commémoration du 100ème anniversaire de la remise du premier Prix Nobel de la paix à Henry Dunant, fondateur de la Croix Rouge Internationale.

Au hasard d'un voyage en Italie du Nord, Henry Dunant, philanthrope et citoyen de Genève, fut en effet le témoin direct en juin 1859 des souffrances subies par les blessés de la guerre de Solferino, abandonnés sur les champs de bataille par les belligérants.

Après avoir contribué volontairement à prodiguer les premiers soins à ces soldats sur le terrain, Henry Dunant revint à Genève. C'est lui qui, en 1863, fut à l'origine à Genève de la création de la Croix Rouge Internationale.

Puis, après une véritable œuvre de diplomate à l'échelon international, il réussit à convaincre que soit élaborée et adoptée la fameuse « Convention de Genève », signée le 22 août 1864 par 16 pays européens, pour l'amélioration du sort des militaires blessés dans les armées en campagne. Deux ans plus tard, 19 pays, comprenant les principales puissances de l'Europe, y adhéraient.

Avec un tel parcours de vie, on peut ainsi considérer Henry Dunant comme l'une des personnalités de référence de cette Année internationale du volontariat 2001.

Selon une enquête réalisée l'an dernier, 25% des habitants, soit 1'800'000 personnes, exercent une activité bénévole ou

honorifique au sein d'une association ou autre organisation. De plus, 23% de la population, soit 1'650'000 personnes, accomplissent des tâches bénévoles informelles: services rendus à l'entourage, menus travaux, de manière individuelle. Au total, en raison de la superposition d'une partie des deux types de bénévolat, ce sont tout de même 41% des habitants du pays, soit 3'000'000 de personnes qui exercent des activités bénévoles.

Du point de vue de la signification en terme économique, les chiffres deviennent impressionnants. Ces activités correspondent à 44 millions d'heures par mois ou 528 millions d'heures par année. Traduites en postes de travail, elles sont l'équivalent de 248'000 postes à plein temps. Si l'on considère que ce type d'activité n'est pas exercé à plein temps, on estime que les emplois du volontariat représentent environ 15% de l'ensemble des postes de travail du pays et, en terme de contribution financière 20 milliards de francs, soit l'équivalent de 5% du produit intérieur brut.

Voilà pourquoi, le volontariat et le bénévolat constituent une des plus grandes richesses d'un pays.

Les collectivités publiques auraient bien de la peine en effet à assumer de pareils coûts et elles seraient tout simplement incapables d'y faire face. C'est pourquoi, encourager, éduquer, stimuler et favoriser le bénévolat doit rester un objectif prioritaire de notre société.

Au-delà de l'aspect purement matériel, j'aimerais encore ajouter ceci: le bénévolat est un don de soi, c'est donner de son temps à son prochain. Le temps, vous en conviendrez avec moi, est le bien le plus précieux que possède l'être humain. C'est pourquoi donner de son temps est sans doute le plus beau cadeau que l'homme puisse offrir à ses semblables.

C'est ainsi que chacun peut contribuer à l'édification d'un monde juste et solidaire et c'est bien cela que nous souhaitons tous fortement. ■



Viola Krebs, ICV

**Manuel Tornare is the Mayor of the City of Geneva.**

## “Partagez la vie”

### From a speech by Manuel Tornare, Mayor of the City of Geneva at ISV 2001

JJe suis très heureux d'être parmi vous aujourd'hui pour la cérémonie d'ouverture de ce symposium qui est l'un des moments forts de cette Année internationale des volontaires à laquelle la Ville de Genève apporte un soutien déterminé. Je vous apporte ici les plus cordiales salutations du Conseil administratif—qui est l'exécutif de notre ville.

Ce symposium, ne pouvait trouver meilleure terre d'accueil que Genève, capitale internationale et siège européen des Nations unies et de tant d'autres organisations, en particulier dans le domaine de l'action humanitaire. Les gouvernements et institutions du monde entier y sont présents: c'est à eux, c'est à nous, de reconnaître la contribution essentielle apportée par les volontaires à la vie de nos sociétés, en particulier au niveau local et international.

Notre monde vit des temps difficiles: la plupart de nos sociétés sont livrées, sans ménagement, à des lois économiques qui les brisent et les enfoncent dans la pauvreté et l'exclusion. Les services publics de base sont désorganisés, les structures et les liens sociaux affaiblis. Les autorités politiques, à quelque niveau que ce soit, ont bien du mal à faire valoir les idéaux de solidarité, de partage, sur lesquels sont nécessairement fondés les rapports, les relations entre le Nord et le Sud de cette planète—un Sud dévasté par la pauvreté—entre les différents pays, entre les différentes sociétés, entre les femmes et les hommes d'un même pays ou d'une même ville...

Nous percevons tous, depuis quelques années, le rôle sans cesse grandissant de ce que nous appelons la "société civile", une société civile animée par l'esprit de bénévolat, et qui sans cesse rappelle à des autorités politiques parfois défaillantes ainsi qu'aux dirigeants du secteur économique, que le monde est autre chose qu'un marché et que les valeurs

humaines peuvent, seules, porter les espoirs de vie, de fraternité et de rêve que nous portons au fond de nous-mêmes.

Volontaires, vous êtes des millions de par le monde, jeunes ou âgés, à aider, à rassembler des femmes et des hommes dans la difficulté; à tenter de rétablir le lien social sans lequel il n'y a plus d'humanité. Votre contribution à la vie de nos sociétés est importante, significative: vous êtes maintenant une vraie force sociale participant à la lutte contre les inégalités, contre la pauvreté et l'exclusion; favorisant, par vos actions, un meilleur fonctionnement des services publics; apportant de bonnes réponses aux demandes et attentes des populations dont vous partagez la vie.

Soyez-en remerciés. La Ville de Genève a déjà été en mesure d'apprécier votre action. Nous avons accueilli, en avril 2000, dans ce même lieu, les maires de l'Alliance mondiale des villes contre la pauvreté. Le succès de cette réunion, nous le devons, entre autres, à la qualité, à la générosité et à la chaleur de l'accueil mis en place par les Volontaires internationaux de l'association créée, à Genève, par Viola Krebs, la présidente de votre comité d'organisation. C'est une présence au monde, aux femmes et hommes du monde, qui fait honneur à Genève—et à vous tous réunis pour poursuivre, plus nombreux encore, cette belle mission qui est d'aller à la rencontre de l'autre. ■



www.internationalcitiesfund.org

**Right: Following the initiative of Bamako, Geneva and Lyon, cities of the North and the South have empowered themselves with the first International Solidarity Fund of Cities Against Poverty.**

## Women in volunteering

### From a statement by Dr. Nafis Sadik, Special Advisor to the United Nations Secretary-General, Presented at the 56<sup>th</sup> United Nations General Assembly, on 5 December 2001:

...I attended the International Symposium on Volunteering, which took place two weeks ago in Geneva. This important event was held to evaluate the activities of this UN Year as well as to discuss ways volunteer action can be intensified in the future. The spirit of the United Nations was clearly reflected among the volunteers of all ages and from so many different disciplines who came together to talk about how they were contributing, and were hoping to convince others to contribute, their most precious gifts: time and knowledge...

### From a speech by Nafis Sadik at ISV 2001

Throughout my career, first as a medical practitioner in Pakistan and later as an advocate for women's health and rights in the international community, I have always had a profound respect, appreciation and administration for the work of volunteers. Volunteers have the courage to speak out, the vision of what needs to be done and the persistence to do it. Women volunteers are especially effective in areas related to women's health and rights, education, adolescent issues, to name a few. They seem to spontaneously bridge cultural barriers. Women volunteers have a unique access to the hearts and minds of those they serve: they are able to enter into the home, and speak to women in the community and to the community leaders as well. Remarkable women throughout history, from all countries, of all ages, from all walks of life, have contributed, and contribute today, so much to our trouble world. These volunteers listen, they understand—and more importantly, they put their compassion into action.

Last century's pioneers in the volunteer movement—in my field of work, the reproductive health and rights of the world's women—were, naturally, women. Among them, Eleanor Roosevelt, who set standards for what women could accomplish; Margaret Sanger, who upheld the right of doctors to prescribe contraceptives for health reasons; and Marie Stopes, who established the first family planning clinic in the UK.

Eleanor Roosevelt certainly had a position of privilege, and could easily have retired into a life of comfort. Yet she chose to speak out, often candidly, about issues important to women, and men, across the country and around the world. She was the driving force behind the creation of the Universal Declaration of Human Rights. In 1948, when this was adopted at the United Nations, the delegates rose and gave Eleanor Roosevelt a standing ovation, recognizing her central role in forging a document that, as we see today, has become so essential to the well being of humanity as a whole.

Across the Atlantic, another woman pioneer was tackling a different agenda—a woman's right to control her fertility. Dr. Marie Stopes was horrifying the British clergy with her book called *Married Love*, the UK's first sex manual. The critics called it immoral; the public loved it! They bought 2,000 copies in the first 14 days! Dr. Stopes' remarkable perseverance against well-established, vocal opponents continues to bear fruit. Today, Marie Stopes International serves the reproductive health needs of women in over 30 countries.

Women volunteers often courageously face tremendous odds and obstacles in order to accomplish what they feel is essential. In 1914 Margaret Sanger coined the term "birth control", a cornerstone in her work for promoting the reproductive health and rights of women. Just as she was determined to move ahead, her opponents were equally determined to stop her. Who won? Well, whose name do we remember a century later—was it that of Margaret Sanger, who set up clinics for women and their families and whose work continues today, or Anthony Comstock of the New York Society for the Suppression of Vice, who tried to prosecute advocates of birth control, citing a Federal law against obscenity? I think you know the answer to that question.



Viola Krebs, ICV

Care for those suffering from HIV/AIDS was identified as the greatest role that volunteers can play in Uganda.

Margaret Sanger inspired women around the world, including Japan's Shizue Kato. Ms. Kato took up the right of women to family planning in a patriarchal society of Japan in the late 40's. She dedicated her life to improving the status of women, to promoting awareness of population problems and to seeing solutions to those problems, both in Japan and around the world. Like Margaret Sanger, Ms. Kato faced opponents who tried to suppress her efforts to introduce birth control. Undeterred, she worked patiently and with great energy to spread the idea of family planning. In 1937, she was arrested and imprisoned for her activities, yet, years later, she became the first woman ever to be elected to the House of Representatives. Over 98 years old, she continues her pioneering work even today. Japan owes a debt of gratitude to this indomitable woman who fought for the right of women to control their own fertility and in the bargain contributed significantly to restraining the rapid growth of population in post-war Japan, and laid the foundation for Japan's population policy.

Courage is not the sole monopoly of any nation or any level of society. Rigoberta Menchú was born to a poor Indian peasant family in Guatemala and raised in the Quiche branch of the Mayan culture. From her humble childhood spent picking coffee beans for large plantation owners, she rose to lead the Indian peasant population in its resistance to massive military oppression. Although her entire family was tortured and killed, she held onto her vision. With undaunted perseverance she continued advocating for Indian rights and ethno-cultural reconciliation, not only in Guatemala, but in the Western Hemisphere. People noticed. In 1992 the Nobel Committee awarded Rigoberta Menchú with the Nobel Peace Prize.

Across continents, women in India, from all castes and all sectors of society, campaigned for social justice. When India was fighting for its independence from the British, it was the women, young and old, that formed the bulwark of the resistance. Today, India's Shabana Azmi, member of the Indian parliament and film actress, is also a committed social activist, campaigning for social justice, such as for those who are ostracised simply because they are suffering from HIV/AIDS, for the plight of widows—issues like bride-burning, dowry deaths and promoting the rights of the untouchables.

Women who are empowered can more easily empower others. Often, women volunteers have a practical, sensible approach to some of the more sensitive issues, and are willing to speak out, even if this involves personal humiliation. Somalia's Waris Dirie, now a world famous model and author of *Desert Flower*, broke the wall of silence about the harmful traditional practice of Female Genital Mutilation, or FGM. She spoke from her own experience—as children, she and her sister were forced to undergo this painful ritual. She survived; her sister did not. Like her, women who have had hurtful experiences themselves, women who have experienced violence or discrimination—once they are able to break free from the harmful, often-dangerous circumstances, then become some of the most powerful advocates to eradicate those practices, those attitudes or those circumstances.

**"Women volunteers often courageously face tremendous odds and obstacles in order to accomplish what they feel is essential."**

**Nafis Sadik**



Viola Krebs, ICV

**Nafik Sadik was an Eminent Person for IYV 2001.**



Viola Krebs, CV

**Women played an important role in ISV 2001.**

**The 150 member organizations of the Swiss National Committee work in the arts, sports, social work and the environment.**

**Right: The logo from the Swiss National Committee.**

When women voluntarily tackle issues, situations or circumstances they feel need improvement, they make personal sacrifices, suffer humiliation or sometimes worse, but they are dedicated and courageous individuals and they change the world. Who can forget the stirring images of Princess Diana as she walked through the minefields, or of Mother Teresa as she cradled the head of a destitute, dying man?

Age and position do not matter when it comes to offering something of yourself. Although she is only in her 20's, Botswana's Mpule Kwelagobe, Miss Universe 1999, is a tireless advocate for HIV/AIDS. She has set up her own children's village to look after children affected by and infected with HIV/AIDS. She launched a month-long initiative, "Youth against AIDS" in Botswana. She has managed to mobilize support for efforts to effectively battle the AIDS pandemic both in her country of Botswana and in Africa itself. She, like so many volunteers, women and men, is spurred on by her own remarkable enthusiasm and inner drive.

With similar enthusiasm, India's Lara Dutta, Miss Universe 2000, speaks for volunteers everywhere when she says, "While I know that I am only one voice, and that no one individual can eradicate these problems alone, I believe that my efforts can and do make a difference." Lara has met

face to face with battered women, with children who had been abused and who were living on the streets, as well as with the wonderful people who have dedicated their lives to helping them. Understanding the working environment of the workers who went into the slums every day had an important impact on her. Lara, 23, continues to serve as a powerful role model and source of inspiration, particularly for those adolescents whose lives she has touched.

I, for one, am proud to be a woman; proud to acknowledge the contributions of volunteers-especially women-throughout history, from North and South, of all ages and all walks of life. These wonderful women, volunteers from North and South and from the East and West, have used their ingenuity, their courage, their perseverance, their determination, and their sincere and genuine compassion to promote the caused they believe in and enriched the lives of the people they served. You, dear volunteers, have made our world a little kinder, a little more gentle, a little more humane. You have helped to alleviate suffering, improve the quality of life and saved the lives of countless numbers all around the world. Thank you for the work you have done and that you will continue to do. You make a difference. ■

## **"Les besoins seront toujours plus grands"**

**From a speech by Judith Stamm, President of the Swiss National IYV Committee, iyv-forum.ch at ISV 2001**

Je suis très heureuse de vous accueillir toutes et tous, invités venus des quatre coins de la planète, à ce symposium qui vient clore l'Année internationale des volontaires.

Cette année, proclamée à la suite d'une initiative lancée par le Japon devant l'Assemblée générale de l'ONU, a produit des effets considérables en Suisse comme ailleurs.

Il a été impressionnant de constater à quel point le travail bénévole de personnes de tout âge, provenant de toutes les couches sociales et de tous les secteurs garantit le fonctionnement de notre communauté. A cet égard, il convient de souligner tout particulièrement l'effort fourni par les organisations de jeunesse. L'engagement et la créativité de nos jeunes concitoyens est un bien précieux dont nous devons prendre grand soin.

En Suisse, l'Année internationale des volontaires a été conçue et mise en œuvre par une association de droit privé. Près de 150 organisations actives dans les domaines les plus divers—culture, sport, utilité publique, environnement—ont uni leurs forces pour souligner l'engagement bénévole, susciter la reconnaissance et promouvoir le dialogue sur des questions touchant au volontariat. Au plan fédéral, l'association a été soutenue par un groupe parlementaire; son travail a également été suivi par un aréopage de scientifiques. Grâce à la collaboration exemplaire des médias, écrits et électroniques, le sujet a été approfondi et présenté au public sous les angles les plus divers. Dans toutes les régions du pays, d'innombrables rassemblements ont rendu honneur aux volontaires. Par des fêtes et autres manifestations, organisations, autorités politiques et églises leur ont exprimé leur gratitude. Cette année a également été placée sous le signe du dialogue. L'Année internationale des volontaires a vu la création en Suisse d'un dossier bénévolat. Ce portefeuille doit permettre de documenter l'engagement volontaire, l'objectif étant la reconnaissance sur le plan professionnel des compétences sociales acquises dans le cadre du bénévolat. Et que se passera-t-il demain? L'association sera dissoute, mais nous veillerons à ce que le volontariat bénéficie d'une reconnaissance et d'une

valorisation accrues. Le bénévolat doit rester attrayant. Notre société civile ne pourra jamais se passer de toutes ces personnes qui ont la volonté et la capacité de s'engager pour le bien de la communauté et de leurs semblables, avec désintéressement et fiabilité. Les besoins seront toujours plus grands, les tâches toujours plus importantes.

Je remercie toutes celles et tous ceux qui, dans notre pays, ont œuvré au succès de cette année et formule mes vœux de succès au symposium qui ouvre aujourd'hui ses portes, et qui contribuera à élargir notre horizon. ■



**2001 - Année internationale des volontaires**  
[www.iyv-forum.ch](http://www.iyv-forum.ch)



Viola Krebs, ICV

**Left: Sister Bonifatio of the Netherlands has helped in orphanages in Tanzania for over forty years.**

## Volunteers in Development

**Delivered by Ambassador Walter Fust at ISV 2001**

### Different types of volunteers in development

The most familiar picture of volunteer work in development for many people (particularly in the North) is still that of interested and dedicated young people from industrialised countries, wanting to get to know and understand the reality of life of poor populations of the South. They set off out of idealism, with the wish to live with people of other cultures and values. Many continue to work with NGOs and church organisations for years, often accepting to live in rather difficult circumstances.

But we also have volunteers among senior people—mostly retired managers and specialists. For example, the Swiss Senior Expert Corps—whose members are ready to make their still very valuable professional know-how and experience available to entrepreneurs in the South running small or medium-sized companies. More than 600 people have taken part in this programme since the Corps was created in 1979.

Another category of volunteers for us are the members of the Swiss Humanitarian Corps, who are sent abroad as specialists in the context of emergencies and reconstruction operations; they are—in most cases—temporarily given leave by their employers against compensation by the Swiss Government.

Lastly, we are all familiar with the United Nations Volunteers Programme, whose members have made extremely valuable and highly praised contributions in a number of post-conflict situations, in the supervision of elections, and many other assignments.

### SDC's support for volunteer organisations

Since its inception in the 1960s, SDC has always supported Swiss volunteers organisations in development. I am pleased to tell you that the Federal Council has just approved support for another three years, with a total sum of 28.5 million Swiss Francs. Our objective in providing this support is twofold:

- to establish and strengthen personal ties of support and solidarity with underprivileged people in poor countries of the South, and
- to contribute to greater awareness in Switzerland of the development problems in the South.

It is for me of fundamental importance that our fellow-citizens are aware of the enormous difficulties and challenges many countries and people are still facing in other parts of this world; I am thereby thinking in particular of the most vulnerable, who are often women, children and old people.

We all know that it is not easy to mobilise the attention and interest of the general public for issues of longer-term problems in development and cooperation. The issues at stake are rather complex, as the many determining factors of development (political, economical, social, cultural, environmental and others) are being so closely intertwined. What better source of information could there be than citizens who have worked and lived among and with very poor people, ready to share with them their values, their know-how, their experiences, their solidarity? Returning volunteers—and of course other people with development cooperation experience too—play a rather crucial role in that regard.

The Swiss people's understanding of other cultures and its awareness of the growing international interdependence between countries and peoples is—more than ever—a very important objective of our development cooperation policy.

### Volunteers vs. Professionals?

Many of us used to make a clear distinction between professionals on the one hand and volunteers on the other. Yet, looking at what many volunteers do today, this distinction no longer makes much sense. Many volunteers nowadays are real professionals, bringing along a lot of expertise. They may be teachers, technicians, engineers, medical personnel, lawyers and other specialists. Besides longer-term, more technical assignments, there are more and more volunteers involved in humanitarian operations and conflict-resolution processes, in the defence of human rights, in the supervision of elections, etc.

But it is not just a question of providing technical expertise! What does it really mean to be a development expert? Raising this question brings us to another, more fundamental one—the meaning of development and the role of the different actors and stakeholders. A crucial element is access to knowledge locally, as well as internationally. Development cooperation has indeed increasingly to do with sharing of knowledge and using it jointly. And that is also why South-South cooperation has become more and more important in this context.

Ultimately, it makes little difference to the beneficiaries whether the development partner is a State, an international organisation or an NGO: what counts is the overall impact (result) of the exchange. The role of volunteers is often that of intermediaries and bridge-builders, who not only need professional and operational, but also distinct interpersonal and intercultural competences.

### The Evolving Role of Volunteers in Development

The role of the volunteers in development has evolved significantly over the last 40 years, as has development cooperation.

While the first volunteers from the North often thought they could "build their own new world", the volunteers of the 70s helped to mobilise local social actors at the grassroot level. In the 80s volunteers very often were catalysts between the many groups and local actors. Over the last years, many volunteers have been involved in assisting local NGOs and groups of vulnerable people to defend their rights and interests and support their struggle for more democracy and more governmental transparency and accountability.

The profiles of volunteers have evolved correspondingly over time and so has the average age of volunteers which was around 30 in the 80s and is now at over 40 (more exactly 43). The role for many of them has quite clearly changed from that of a provider of pure technical assistance to that of a true partner in development.

This brings us back to the broader picture our own role and responsibility as citizens and volunteers in our own societies and countries, the main topic of this symposium. But I would not like to close this statement without having acknowledged the absolute key role of the development countries' own volunteers in development work.

### The Volunteers in the South

It is an undisputable fact that many development programmes in countries of the South could not be carried out and reach their goals without the active participation of local (national) volunteers who are committed and want the programmes to succeed and bear fruit for their communities. Many of these (government) programmes deal with education, health and other social services. I am thinking for example of women's groups in Chad that are defining and supervising the education programmes for their own village; but I would also like to mention the numerous citizens' associations in many developing countries contributing to the improvement of sanitary conditions in their neighbourhood. These are just two illustrations of how important the work of local volunteers is in community development in helping the community become proactive and take (at least part of) its destiny in its own hands.

The multi-faceted work of volunteers is instrumental in all our societies—North and South of the Equator as well as in North-South, and increasingly so in South-South relations. By fostering trust, solidarity and reciprocity among citizens and between communities, volunteers contribute towards more shared responsibility and democracy and thus towards more sustainable development at the local, national, regional as well as eventually also at the global level. ■

**"The role of volunteers is often that of intermediaries and bridge-builders, who not only need professional and operational, but also distinct interpersonal and intercultural competences."**

**Walter Fust, SDC**



Viola Krebs, ICV

**Ambassador Walter Fust is the Director-General of the Swiss Agency for Development and Cooperation (SDC).**

## Volunteerism and Sports

**Presented by Fékrou Kidané at ISV 2001**

The Olympic Movement is the largest volunteer movement in the world. The very foundation of Olympism is volunteerism. It is important—when the commercialization of sport is developing at a frightening pace and when volunteers are asking themselves why they should keep working for no reward—to renew and consolidate the tradition of volunteerism.

The Salt Lake Organizing Committee 2002—which has the full support of the Olympic Movement—is doing its utmost to ensure the success of the first Olympic Winter Games of the new millennium, which will be served by 22,500 volunteers.

The arrogance and behaviour of some leaders, conflicts of interest, lack of transparency, discrimination of any kind, and moral and financial corruption have indeed become factors, even though they are like the tree that hides the forest, that may discourage volunteerism in the sports world. Volunteers are, above all, good-intentioned people who work for free out of idealism or moral obligation, for the good of society.

It is believed that a volunteer is one who freely chooses, without any expectation of monetary or material gain, to contribute to his or her time, energy, skills, experience, service and support to an organization. Whatever their standard or form of education, all volunteers without exception, deserve respect and admiration. That is why it is vital to explain in detail the difference between amateur sport, which needs volunteers, and professional sport, that produces millionaires.

In a book on volunteerism published by the Government of Germany, it was demonstrated that 37% of the population, i.e., 23 million people, are volunteers in sport, making it the largest volunteer sector in the country. In the US, 56% of the population devote themselves to volunteer activities, for three to four hours a week. In Korea, nearly four million people devoted 451 million hours to volunteer activities in 1999. The economic value of volunteerism is estimated at two billion dollars.

In surveys conducted in different countries, all volunteers express the same reasons for giving up their time: the pleasure of helping someone else and being useful to the community.

Volunteerism distinguishes itself in different ways. Helping each other within the family unit, between brothers and sisters or uncles and aunts, helping out between neighbours or members of a club or association, between people from the same village or area, are just some examples of traditional ways of helping each other. Babysitting or keeping an eye on a neighbour's house, doing someone a favour, are all acts that are practised naturally and spontaneously. It is at this everyday school that volunteers are trained to serve the good causes they are associated with during their lives. It is cultural and family traditions that keep the spirit of volunteerism alive.

Olympic volunteers are a true reflection of all the social classes that come from this school of generosity. The 47,000 Australian volunteers who ensured the success of the Games of the XXVII Olympiad in Sydney included people of all ages and all walks of life, united in serving the Olympic Movement.

Everyone is aware that volunteerism is a capital whose economic value is human resources. The services of a volunteer indeed have no price. They are the ones who establish the degree of their commitment to receive in return an accolade and a big 'Thank You'. But the volunteer is enriched by an unparalleled human experience.

For Olympic volunteers who work within a community composed of citizens from 200 countries, during an Olympiad, the experience obtained remains unique and unforgettable. When it is recorded on video or kept in a photo album, the Olympic adventure is an experience that one never gets tired of relating whenever there is an opportunity.

It is to develop this human adventure of volunteers at the service of others—and to at least symbolically recognize the main actors—that the International Year of Volunteers was proclaimed by the United Nations.

Volunteerism is a tradition that exists in every culture, even though mentalities are changing and individualism developing. It is very important that the Olympic Movement recruits

more and more educators, administrators, coaches, referees, judges, and prepares young sports leaders for the future.

It is equally important to promote Olympic education, the cause of women in sport, the environment, the arts and culture, whilst also promoting peace and harmony, dialogue and co-existence in conflict areas by recruiting volunteers interested in these subjects.

In this world full of human tragedy—where poverty is fast increasing, with hundreds of millions of people living on under one dollar a day—volunteerism is much needed. Without the solidarity and voluntary actions, the peasants in developing countries would not survive.

In fact, to be a volunteer in the sport movement in developing countries is an expensive undertaking. You end up spending more and more of your own financial resources for a service you are offering free of charge.

The founder of the International Olympic Committee in 1894 in Paris at the University of La Sorbonne—the French educator Pierre de Coubertin—spent all his fortune on promoting the Olympic Ideal, and died a poor man in 1937 in Geneva. But what he left behind was a wealth which cannot be quantified, and which we all continue to share. In other words, we are all the shareholders of de Coubertin's Olympic legacy.

It is thanks to the millions of volunteers—who are the foundation of the Olympic pyramid—that we are able to organize sport competitions from the grass roots level to the Olympic Games. Often far from their families and children, during the evenings, weekends and holidays, the Olympic Movement volunteers are very generous and determined people who deserve respect and recognition.

Those of my generation recall the song by Doris Day, from the 1950s, 'Que sera sera'. It is dialogue between a mother and a daughter, and the daughter with her own children, asking about the future. For a person like me, who has his future behind him, his only hope is to finish his life with volunteer services, and teach his grandchildren to become volunteers in the future. How can it be otherwise for an African, whose continent still counts on older people playing a traditional volunteer role in the communities? How can it be otherwise when our people are suffering from poverty, armed conflicts and diseases such as HIV/AIDS, polio, malaria and other scourges, not to bring their modest contribution as a volunteer?

Volunteerism will exist for the simple reason that the majority of the world's population is poor and has to depend on each other, at the family, local and community level. Volunteerism will exist because it is the best action that gives true moral satisfaction to every human being, whether rich or poor.

Nevertheless, the Olympic Movement recognizes the necessity to consolidate the culture of volunteerism, and to incorporate the training of volunteers into development programmes. It has recognized the need to establish a volunteer corps by each National Olympic Committee, to serve on a long-term basis, in order to ensure the continuity of its activities in the future.

The volunteers serving the Olympic Movement are requested to exert the necessary efforts to devise a training programme for very young volunteers by associating parents, youth organizations, former athletes, and scouts.

It is also necessary to establish an annual award to highlight the importance of volunteers, to pay tribute to deserving ones and to find the appropriate formula to say 'Thank You', to all anonymous volunteers. For example, after the closing of each Olympic Games, the IOC distributes an Olympic pin with the words 'Thank You' to each volunteer.

Volunteerism is the backbone of our society and must be officially recognized by laws in each country. Volunteers are not servants—they are very humble, decent, dignified people, who should be treated with respect by bureaucrats and paid employees. As we attempt to train volunteers, we should also advise those who use volunteers on how to treat them.

Volunteerism is the best instrument to promote human relations and to build a peaceful and better world. We should support and participate in the development of a culture of volunteerism every day, and not wait for another proclamation of an International Year of Volunteers. The time for action is now. ■

**In the US, 56% of the population devote themselves to volunteer activities, for three to four hours a week.**

**In Korea, nearly four million people devoted 451 million hours to volunteer activities in 1999.**



Viola Krebs, CV

**Fékrou Kidané is the Director of International Cooperation for the International Olympic Committee.**



# Volunteer Capital: A New Source of Growth towards Empowered Globalization

**Alfredo Sfeir-Younis, Special Representative of the World Bank to the United Nations and the World Trade Organization**

## The transition: defining our future

As economic development evolves, we can see very clearly the limits that traditional institutions and organizations are facing today in order to reach the poorest and the marginalized, to deliver the services of development in a holistic way, and to make sure that nobody gets excluded from existing programs and policies. There is a huge questioning and increased mistrust with regard to the role and performance of international organizations, governments, private sector and some of the other forms of social organizations. This questioning comes from a number of realities we are all facing today, including poverty, environmental degradation, marginalization of women and the elderly persons, and so much more.

We are living in a very complex transition and the September 11th events reminded us of that. Specifically, allow me to point out the following important dimensions:

- The "government does it all" approach to development is simply part of the past.
- The blaming of the private sector in the social arena is also not the avenue to be followed.
- That development that does not take place because we argue that there are no financial resources must also be seriously questioned. If we want to do something—you have demonstrated to the whole world that we can. You have demonstrated that finance is not really all, or the ultimate constraint.

## In search of a new social architecture

We are all in search of a new paradigm, although one could argue that we would like so for very different reasons. But it is clear that what we have now is not enough. Indeed, we are all in search of a new social architecture that is:

- Peace and not war-oriented,
- Human security-oriented and not the source of new forms of terrorism,
- Socially just and human rights-based, and not simply a residual of market forces,
- Inclusive, and not a major source of exclusion,
- Anchored into a new set of values,
- Anchored also into a new form of institutions,
- Co-equal in action, and equal in opportunities,
- Symmetric to the huge tasks at hand.

The anchoring of the process to develop the new social architecture is indeed taking place, and the shape we give to it will certainly determine the level and type of benefits many people will attain around the world.

The other day, I was at the Airport in Madrid, and one of the former UN Interns whom I met in one of my presentations tapped my back and said: "My life has changed as a result of my internship here in Geneva, and I decided to do volunteer work with indigenous communities in the northern parts of Argentina". He recently wrote me an email stating that he is doing extremely well.

I, myself, have done a lot of volunteer work at a very early age in my life. Most recently, while in Washington D.C., I was a volunteer, devoted to distributing meals in the streets of Washington all year around. I also assisted in the management of a Homeless Shelter called "La Morada", and provided social services and other forms of assistance in the process.



There is an in-depth audio interview with Alfredo Sfeir-Younis on the CD ROM version of this report.

There are millions of silent and non-acknowledged volunteers all over the world. In hospitals; in the provision of public services; in many corners of the streets of large cities; in shelters, and so on. They do not expect to be paid or recognized. They are the anonymous souls who are there when we need them.

## Change in basic approaches to development

It is not new if I say that we have seen major changes in the basic approaches to socio-economic development, although it has not been always for the better! Some call them fads rather than approaches, as they come and go in strange ways: from growth to development, from development to sustainable development, from sustainable development to sustainable human development, from sustainable human development to human rights-based human development.

And now, we are moving to empowered development and voluntarism. A new form of development, whereby we should be able to form an effective and fraternal web of human interdependence—and also a form of self-engaged, totally owned process at all levels of decision-making.

Many have outlined the uniqueness of Voluntarism. I will try to add a few more dimensions if I may. In doing so, I will look into both the human and the economic dimensions of voluntarism.

## The economic dimensions of voluntarism capital

To start, the title of my presentation includes the term **Volunteer Capital**. This is to focus more prominently on the need to understand that we have a new and unique form of capital in our development process. This is as important as—and perhaps more important than—many other forms of capital participating in the development process.

Indeed, we can also see **Human Voluntarism** as a new set of values and perspectives that should become the principal guide to a new way of doing economic development. This new paradigm must not only be understood, but also fully supported. In this regard, I believe that there are at least five major dimensions of this new paradigm of Human Voluntarism:

First, it is the paradigm of free choice and total service. This is not a form of development where any one would want to be attached to a material commodity, including money, or to a condition that would determine the quantity or quality of the services provided.

Second, it is the paradigm of the other (service to others), and one where the volunteers are expecting nothing in return. Not a financial return, not an economic return. In addressing the other, there is a total purity of intentions and, therefore, the imprint of this paradigm begins with the soul and end with a tremendous embracing of human values.

Third, it is the paradigm immersed completely in the ethics and morals of development, while much of what we do somewhere else still remains in a total moral and ethical vacuum. Voluntarism has created a web of pure and effective interdependence, which goes far beyond the market, far beyond the imperatives of any external force, as we know them now.

**"Volunteer Capital is as important as—and perhaps more important than—many other forms of capital participating in the development process."**

**Alfredo Sfeir-Younis,  
World Bank**

ISV 2001 participants pause for a break at the exhibits.



**"It will be impossible to cut in half the level of absolute poverty by the year 2015, without opening the political and institutional spaces for more volunteers participation."**

**Alfredo Sfeir-Younis,  
World Bank**

Fourth, it is the paradigm of the collective, where individual gain is subjugated to the aims and goals of the collective body of our societies. This is probably the strongest suit of voluntarism in a globalizing world.

Finally, it is the paradigm of human values, and of the values of caring, sharing, fraternity, and many others. As a paradigm based on human values and humanistic actions, it defeats all possible constraints and limitations, as it shapes our future reality as a result.

I wanted to be here to tell you how important you are in our societies. You are providing a service that would actually cost many trillions of dollars if society had to pay for it. This is not just a statement hanging in the air. Recent research has demonstrated that volunteers make a major economic contribution to the economy, which is now equivalent to 8-14% of global GNP. These are services non-accounted for in our ways of measuring economic inputs and outputs.

In addition, you are providing the services that the 'egotistic market' has decided to forget and disregard in the name of profit-making and other material gains. This is, again, an important economic dimension of what you do. Volunteers are the ones that correct the negative external effects of markets as these marginalize the poor, the aging, the homeless and those who have been living in absolute poverty for many generations. In the jargon of economists, this is called 'correcting market failures' and 'diminishing the transaction costs' in the economy. Volunteers who help the aging population, by assisting them in health care at home, have in many ways diminished the alternative health care at hospitals and at other more expensive services.

This is also a paradigm of services to the others, no matter whom, and no matter where a person is. Thus, volunteers have allowed a major increase in the effectiveness of retailing economic development, and thus allowing more benefits to be allocated among those who are distant and difficult to reach. The volunteers have the opposite behavior of the market. While the market decides to abandon any given group—that it is the exact time when volunteers come in and assist. Think for one moment on volunteers in Afghanistan, who are so dedicated to the provision of humanitarian assistance in all fronts.

This approach allows us to target better the beneficiaries of projects and programs—and therefore improve dramatically the effectiveness of the development process. Given that the development resources available today are indeed diminishing in real terms, volunteers represent a guarantee in increasing the effectiveness in the application of those resources available right now.

Volunteer Capital is essential to the new paradigms of development today. By being the capital of last resort, volunteer capital has become a major source of social integration of many people in our societies, most importantly for the aging people and the youth.

But the economic benefits are not all.

## The political perspective

From a political perspective, volunteers are the principal source of strengthening our democracies. Voluntarism is democracy at work, and through the exercise of volunteer work, our systems of decision-making and reaching out improve day by day.

Volunteers form a new network of decision-making and governance. A unique governance structure, which is mainly supported by free choices and non-market-dominated choices. An excellent example of what good governance really means. My friends,

- You are the teachers of giving, rather than being the masters of receiving.
- You are also the examples to follow in decisions that have to do with development that comes from the heart instead of the pockets.
- You are fully aware of the many human imperatives many people confront, and have used free will and your will-power to attain the most effective solutions.

## The origin of the term volunteer

Volunteer comes from the Latin *voluntas* that means will, human will. And, therefore, this is the day when all of us must be reminded of the true and lasting power of human values. Of true human transformation: we know that human will is limitless and powerful. This is at the source of the productivity and the reproduction of volunteer capital.

It is the only form of capital that has human will as its source. Most of the other forms of capital focus on matter, and even human capital is conceived as a passive, receiving end form of capital.

These roots are important, as they make us focus intensively on the element of free choice and human free will. This is the only paradigm that has a force that reproduces itself; its own source of expansion. While all other forms of capital depend on something or someone else, this is the only approach to development that comes from an individual decision, and not from something that is too exogenously determined. There is no doubt that external forces do influence human behavior, but here, the decision is an ultimate personal one.

In addition, *this* is the paradigm of human will, pointing out the fact that it is very non-material in nature, emphasizing the real importance of the 'inner decisions' in life. In many senses, this is the paradigm of 'inner choices', of 'inner will power', and 'inner self-realization'. This is the paradigm of the inner soul. Where the soul is the factor that determines the pace and the extent to which this form of capital expands. This is the paradigm that does not depend on material welfare, on the North or the South, on the political left or the political right, or on being young or being old. This is truly a universal form of becoming part of one whole, be it your self, the other, the community, or the Planet.

## Volunteering at the World Bank

There are many forms of volunteering, and many programs under the umbrella of the United Nations or under the programs of other International Organizations.

The Bank's action in the field of volunteerism is mainly concentrated in the World Bank's Community Outreach Program.

During the past two years at our headquarters, the Bank's Community Outreach Program has continued to serve the area's most disadvantaged people. We continue to partner with local organizations, deepening some important relationships and launching new ones. We expanded our grants program, provided volunteer support, opened our doors, and made in-kind donations to local organizations. We are also focusing more than ever on local poverty alleviation and partnerships. The result is a more direct impact on the area's underserved residents.

Just as a matter of information, only in our hometown, the World Bank is the third largest employer in the District of

Columbia, with more than 8,000 employees representing 135 nationalities. Including family members and retirees, our extended family numbers over 25,000 people in the D.C. metropolitan area. The World Bank has been working in the community for over 18 years. In 1997, the Bank pledged an explicit institutional commitment to the greater Washington, D.C. community with the establishment of the Community Outreach Program. We founded it on the accomplishments of the Community Relations Office, which had organized fundraising and support for local charitable causes for 13 years.

Through our Community Outreach Grants and Dollars-for-Doers Program, we have given in excess of \$874,000 to more than 100 local nonprofit organizations in the last two years. We target five broad areas in our Grants Program: (i) education and mentoring, (ii) employment and training, (iii) health services, (iv) civic and socioeconomic development, and (v) arts for community development.

Through our United Way Campaign during the past two years, the Bank and its staff together have donated over \$1.25 million to hundreds of local and international nonprofit agencies. Some of them based on volunteers work. In addition, Bank staff continue to mobilize and raise funds to meet immediate human needs in disaster areas around the world. More than \$500,000 was donated by staff and in matching funds from President Wolfensohn's office for overseas humanitarian response. For example, in March 2000, when devastating floods engulfed Mozambique, the World Bank/IMF Africa Club mobilized staff to raise \$146,000; and in January 2001, the Bank India Club raised \$190,000 for the Gujarat Earthquake Relief Fund. In 2001, Community Outreach awarded eight additional organizations with special gifts and contributions ranging from \$5,000 to \$60,000. The Community Development Support Collaborative received \$30,000 to provide continued support of its three-year capacity building program to revitalize several Washington, D.C. neighborhoods. Washington Regional Association of Grantmakers received \$60,000 to help design and develop a Local Education Fund for Washington, D.C., to support public education reform.

World Bank staff volunteers spread over 100 area community groups, logging tens of thousands of volunteer hours every year. The Bank's Volunteer Day policy encourages staff to take one volunteer day off a year and charge it as administrative leave. In June 2001, more than 200 World Bank volunteers helped to remove over 8 tons of trash from Kingman and Heritage Islands in the Anacostia River.

Once a month, for the last 18 years, Bank volunteers have been serving up breakfast at 6 a.m. at Miriam's Kitchen, a local organization whose mission is to address the causes and consequences of homelessness. Recognizing Bank staff volunteerism there, the World Bank's Community Outreach awarded Miriam's Kitchen \$50,000 in 2001 to support the purchase and renovation of a house to provide transitional housing for homeless individuals.

### Where do we go from here?

This is a fundamental question. If we put together the economic, political, social and spiritual dimensions of Volunteer Capital, several possible implications emerge.

First, that we, who are not always in the circle of volunteers, must rethink our strategies of development and see how we can strengthen the hands of volunteers in this process.

Second, that volunteers are crucial in the attainment of the **millennium development goals**. It will be impossible to cut in half the level of absolute poverty by the year 2015, without opening the political and institutional spaces for more volunteers participation—without a full recognition of this volunteers capital—as a key form of capital participating in the development process. More work needs to be done to understand the interaction of this form of capital with all other forms of capital, including physical, financial, human, natural, institutional and cultural capital.

Third, we must enhance and invest in the non-material di-

mensions of this form of capital—in order to leave an imprint of what this capital brings on the economy, such that we can indeed deal with the huge challenges most people and most nations are facing today. The effective management and allocation of volunteer capital is essential for economic efficiency, comparative advantage and for all the material needs an economy has at a given point in time.

Fourth, when the United Nations was created, there was a famous declaration known as the Dumbarton Oaks Declaration, issued in Washington, D.C. in 1944. This declaration not only started with "We The People", but it also identified the twelve most important functions of the United Nations. One of these, number seven was "Seeking Freedom". And this was defined as creating the proper environment for both material and spiritual growth. Not long ago, the Secretary General of the UN did point out at the General Assembly's Third Committee that social policies must not be conceived only as a matter of enhancing the material welfare of people, but their spiritual welfare as well.

In the path to spiritual enlightenment, Seva (to give service without expecting nothing in return) is one of the most powerful instruments. Seva-based development must be promoted everywhere. Seva is the transformational value that unites the material with the non-material levels of our human existence.

Finally, a debate on the role of volunteers must be echoed everywhere in the world. But it should be echoed with the right set of values. We cannot knit the quilt of human voluntary decisions with an old set of values. Thus, a major revolution in values is needed to consolidate the existence of volunteer capital.

[I] pay tribute to all the women and men, youth and children who are volunteering in their homes and neighborhoods and in our society at large. You are the pioneers, you are up from breaking the frontiers so new persons can come and serve. You are precious for our societies, and I am extremely grateful to be able to say it her, and everywhere: thank you, thank you, thank you. Merci beaucoup. Mil gracias. ■



Viola Krebs, ICV

**World President of IAVE Kenn Allen.**

**"The essence of volunteering is about what we the people do together to bring change and fight for justice.**

**It cannot and should not be a movement led by government or by multilateral institutions."**

**Kenn Allen, IAVE**



Viola Krebs, ICV

**Women carry supplies through a village in Botswana.**



Thinley Tshering, IYV Bhutan Team

**Bhutan launched a nation-wide stamp design competition in May 2001 as part of IYV 2001.**

**The four main objectives of the International Year of Volunteers were: Recognition, Promotion, Facilitation, and Networking.**

## Highlights of IYV 2001

### Henri Valot, United Nations Volunteers Programme (UNV), Head of Team IYV UN Volunteers role

The United Nations General Assembly Resolution A/RES/52/17 dated 17 November 1997 designated "the UN Volunteers programme, without prejudice to existing priorities, as the focal point for preparations, implementation and follow-up to the International Year of Volunteers in close collaboration with other organizations of the United Nations System (...)". The General Assembly also invited "Governments, the UN system and intergovernmental, volunteer and non-governmental organizations and community-based organizations to collaborate and identify ways and means of enhancing the recognition, facilitation, networking and promotion of volunteer service in the preparations for and observance of the Year"

The first assumption by UN Volunteers when preparing the IYV 2001 was that volunteering takes on different forms and meanings in different settings, and is strongly influenced by the history, politics, religion and culture of a region. Nevertheless, it is possible to identify at least four different types of volunteer activity, delineated according to an outcome or final purpose criterion—mutual aid or self-help; philanthropy or service to others; participation; and advocacy or campaigning. Each of these types occurs in all parts of the world. And yet—despite the wide variety of understandings—it is possible to identify some core characteristics of what constitutes a voluntary activity:

- The notion of reward
- The notion of free-will
- The nature of the benefit
- The issue of organisational setting
- The level of commitment

In order to co-ordinate the preparations, implementation and follow-up to the International Year of Volunteers, the UN Volunteers Programme assembled in 1999 a Team at the External Relations Group. The Team pursued External Relations objectives: publicising IYV (regional and national workshops, information newsletters, promotional items, website: [www.iyv2001.org](http://www.iyv2001.org)). Donors for Team IYV staffing and activities for the period 1999-2002 are Belgium, Canada, France, Germany, Italy and Japan.

IYV preparations and implementation observed the following principles:

- IYV should not be considered primarily as a United Nations Year or a UNV Year, but a Year intended for a worldwide national and local observance, with Governments and the public in all countries determining their own priorities and goals
- Efforts should be made to activate elements of the population not normally involved in UN activities or in volunteer programmes
- IYV should be a year for all volunteers, in both industrialised and developing countries
- There should be no International Conference under UN auspices; instead, emphasis should be kept on actions and discussions at the national and local levels
- IYV should be represented not as one-time observance, but as a launching pad for lasting improvements aimed at the facilitation of the voluntary activities to a permanently higher level in future years
- While action at the national level should be the main focus in observing the Year, there should be a supportive action at the regional and international levels, and national policies should be translated into concrete activities at the grass-roots level



Brian Cugelman, UNV

**Henri Valot is the Head of Team IYV, United Nations Volunteers Programme (UNV).**

### Constituency

*Consultations and networks: the IYV 2001 National Committees*

IYV has not only provided an opportunity to build partnerships with many groups closely associated with volunteer activity, but has also sparked interest on volunteering issues by some new partners such as governments, the private sector, academia and civil society at large.

The principle objective of the National Committee strategy has been to encourage a joint collaboration of the differing sectors to address the **local concept of volunteerism**. IYV 2001 ultimately provided to the 125 National IYV Committees a platform for input regarding the contributions and impact volunteers make in local communities. These are potential partners for UN Volunteers and its current constituency made up of individuals and volunteer organizations.

*Telling the volunteer story: recognition and constituency*

The 21,000-strong constituency of the IYV database (volunteer organizations and interested institutions and individuals) is a growing network, which can remain interested and active on the promotion of volunteer activity.

It is one of the first UN International Years to mainly gather its constituency over the Internet. The web site is also mentioned in the recent General Assembly resolution, recognising the role it plays in networking volunteers and volunteer groups. The envisioned web portal will also build upon the information drawn from volunteer organizations and the more than 50 National IYV web sites created during 2001.

### Volunteers in Technical Co-operation

The UN Volunteers programme is the volunteer arm of the UN system. It is a programme run under the auspices of the United Nations Development Programme (UNDP) and thus much of its emphasis is on volunteer action as an important contribution to sustainable human development. Sustainable human development is not only about the forming of infrastructure in societies, capacity building and the exchange of technical knowledge. It is also about empowering communities and individuals. UN Volunteer's participation in the recent debate on technical co-operation led by UNDP and the World Bank are helping to transform traditional ideas related to the sending of volunteers. International and national volunteers exchange knowledge and experience, help build capacity through the transfer of skills—she/he is, before all, a social mobilizer. Volunteers are advocates in the communities. They are social participants in the communities; they contribute to democracy; they help to empower communities and people.

IYV is meaningful in the context of the dialogue between the UN System and civil society. The promotion of volunteering for all people, including the vast resource of domestic volunteering, is an unrecognised resource for the UN, and a vast area of action for UN Volunteers. The programme is already exploring ways of working with more diverse volunteer groups (online volunteers, corporate volunteers, senior volunteers and young volunteers).

### Research

The UN Volunteers programme has collaborated with various research institutions (INDEPENDENT SECTOR, ZEF North/South Development Research Centre of Bonn University) in order to foster research initiatives that give an intellectual underpinning for IYV 2001. A main objective of the studies implemented during IYV is to provide sufficient facts to show governments and other decision-makers that volunteering deserves their support. These initiatives aim also to provide tools, which will allow national researchers to yield data on the quantitative and qualitative contributions of volunteers to their societies. The research on volunteering can also encourage citizens to volunteer by demonstrating the social and personal benefits that volunteering brings. Moreover, the initiative can help educate the media and the private, public and non-profit sectors about volunteering. These studies draw upon the economic concepts (statistics) as well as some innovative socio-logical categories (social capital, social inclusion, etc.).



Viola Krebs, ICV

The Year has initiated further exploration of volunteer activity in many developing countries (Mongolia, Sri Lanka, Cambodia, China, Lao PDR, Tanzania, etc). Results shall be public soon.

### Legislation

IYV has helped to bring volunteering on the UN agenda and those of other inter-governmental agencies. There have been six UN resolutions passed on volunteering, and two resolutions passed by inter-governmental organizations. The latest UN resolution, A/RES/56/38, on "support for volunteering" has been co-sponsored by 126 member states at the General Assembly on 5 December 2001. The resolution lists recommendations on how governments and the UN system can create conducive environments for volunteer activity. Along with the resolution is a report submitted by the Secretary-General on ways governments and the UN system can create conducive environments for volunteer activity.

Sections 9 and 10 (see below) of resolution A/RES/56/38 call for two General Assembly meetings during its 57<sup>th</sup> session to focus on volunteer activity and requests the Secretary-General to submit a report on the outcomes of the Year and its follow up, including proposals for an integrated and coordinated follow-up.

9. Decides that two plenary meetings at the fifty-seventh session of the General Assembly, on 5 December 2002, International Volunteer Day for Economic and Social Development, shall be devoted to the outcome of the International Year of Volunteers and its follow-up under the agenda item entitled "Social development, including questions relating to the world social situation and to youth, ageing, disabled persons and the family";

10. Requests the Secretary-General, in his report to the General Assembly at its fifty-seventh session on the outcome of the International Year of Volunteers and its follow up, to include proposals for an integrated and coordinated follow-up, to be pursued in the relevant parts of the United Nations system as well as on crosscutting issues, building on his report to the present session and taking into account the present resolution, the discussions held during the present session and other relevant contributions.

In addition to this, UN Volunteers has been given the task of implementing consultations on the follow-up of IYV 2001. The UN Volunteers programme and other UN agencies have been asked to disseminate and ensure the implementation of the recommendations found in the resolution. A few of the recommendations in resolution A/56/38 call for national governments to:

- Highlight the contribution of volunteering; organise briefings and seminars for policy makers and the media. Official papers on the status of volunteering and the issues that need to be addressed can be published and widely

disseminated. High profile events and campaigns can be organised on national days and on International Volunteer Day (5 December). Negative stereotyping of volunteers can be challenged. Promotion of volunteering can be achieved through special programmes and public service announcements or by joint initiatives such as award schemes;

- Facilitate the establishment and functioning of volunteer centres, which provide a valuable stimulus to formal service volunteering through advocacy, monitoring and encouraging new initiatives. National volunteer centres provide effective leadership in the formal volunteer movement, while regional and local centres ensure linkages with the grass roots communities. Legal and fiscal frameworks are important factors in the sustainability of such centres and financial support may also be desirable;
- Introduce enabling legislation. The goal is to encourage or inspire citizens to volunteer but allow the choice to rest with the individual or organization; it can also facilitate employee volunteering. It can provide tax incentives and subsidies for organizations, as well as coverage and protection against risks, in a way fitting the particular society;
- Facilitate partnership-building around volunteer-based activities of civil society, including arrangements for joint planning, implementation and monitoring. This could incorporate employee volunteer activities of the private sector.

### Strategic partnerships and innovative roles

UN Volunteers' follow-up to IYV 2001 fosters several strategic partnerships gained with the preparations and the implementation of the IYV 2001. UN Volunteers is also currently developing further some innovative roles and activities such as:

#### Advocacy:

Turning UN Volunteers into a Information Resource Centre on volunteering issues; stimulating research and participatory promotion on volunteer issues

#### Policy:

Facilitating and assisting legislative and policy process (international, regional, national)

#### Programme:

Assess the national, local volunteer networks identified during the IYV 2001; exploring ways of working with more diverse volunteer groups (online volunteers, corporate volunteers, senior volunteers and young volunteers). ■

**Left: Members of a local community in Tanzania rebuild a school after it was destroyed by an earthquake. A large pharmaceutical helped purchase needed materials.**

**South-South volunteer work plays an important role in development in many countries.**



Viola Krebs, ICV

**Will these children aspire to become volunteers?**

# Committees

## The Symposium was organized under the patronage of:

- **Moritz Leuenberger**, President of the Swiss Confederation
- **iyv-forum.ch**, the Swiss National Committee for the International Year of Volunteers, 2001
- **UNV**, the United Nations Volunteers Programme

## Honorary Committee

- **Moritz Leuenberger**, President of the Swiss Confederation
- Conseil d'Etat de la République et canton de Genève
- Conseil administratif de la Ville de Genève
- **Jean-Philippe Maître**, Conseiller national
- **Judith Stamm**, President of iyv-forum.ch (Swiss National Committee for IYV 2001)
- **Sharon Capeling-Alakija**, Executive Coordinator of the United Nations Volunteers Programme (UNV)
- **Ibrahim Osman**, Director of Monitoring and Evaluation, International Federation of Red Cross and Red Crescent Societies (IFRC)
- **Kenn Allen**, World President of the International Association for Volunteer Effort (IAVE)
- **Clotilde Perez-Bode Dedecker**, Co-President of the US Committee for IYV 2001
- **Justin Davis Smith**, Director of the Institute for Volunteering Research, United Kingdom

## ISA Committee

- *Co-President:* **Henri Valot**, United Nations Volunteers Programme (UNV)
- *Co-President:* **Astrid Stuckelberger**, GINA, Swiss Society of Gerontology (SSG)
- *Treasurer:* **Irma Erb**, United Nations Spanish Book Club, Latin-American Choir of Geneva
- *Co-Secretary:* **Raymonde Wagner**, International Association of Universities of Third Age (AIUTA)
- *Co-Secretary:* **Sébastien Ziegler**, Mandat International (MI)
- **Beryl Carby-Mutambirwa**, International Union Against Cancer (UICC)
- **Theo Van Loon**, International Association for Volunteer Effort (IAVE)

## Symposium Organizing Committee

- *President:* **Viola Krebs**, International Conference Volunteers (ICV)
- **Katie Campbell**, Association for Volunteer Administration (AVA)
- **Karolina Frischkopf**, Conseil Suisse des Activités de Jeunesse (CSAJ)
- **Estelle Gitta**, Jeune Chambre Economique Suisse
- All members of the ISA Committee

# Symposium Team

## Symposium Administration

- **Bernard Allemand**, Administrative Officer, International Conference Volunteers (ICV)

## Communications & Online News

- *Coordinator for the online news, CD ROM and printed publications:* **Randy Schmieder**, m.c. art design communications
- *French Editor for the online news and press relations:* **Estelle Gitta**, Jeune Chambre Economique Suisse and **Zahi Haddad**
- *Spanish Editors for the online news:* **Esther Colomer**, United Nations Book Club
- *International press relations:* **Richard Nyberg** and **Fabienne Copin**, United Nations Volunteers Programme

## Volunteer Coordination

- **Kathy Monnier**, Volunteer Coordinator, International Conference Volunteers (ICV)

## Cultural Program

- **Irma Erb**, United Nations Spanish Book Club, Latin-American Choir of Geneva
- **Raymonde Wagner**, International Association of Universities of Third Age (AIUTA)

## Videos

- **Silvano de Gennaro**, CERN
- **Goran Jovanovic**, Audio-Visual Unit of Hautes Etudes Internationales (HEI)
- **Fabienne Regard**, Audio-Visual Unit of Hautes Etudes Internationales (HEI)
- **Israel Feferman**, Audio-Visual Unit of Hautes Etudes Internationales (HEI)
- Students from the University of Geneva, Audio-Visual Unit of Hautes Etudes Internationales (HEI)

## Special Thanks

We would like to especially thank Team IYV of UNV for its collaboration and assistance, in particular:

Alessandro Burnnton, Brian Cugelman, Natasha Mistry, Riham Mustafa, Julia Rees.

## ISV 2001 Volunteers

Dina Abousamra, Serge Abramowski, Julieta Abrar Lopez, Joan Alaoui Lambert, Ruby Aldana, Guendo Bailo, Víctor Balimotubiri, Jacqueline Barth, Marie-Christine Belossat, Christiane Benassy-Faure, Eliane Béné, Amid-Mohammed Benjamaa, Maria Teresa Besson-Casselli, Charlotte Biedermann, Magdalene Boon-Dénes, Jacqueline Bornand, Norman Braden, Janine Buloz, Isabelle Caccia, Sabine Caloz, Maria Rosa Carneiro, John Copland, Monique Dahler, Henri Daniel, René Delétroz, Joffre Dias, Magali Docteur, Inga Drossart, Ann Duysens, Serge Ebanga Manga, Farida Eboo, Julia El-Tawil, Marjaneh Foyouzi, Makoto Fujiwara, Ghylaine Gantert-Gfeller, Jorge Garbino-Proncuk, Victoria Garcia, Susana Garcia-Martos, Marie-Françoise Girardin, Marie Gisclard, Thierry Gisclard, Rosemary Godio-Brown, Noémi Grenak, Kaltun Hassan, Anna Hauksdottir, Jacqueline Herrera de Seifort, Frédérique Hery-Jaona, Jennie Hery-Jaona, Nicole Jaccard, Naya Joffre, Lily-Marie Johnson, Reka Juncker, Ingrid Kleinhans, Sarah Krasker, Ruth Lambert, Marie-Thérèse Ledoux, Sven Lemat, Ekara Lewis, Alison Lilley, Ana Linana-Aguilar, Natalia Lopez, Vilay Luang, Alice Lucke, Raymond Maillefet, Christine Marest, Lebu Victor Mesongolu, Simone Massan Micciarelli, Maria Claudia Mora-Calderon, Richard Mukundji, Preeta Muthalali, El Hadji Gorgui Ndoye, Valérie Noël, Adelbert Nougua, Bruno Nussbaumer, Abel Akintola Oyewole, Christine Pahud, Christine Perdrizat, Laila Petrone, Christiane Reverdin, Linda Rothenberg, Michèle Roulin, Ruth Rufenacht, Yvette Sacco, Edward Sackstein, Rose-Maria Schwarz, Jacqueline Schweiger, Magdeleine Sevrin, Michael Simpson, Helena Soller, Carolyn Solomon, Nancy Troxler, Gidéon Urbach, Victor van Cleeff, Wanda Verhagen, Liliane Vienne, Norvân Vogt, Rosemarie Weinmann, Antoinette Wills, Susan Wisniewski, Kathleen Wyss, Sylvia Zarafyan and Fazilay Zybach

**Volunteers were not only the subject of ISV 2001, but also played an important role in its organization and the production of this report.**



**René Delétroz prepares conference bags for delegates. René also served as a reporter and key proofreader for this report.**

Viola Krebs, ICV

# Partners

Thanks to the support of the sponsors, 126 countries were represented at the International Symposium on Volunteering.

## Sponsors



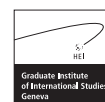
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# Summaries of Sessions

The following summaries condense the activities and conclusions from each session of the Symposium. Each summary has been refined from original report submitted by teams of reporters who attended each session as part of the Daily Online News Service of ISV 2001. For more information, please see the **About the Summaries** on page 133.

Many original documents are available in the CD ROM version of this report.



## Daily Summary for Sunday

### Objective: To prepare contributions of specific groups for the Symposium

**Presentations:** 18 in 5 sessions

The pre-Symposium workshop sessions focused on young persons, older persons and webmasters. These sessions were intended to create a dialogue, to build networks and to prepare for related issues for the following days.

More than 60 people representing IYV National Committees and other volunteer organizations active in IYV 2001 participated in the Youth Forum. Focusing on the four main IYV objectives, delegates discussed how young volunteers have contributed to each of the objectives and looked at how IYV helped and/or hindered their activities.

At the Older Persons Forum, panelists raised the challenges that older volunteers face and recognized older volunteers as benefiting from enhanced self-respect and a sense of purpose.

Information and Communication Technologies (ICT) have played a critical role in the International Year of Volunteers. The Webmasters Workshop was an opportunity to brainstorm regarding the future of the web sites created during 2001. Webmasters from the National IYV Committees and other interested volunteer web coordinators participated in the workshop to discuss IYV online achievements, combine information found on the 51 IYV sites, and find solutions for the future of the virtual network created through these sites.

## Summary of Session 1-11

### Pre-Symposium - Youth Forum

**Date:** Sunday, 18 November 2001

**Time:** 10:00 - 13:00

**Location:** ICCG 2

**Chairs:** Karolina Frischkopf, Natasha Mistry and Riham Mustafa

**Reporters:** Sarah Krasker and Sven Lemat

**Presentations:** 4

*Participants exchange personal experiences during IYV 2001, discuss factors that both helped and hindered volunteering activities during the Year, and explore creating a network to link volunteer groups around the world.*

### Review of the four objectives: Recognition, Promotion, Facilitation, and Networking

**Karolina Frischkopf**, Member of the Symposium Organizing Committee, briefly outlined the importance of young volunteers in the context of the Symposium.

**Henri Valot** reviewed the origins of IYV 2001 and the objectives of the Symposium, stressing networking, meeting 'virtual' contacts, and, most of all, creating a coherent report for the UN General Assembly (GA). Valot pointed out that—for the first time in the history of volunteering—two GA sessions would directly address volunteering: the first on 5 December 2001; the second in December 2002. He underlined that the 2001 session would feature a web cast, and this was a good example of the increased use of technology during IYV 2001, modernizing the concept of volunteering and facilitating networking between volunteer groups.

**Natasha Mistry** and **Riham Mustafa** introduced the four main objectives of IYV 2001 providing a framework for participants by:

- Defining volunteering
- Explaining the social and individual benefits of volunteering
- Stressing the importance of technology during and after IYV 2001
- Discussing national volunteering infrastructures (with particular mention of support from the private sector)
- Talking about the role of volunteering as an empowerment tool
- Providing further details about the Special session of the UN General Assembly (5 December 2001)

### What has worked for youth and what has not?

Working in groups organized according to the four main IYV objectives, participants shared experiences that helped or hindered their efforts during the Year:

#### Factors that helped

- Support from governments and NGOs
- Response to campaigns (many people willing to help)
- Word of mouth (snowball effect, increased by networking, especially using the Internet)
- Support from prominent and popular figures (heads of state, media figures)
- IYV 2001 has brought young people a common identity and has fostered feelings of self-worth, based on activities that involved them in their communities

#### Factors that hindered

- Attitude of non-volunteers towards volunteering
- Differing perceptions by volunteers of what volunteering is or should be

**IYV 2001 was the first International Year where technology played a major role.**

**The Internet was a primary platform for exchange of best practices.**

**Top left: Webmaster Vidyaratha Kisson of Guyana explains the value of using an "open-source" approach to sharing volunteering best practices.**



Lucy has cared for her nephews Hawa, 1, and Jeremia, 4, since January 2000, when both of their parents succumbed to AIDS in Kipande, Tanzania.

**Older persons play a very important role in countries where HIV/AIDS forces them to assume child raising and other household activities that the younger generation can no longer do as a result of the disease.**

- Lack of funding
- Lack of cooperation from governments and NGOs
- Poor management of the available manpower

#### **Important means used**

- Mass media (radio, TV, press releases)
- Special events (meetings, workshops, campaigns, sports events)
- Public launches of IYV used to generate attention and publicity
- Promotional materials such as brochures, special stamps, pins, pens, etc.

#### **Expand the reach and definition of volunteer work**

Participants further discussed possibilities of creating a global network of volunteer organizations. It was also pointed out that volunteering has a much broader definition than is commonly understood, and that a wide variety of activities should be accepted under the umbrella of 'volunteering'.

Valot urged that all organizations should involve many young people in their activities, pointing out that more than 50% of the world's population is under 30, and 80% of those under 30 live in the developing world.

## **Summary of Session 1-22**

### **Pre-Symposium - Older Persons Forum**

**Date:** Sunday, 18 November 2001  
**Time:** 10:00 - 13:00  
**Location:** ICCG 3  
**Chairs:** Robert Leigh and Astrid Stuckelberger  
**Reporter:** César Guedes  
**Presentations:** 5

*Participants review the benefits and challenges for both older volunteers and organizations working with older volunteers. Discussions explore the characteristics and definitions of volunteering by older persons around the world, as well as the importance of training, South-South cooperation and liaising with governments.*

#### **Roles of institutions**

In his overview, **Robert Leigh** of United Nations Volunteers (UNV) indicated that—in addition to the benefits older people bring to society as volunteers—they also benefit from enhanced self-respect and a sense of purpose. He stressed that a much better understanding is needed of older persons' volunteer contributions and the obstacles they face in accessing volunteer opportunities. Leigh also recommended that we need well thought out proposals to influence national and international agendas on issues around ageing so that volunteering is not just another area of exclusion for older people.

**Astrid Stuckelberger** of the Geneva International Network on Ageing (GINA) provided the audience with an overview of the international activities dealing with ageing, and detailed upcoming gerontology events in 2002.

**Raymonde Wagner** of the International Association of Universities of the Third Age (AIUTA) explained that one of the primary goals in founding GINA was to raise international awareness of the voluntary activities performed by older persons. Wagner felt that the concept of GINA can be adapted to other cities, and the Geneva network is open to provide the necessary technical advice if needed.

**Christopher Lamb**, of the International Federation of Red Cross/Red Crescent Societies (IFRC), described the broad network of his organization of 185 national societies in 185 countries. Lamb drew attention to the role of older persons in southern Africa, where HIV/AIDS is forcing older persons to confront the responsibility of a second round of child-raising and household maintenance, after their children are too ill or already dead. According to Lamb—in preparation for the Second World Assembly on Ageing—the IFRC will select 10 best practices of older volunteers working in dif-

ferent regions of the world. He also mentioned the IFRC's advanced negotiations with the Inter-Parliamentary Union (IPU) and the UN Regional Commissions to promote volunteer schemes, which will also emphasize the role of older persons. IFRC and UNV drafted a joint resolution at the latest Inter-Parliamentary Conference held in Havana last year.

**Emily Martinoni** from International Federation of Medical Students Association described the role of her organization as an intergenerational liaison bridging the gap amongst younger and older generations.

#### **Experiences with older volunteers around the world**

Members of the audience from the USA, Guyana, Germany, Greece, Austria, Switzerland, Vietnam, Mexico, India, Madagascar, Uruguay, the Philippines, Lesotho and Syria provided examples of older persons and volunteer activities related to the environment, social exclusion, bridging of generation gaps, demographic changes, increase of life expectancy, health care, new technologies, training, child care vis-à-vis working parents and grandparents:

- In Uruguay, the country with the highest percentage of older persons (18%) in Latin America, the government has set up legal measures to protect the elderly and encourage their participation in volunteer activities.
- In Lesotho, it is increasingly difficult to recruit retired civil servants (with guaranteed pensions) for as volunteers, as they prefer to go into private business upon retirement.

#### **Conclusions**

- Volunteering is an activity undertaken out of free will, where motivation is not monetary gain and the action is of benefit to others.
- Older people contribute substantially to society through volunteer activities. Their activities often help reduce the workload of the younger generation, especially important when parents are affected by HIV/AIDS.
- Training is a necessary component that tends to be overlooked. Older volunteers need to be updated to produce expected outputs.
- South-South cooperation should be included in initiatives to promote volunteerism among older persons.
- Liaising with governments is critical for NGOs and international agencies to promote and facilitate the work of older volunteers.

## **Summary of Session 1-23**

### **Pre-Symposium - Webmasters Workshop**

**Date:** Sunday, 18 November 2001  
**Time:** 14:00 - 16:00  
**Location:** ICCG 4  
**Chair:** Brian Cugelman  
**Reporters:** Jayne Cravens and Makoto Fujiwara

*Approximately 25 IYV webmasters, web coordinators, and other web site masters dealing with volunteerism, explore lessons learned, successes, and maintaining IYV web sites beyond 2001.*

#### **The Main IYV 2001 Web Site: A Unifying Presence**

**Brian Cugelman**, webmaster of the main IYV 2001 web site, provided statistics about the IYV site and database:

- October 2001 was one of the busiest months for the IYV web site, with over 70,000 visitors, 270,000 pages viewed and nearly 1.2 million "hits."
- The IYV web site actively reaches over 12,000 volunteer organizations with email news, regular press releases and other IYV newsletters.
- The IYV database contains over 20,000 individuals and organizations that have participated in IYV 2001.
- The main IYV web site urges visitors to visit their own country web sites and IYV information.

#### **National Sites: Diversity**

Webmasters of national web sites presented their own experiences:



IYV National Committees

**Left: 51 web sites were created by National Committees during IYV 2001.**

**The ISV 2001 Webmasters Workshop was an chance to share ways to best continue drawing on the resources of the 51 IYV national web sites created during 2001.**

- Direction for national sites has varied: Some webmasters worked independently, while others worked with a variety of groups within their country. For example, Chile has a web site with no support from a central formal office/focal point. Surprisingly, those in charge of web sites are not always webmasters. Women also played a significant role in the development of the national web sites. Women delivered over half of the presentations.
- Funding sites for has also varied: Many have been supported by personal funds and equipment. Turkey got funding to outsource all web site development.
- Content has varied: While most agreed they had wanted their web site to be a “one-stop shop” which would either host information about volunteerism or provide links to all appropriate resources for a given country, Kazakhstan placed special emphasis on volunteer management—unique among IYV web sites. South Africa created customized sub-sites—one for youth up to 13 and one for teens.
- Motivation and technical limitations were not problems for IYV web sites: The final motto was: “We have a role in promoting ICT in our countries.”
- Sustainability was identified as the biggest challenge for the future of both the main and national IYV sites.

**What will become of the IYV Web Sites?**

National IYV web sites focus on different primary areas: some are volunteer-matching portals; some are portals for all NGO information in the country; others focus on IYV 2001 events and activities. Working in groups, participants identified past, present and future obstacles for their countries’ IYV web sites, and worked together to solidify specific technical activities and goals for a future network of IYV country web sites, and share contact information. Participants concluded:

- Sustainability of IYV National Committees is tied to the future of individual country IYV web sites.
- The main UNV IYV web site is a vital link to the persistence of individual IYV web sites.
- A bottom-up approach is critical to sustaining individual country IYV web sites.
- Electronic networking must support human networking: the success of web sites comes more from humans than from technology.
- IYV National Committees must remain neutral, to serve ALL volunteering endeavors and organizations that involve volunteers. IYV web coordinators need to help educate volunteer hosting organizations so that they can use Internet technologies to develop their activities, from mobilizing people to fundraising.
- One of the biggest obstacles is low penetration of Internet use, rather than low penetration of Internet access. Many individuals and organizations do not see its value.

**Summary of Session 1-31**

**Pre-Symposium - Working Together in all Stages of Life: Synthesis of Morning Workshops on Younger and Older Volunteers**

**Date:** Sunday, 18 November 2001  
**Time:** 14:30 - 16:00  
**Location:** ICCG 2  
**Chairs:** Karolina Frischkopf and Astrid Stuckelberger  
**Reporters:** Dirk de Bruyne and Carolyn Solomon  
**Presentations:** 3

*Participants from the morning workshops on young and older volunteers come together to break down the assumed young-old volunteer stereotypes through dialogue and action.*

Participants and presenters shared their experiences and projects, presenting new and detailed ideas.

**Raj Kishore Mishra**, Joint Secretary of the **Ministry of Sports and Youth of India**, stressed that voluntary participation in civil society was a critical and complementary element when the welfare state fails. India has an enormous potential for volunteering, having both a large proportion of young people and an “active” retired population. Youngsters bring in energy, idealism and commitment. Older persons offer a wealth of experience, together with practical realism. Kishore Mishra challenged the audience to drop the labels of “old” and “young” volunteers—once a volunteer, always a volunteer. The morning discussions brought out the large resource that older people represent a resource that is already being tapped by some organizations. Old people are not only the ‘needing’ part of society, but they could represent the “solution” part of society.

**Gal Saar**, Chairman of **Youth Directorate**, shared his experiences of a ‘youth leadership’ project in **Israel** that aims at stimulating volunteering and making it a pleasurable activity, and interconnecting young Israelis and Palestinians through email.

Other experiences were highlighted in a European context:

- The **Youth Activity Monitoring Teams**, which focused on ‘participation’ in IYV 2001 and the concept of older experienced volunteers working with younger volunteers.
- The **Red Cross and Red Crescent Societies** work with the **International Olympic Committee** to bring together younger and older volunteers.

In conclusion, organizations are looking for ways to more effectively bring together youth and older experienced generations to share ideas which will impact their communities and their governments as well as, and equally importantly, themselves.

**A list of participants is available on the CD ROM version of this report.**



Viola Krebs, ICV

**Roger Mayou is Director of the Red Cross and Red Crescent Museum**

**The Red Cross started in 1859 when the Swiss Henry Dunant encountered a bloody battle in Solferino, Italy, between the armies of Austria and the Franco-Sardinian alliance.**

## Summary of Session 1-50

### Reception - Welcome Reception offered by the Swiss Agency for Development and Cooperation (SDC)

**Date:** Sunday, 18 November 2001

**Time:** 18:00 - 20:00

**Location:** Red Cross and Red Crescent Museum

**Chairs:** Astrid Stuckelberger and Henri Valot

**Reporters:** René Delétraz, Randy Schmieder and Raymonde Wagner

**Presentations:** 5

*Delegates and Eminent Persons open the Symposium*

Ambassador **Walter Fust**, Director-General of the Swiss Agency for Development and Cooperation (SDC), hosted the reception offered by the SDC to welcome delegates to the Symposium.

The event took place at the International Red Cross and Red Crescent Museum, where the Director, **Roger Mayou**, opened the Museum—normally closed on Sundays—to allow ISV delegates to visit this historical site. He welcomed his guests by recalling that the Red Cross movement had been created on the basis of voluntary service. "Henry Dunant at Solferino, confronted by the enormous number of wounded left untreated, tried to find help from residents in nearby Castiglione. He succeeded, and it was the women of the region, caring for the victims of both camps, who uttered the words, *Tutti Fratelli* (All of them are brothers)," explained Mayou. He stressed that many individuals were imbued with a desire to help others: "Whether it is within the family, the clan, the village, the local club, the religious community etc., every time suffering is alleviated by a selfless gesture, the spirit of humanity triumphs over poverty, illness, the violence of man or the forces of nature."

Dr. **Judith Stamm**, President of the Swiss National Committee for IYV 2001 and **Sharon Capeling-Alakija**, Executive Coordinator of the United Nations Volunteer Programme (UNV), welcomed the delegates to the Symposium.

Musical entertainment was provided by the popular "Vieux Carré" jazz group from Geneva, with Francis Bonjour on the cornet, René Béguin - clarinet, Gilbert Rossmann - clarinet and saxophone, Bernard Chevalier - trombone, Pierre-Yves Guillet - bass, Rudy Pluss - banjo and François Descoedres on drums.



Brian Cugelman, UNV

## Daily Summary for Monday

**Objective: To present IYV 2001 and highlight its results**

**Presentations: 43 in 9 sessions**

The Opening Ceremony of the Symposium was honored by **Moritz Leuenberger**, President of Switzerland; **Carlo Lamprecht**, President of the State Council of Geneva; **Manuel Tornare**, Mayor of the City of Geneva; **Judith Stamm**, President of IYV 2001 Swiss National Committee; Ambassador **Koichi Haraguchi** of Japan; His Royal Highness **Prince Felipe de Asturias of Spain** and IYV Eminent Person and **Sharon Capeling-Alakija**, Executive Coordinator of the United Nations Volunteers Programme.

All speakers reiterated their support to the cause of volunteering and pointed out the augmenting need for volunteers in an increasingly complex world. Some emphasized that the fight against HIV/AIDS and other diseases, drugs, poverty, exclusion and lack of access to education all require forces beyond the capacity of governments and local authorities in many places around the world. All agreed on the need to carry the momentum gathered during IYV 2001 beyond the Year (see page 9-23).

A session on the objectives of IYV 2001 and the International Symposium on Volunteering immediately followed the Opening Ceremony. The session focused on the evaluation of IYV 2001, a critical step in order to build strategies for future actions and initiatives.

Four discussion and debate sessions started the afternoon, providing an opportunity for National Committees representatives to illustrate their IYV 2001 achievements. The four sessions included examples from 21 countries from around the globe. In the session for promotion of volunteer action, panelists suggested that the best way to collaborate with governments is to find common interests and a common agenda. In the session on facilitation, speakers agreed that volunteer effort should be considered as a part of the national wealth of countries. They stressed that it should be included in the GNP of countries and be mentioned in the Human Development Report of the United Nations.

The importance of networking was stressed many times, both in the session on networking and the other sessions, as it is a means to create new partnerships between volunteer organizations, governments, the corporate sector and international institutions.

Further, the building of long-term relations with the media enables volunteers to be heard, by sharing success stories, challenges and lessons learned via community radio, newspapers and TV. The common statement of these sessions: "IYV 2001 is merely the beginning of long-term volunteer activity."

The afternoon ended with three keynote speeches providing examples of how two world networks have implemented IYV 2001: the International Association for Volunteer Effort (IAVE) and the Federation of Red Cross and Red Crescent Societies (IFRC). The latter works with over 100 million volunteers worldwide.

## Summary of Session 2-01

### Exhibition - Inauguration of the National Committees Exhibition

**Date:** Monday, 19 November 2001  
**Time:** 09:30 - 10:00  
**Location:** ICCG Exhibition Level -1  
**Reporter:** Randy Schmieder

*IYV 2001 National Committees displayed promotional and educational items created in their countries during the International Year of Volunteering.*

The exhibition was inaugurated by **Moritz Leuenberger**, President of Switzerland, **Carlo Lamprecht**, President of the State Council of the Republic and Canton of Geneva, **Manuel Tornare**, Mayor of the City of Geneva, HRH **Prince Felipe de Asturias of Spain**, IYV 2001 Eminent Person, **Judith Stamm**, President of the IYV 2001 Swiss National Committee and **Sharon Capeling-Alakija**, Executive Coordinator of the United Nations Volunteers Programme. 74 countries were represented in the exhibition:

*The Americas:* Barbados, Canada, Chile, Colombia, Ecuador, El Salvador, Guatemala, Honduras, Jamaica, Mexico, Netherlands, Nicaragua, Peru, Suriname, Trinidad and Tobago, Uruguay, and Venezuela

*Africa:* Algeria, Botswana, Burundi, Congo, Côte d'Ivoire, Egypt, Ethiopia, Gambia, Guinea, Kenya, Lesotho, Madagascar, Malawi, Namibia, Nigeria, Senegal, South Africa, Sudan, Tanzania, Togo, Tunisia, Uganda, and Zimbabwe

*Asia and the South Pacific:* Australia, Azerbaijan, Bangladesh, Bhutan, Cambodia, Guinea, Hong Kong Special Administrative Region of China, India, Indonesia, Japan, Kazakhstan, Laos, Nepal, Philippines, Samoa, Sri Lanka, Thailand, Uzbekistan, and Vietnam

*Europe:* Bosnia and Herzegovina, Denmark, Finland, Germany, Greece, Netherlands, Portugal, Serbia, Spain, and Switzerland

*The Middle East:* Bahrain, Israel, Jordan, Lebanon, Syria, and Yemen

**Images of the exhibition are available on the CD ROM version of this report.**

## Summary of Session 2-11

### Plenary - Opening Ceremony

**Date:** Monday, 19 November 2001  
**Time:** 10:00 - 11:15  
**Location:** ICCG 1  
**Chairs:** Astrid Stuckelberger and Henri Valot  
**Reporters:** René Delétroz and Ekara Lewis  
**Presentations:** 9

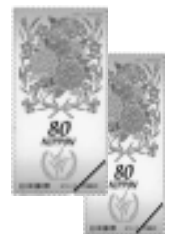
*Prominent political and government officials open the International Symposium on Volunteering by sharing their personal views and experiences.*

The official opening ceremony of the Symposium was honored by the presence of several distinguished guests who all reiterated their support to the cause of volunteering. All speakers pointed out the ever-increasing need for volunteers in an increasingly difficult and complex world. The fight against HIV/AIDS and other diseases, drugs, poverty, exclusion and lack of access to education all require forces beyond the capacity of governments and local authorities in many places around the world. The need to maintain the momentum gathered during IYV 2001 was also clearly stressed. The Symposium provides the perfect opportunity to consolidate the four major objectives of the Year—facilitation, recognition, promotion and networking.

The idea of an International Year of Volunteers originated in Japan. In his address, His Excellency **Koichi Haraguchi**, Ambassador of Japan, spoke of two major disasters suffered by his country in 1995, where volunteers from both inside and outside the country played a major role in minimizing the damage and were a huge driving force in the restoration

**Left: India was one of many countries exhibiting materials created around the world during IYV 2001.**

**National Committees around the world created pins, posters, hats, scarves, stickers, stamps, shirts, brochures and more to promote volunteering to the public.**



**Promoting volunteer work, IYV 2001 stamps from Japan and Bhutan.**

**President of Switzerland Moritz Leuenberger welcomes participants to ISV 2001.**



Brian Cugelmeier, UNV

process. From these experiences, in 1997, at the 52<sup>nd</sup> Session of the UN General Assembly, Japan proposed a resolution to proclaim the opening year of the new millennium, 2001, as the "International Year of Volunteers." This resolution was co-sponsored by as many as 123 member states and was adopted unanimously at the General Assembly. It is now important to maintain the momentum cultivated throughout the Year. In Haraguchi's own words: "We should not let IYV 2001 pass merely as a one-year event, but make it the first step towards creating a new and better society."

Dr. **Judith Stamm**, President of the Swiss National Committee for IYV 2001, stated that she had been impressed by the extent to which the voluntary work carried out in Switzerland by people of all ages, from different backgrounds and sectors, guarantees the smooth running of the community. Stamm stressed that volunteer involvement—especially by the youth—is a precious asset that needs to be protected and encouraged. She commented on the invaluable support received throughout the Year from the Swiss Government as well as from the scientific community and the media. In Switzerland, the need for volunteers will keep growing and tasks will get more and more demanding.

Welcoming the delegates to Geneva, home of numerous international and humanitarian organizations, Mayor **Manuel Tornare** confirmed the City of Geneva's full support for the Symposium, which he defined as one of the key moments of IYV 2001. He underscored the increasing importance of volunteering at both local and international levels in today's world, to fill gaps not covered by governments: "All of us perceive the increasingly important part played by civil society through volunteer action, reminding us that the world is more than just a market. There are millions [...] dedicated to re-establishing the social link without which there is no humanity."

**Carlo Lamprecht**, President of the Republic and Canton of Geneva, said that the Canton is proud to be associated with the Symposium. He noted that the IYV coincides with the 100<sup>th</sup> anniversary of the Nobel Prize for Peace granted to Henry Dunant, founder of the Red Cross and of the Geneva Convention, who can justly be considered as a reference person for the Symposium. Lamprecht quoted that over forty percent of the Swiss population is engaged in some form of volunteer work. This represents up to 250,000 full time jobs, equating to a cost of 20 billion Swiss Francs (approximately US\$ 13 billion). Communities would simply not be in a position to face such high costs. Thus, the need to stimulate and facilitate volunteering must remain a priority objective. In his concluding statement, Lamprecht pointed out that over and beyond the material aspect volunteering means offering one's time, "the most precious gift of all."

H.R.H **Prince Felipe de Asturias of Spain** asserted not only Spain's deeply rooted support for the values and principles of human solidarity, but also a personal one: "I feel particularly attuned to your aspiration for a more just and fraternal world [...] I can assure you that you can continue to count on the support of my country, as well as of myself personally..." He was also clear about the need for international commitment: "The tragic events in recent months demand an intensification of everyone's efforts. The United Nations must remain a key factor in encouraging all nations to help build a

peaceful and equitable world." The Prince was clear, however, that good intentions are not all that are needed: "We need quality volunteering—adequate training of new volunteers is of utmost importance. We also need to promote proper coordination with the international organizations, the national public administrations, the education system and the entire society."

The President of the Swiss Confederation, **Moritz Leuenberger**, urged that volunteering must result from free choice, a privilege that many do not enjoy due to poverty, injustice and exclusion from education: "If our objective of justice is to allow all people to exert their free will, it is not so much to enable them to claim their rights [...] but] to allow them to fulfill their obligations towards their fellow citizens and towards mankind. To fulfill one's obligations, that is the real privilege. Responsibility gives [us our] true place in society."

**Sharon Capeling-Alakija**, Executive Coordinator of the UN Volunteers Programme (UNV) and representing UN Secretary-General **Kofi Annan** at the Symposium, referred to the volunteers engaged in rescue operations after the September 11 disaster in New York and Washington: Their dedication and high visibility has resulted in a new and different view of volunteers by the public. She recalled six key ideas of volunteering:

1. Volunteering takes many forms
2. Volunteering goes by many names
3. Volunteering provides for trust and reciprocity
4. Volunteering must be freely undertaken
5. Volunteering serves the public good
6. Volunteering is not to be undertaken for financial reward

Capeling-Alakija pointed out that while the week's gathering gives a new chance to assess practices, proposals and strategies for a better global volunteering network, a lot of work remains to be done after the Symposium. Representing UN Secretary-General, **Kofi Annan**, she concluded by reading his message to the participants (see pages 9-23 for speeches)

## Summary of Session 2-21

### Plenary - Review of IYV 2001 and Future Action

**Date:** Monday, 19 November 2001  
**Time:** 11:45 - 12:45  
**Location:** ICCG 1  
**Chair:** Henri Valot  
**Reporters:** Makoto Fujiwara and Kaltun Hassan  
**Presentations:** 4

*Two speakers review IYV 2001 and discuss its evaluation in terms of strategies for future actions.*

**Henri Valot**, Head of Team IYV, presented Team IYV 2001, and highlighted individual team members from different countries.

#### Review of the Goals

**Viola Krebs**, President of ISV 2001 Organizing Committee and originator of the Symposium, explained that the goals of the Symposium were to share the experiences, ideas, and resources of IYV National Committees and other involved groups, to take a snapshot of the Year and distill plans for future action. She highlighted the richness of the ideas and activities developed during the Year, and underlined the need for concrete results: "Diversity is the keyword... An important milestone for IYV 2001 is the report to be presented at the UN General Assembly in December 2002, summarizing the most important activities of 126 National, Regional and City Committees."

#### Continuous Evaluation

**Steven Howlett** of the Institute of Volunteering Research in UK gave an overview of the IYV 2001 evaluation and research program conducted at the Institute. Based on replies to questionnaires sent to focal points and National Committees, the continuing program was designated to provide spe-

**IYV National Committees were composed of representatives from non-profit organizations, governments, the United Nations and in, some cases, the private sector.**



Brian Cugelmeier, UNV

**Bayartseteg Terbish, National Committee Representative of Mongolia.**

cific, practical results. According to Howlett, one survey conducted in the early months of IYV 2001 had already received 50 national replies: “[the project is] “not an academic exercise [...] but] a document with real meaning... that can be used in the future...” Howlett announced that a new questionnaire would be sent out in the coming months, and urged all individual National Committees to participate. Case study visits were also planned in seven countries.

### Focus on Results

Both Krebs and Howlett stressed that the key objectives of both the Symposium and the evaluation research are to produce key documents for the future, elaborate a common message of the Symposium participants aimed at decision-makers, and to contribute to the IYV 2001 Report for the Secretary-General of the UN. The session can best be summarized by the enthusiasm of **Viola Krebs**: “We want to work together for the betterment of humanity and a peaceful world.”

## Summary of Session 2-31

### Discussion / Debate - IYV 2001 Objectives: Recognition

**Date:** Monday, 19 November 2001  
**Time:** 14:00 - 15:30  
**Location:** ICCG 2  
**Chair:** César Guedes  
**Reporters:** Ruby Aldana and Viola Krebs  
**Presentations:** 7

Representatives of IYV National Committees from Argentina, the United States, Mexico, Lesotho, Chad and Switzerland provide diverse examples of how countries have achieved the first of four IYV 2001 objectives: **Recognition of volunteer successes.**

According to **Maria Catalina Nosiglia**, Argentina created local, provincial and regional committees to promote volunteering, to publicize volunteer experiences realized within civil society organizations and to better recognize the work, motivations, benefits and final objectives of volunteers.

**Teresa Gardner-Williams** presented IYV 2001 activities of Committees in the United States, including an action plan to encourage volunteer participation. The plan included the creation of a database listing local and national activities, an event calendar, a program of prizes and nominations, an exhibition and an IYV 2001 web site.

**Susana Barnetche** of the “Asociación Mexicana de Voluntarios” mentioned the following achievements about Mexico: the presence of the President of the Republic at the National Volunteer Nomination, the creation of a week of philanthropy, the emission of a commemorative lottery ticket for 2001. Further, she mentioned “Una hora por México”, an invitation addressed to society at large to engage in volunteer activities, as well as the launch of a new diploma for social entrepreneurs, offered through the virtual university, nationwide and including several other Latin-American countries.

Representing Lesotho, **Evelyn B. Mokhosi** spoke about IYV 2001 achievements in her country, including the establishment of a central meeting point for volunteers in Lesotho, the creation of a help-program for People Living with HIV/AIDS, their families and orphans, as well as the establishment of a new program for the protection of the environment.

**Papa Birama Thiam** of Senegal mentioned a lack of respect for volunteers in his country. He stressed the need for more recognition of the work and achievements of volunteers and suggested that there should be a larger inclusion of younger volunteers. He further underlined that volunteers should benefit from on-going training and follow-up.

**Ngar-Ygam Mouldjidé** of Chad also spoke about the importance of promoting activities for young volunteers. He stressed the need for recognition and promotion of volunteer work.

**Guido Münzel** of Switzerland proposed standards to improve volunteer management: recognition, working cohesion, support, labor agreements, evaluation, reimbursement of expenses and insurance. As a means for better recognition, Münzel presented the Social Time Register, a document enabling volunteers to keep track of and build their own volunteer history, including dates, projects, and hours spent.

One of the most important issues mentioned in the following session was the urgent need in many African countries for volunteer-run HIV/AIDS education and prevention programs, to slow down the spreading of the pandemic and to help those already infected.

**Astrid Gustafson Candia** of Paraguay wondered how to best involve organizations and private institutions, which do not have any experience with volunteers and volunteer administration. **Teresa Gardner-Williams** from the United States suggested that institutions with longstanding volunteer experience should be used as models by those who lack such experience. This knowledge transfer enables capacity building.

### Recognizing volunteers in the future

Despite that speakers came from three different continents, they shared similar visions of the general objectives of IYV 2001 National Committees:

- We need to promote volunteering within societies—including among those who never have volunteered
- We need to strengthen organizations promoting volunteer work
- We need to develop educational youth volunteer programs, targeting members of the societies of the future.

## Summary of Session 2-32

### Discussion / Debate - IYV 2001 Objectives: Promotion

**Date:** Monday, 19 November 2001  
**Time:** 14:00 - 15:30  
**Location:** ICCG 3  
**Chair:** Paddy Bowen  
**Reporters:** Kwabena Asante-Ntianoah, Tania Jordan and Laila Petrone  
**Presentations:** 5

Five representatives of IYV 2001 National Committees from Canada, Germany, Mongolia, Peru and Scotland detail how they achieved the second of the four IYV 2001 objectives – **Promotion**—in their countries. According to the presenters, IYV 2001 has been a fundamental year for building a network of volunteerism. The results show that there is determination from all countries and people to make a change.

**Paddy Bowen**, Executive Director of Volunteer Canada and Member of the Canadian National Committee, briefly described the expansion of IYV 2001 in Canada, and then stressed the importance of relationship between the government and volunteer organizations for the success of IYV 2001. She then gave a brief overview of the promotional activities and objectives launched in her country for IYV 2001, including a forum on volunteerism. Another interesting point mentioned by Bowen is the use of language and imagery linked to the word “volunteerism.” To ensure sustainability, Bowen stressed the importance of building the capacities of NGOs to carry on the message and spirit of volunteerism

Five interesting slogans came out of the debate:

- Give your time whatever your time of life!
- What I can do cannot be paid for!
- Volunteers together building a society of solidarity!
- The value of one, the power of many!
- Make a memory!

**Gertrud Casel**, focal point for volunteering in the Ministry of Youth, Family and Older Persons and **Michael Kreisel**, Manager of IYV 2001 in Germany, presented the results of a 1999 survey on volunteerism in their country, which revealed



Paddy Bowen

**The Government of Canada committed \$7.7 million to IYV 2001 activities.**

**In Canada, there are 80,000 registered charities and 100,000 non-profit organizations.**

**6.5 million people volunteer 1 billion hours each year, roughly equal to the entire workforce of Manitoba.**



One of the posters developed during IYV 2001 in Germany.

G. Casel, M. Kreisler

that roughly 22 million citizens were active volunteers. They also highlighted the strong collaboration with the government and mentioned the main promotional materials produced throughout the year, such as magazines, an action kit, a web site, posters. All these documents use the same main slogan: "What I can do cannot be paid for!"

**Bayartsetseg Terbish** from UNDP Mongolia highlighted the strong cultural background volunteerism has in Mongolia, and the positive attitude citizens demonstrated towards the various activities successfully completed during IYV 2001. In Mongolia, the posters and drawing contest with the theme of "Giving your time whatever the time of your life" has served as the main message and slogan throughout the campaign.

**Charlotte Krüger de Larco**, from IYV Peru, gave a brief overview of the strong role volunteerism plays in her country. She highlighted the many events organized, such as the "Festival de la Buena Voluntad" and a ceremony in the Lima Cathedral. Kruger described the strong relations with the state, international institutions (UN) and the private sector (banks and telecommunication companies) during the Year. She concluded by sharing Peru's aim to form a national volunteer center, connected throughout the whole country.

**Elizabeth Burns**, Director of Volunteers Development Scotland and newly elected President of IAVE, emphasized two of the most successful projects in Scotland under IYV 2001. The first was providing grants to community level organizations to carry out volunteer activities, which attracted much media attention. The second was a schools project, which involved 400 primary schools to encourage pupils to assess voluntary activities in their local communities. Burns concluded by saying that "volunteerism is education for citizenship."

#### Successes in promoting volunteering

Promotional activities of the National Committees throughout IYV 2001 have shared many similar successes. Activities included the distribution of materials, various forms of media campaigns, web sites, and some kind of research.

Most national examples illustrated a grassroots movement and perspective, as National Committees represented many local communities and families.

#### Challenges in promoting volunteering

All Committees had—at some point—encountered the misconception that volunteers do not need money for promotional activities: "All of us have struggled with the fact that volunteering, even if given freely, creates some expenditure." Further, all Committees found local nuances and differences in public perception affecting their ability to promote volunteering in their countries (e.g. the difference between "volontariat" and "bénévolat" used in French-speaking Canada).

A representative of Greece pointed out that collaboration with the government is not always easy in some countries, particularly Greece. Canada and Scotland both responded that the best way to collaborate with a government is to find common interests and a common agenda, and to leave financial aspects until the end. **Nigel Harper** of the IYV 2001 National Committee Barbados added: "Volunteers don't need money... human capital is the greatest resource for change."

#### Promoting volunteering in the future

Speakers agreed on a common statement: "IYV 2001 is merely the beginning of long-term volunteer activity." They further agreed that the essence of volunteering and the legacies developed during IYV 2001 should be built upon beyond the Year:

##### 1. Relationships:

IYV 2001 was a time to explore new partnerships with governments, the private sector as well as across the community sector, from sport to leisure. The critical question is how to foster these relationships even more in the future, identifying and sharing common interests.

##### 2. Remaining infrastructure:

In many countries, IYV 2001 has planted seeds of what could become a volunteer center. Bowen stressed that all Committees had produced piles of resources, manuals, baseball caps, slogans, posters... She underlined that infrastructures needed to be further developed, and the materials used well.

##### 3. Awareness:

While volunteer organizations have succeeded in raising awareness among media, governments and the public, the legacy needs to be continued.

## Summary of Session 2-33

### Discussion / Debate - IYV 2001 Objectives: Facilitation

**Date:** Monday, 19 November 2001  
**Time:** 14:00 - 15:30  
**Location:** ICCG 4  
**Chair:** Daniel Kruihof  
**Reporter:** Yvette Sacco  
**Presentations:** 5

*Representatives of IYV National Committees from Colombia, Croatia, Tunisia, Australia, Kenya and Nepal present examples of their activities in terms of Facilitation.*

**Argelia Melo**, Vice-President of IYV 2001 National Committee of Colombia, presented a study on national and international volunteer organizations in Colombia. She described the role of the "Universidad Católica de Colombia" for volunteerism. **Luz Stella Alvarez**, Social Worker and National Representative of the International Association for Volunteer Effort in Colombia, said that IYV 2001 was an opportunity to strengthen both the local and international network of volunteer organizations and define new strategies for the future. The majority of volunteers working in Colombia are male.

**Bhuvan Silwal**, Coordinator of the IYV National Committee Nepal, presented the action plan and activities realized for IYV 2001, mentioning that a law on volunteering was to be promulgated in Nepal in 2002. He described the activities of the NGOs, which cover all of the country.

**Charles Makunja**, IYV Focal Point for Kenya, announced an official book on volunteers to be published shortly in his country. Makunja also proposed an operational framework for institutionalizing volunteerism in Kenya, but indicated that severe national budget constraints leave little hope that this could become a reality.

**Slobodan Skopelja** from Croatia commented on the importance of cooperation with and among NGOs. According to Skopelja, organized volunteering is not widespread in Croatia, due to the lack of a middle class.

Right: Nepal launched IYV 2001 by organizing a national Volunteer Exhibition from December 17-18, 2000 in Kathmandu.



Bhuvan B. Silwal



**Kylee Bates**, IYV Manager of Volunteering Australia, emphasized partnerships between voluntary organizations, between governments and voluntary organizations, and between the corporate sector and voluntary organizations. She noted that the Australian Government had allocated 16 million dollars for IYV 2001.

#### Facilitation Successes

In all cases, successful facilitation was tied to networking with governments, the private sector and other stakeholders, seeking support for their professional activities.

#### Facilitation of volunteering in the future

The presenters agreed that volunteer effort should be considered as part of the national wealth of all countries and should be included in the Human Development Report of the United Nations Development Programme.

Participants agreed that that volunteer opportunities should be available to everyone, regardless of one's background. Kruthof emphasized the following elements as important for the facilitation of volunteering:

1. *Adaptation:*  
The volunteer sector needs to adapt to the present time, both in terms of infrastructures and communication tools, such as web sites and databases. In some cases, this may require a certain professionalism.
2. *Education:*  
It is important to provide access to knowledge and information about volunteering.
3. *Visibility:*  
Both formal and informal volunteering must be recognized.
4. *Networking and information:*  
Volunteer organizations need to make sure that key actors understand that volunteering offers a social capital, an immense national wealth.

## Summary of Session 2-34

### Discussion / Debate - IYV 2001 Objectives: Networking

**Date:** Monday, 19 November 2001  
**Time:** 14:00 - 15:30  
**Location:** ICCG 18  
**Chair:** Wendy Stratton  
**Reporter:** Fátima Sanz de León  
**Presentations:** 5

*Representatives from IYV National Committees from Bhutan, Hong Kong Special Administrative Region, Lebanon, Mozambique and Tanzania share their accomplishments, lessons learned and challenges before and after IYV 2001 in terms of **Networking**. Presenters conclude that IYV 2001 has provided an excellent opportunity for networking in all its forms.*

A common attribute of all committees is the diversity of members and partners. These not only include governmental bodies, but also NGOs, civil societies, business communities, youth groups and academic institutions. Presentations showed that the Year was the opportunity to share experiences, enabling networking with the above-mentioned actors. Networking was made possible through face-to-face encounters at the grassroots level, workshops and seminars, television, video production, community radio, local newsletters and web portals.

#### Networking Successes

Generally, presenters considered networking through the IYV National Committees a success. Some examples include:

- Bhutan now has video material and will soon launch a web site;
- In Tanzania—where the existence of numerous languages is a barrier for networking efforts—the government, civil organizations and academic institutions have used their resources and skills to harmonize efforts and to interpret;
- Lebanon sees both a challenge and a necessity for sup-

port from the media and the corporate world;

- Hong Kong entered into partnerships with different organizations in many pioneering volunteer projects in 2001, as they believe that partnerships are deemed necessary and important for networking to further encourage volunteerism;
- Mozambique has achieved legislative support through networking efforts with the Ministry of Labor.

#### Networking Challenges

One of the networking challenges raised was how to mobilize volunteers. Some countries find an opportunity in youth groups, and experience more difficulties in mobilizing senior volunteers, who are themselves facing very poor and hard living conditions. On the contrary, other countries found it more challenging to recruit young volunteers who might have been unemployed for long periods. One country found it difficult to mobilize men while women are highly represented in the volunteer efforts.

There was also discussion concerning the question: "How do we get these stories to other places?" Presenters agreed that many of the success stories, challenges and lessons learned can, and should be communicated via community radio and newsletters, through seminars and workshops.

There was significant debate about the availability of materials and tools available on the Internet, usable both nationally and internationally.

#### Networking in the future

The issue of continuity received considerable attention in this session—there was a consensus that IYV is not the end. Presenters agreed that IYV was a means to seed the basis for further collaborations. Three primary issues were stressed:

*Face-to-face discussions are essential*

In Guyana, for example, the government and several NGO representatives had met through the National Committee to discuss an important environmental issue.

*Internet resources are important*

There is the need for enhancing the role of the media and for maintaining and further developing existing web sites.

*Continuity of effective networks within countries is important*

There is a need to develop effective networks to tell the stories of 2001, provide training, and motivate people to develop a volunteer spirit as well as to make breakthroughs in the legislative process in each country. Specific points were stressed:

- The importance of IYV 2001 for the networking effort;
- Maintaining and developing effective networks through web sites and media contacts;
- Sharing experience and knowledge both at the grassroots level and internationally;
- Networking as an empowering mechanism.

## Summary of Session 2-41

### Plenary - IYV 2001 Reports

**Date:** Monday, 19 November 2001  
**Time:** 16:00 - 17:00  
**Location:** ICCG 1  
**Chair:** Astrid Stuckelberger  
**Presentations:** 4

*This session was a synthesis of the conclusions drawn from the four Discussion / Debate sessions on the objectives of IYV 2001. For more information, please see Recognition (2-31, page 33), Promotion (2-32, page 33), Facilitation (2-33, page 34), and Networking (2-34, page 35).*



**Robert Leigh of UNV New York discusses strategies with Joselito de Vera of UNV Philippines.**

**The 21,000 volunteer organizations, interested institutions, and individuals in the main IYV database represent a growing network that can remain active in promoting volunteer activity.**

## Summary of Session 2-51

### Plenary - IYV 2001 Highlights

**Date:** Monday, 19 November 2001  
**Time:** 17:00 - 17:30  
**Location:** ICCG 1  
**Chairs:** Astrid Stuckelberger and Henri Valot  
**Reporter:** Viola Krebs  
**Presentations:** 3

*Networks of volunteers played an important role during the International Year of Volunteers. The International Association for Volunteer Effort (IAVE) and the International Federation of Red Cross and Red Crescent Societies (IFRC) both played an active role within the Year, and are highlighted.*

#### International Association for Volunteer Effort

The International Association for Volunteer Effort (IAVE) is a worldwide network with over 2,000 individual and organization members in over 100 countries who share a commitment to the cause of volunteering. **Kenn Allen**, current World President of IAVE, explained that at the outset of IYV 2001, IAVE challenged its network to tackle three points:

1. To reflect on the traditions of volunteering, particularly those of indigenous peoples and other marginalized groups
2. To reconsider the scope of volunteering, identifying barriers that hinder volunteering and make plans on how to overcome these barriers
3. To engage the interest and support of leaders in governments, business, philanthropy, religion and education and remind them of the appropriate roles they need to play to make volunteering a sustained force.

According to Allen, the content of the Symposium itself was an illustration of the progress that has been made throughout the world in all of these areas.

#### IAVE's Universal Declaration on Volunteering

IAVE began IYV 2001 with a World Conference on Volunteering, held in Amsterdam from 14 to 18 January 2001. An important step during this conference was for IAVE to officially launch its Universal Declaration in Amsterdam, a document it hopes can be used to help enhance the recognition of volunteering as a critical component of all healthy, sustainable communities: "Volunteering is a fundamental building block of civil society. It brings to life the noblest aspirations of humankind—the pursuit of peace, freedom, opportunity, safety, and justice for all people." Allen underlined, "there is no doubt that today, as never before, volunteering needs to increase its response to the growing divisions in our world and must be the uniting force first expressed by IAVE's founding members: Volunteering is a way to build bridges of understanding."

Allen also emphasized that it is important that volunteer movements are driven by *civil society*, ensuring freedom of expression and action when fighting for a better and peaceful world. According to Allen, independence is important when interacting with governments, the business world and the media—building partnerships rather than being controlled by them.

He looked forward to the event with which IAVE would officially close its activities for IYV 2001: The World Youth Volunteer Summit in Tokyo, beginning on 1 December 2001 and gathering approximately 350 youngsters from 75 countries. "This is the first time that such a diverse meeting of young people is organized. We hope that by ending IYV 2001 with the Youth Summit, we give a clear message that the work began long before IYV 2001 must go on and involve young people."

Allen concluded by stating that the volunteer movement would be sustained in the future not just because of our direct actions, but also by what we help others to accomplish—those for whom volunteering may be the only hope. He stressed that volunteers who can help turn the UN Dec-

laration, "We, the people, have the power to change the world," into action.

**Liz Burns** of Scotland will serve as the IAVE World President office for the next five years. According to Burns, 2001 has "truly been the most remarkable year in the history of volunteering and will be mentioned in any study published in the future as a turning point...IYV 2001 has been a well-used opportunity to raise awareness and create new partnerships between governments, NGOs and businesses."

Burns revealed that IAVE is preparing a new action plan, repositioning the organization and its focus for the future. In her opinion, the Tokyo Youth Summit is a milestone for the preparation of this action plan. She announced that IAVE further wishes to develop a dialogue between volunteer organizations, governments and the corporate sector, to enhance the global volunteer movement and contribute to key issues on a global level. Burns confirmed that IAVE is also going to consider the evaluation of IYV 2001 when shaping its strategic plan. In conclusion, she urged the audience never to forget that the Year was made possible thanks to an initiative of volunteers in Japan to raise awareness for volunteer action and the willingness of the Japanese government to lobby for an international year on volunteering.

#### International Federation of Red Cross and Red Crescent

**Ibrahim Osman** of the International Federation of Red Cross and Red Crescent Societies (IFRC) provided a short history of his organization, which, with nearly 100 million members and volunteers worldwide, has the largest number of volunteers of any organization. Founded by Henri Dunant in 1863, the Federation today comprises 178 national societies. It works closely with governments, plays a key role in times of disaster, protecting communities and victims of war. For the IFRC, IYV 2001 has been a time to take action, to review the existing policy framework and support systems when managing volunteers. Osman stressed the following three points evaluated within IFRC for IYV 2001:

1. Policy framework and strategic directions
2. New needs for volunteers and community at large
3. Support systems

Osman underlined that, when considering the framework of volunteering, it is essential for his organization to adapt its strategy to the specificities and characteristics of volunteering in different parts of the world. The notion of sharing and networking is also important within the IFRC to improve systems and service delivery. When adapting policies and activities, IFRC is looking at three key elements:

1. How do we attract and integrate older volunteers who often retire early and have a lot of knowledge and expertise to offer (especially the case in western countries)?
2. How do we attract young people? Several IFRC surveys have shown that volunteering is seen as old-fashioned, which makes it difficult to attract young helpers.
3. How do we build more partnerships outside IFRC? According to Osman, for a big organization like IFRC, the danger is to focus too much on its own activities and not enough on partnerships. It is necessary to open up and to collaborate with other civil society organizations and governments. During IYV 2001, the collaboration with UNV has been very constructive and fruitful. This type of collaboration is also essential with organizations such as the Olympic Committee and the Scout Movement, on a regional, national and international level.

Osman concluded by underlining: "We can learn a lot from good practice of others." He explained that, at a time when the number of disasters is increasing, partnerships are a key to achievement and that IYV 2001 had been an opportunity for IFRC to be practical and take specific action.

Chair **Henri Valot** added that many of the national committees were initiated or largely enhanced through the support of organizations such as IFRC and IAVE. This was the case in Mozambique, Cambodia, Austria, Venezuela and Algeria.

"Voluntary activity stands apart from paid work or leisure in three ways.

It is not carried out primarily for monetary gain.

It is carried out freely and without coercion.

It must benefit the community..."

Justin Davis Smith, Institute for Volunteering Research



Danish Caravan

## Daily Summary for Tuesday

**Objective: To share good practices from IYV 2001**

**Presentations: 89 in 29 sessions**

Tuesday was full of stimulating topics of discussion ranging from the role of volunteers in emergency situations, health and the environment to volunteering and the media, new technologies, government support and education.

Ambassador **Walter Fust**, Director of the Swiss Agency for Development and Cooperation (SDC), talked about international cooperation and volunteering. Fust underlined that one should not distinguish between volunteers and professionals, as one person often fulfills both roles. Dr. **Nafis Sadik** brought in thoughts regarding the role of women volunteers and pointed out that historically, the women's rights movement ultimately began with volunteers taking up its cause.

**Alfredo Sfeir-Younis**, Special Representative to the UN and WTO for the World Bank, stressed that '**volunteer capital**' is perhaps more important than other forms of capital participating in the development process: "Human Volunteerism is a new way of pushing economic development." Sfeir-Younis defined volunteer capital as the social contribution made to societies by volunteers.

The three keynote speakers explored their topics further in subsequent discussion and debate sessions.

In the afternoon, twenty-three small workshops addressed a wide range of subjects linked to volunteering.

Two sessions addressed issues related to **volunteer administration and management**. Presenters agreed that solid and efficient volunteer management is important, in order to recruit the right person for the right job. A volunteer organization needs structures and a good volunteer training program. Furthermore, it needs rules and regulations ensuring a good environment for the volunteers. According to workshop participants, the focus should be on "volunteer-centered volunteering", as highly motivated volunteers offer more. Participants raised the issue of "inappropriate" volunteers: some may have a mental health problem. To address such situations, a participant proposed a self-filtering system by having a mandatory six-hour training and information day, where one could observe potential volunteers and their expectations.

Presenters of the session on **health and volunteering** concluded that the role of volunteers in health is increasingly important, especially in the face of global pandemics such as HIV/AIDS. The roles of volunteers and recruitment strategies largely depend on regional circumstances. Presenters agreed that it was not a problem to mix professionals and volunteers, provided good guidance was given. However, because of the very specific and often technical requirements, training is possibly more critical for volunteers in health than in other fields, as the quality of the services is largely dependent on technical knowledge.

The creation of **volunteer centers** is a good way to insure continuity of volunteer work both nationally and locally. The session on volunteer centers focused on the challenges faced by volunteer centers. In South Africa, unemployment is very high. Volunteering is a way of building skills and increasing

the chances of finding a job in the future. A delegate suggested that it would be useful for volunteer centers to initiate international exchanges enabling one to learn from another.

**New technologies** played an important role in the International Year of Volunteers. Participants in this workshop were eager to find ways to maintain the 51 websites in the future, building on the achievements of IYV 2001.

Generally, presenters agreed that websites form an important part of the electronic network that should be used to support the human networks, sharing resources across countries, offering a platform for discussions and facilitating networking. They concluded that it is important to develop a strategy for web sites that improves their "userfriendliness" and usefulness. To attract young visitors, especially, they should be "esthetic, punchy, sexy and cool". Websites that encourage networking and information sharing should be made customer friendly.

Among the challenges identified were the lack of interdependence of National Committees and their websites and the lack of financial resources for the development of websites.

IYV 2001 allowed many companies to re-evaluate their corporate effort in volunteerism and others to launch new initiatives. According to **Eileen Sweeney**, "**Corporate volunteering** is a way for corporations to make a change in community. United Airlines, for example, helps by using collected frequent flyer miles to transport people, goods and equipment for medical treatments. As **Sarah Hayes** predicted, "We are entering the Decade of Volunteerism."

**Social marketing** is another form of corporate involvement. **James Mollison**, photographer of the IYV 2001 Benetton Campaign explained: "With our new campaign, we have chosen to come out in favor of the voluntary effort and of all those who elect to work for the good of others, without prejudice." The Campaign was realized through a partnership with the United Nations Volunteers Programme.

It is not always easy to attract the attention of the **media**, especially if the call is made by a small NGO. If eminent persons and government officials are available to lead the discussion, the media is more interested in covering an event. A media call might be more successful if small TV stations are also targeted and not only the larger broadcasters, such as BBC and CNN. A participant pointed out that media exposure is only useful for a volunteer organization if it has a specific project to announce or a message to transmit.

The sessions on **Government Support Examples and Volunteer Policies and Legislation** addressed the relationship between Governments and the volunteer sector. As members of IYV 2001 National Committees, representatives from the Governments of Jamaica, Portugal, Sri Lanka, Madagascar, Greece and Canada explained how their governments have played a crucial role in promoting IYV 2001. Several national laws and volunteer policies have been elaborated during IYV 2001. Presenters agreed that even if in most countries volunteerism is not a recent phenomenon, it still needs a legislative framework to be recognized and promoted. It was pointed out that a focal point is needed to effectively implement national policies on volunteer work. In Greece, a national volunteer center, made up of institutions and NGOs, will form this focal point.

According to **Charles Makunja** from Kenya, despite strong commitments from donor countries at the 1995 World Summit on Social Development, cutbacks on aid to developing countries have often resulted in concomitant shrinking of the economies of these countries and are affecting Government support for volunteer efforts.

Volunteers often play an important role in **emergency situations**, such as in El Salvador, India and the recent World Trade Center attacks. While there tends to be a spontaneous influx of volunteers in periods of emergency, presenters agreed that it is important that their activities are organized and channelled in order to be effective.

**Left: the 14-meter Danish 2001 Caravan rolled through the streets in Denmark spreading the word about volunteering.**

**Young volunteers are important, both in developing and developed countries.**

**50% of the world's population is under 30.**

**80% of those under 30 live in developing economies.**



Viola Krebs, ICY

**"Volunteers are the key to introduce and include humanitarianism into the economy.**

**The time to act is now: the train is moving fast, and it will only become more difficult to jump on in the future."**

**Alfredo Sfeir-Younis, World Bank**

Presenters at the session on **fundraising** agreed that money is generally available and laid out ground rules for effective fundraising: the key is to find out and meet the expectations of potential donors.

In the session on Volunteer Networks, **Arnaud Walbecq**, representative of the "IYV Joint Campaign" pointed out that the issuance of visas is a common problem faced by many volunteers and volunteer sending agencies. "Each country has its own legislation and unfortunately many countries find that volunteering is not a valid reason to grant a visa," he explained. The only country to issue volunteer visas is the Czech Republic. A Joint Campaign uniting the Alliance, AVSO, ICYE, SCI, CCIYS and YAP, has been organized during IYV 2001 to unit efforts to address this obstacle.

The day ended with a reception offered by the City of Geneva and a dinner organized by the Symposium.

## Summary of Session 3-11

### Plenary - Countdown: Monday in Review

**Date:** Tuesday, 20 November 2001  
**Time:** 08:45 - 09:15  
**Location:** ICCG 1

The day was opened with a countdown video featuring key moments of the Monday sessions.

**The countdown videos are available on the CD ROM version of this report.**

## Summary of Session 3-21

### Discussion / Debate - Key Issues for IYV 2001 and the Future of Volunteerism

**Date:** Tuesday, 20 November 2001  
**Time:** 09:15 - 10:45  
**Location:** ICCG 1  
**Chairs:** Astrid Stuckelberger and Henri Valot  
**Reporters:** Ekara Lewis and Alison Lilley  
**Presentations:** 5

*This important plenary session features three key speakers discussing:*

- *Role of Women in the North and South*
- *International Cooperation and Volunteering*
- *Volunteer Capital: a New Source of Growth and Empowered Globalization*

Dr. **Nafis Sadik** opened by stating that, contrary to expectations, the world had not changed on September 11, and the work of volunteers continues: "On that day we saw the worst and the best of people and their common humanity."

She said that volunteers speak out and have determination to act—they put compassion into action. Specifically, women spontaneously transcend all volunteer barriers, as they speak at all levels and are especially effective in taking the message into their homes.

Dr. **Sadik** cited examples of famous women volunteers, who had faced prejudice and opposition in promoting women's rights and freedoms—women such as Eleanor Roosevelt, Marie Stopes, Margaret Sanger and Kato had campaigned for social justice—indeed, Roosevelt was a driving force behind the declaration of Human Rights in 1948.

Women who are empowered can more easily empower others and those who have suffered often become the most courageous volunteers. Age and position do not matter when it comes to offer something of oneself, and Dr. Sadik gave many examples of modern women who inspire others to do more and to speak out on issues.

Ambassador **Walter Fust** divided Swiss volunteer work in development into four categories:

- The contribution of young people from the North to help the South
- Retired people from the Swiss Senior Expert Corps who offer their expertise to developing nations

- The Swiss Humanitarian Corps made up of working professionals, released from their employment to respond to emergency relief programs, and compensated by the SDC
- United Nations Volunteers programme

He noted that 29 million Swiss Francs (US\$ 18,5 million) have been secured to continue the work of the SDC with the aim of strengthening the links with southern countries. A secondary aim is to heighten awareness in Switzerland.

Fust underlined that one should not distinguish between volunteers and professionals, as one person often fulfills both roles. The SDC is concerned with sharing knowledge, as the overall impact of the exchange is most important.

The volunteers of the 1970s helped with technical aid, those of the 1980s were catalysts for change, and in the 1990s, they helped with the struggle for democracy. During this period, the age profile of volunteers has now risen to an average of over 40 years.

**Alfredo Sfeir-Younis** from the World Bank stated that as economic development evolves there are limits that traditional institutions and organizations are facing today in order to reach the poorest and marginalized, to deliver the services of development in a holistic way and to make sure that nobody is excluded from existing programs and policies. The anchoring of the process to develop the new social architecture is taking place and the shape we give to it will determine the level and type of benefits people will attain around the world.

Sfeir-Younis explained that we have seen major changes in the basic approaches to socio-economic development:

- From growth to development
- From development to sustainable development
- From sustainable development to sustainable human development
- From sustainable human development to human rights based human development.

He further noted that **Volunteer Capital** is perhaps more important than other forms of capital as part of the development process. We therefore see Human Volunteerism as a new way of pushing economic development.

Ambassador Fust stressed the important role of local volunteers in developing countries, as they have true commitment to action.

Sfeir-Younis concluded that recent research has demonstrated that volunteers make a major economic contribution to the economy, which is now equivalent to 8 to 14% of the global GNP.

## Summary of Session 3-31

### Discussion / Debate - Economy and Volunteerism 1: Economy, Volunteerism and Ethics

**Date:** Tuesday, 20 November 2001  
**Time:** 11:00 - 12:15  
**Location:** ICCG 2  
**Chair:** Alfredo Sfeir-Younis  
**Reporters:** Dirk de Bruyne and Michael Simpson  
**Presentations:** 3

*As we move into a rapidly globalizing world, the international economy is playing an increasing role in many of our lives. In a fascinating discussion, a spiritual leader, two National IYV representatives from Africa, and a representative from the World Bank explore how volunteers form an important part of the relationship between economy and ethics.*

#### **We all are connected**

**Shantum Seth**, Advisor to UNDP and Coordinator of IYV, India, set the stage for the discussion by stressing the interconnectedness of people and their actions—through

dialogue and listening to each other, one is reconciled with oneself and with others. In reminding the audience that “everyone is a mirror of us, we cannot just run away from what we do”, Seth focused on four main issues:

- We should be mindful of consumption: the tea we drink may have been made in Sri Lanka either out of love or despair
- We must be conscious of intent, whether we work for material or spiritual purposes
- We must work as a community, and be mindful of interdependence of everything
- What we eat and wear depends on the lives of others.

### Volunteers are a critical to address socio-economic problems

**Canon Grace Kaiso** of the IYV 2001 National Committee Uganda, provided an example of how the changing world economy has affected the local Ugandan community structure and spirit. Historically, interdependence has played a strong role for Ugandans, who learned to survive through years of war and civil unrest, with little social support from the government. The concept of “*You are, therefore I am; I am, therefore you are*” has long been a prevalent theme for Ugandan communities.

However, with the entrance of the market economy into Ugandan communities, this view of interconnectedness has shifted towards viewing one’s neighbor as an object of exploitation. There has been a shift from, “*What can I do for you?*” to, “*What can I get from you?*” Even in the volunteer sector, people have come into volunteerism asking, “*What do I get out of volunteering?*”

Kaiso stressed that, with a population of 22 million, 50% of whom are under 15 years old, high rates of infant mortality, illiteracy, and a population growth rate of 2.5%, the role volunteers play in the economy is critical: “We cannot do much without volunteers. [In fact,] no country can address its socio-economic problems without support from local communities.”

Kaiso and his National Committee worked to rekindle the spirit of volunteering during IYV 2001, raising funds, promoting commitment and the participation of civil society, creating self-awareness at grassroots levels, and raising the awareness of the population. Community meetings have been held and projects were designed to sensitize communities of their own role in the economy: *they* are the stakeholders. For example, volunteer tree-planting projects empowered families where the local economy is supported by burning wood.

Despite these successes, Kaiso underlined a continuing need to raise awareness among the population concerning volunteering, and stated that without volunteers, the social situation cannot change in Uganda. Volunteers are often taken advantage of, and there is a need to redefine volunteerism. He stressed that if the awareness of each other’s well-being is focused, everything falls into place.

### Volunteers play a role in flow of resources to rural areas

**Abdel Rahim Belal**, Director of the Friedrich Herbert Stiftung, Sudan, traced personal experiences—both positive and negative—of the impacts of disasters, the changing economy, and the changing face of volunteering on community structures in Sudan.

The combined effects of droughts, floods and nearly forty years of civil war have led to the formation of strong peace, women’s, and children’s movements. In the 1970s, a large community movement towards urban centers led to a very solid chain of solidarity from urban to rural communities, supporting rural development. Hundreds of thousands of dollars have flowed into rural communities from networks of Sudanese in oil-exporting countries and urban centers.

In the 1990s, an influx of well-intentioned international food aid groups led to dependency in communities. According to Belal, international organizations typically neglected the role

of local communities in addressing their own economic catastrophes, favoring instead, to work with market-oriented intermediate NGOs without any links to their roots.

He described the relationships between social relativity and volunteering and raised the question whether volunteers could contribute to a more ethical economy—or, on the contrary, hinder it. Dr. Belal appealed for more respect for traditional values by governments and international organizations, to promote the culture of peace and the strengthening of women’s rights and the “re-dignification” of local cultural, ethnic and religious groups. Further, there was an appeal for more commitment in life.

### What one word could describe the ideal economy?

With the links between economics and volunteering firmly established, Chair Sfeir-Younis turned to the audience for input: “*If you were totally free to create the ideal economy, what one word would you use to characterize it?*”

The various initial responses were often characterized by personal agendas: one member of the audience focused on women’s issues; another on respect. Interestingly, these initial responses prompted Sfeir-Younis to remind the audience that a selfish focus on personal agendas—a lack of commitment to the actual issue at hand—is, in fact, one of the primary difficulties with moving forward towards developing a new economy that includes human values, not just financial ones. According to Sfeir-Younis, “economics is an entire collection of values.”

Other responses were well-thought out: **Bill Jackson** suggested looking to the ancient Greeks to try to incorporate both human and financial values into a new economic paradigm. Instead of today’s “*Thought-archy*”, we could focus on a “*Eu-archy*”—a system that concentrates on overall good, not just for finances, but for humanity in general. Such a system could also be termed a “*You-archy*”. **Nigel Harper** of Barbados suggested “*Community*”—a synthesis of “*Common*” and “*Unity*”—unity of values; unity of vision; unity of purpose; unity of capital. Other suggestions included:

- “*Sustainable community*”
- “*Social capital*”
- “*Standard values*”
- “*Peace*”
- “*Development*”
- “*Humanistic economy*”—the economy as it affects all aspects of humanity, not just finances
- “*Traditions and religions*”—The integrity of a society comes from spiritual values and practices, not from intellectual gymnastics.
- Companies should publish not only a financial report, but also a human values report

Sfeir-Younis urged members to reflect carefully on the discussion after leaving: “There are meetings you attend, and there are meetings you belong to. This is definitely a meeting you belong to.” He reminded the audience that examining the economy in terms of ethics is a real issue of increasing importance by referring to one of his first talks on the economy and ethics in Spain 12 years ago, where three people attended. “Today, I speak and 4,000, sometimes 10,000 people come, not necessarily because of what I am doing, or what anyone of us here is doing. I ask them, ‘Why are you interested in this?’ They don’t always have the same answer, but it is clear that there is a growing concern about ethics and economics.”

According to Sfeir-Younis, the need for social structures that merge ethics and economics is of extreme importance: “We need to push for change in social sciences, physical sciences, governments and politics. When I first studied economics, I asked my professors, ‘What is the most neutral science?’ The answer was usually mathematics. But to understand mathematics, you need to understand what zero is and what infinity is—both are philosophical concepts. There is no neutrality in economics. There is no neutrality in science. Math-



Viola Krebs, ICV

**Maria, 19, was stigmatized by her village in Tanzania after volunteers bought land for her.**

**Volunteers can impact the cultures they touch in many ways.**

**“North-South” international volunteering is changing to acknowledge and incorporate local values.**



E. Himmelmayr & G. Fothik

**The Austrian Red Cross develops volunteer management policies and guidelines for recruiting, recognizing and rewarding its 39,000 volunteers.**

**The Red Cross Red Crescent Movement works with an estimated 20 million volunteers worldwide.**

ematics got us to the moon and to the planets. What we need now is social science to get us the moon of the betterment of humanity and the planets of the real happiness of people. Volunteers are the key to introduce and include humanitarianism into the economy. The time to act is now: the train is moving fast, and it will only become more difficult to jump on in the future.”

## Summary of Session 3-32

### Discussion / Debate - International Cooperation and Volunteering

**Date:** Tuesday, 20 November 2001  
**Time:** 11:00 - 12:15  
**Location:** ICCG 3  
**Chair:** Walter Fust  
**Reporters:** Dina Abousamra and César Guedes  
**Presentations:** 4

*Representatives from Unité, UNV, IFRC, and CIVIC-CECI highlight new methods, studies, and ideas for international cooperation and exchange and emphasize the necessity of addressing realities and needs of volunteerism at the local and national level and validating volunteer work globally.*

#### A study of international volunteering

**Michel Chaurette** of the Canadian International Volunteer Coalition presented an advance report of recently concluded research and evaluation of Canadian-sponsored volunteers working in both Canada and abroad.

According to Chaurette, 15 Canadian volunteer organizations and the Canadian International Development Agency (CIDA) were involved in the study. Data were collected through workshops, bilateral consultations and field visits throughout Canada and 15 other countries where they conduct operations. The evaluation concentrated on five major points:

1. The ongoing cooperation process between NGOs and the Canadian government for the promotion of the International Year of Volunteers, achievements and shortcomings presented in figures. The participating institutions are unclear if this existing scheme can be sustained beyond 2001.
2. Assessment of the volunteers' contribution and the perceived value of both recipient and sending organizations—impact of the volunteers in development cooperation schemes, and their contribution to human development.
3. A vision of how volunteering could be perceived in the future, and the impact of new technologies, particularly on information and communications, which could possibly jeopardize human contact, and make volunteerism rather impersonal.
4. Volunteers and their services should always be maximized in the context of their assignments so that upon return, they should be able to contribute to their communities with enhanced skills and expertise.
5. Continuous training and strategic partnerships are key aspects for the sustainability and projection of volunteerism.

Chaurette's report was planned to be presented on 5 December 2001 on International Volunteer Day.

#### “There is no standard blueprint for volunteering”

**Sergio Ferrari** described the activities of Unité, a Swiss federation of 32 organizations involved in schemes of assistance to developing countries, staffed by volunteers from Switzerland. According to Ferrari, the organizations of Unité have been actively involved in events promoting IYV 2001, all of which had much media coverage in Switzerland.

One such event was the visit of a Swiss delegation of members of Parliament and journalists to Porto Alegre, Brazil to establish a network of cooperation and information exchange that could go both ways: not only from North to South, but also from South to North.

Ferrari stressed the need to encourage Swiss volunteers who undertake an overseas assignment to create a reliable support network at home in the technical field of their mission. The aim is to assist field volunteers and to share the acquired knowledge back in Switzerland, thus giving further value to the assignment.

Ferrari underlined three major topics:

- Reciprocity in the North-South exchange of information and technical cooperation. The superiority of the knowledge originated in industrialized countries should not be taken for granted. The exchange should be more thorough, bearing in mind that the technical component, the approach and lessons learned, involves the recipient as well as the donor. Therefore, we are involved in schemes that flow North-South-North and in the case of pre-assessments—South-North-South-North.
- Change of the “paradigm of transfer” to create a partnership between the donor and the recipient institutions with ongoing structures, enhancing existing networks and platforms of action.
- Participation of the recipient partners through visits to Switzerland to discuss or agree on cooperation strategies conducive to more coherent training and cooperation schemes.

**Christer Leopold** of the International Federation of Red Cross and Red Crescent Societies (IFRC) called for more fluidity in the overall communication strategies and highlighted the IFRC's approach to local capacity-building. According to Leopold, there is no standard blueprint for volunteering—volunteering differs between North America and Western Europe, even between Norway and Sweden. Because methods of volunteering are culturally relative, IFRC uses local entrepreneurs and materials all around the world.

Leopold mentioned examples of good practice: emphasis on making information available and stimulating national and local entrepreneurs, creating learning opportunities and visits; and exchange of experience.

**Robert Leigh** of UNV New York highlighted how the UNV program is seeking to “strengthen the V in UNV.” Like IFRC, UNV seeks ways to work with locals, rather than just “filling gaps”. According to Leigh, volunteering is often exclusive—available primarily to the privileged. Making volunteering less exclusive is an aim of international cooperation. Leigh also presented a number of UNV international volunteer initiatives including “e-Volunteering”, and the innovative “mirroring volunteerism”, for example, an AIDS patient helping another AIDS patient.

**Jayne Cravens**, also of UNV, explained that the “e-Volunteering” program helps to minimize the “digital divide” with a personal human approach. Although not physically present, both persons can interact and exchange information and provide assistance on a voluntary basis.

**Vidyaratha Kissoon** from Guyana commented on the actual volunteer-sending schemes, especially South-South schemes where volunteers from developing countries render their services.

Kissoon pointed out that sometimes they are seen as being overpaid vis-à-vis their government counterparts. In that sense, he finds that national volunteer schemes, such as the ones implemented by UNV become a good option to promote volunteerism within a country.

#### Conclusions

- Development cooperation should continue to promote volunteerism, fostering new partnerships, new methods, involvement of local people and institutions to better understand their needs.
- The promotion of volunteerism in society also includes maximizing the opportunity of using information and communication technology. In this respect, the platform set up by UNV is well recognized.

- The establishment of community media centers constitutes a key bridge to ease the digital divide.
- Volunteerism contributes to promoting a solid intercultural exchange.

## Summary of Session 3-33

### Discussion / Debate - Role of Women Volunteers in the North and the South

**Date:** Tuesday, 20 November 2001  
**Time:** 11:00 - 12:15  
**Location:** ICCG 4  
**Chair:** Nafis Sadik  
**Reporters:** Riham Mustafa  
**Presentations:** 2

*Presenters focus on the role of women volunteers.*

"The women's movement would be nowhere if it weren't for volunteers", asserted **Sharon Capeling-Alakija**, Executive Coordinator of the United Nations Volunteers Programme.

According to Capeling-Alakija, volunteerism is essential for women. Women in many parts of the world belong to disadvantaged groups and find it necessary to volunteer to develop skills needed to participate in society. Volunteering seems a component of success as well. If one looks at the CVs of women in leading positions, one always finds a volunteer service experience, Capeling-Alakija pointed out.

However, Capeling-Alakija felt that the image of volunteerism still needs to be changed: even feminist groups are ambivalent when it comes to volunteering, because of their concern of getting women into the workplace. Capeling-Alakija urged that—just as many have strived to eliminate the phrase, "I am just a housewife" from the vocabulary of women, it is necessary to eliminate the phrase, "I am just a volunteer".

The Network of the Arab Alliance for women, a member of the IYV National Committee in Egypt, is based mainly on the work of women volunteers. The Arab Alliance for Women believes that empowered women can easily empower other women. During IYV 2001, the Alliance held seminars and workshops for NGOs in the different governorates of Egypt to encourage women, especially young of age, to volunteer.

According to Dr. **Nafis Sadik**, to change the image of volunteers, it is necessary to highlight the role of women volunteers. Women volunteers are especially effective in areas related to women's health and rights, education, and more. According to Sadik, "[women] are very good at bridging cultural barriers".

According to **Susana Barnetche** from Mexico, the International Year of Volunteers was a good opportunity to continue changing the image of volunteers. Apparently, the IYV National Committee in Mexico is trying both to put volunteerism on the agenda for education and to push for an image of social responsibility.

**Milu Villela** reported that the National IYV Committee in Brazil has proclaimed a "Decade of Volunteering" to educate people about the importance of volunteerism. Furthermore, it held a broad media campaign to highlight the importance and benefits of volunteerism.

## Summary of Session 3-34

### Workshop - Working with Volunteers of All Ages

**Date:** Tuesday, 20 November 2001  
**Time:** 13:00 - 14:30  
**Location:** ICCG 15  
**Chair:** Natasha Mistry  
**Reporter:** Serge Abramowski  
**Presentations:** 4

*Contributors from four countries illustrate the great role of youth and seniors in voluntary actions, with lively examples, and stress the importance of associating seniors and youth.*

This session called "Working with Volunteers of All Ages" was co-presented by **Anne-Thérèse Guyaz**, Member of the Swiss Scout Movement, **Karni Kav**, Campaign Director of IYV 2001 in Israel, **Thomas P. Benjamin**, President of the Environmental Alliance for Senior Involvement (EASI), USA, and **Raj Kishore Mishra**, Joint Secretary of the Ministry of Youth and Sports, India.

**Anne-Thérèse Guyaz** briefly presented the Swiss Scout Movement, with special emphasis on its potential role in developing leading, training and organizational skills in youth, qualities that are useful when youngsters are applying for a job.

**Karni Kav** discussed an Israeli initiative, where trained senior volunteers can function as pleaders in minor claim courts, providing specialized support to vulnerable groups, such as new immigrants and the poor who often ignore their rights as Israeli citizens.

**Benjamin** presented the Environmental Alliance for Senior Involvement (EASI), a US NGO involving senior volunteers in monitoring, training, and information activities related to several environmental fields such as water quality, nuclear waste and tree planting.

**Kishore Mishra** quoted various contributions of young Indian volunteers in several fields, such as the fight against poverty, self-help, micro-enterprise and relief after natural disasters. He underlined the role of the following values of youth in voluntary work: energy, creativity, idealism, and dynamism.

A particularly surprising issue brought up during the session was that volunteerism benefits not only the recipient, but also the senior volunteer. This point was illustrated by the fact that seniors who volunteer seem to live longer, are healthier and have a greater self-esteem than those who do not.

During the discussion that followed the presentation, the importance of associating the young and seniors in voluntary action was mentioned several times. The presenters concluded the session recalling the great role of youth and seniors in voluntary actions.

## Summary of Session 3-35

### Discussion / Debate - ICT 1: IYV 2001 Websites and their Future

**Date:** Tuesday, 20 November 2001  
**Time:** 13:00 - 14:30  
**Location:** ICCG 17  
**Chair:** Brian Cugelman  
**Reporter:** Kaltun Hassan  
**Presentations:** 5

*New technologies played a key role in the International Year of Volunteers: more than 50 national IYV web sites were created. Webmasters for these sites explore how to build on their achievements and search for innovative ways to continue the "cyber momentum" of "IYV 2001 Online".*

#### Global volunteering web portal

**Brian Cugelman** introduced the session by highlighting the links between previous IYV webmaster meetings and the current meeting. Cugelman stressed that the momentum and wealth of volunteer resources built up during IYV 2001 should be carried forward, suggesting that this could happen in the form of a "global volunteering web portal"—a coalition of national volunteer web sites that would grow from the network of existing IYV web sites.

**Vidyaratha Kissoon**, Member of the Guyana National Committee and Coordinator of the Sustainable Development Networking Programme (SDNP), focused on specific challenges facing the creation of the "global volunteering web portal" suggested by Cugelman, emphasizing that such a portal could be a great source of organizations, volunteer opportunities and resources. Kissoon



Brian Cugelman, UNV

**IYV 2001 Webmaster Joseph Massaquoi of Liberia accesses results from ISV 2001 through the online news service.**

**The Sustainable Development Networking Programme of Guyana provides access to the Internet and related services at no profit, with the larger view of fostering dialogue for the sustainable development of Guyana.**

**"[While] there is a pervasive gap in the ability of people and institutions in developing countries to use the new technologies for tangible benefits, we believe there are many people in both the North and the South, many of them young, who are willing to get involved in stimulating human capacity to make practical use of these technologies."**

**Sharon Capeling-Alakija, UNV, ECOSOC, New York, 2000**

presented the idea of "open source" volunteer training materials—shared information resources for anyone to use and/or modify for the common benefit. Such a portal could bypass traditional means of developing information. However, he warned that, to be functional, many organizations would need to participate to make an effective use of the portal.

#### **From local experiences to global lessons**

Webmaster **Andrew Chadwick** explained the five steps that led to the development of the Chile IYV web site, which may be useful to others:

1. To not be frightened
2. To get excited
3. To encourage all to get online
4. To define the purpose of the site
5. To win what you need

**Jayne Cravens** presented the United Nations Information Technology Service (UNITEs)—a global UN initiative to involve volunteers in efforts to apply ICTs to human development. According to Cravens, UNITEs is using new media and ICTs to engage and involve people. To illustrate her point, she served as a human hyper-link, carrying her impressions of the earlier IYV webmaster workshop into this meeting.

**Beth Follini** described the achievements of Luton Lives, which is us: using new media and ICTs to involve and empower both community groups and individuals, and thus building bridges and benefits.

**Nadine Naidoo** explored the issue of civil society, governments and businesses networking and working together. Naidoo described a model of how IYV networks can continue to be strengthened by using an electronic network to support the existing human network, built up during IYV 2001.

#### **Where do we go from here?**

After the presentations, the discussion focused mainly on ways to maintain the wealth of IYV 2001 contacts and resources, as a relevant and useful service. Participants shared online experiences, success stories and debated a wide variety of issues related to IYV online activities.

The presenters concluded that the various IYV 2001 web sites should be maintained to build on the work done for IYV 2001: web sites reach their target groups faster than traditional forms of communication, whether local communities or overseas volunteers. Web sites that encourage networking and information sharing should be customer friendly. It is therefore important to develop a strategy for web sites, to increase their user-friendliness and usefulness. Web sites should be used to share resources across countries, offer a platform for discussions and facilitate networking. Websites should present information in a simple clear way. All should be esthetic, punchy, sexy and cool to attract young visitors.

#### **Interesting questions included:**

- How do we ensure that people living in developing economies can access the resources?
- How do we market a local or national web site on volunteering to attract sponsors?
- Is volunteering really only about serving others? Is volunteering "self-less service" or "self-service"?

## **Summary of Session 3-36**

### **Discussion / Debate - Volunteer Management 1: Service / Community Learning**

**Date:** Tuesday, 20 November 2001  
**Time:** 13:00 - 14:30  
**Location:** ICCG 18  
**Chair:** Katie Campbell  
**Reporter:** Marie-Françoise Girardin  
**Presentations:** 4

*Through specific examples of training and skills building, presenters conclude that it is very important to build solid and efficient volunteer management strategies to recruit the*

*"right person for the right job". A volunteer organization needs structure and a good training program for volunteers. Furthermore, it needs rules and regulations ensuring a good environment for the volunteers.*

#### **National Red Cross Society**

**Gerry Foitik** and **Erika Hintermayr** of Austria presented the Austrian Red Cross Human Resource Management Instruments in the National Red Cross Society. Within IYV 2001, the Austrian Red Cross conducted a survey on the motivations of volunteers. The survey showed that while there was no decline of willingness to volunteer, there was a change in expectations, needs and attitude towards volunteering.

#### **Australia: The Volunteer Management Program**

**Michelle Johnson** of the Volunteer and Coach Education Coordinator of the Volunteer Management Program (VMP) and the Club/Administration Management Program (CAMP) pointed out that sport and recreation programs and services in communities throughout Australia depend on a vibrant and responsive "community-based service delivery system."

According to Johnson, for the most part, the community sport and recreation sector relies on about 1.5 million volunteers who contribute in excess of 165 million hours annually to running clubs and organizations, making a vital contribution to the needs of the community. Voluntary work is an enormous source of social capital and contributes directly to the growth and development of social networks and social cohesion within communities. Active Australia recognizes the importance of this sector and its volunteers in providing opportunities for all Australians to have physically active lifestyles.

The Volunteer Involvement Program (VIP) was first released in 1993, as a joint national program of the Australian Sports Commission, the Australian Society of Sport Administrators, Confederation of Australian Sport, and state departments of Sports and Recreation. VIP aimed to encourage and support sport and recreation organizations to develop, promote and embrace excellence in volunteer management policies. Johnson described that, over time, the VIP evolved from a program for volunteers into a broader club-development program that could be used within a framework of continuous improvement. In recognition of this, the Australian Sports Commission has revised and improved the original volunteer management modules and added a new series of modules to support club/association management in order to reposition the program to best meet the future demands of the industry.

Johnson underlined that while various modules describe good practices in volunteer management and club/association management for sport and recreation organizations, the modules are not intended to be prescriptive. Sport and recreation organizations are dynamic in terms of their size, structure, goals, programs and activities, and the environment in which they operate is under constant change. The modules have therefore been designed to allow individual organizations to use or adapt whichever aspects of good practice best suit the organization at a particular point in time.

#### **Lack of awareness hinders volunteer efforts in Jordan**

**Tania Jordan**, Member of the IYV National Committee in Jordan and Representative of the Volunteer Management Program, underlined that the culture of incorporating volunteers and voluntary work in the structure and profile of organizations in Jordan is a new concept. Apparently, many organizations and institutions lack awareness of how to benefit from the work of enthusiastic volunteers. In many cases, volunteers have expressed the lack of adequate facilitation, management, and direction in the organizations where they volunteer, which often hinders their work, de-motivates them, and discourages them from continuing their efforts.

Jordan stressed that—considering that voluntary work has only recently received attention in Jordan—it is important to build efficient volunteer management systems within organizations and institutions in the country. In an attempt to





Viola Krebs, ICV

## Summary of Session 3-37

### Workshop - Role of Volunteers in Health 1

**Date:** Tuesday, 20 November 2001  
**Time:** 13:00 - 14:30  
**Location:** CCV A  
**Chair:** Stanislaw Tarony  
**Reporter:** Fátima Sanz de León  
**Presentations:** 4

*Today, volunteers play an increasingly important role in health. Hospitals, medical centers and NGOs in the medical field benefit from the support of volunteers. It is interesting to note that the role of volunteers working in the health sector vary across nations.*

Representatives from various medical institutions in Spain, Switzerland, Mexico and Saudi Arabia presented a picture of the work of volunteers in their respective organizations. These organizations—which included hospitals and NGOs—have some common goals, such as fighting disease, distributing medical information to patients, family and the public in general, increasing social awareness, and providing medical treatment and social assistance.

In AECC, Spain, volunteers complement the work of paid staff in support of a telephone service called “InfoCancer”, which provides free information, psychological orientation and emotional support.

At the Hôpital Cantonal de Genève, Switzerland, volunteers assist senior patients. Their role includes providing emotional support, organizing walking tours and games, listening and reading to the patients.

In MAS, Mexico, volunteers provide both medical treatment such as eye surgery and social assistance. Similarly, in Saudi Arabia, Volunteers in the medical sector play the role of medical professionals, as well as support staff in areas of social and emotional assistance.

#### How are volunteer workers integrated with paid professionals?

In all examples, it was noted that integration was not a problem. It is important to distinguish between the role of health volunteers in the above institutions in Spain and Switzerland and their role in the organizations under discussion in Mexico and Saudi Arabia. Volunteers in Spain and Switzerland have a specific task, distinct from the task of the medical professionals. In Switzerland, volunteers could be medical professionals, however, there is a convention that volunteers cannot intervene medically. These volunteers do not provide medical treatment. In the cases of the other mentioned countries, volunteers who are qualified professionals may intervene medically and may carry out such tasks as surgery. Furthermore, the integration is enhanced through continuous training, information sharing and a guarantee of high motivation on the part of the volunteers.

#### How do health-related organizations attract volunteers?

- In Switzerland, newspaper advertising, for example, is not an effective recruitment strategy since many people are temporarily inspired by the ad but are in general not really long-term devoted volunteers.
- In Greece, volunteers are recruited mainly through NGOs. The Ministry of Health has even organized a section for volunteers. NGOs are in direct contact with the Ministry and the volunteers.
- In Spain, the motivation is inspired through the dissemination of information.

One story from Mexico exemplified the extremely important work of medical volunteers. One patient who received eye surgery from a volunteer professional said: “Doctor, teach me how to say thank you!”

One of the participants raised the question: “Why do volunteers who would like to offer their services to the Hôpital Cantonal de Genève have to wait six months before they can start serving as volunteers?”

**Left: Dominic Monnier of International Conference Volunteers helped in a Dutch clinic in Zambia for six months.**

**“Volunteering is not a goal in itself—for young people, it is a chance to exercise their citizenship by working with others in order to contribute to human development at the local, national or international level.”**

**Kirsten Holst, UNESCO**

address these issues, the National IYV 2001 Steering Committee organized a one-day workshop under the patronage of HRH Princess Basma Bint Talal, Honorary Person of IYV 2001, in Jordan, on 8 October 2001. The workshop targeted government ministries, governmental organizations, non-governmental organizations, and other relevant institutions to inform them on how to best work with volunteers. The workshop, which featured “volunteer focal points” from the various institutions, stressed the need for participants to think about and develop a “Volunteer Management System” within each organization. To facilitate this process, the workshop included a brainstorming sessions with all participants to develop two documents:

1. A “Volunteer Pamphlet”—a guide indicating specific steps for volunteers to find and get involved in voluntary work, what roles and responsibilities they might assume, and what they should expect from the organization with which they work;
2. A “Manual for Organizations on Involving Volunteers”—a guide for all organizations indicating how to recruit and manage volunteers, to ensure the best possible experiences for both the organization and the volunteers. According to Jordan, the manual will address volunteer recruitment, delegation of responsibilities, work evaluation and continued work.

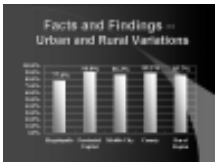
#### No shortage of volunteers in Australia

**Sha Cordingley**, Chief Executive Officer of Volunteering Australia, stressed that IYV in Australia has been exciting and dynamic. At the national level, the Government IYV Secretariat and the self-initiated National Community Council of Advice worked alongside—and in collaboration with—each other on many initiatives towards the achievement of IYV objectives.

Cordingley reported that, in Australia, “there is no shortage of volunteers or volunteer commitment. The Voluntary Work Survey 2000 published by the Australian Bureau of Statistics shows that approximately 32% of the population over 18 volunteers (4.4 million people). These volunteers contribute 704.1 million hours of unpaid work per year. However, while governments and communities around the world have acknowledged the value of civil participation as a mechanism for building stronger, healthier and sustainable communities, the need to facilitate involvement through volunteering remains critical.”

Cordingley described the process for the development of a “National Agenda on Volunteering: Beyond the International Year of Volunteers”:

- The value of seconded government staff in supporting the work of the national body during IYV 2001;
- The expansion of *www.govolunteer.com.au*—Australia’s first national on-line volunteer matching service;
- The preliminary results of a survey of not-for-profit organizations about their attitudes towards corporate volunteering;
- The development of a youth strategy to ensure that what has been learned from young people is used effectively to secure their future commitment to volunteering.



**Measuring Volunteering in China: 2000 questionnaires were collected to identify motivations and barriers.**

**UNV created the Volunteer Toolkit to help researchers around the world, to gather data and highlight statistics of how volunteers contribute to their societies.**

**These statistics are important to developing volunteering policies.**

It was explained that this delay guarantees that the volunteer is dedicated and motivated, that they have time to consider, "Why do I really want to volunteer?"

In many countries, however, volunteers are welcome at all times. In countries such as Hungary, where the need for volunteers is much greater and the health system is not so good, medical institutions cannot afford this limitation. In all cases, however, volunteers receive training and counseling to ensure motivation and skills to carry out the job and become integrated.

**Conclusions:**

- The role of volunteers in health is important and is increasing;
- The role varies depending on the regional circumstances;
- The recruitment strategies vary also depending on circumstances and needs;
- Volunteers are integrated with other medical professionals;
- Volunteers in the health sector receive regular training and are well informed, thereby increasing the quality of the services provided.

**Summary of Session 3-38**

**Discussion / Debate - Research on Volunteering 1: Use of the Volunteer Toolkit**

**Date:** Tuesday, 20 November 2001  
**Time:** 13:00 - 14:30  
**Location:** CCV B  
**Chair:** Robert Leigh  
**Reporter:** Carolien De Joode  
**Presentations:** 2

*National Representatives from China, Guyana, the Lao People's Democratic Republic, Botswana and Hong Kong Administrative Region of China review the usefulness of the Volunteer Toolkit to compare outcomes and approaches of research conducted.*

The Volunteer Toolkit is a practical guide to help researchers around the world gather and to show statistics on the important contributions volunteers make in their societies. A main objective of the guide is to provide sufficient evidence to show governments and other decision-makers that volunteering deserves their support. Research using the principles in the toolkit can also encourage citizens to volunteer by demonstrating the social and personal benefits that volunteering can bring.

**China: high levels of volunteering**

**Liu Jun**, Division Chief of CICETE China, explained that the research conducted in his country was of a rather technical nature. The CICETE group made use of books, reports and the web to examine the impact of volunteers in the target area of Shanghai.

More than 2,000 questionnaires were collected from volunteers of 18 years and older. General findings were:

- The number of volunteers in the area is somewhat higher than the number of volunteers in other countries;
- Volunteers are primarily young and middle age of people;
- Volunteering is linked to education: Chinese people with a higher education volunteer more;
- People living in urban areas spend more time volunteering than people in rural areas;
- People with jobs volunteer more;
- Levels of income influence peoples' motivation to volunteer.

Several types of volunteers were also identified: community volunteers, long-term volunteers (older people), young volunteers, (often active within youth associations), the Red Cross Society of China and NGOs (Friends of the Earth, Peace Corps, etc).

Jun reported that the Toolkit was empowering and comple-

mented surveys already conducted in China. He underlined that, while there is a great potential in China for volunteering, government support and a clear structure is needed to use it potential effectively.

**Guyana: demographics hinder volunteer research**

**Renée Peroune** of the IYV 2001 National Committee of Guyana explained that they were unable to conduct the research on volunteering due to lack of funding. Apparently, while much of the Guyana population lives on the coastal strip, a significant proportion lives in the hinterland—an area prohibitively difficult and expensive to reach. It was decided that research that did not include the entire population of Guyana would not give a realistic picture of its volunteers.

**Laos: a culture of helpfulness**

**Okama Brook** of the IYV 2001 National Committee of Laos explained that Volunteering in Laos is called "assa", meaning, "want to" or "willingness to do something". Different motivations for people in Laos volunteering were acknowledged. Some people's motivation was self-generated. Others were pressured by their community or government to volunteer. 90% of the people felt that other people motivate them. Helping people is part of their culture and tradition. According to Brook, most people from Laos believe that helping will make one's life better.

**Botswana: volunteers play critical in HIV/AIDS care**

**Lesang Norah Motlhabane**, Chairperson of the IYV 2001 National Committee of Botswana, presented the outcome of a one-day workshop on measuring volunteerism in Botswana, held in Gaborone in October 2001. It was the third such workshop and it was initiated to complete the study on volunteerism in Botswana. Nearly 40 people participated, representing NGOs, ministries, volunteer organizations, churches, and other institutions.

According to Motlhabane, like Laos, Botswana has a culture in which volunteering exists by tradition:

- *Mophato*—a regiment system of men preventing crime in communities;
- *Letsema*—or community cooperation—for example, people helping build a hut, plow a field, or process the harvest.

Botswana has one of the highest HIV/AIDS rates in Sub-Saharan Africa. Currently, the most important volunteer contribution in Botswana is the care provided to HIV/AIDS patients.

Typically, volunteers assisting HIV/AIDS patients are uneducated and unemployed poor women who are motivated to help, because of the misery and hardships suffered by their families and communities as a result of HIV/AIDS-related illnesses and deaths.

For this reason, HIV/AIDS has been identified as the most important national challenge for Botswana to be addressed through volunteering.

Interestingly, Motlhabane reports that socio-economic and political factors are contributing to a general decline of volunteerism in Botswana: the government is offering payment for people's involvement.

**Hong Kong: mutual aid**

**Jark Pui Lee**, JP OBE, IYV Steering Committee Chairman and Head of the Agency for Volunteer Service, Hong Kong, detailed results of a telephone survey conducted among the Cantonese-speaking population, aged 15 years and older.

For the purpose of their survey, the researchers distinguished between:

- *Organized volunteering*—Service provided by volunteers who take part in an organized activity, and
- *Non-organized volunteering*—Mutual aid; spontaneous behavior or service by people to help others in their day-to-day life.

Of the 1,555 responses:

- Most people interviewed were involved in non-organized volunteering and mutual aid;
- The majority wanted to continue their volunteer activities;
- Many who did not volunteer before wanted to volunteer in the future.

It was generally recognized that a high potential exists to further develop volunteerism in Hong Kong, but according to Lee, lack of time, poor economic conditions and lack of resources remain obstacles.

Although it was acknowledged that the government has a significant role to play in helping overcome some of these obstacles, respondents believed that development of volunteerism is more dependent on the efforts of individuals and NGOs.

The survey commission also agreed that steps should be taken to promote and publicize volunteerism.

## Summary of Session 3-39

### Workshop - Infrastructure to Support Volunteerism: Volunteer Centers

**Date:** Tuesday, 20 November 2001  
**Time:** 13:00 - 14:30  
**Location:** CCV C  
**Chair:** Elizabeth Burns  
**Reporter:** Kathleen Wyss  
**Presentations:** 3

*Representatives of several volunteer centers share challenges faced, and how they can benefit from each other's experiences.*

**Mohamed Khandriche** of Algeria emphasized that solidarity is a part of the cultural tradition of his country. According to Khandriche, a new pluralism in society is making it easier to implement volunteer programs, though finding ways to work with the government continues to be a challenge in Algeria.

Although Islam embraces the idea of universality, the volunteer sector in Algeria is a recent development. Khandriche felt that the formation of associations is very important for social democracy.

**Joan Daries** of South Africa pointed out that her country's long struggle for democracy has resulted in a widespread sense of *entitlement* that cannot be satisfied for everyone. There is a high rate of unemployment. Though volunteering can eventually result in the acquisition of new skills, a volunteer organization cannot operate as an employment agency. According to Daries, there is much faith-based cultural volunteering in South Africa.

**David Styers** of the Points of Light Foundation, USA, stated that the objective of his large organization was to help all of its member centers to be proactive and to find creative solutions to pressing social problems.

Styers explained four "Core Competencies" that are required of all member organizations:

1. Connect people with opportunities to serve;
2. Build the capacity for effective local volunteering;
3. Promote volunteering;
4. Participate in strategic initiatives that mobilize volunteers to meet local needs.

Styers emphasized that, in the United States, "welfare to work laws" establishing contracts with the government are important to funding and sustainability, especially for organizations interested in strengthening (where possible) their partnership in this regard.

To address the problem of different levels of development among volunteer centers worldwide, a French representative suggested "twinning"—the international exchange of volunteers between cities or centers to foster support and stimulate new ideas.

Presenters agreed that volunteer work must not become a substitute for employment.

## Summary of Session 3-41

### Workshop - Economy and Volunteerism 2: Corporate Volunteering

**Date:** Tuesday, 20 November 2001  
**Time:** 15:00 - 15:30  
**Location:** ICCG 2  
**Chair:** Astrid Stuckelberger  
**Reporter:** Makoto Fujiwara  
**Presentations:** 2

*Representatives from three European and US corporations explain their motivations for supporting volunteerism and provide numerous examples of volunteer activities by the corporations and their employees, particularly in the context of IYV 2001. It appears that IYV 2001 encouraged many companies to reinforce their corporate efforts in volunteerism.*

**Eileen Sweeney**, CEO of Inkindex—an online inventory exchange service linking corporations and NGOs—provided an overview of US corporate volunteerism. **Åsa Aronson** and **Jesper Mott** of the Swedish multinational communications firm Ericsson, described the Ericsson Response Volunteer program, launched this year, as part of the global humanitarian aid program, Ericsson Response. **Sarah Hayes** explained the involvement of the US-based accounting firm KPMG in IYV 2001, while **Eileen Sweeney** represented United Airlines, for which she worked until recently. Both Hayes and Sweeney serve in the US National Committee for IYV 2001.

#### Corporations: Volunteer work attracts, keeps and trains employees

All presenters stressed that the prime motivation for corporations to be involved in IYV 2001 and other volunteer programs is to demonstrate commitment to social values. Support of volunteerism is seen as good for the corporate image, especially in terms of its employees: According to Aronson, "we want our employees to feel good about our company." Image is also important for prospective employees: "We want to be their firm by choice," explained Hayes.

An additional cost-effective benefit of supporting volunteer work is employee skill development, especially in areas such as leadership and team building. Sweeney gave examples of how corporations in the US promote change in the community. United Airlines flies people, goods and equipment for medical treatment, and Home Depot helps build play grounds for school children. The US representatives commented that there was an increased awareness of volunteerism after the tragic events of September 11, 2001.

#### Do corporate and volunteer values conflict?

The issue of conflict of interest between ethics and motives in corporate volunteering was a central topic. Many participants agreed with Ericsson's approach to let volunteer experts, such as UN and the IFRC direct them in their choice of activities. A question was raised as to whether volunteerism should be part of Global Compact, a UN initiative on corporate social responsibility. The importance of indexes for corporate behavior, such as a Dow Jones environmental index, was also pointed out.

Some participants were not convinced. An audience member commented, "I cannot leave this room without noting the death of Ken Saro Wiwa when I hear the name Shell", referring to the company's controversial business practices in Nigeria. (Shell is one of the active members of the US National Committee for IYV and a sponsor of the closing luncheon.) "[The effort] is not good enough, at least not in Europe," responded a delegate from Belgium.

Generally, the mostly NGO audience was positive. "This encourages us to contact the corporations for help," noted a grassroots NGO representative. **Steven Howlett**, of the Institute for Volunteering Research who stressed that although the process should be scrutinized carefully, "Corporate volunteering could be a win-win situation...in the end, the employees and the company could all gain from it."



A. Aronson and J. Mott

**Ericsson Response Volunteers will work under the flag of IFRC or the UN in international operations.**

**Ericsson established a formal partnership with the UN and IFRC to assist existing relief organizations with expertise and**

## Summary of Session 3-42

### Discussion / Debate - Volunteering / IYV & Media

**Date:** Tuesday, 20 November 2001  
**Time:** 15:00 - 16:30  
**Location:** ICCG 3  
**Chair:** Riham Mustafa  
**Reporter:** Riham Mustafa  
**Presentations:** 3

*Drawing on experiences of the International Year of Volunteers, participants share best practices of how to use media as a tool to promote volunteerism.*

According to **Carla Rossignoli**, two public service announcements were used in Ecuador to bring IYV 2001 to the attention of the public, by highlighting intergovernmental aspects of volunteerism.

**Daniel Kruithof** stressed the vital role of media in providing a positive image of volunteers and volunteering. In the Netherlands, the closing event of IYV 2001—bringing together 30,000 volunteers—will be transmitted live on TV. Kruithof also had some suggestions regarding a search for strategies to identify and build partners with media. According to Kruithof, a message bears more weight if it has a specific theme and target group.

**Priscila Cruz** pointed out that the media played a very important role in the promotion of IYV 2001 in Brazil. Every month, a TV program was shown on the national television network, discussing a specific theme linked to volunteerism (e.g. the elderly, youth, environment, etc.). The network showed several interviews with volunteers and presented Brazilian volunteer projects. Volunteerism was also featured in various Brazilian *novelas* (soap operas).

Presenters agreed that it is not always easy to attract the attention of media, especially if the call is made by a small NGO. If celebrities or government officials are available to lead the discussions, media are often more interested in covering an event. A media call might be more successful if local TV stations are targeted, in addition to the larger broadcasters, such as BBC and CNN. A participant pointed out that media exposure is only useful for a volunteer organization if it has a specific project to announce or a message to transmit.

## Summary of Session 3-43

### Discussion / Debate - Volunteer Policies and Legislation: National Laws Adopted

**Date:** Tuesday, 20 November 2001  
**Time:** 15:00 - 16:30  
**Location:** ICCG 4  
**Chair:** Claude Belleau  
**Reporter:** Fabienne Copin  
**Presentations:** 5

*Government lobbying by IYV 2001 National Committees helps draw up national policies on volunteerism. Even if in most countries volunteerism is not a recent phenomenon, it needs a legislative framework to be recognized and promoted.*

#### Governments draft volunteer legislation during IYV 2001

Participants from the Governments of Jamaica, Portugal, Sri Lanka, Madagascar and Greece, as members of IYV 2001 National Committees, have played a crucial role in promoting the International Year of Volunteers. They acted as coordinators between volunteer organizations and the Government to help draft national policy and legislation to promote the activities of their national volunteers, whose impact is significant on the economic and social development of the country.

In Jamaica, a policy paper on volunteering, the National Volunteer Policy, was first distributed at the National Youth and Volunteerism Forum in September 2001. "The National Volunteer Policy is a real legal framework to promote the ac-

tion of Jamaican volunteers at local and national levels", explained **Roylan Barrett Custos**, a member of the IYV Committee on the Caribbean Island.

**Rosa Sampaio**, a technical coordinator for IYV at the Portuguese Ministry of Social Affairs, explained that representatives of the Ministry of Social Affairs in Portugal and the Ministry of Population in Madagascar have helped to draw up volunteer laws on the status of volunteers, the definition of their action and the measurement of their contribution at different levels. "In Portugal, volunteers will benefit from tax reductions, social insurance coverage, even the right to leave their work place temporarily whenever their involvement in humanitarian operations is required".

Implementing policies on voluntary work requires a focal point, emphasized **Sotiris Papisriopoulos** from Greece: "A national volunteer centre in Greece will draw up legislation on volunteering. This independent body made up of institutions and NGOs will also work on the implementation of the national volunteer policy." During his presentation, the representative of the Greek IYV Committee mentioned concrete actions, such as the creation of a web site for networking and communication between volunteers. A main task of national volunteer centers will be to collect volunteer data, measure the impact of volunteer projects and their contribution to social and economic development.

The International Year of Volunteers in 2001 has established the basis for legal recognition of the work of volunteers around the world. The IYV National Committees have helped to create a coalition between governments and volunteer organizations to define who volunteers are, what volunteering means and how it contributes to national development. Volunteerism will become a legal institution in countries that have drawn up a volunteer policy. In 2002, these governments will focus on implementing such policies at different levels in the country.

A participant in the session commented that volunteers need the help of the Government to promote their action. However, in countries where the Government is corrupt, volunteers do not want to cooperate with the Government. How can volunteers overcome this problem?

**Rabarijaona Ratianarivo** from IYV 2001 Committee in Madagascar underlined again the importance of having volunteer legislation and offered a copy of the draft of the volunteer law in Madagascar.

## Summary of Session 3-45

### Workshop - ICT 2: New Technologies and Development - Online Volunteering

**Date:** Tuesday, 20 November 2001  
**Time:** 15:00 - 16:30  
**Location:** CCV A  
**Chair:** Jayne Cravens  
**Reporters:** Julieta Abrar Lopez and Sarah Krasker  
**Presentations:** 2

*Presenters demonstrate the value of Information and Communication Technologies (ICT) to volunteering through examples of how organizations use NETAID and UNITEs to widen the volunteer network and extend its resource pool during IYV 2001.*

**Laurie Moy**, who works as a volunteer coordinating other on-line volunteers for People With Disabilities-Uganda, presented her own experience of on-line volunteering as an example of how NETAID enabled one organization to tap into, and benefit from a wide range of people with different skills, knowledge and resources. She talked about some of the problems associated with managing on-line volunteers, and how they were resolved, and mentioned some of the very concrete achievements of the group of 157 active on-line volunteers currently working with PWD-Uganda. She also went on to outline how they envisage continuing using on-line volunteers in the future, and to explain how NETAID was used by PWD-Uganda to reach this very positive result.

**"The beauty of online volunteering is that you are able to use people in their own element... By utilizing these professionals and students in their normal surroundings, we can tap into resources that would otherwise not be available to us."**

**Laurie Moy,  
People With  
Disabilities  
Uganda**

**Karim Kasim**, who works with the Technology Access Communication Centers in Egypt, talked about how ICT has been used over the last year to meet the objectives of IYV 2001. He mentioned a number of projects in which ICT has been used to enhance the work done by volunteers in the field. Specifically, he talked about work done with children in the "Seeds of Technology Project", citing this as an example of how ICT can change outlooks and thus change lives—not just offer temporary relief.

**Jayne Cravens**—an online volunteering specialist with UNV—summed up by explaining the differences between, and the connection with, UNITEs and NETAID, and outlined the ideal of bringing them closer together.

One issue that came up was that a shift in mindset is needed. Organizations still tend to passively wait for volunteers to walk in the door: re-education is needed to encourage organizations to actively search for volunteers. Another issue is that there are apparently many more volunteers on NETAID than there are posts, indicating a need for support in dealing with volunteer management in the organizations.

#### What motivates online volunteers?

An important question was raised: "What motivates on-line volunteers?" The chair and both speakers suggested the following motivating factors:

- Personal satisfaction
- Feedback from the directors of the organizations for whom one volunteers
- Free access to the Internet
- Professional advancement
- Increasing knowledge
- Practicing skills

The Chair dealt with technical questions. She explained how to register with NETAID and how to go about posting ads on the website.

In conclusion, Cravens summarized the presentations by emphasizing the importance of volunteers in making ICTs work, and the potential of ICT in volunteering. She reiterated the two functions of NETAID and UNITEs and outlined the possibility of linking them more closely.

## Summary of Session 3-46

### Workshop - Volunteer Management 2

**Date:** Tuesday, 20 November 2001  
**Time:** 15:00 - 16:30  
**Location:** ICCG 17  
**Chair:** Sébastien Ziegler  
**Reporter:** Joan Alaoui Lambert  
**Presentations:** 3

*We need to create volunteering that is centered on the volunteers. Highly motivated volunteers can offer more. This workshop encouraged all partnerships to voice their experiences.*

**Lauri Sherfey** and **Janet Hiller** presented "Volunteer Management Certificate Program (VMCP), a non-credit course

given through the Internet that offers quality professional training on volunteer management.

**Katie Campbell** introduced the Association for Volunteer Administration (AVA) founded in the 1960s in America. It presently has 2,000 members in 16 countries. The aim of the association is to promote the profession of volunteer management, whether it is exercised in a paid or unpaid framework. When an individual offers to volunteer, he or she continues if the leadership and organizational structure are supportive. We need to develop this global profession, so that it is understood and valued. It is important to stay competitive in the market place. The following points are important when working with volunteers:

1. Recruitment
2. Training
3. Supervision & management and
4. Evaluation and recognition.

Today, new technologies offer:

1. Online skills assessment—web-based learning
2. Web based content presentation—interactive learning
3. Student interaction—work related

**Martin Cowling** asked, "how can a volunteer be motivated?" Cowling used sweets and chocolate to demonstrate that motivating volunteers is a question of applying the right techniques to a given situation. A survey conducted in Australia showed that there are four main groups of motivating factors:

1. To be involved with a particular cause or organization;
2. To see real or perceived benefits of volunteering for finding a new job and/or improve one's CV;
3. Factors connected to the actual task or job;
4. Leadership and management issues.

#### Surprising issues that were raised:

Participants raised the issue of "inappropriate" volunteer: some may have mental health problems. To address such a situation, the volunteer organization needs to have clear procedures—The main objective is to achieve the mission.

How do we select volunteers? A participant proposed a filtering system by having a six-hour training / information day where one could observe potential volunteers and their expectations.

It was noted that some volunteer organizations use the same management techniques as the private sector.

Volunteering is a new profession for which we need to discover the appropriate reward in each cultural context.

## Summary of Session 3-47

### Discussion / Debate - Volunteering in Emergency Situations and for Peace

**Date:** Tuesday, 20 November 2001  
**Time:** 15:00 - 16:30  
**Location:** CCV B  
**Chair:** Dirk de Bruyne  
**Reporter:** María Mora  
**Presentations:** 3

*Presenters from El Salvador, Greece and India review the roles of volunteers in emergency situations.*

#### El Salvador: catastrophes bring volunteers into community development

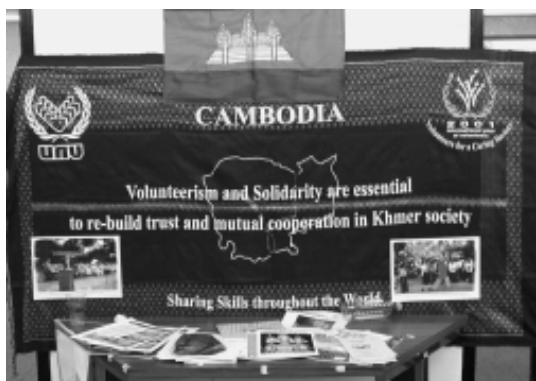
**Félix Arévalo**, El Salvador IYV National Committee Representative, presented a paper on the activities of volunteers during emergency situations in his country, especially last year after the earthquakes, hurricanes and floods. The IYV Committee postponed its activities for four months to get involved full time in work related to the emergencies. The volunteers did not only carry out rescue and reconstruction activities, but also promoted local volunteering in community development. The emergency situation gave high visibility to the work of volunteers, concretizing the spirit of solidarity and facilitating the coordination of emergency help.



From IYV El Salvador newsletter, Feb 01

**Volunteers carry food for victims of the earthquakes in Tonacatepeque, El Salvador, that left more than 20,000 homeless in 2001.**

**Volunteers play an important role in bridging the gap between what governments can supply and what society needs in times of emergency situations.**



Brian Cugelmann, UNV

**Left: Cambodia's display at ISV 2001.**

*Actions:* Organization of solidarity teams throughout the country, support to over 100 volunteer organizations, promotion and organization of groups, management of the rehabilitation and reconstruction plan with the help of the private sector (construction of temporary housing and catering for other immediate needs) and humanitarian assistance. Ten international specialists from the UNV program provided added technical support.

#### **Greece: government training program for emergency volunteers**

**Christos Doukas**, Secretary General of the Greek Ministry of Education, presented the training program for volunteers in case of emergency. This program is supported by the Ministries of the Interior, Environment and Public Order, among others. Its objective is to promote volunteering in emergency situations through training adults. The three mainstays of the program are the organization of networks for the management of risks, utilization of the available social funds and learning and dissemination of lessons learned.

In 2001, some 200 volunteers were trained and many municipalities are interested in developing the same program. **Ioanna Dionysiou**, member of the General Secretariat of the Ministry of the Interior for Civil Protection, talked about the importance of volunteers whose objective is to help and protect the population.

*Actions:* Decision making, problem solving, creation of work groups, first aid, rescue, psychological assistance to the victims, information of the public about disasters and means of dealing with them, organization of volunteer groups through the creation of the National System of Volunteers to directly contact volunteers.

#### **India: disasters encouraging volunteers**

**Rita Missal**, of the IYV National Committee in India, presented detailed information supported by statistical data emphasizing the work of volunteers in case of emergencies such as floods, earthquakes, cyclones and other disasters that occurred in India. The country has a wide variety of cultures, religions, languages and ethnical groups. According to Missal, volunteering has been growing, likely due to the recurrence of disasters and calamities that have led to the creation of different specialized volunteer brigades able to deal with specific types of disasters.

*Actions:* Immediate help, rescue, evacuation, first aid, incineration and cremation of bodies, identification of the dead, psychological and social support, creation of centers for orphans and victims, programs of protection for adolescent women, arrangement of marriages, empowerment of women, sanitary measures and water purification, creation of information centers, adequate utilization of communication means and promotion of reconstruction with technological support. **Rita Missal** presented a "spiral" showing the various degrees and phases of emergency situations and illustrating the impact volunteers can have in such situations.

#### **Volunteers working toward peace**

One delegate talked about his experience in New York after the events of September 11<sup>th</sup>, emphasizing the psychological and emotional effects of this type of disaster. The special program for such cases includes psychological assistance both to the victims and to the rescue workers, religious support and social help, based on the coordination of the action of volunteers from all over the world.

In Greece, with the forthcoming Athens Olympic Games in 2004, the Government is designing a new law on volunteering. In Yugoslavia, the work of volunteers is aimed more towards the building of peace than toward disaster relief. Internet proved to be a very important means of disaster alert and information.

**Félix Arévalo** concluded by saying that, in addition to the support provided by volunteers, there are other entities such as the Red Cross that also contribute to the rehabilitation and the reconstruction of the country and alert people early to achieve risk prevention. He emphasized that during the

periods of emergency, there is a spontaneous affluence of volunteers, but that the need exists to channel and organize their activities in order to enhance the effectiveness of the work and avoid wasting money. In general, all the presenters conclude that during a state of emergency there is always great interest on the part of the population to organize volunteer groups.

## **Summary of Session 3-48**

### **Workshop - Research on Volunteering 2: IYV 2001 Review**

**Date:** Tuesday, 20 November 2001

**Time:** 15:00 - 16:30

**Location:** ICCG 18

**Chair:** Edmund Bengtsson

**Reporter:** Julia Rees

*National Committees conduct a "SWOT" analysis (Strengths, Weaknesses, Opportunities and Threats) to evaluate their future beyond IYV 2001.*

#### **National Committees look to the future with a "SWOT" analysis**

National Committees were divided into four language-based groups and asked to conduct a "SWOT" analysis (Strengths, Weaknesses, Opportunities and Threats) by individually brainstorming responses to four questions:

1. What are their strengths or the factors that could help them continue and develop?
2. What are the weaknesses or factors that could hinder their continuation and development?
3. What opportunities are there to continue and develop?
4. What is the threat of December 31<sup>st</sup>? Do the National Committees just disband?

Participants generated a large number of ideas, which were grouped by theme, and discussed in terms of feasibility. A small group of participants met after the workshop to synthesize the outputs from the four working groups and feed it into the final plenary session of the Symposium. From the transcription of the feedback, the idea of establishing national or local volunteer centers was the most popular. The biggest weakness was unanimously lack of funds and the greatest strength was the existing network, as a result of IYV.

The brainstorming session also resulted in many insights into basic questions about the future of the IYV National Committees:

#### **Strengths that could support the future of IYV:**

1. Collective human resources/actions/networking
2. Coordination/infrastructure in place
3. Policy
4. Start of recognition/awareness
5. UN/UNV support
6. Government support/commitment
7. Private sector
8. Mobilization of civil society
9. Technology
10. More funds available now

#### **Weaknesses that could hinder the future of IYV 2001:**

1. Lack of funding
2. Lack of Coordination
3. Government interventions (lack of, too much, slow procedures)
4. Insufficient media coverage
5. Bad perceptions of volunteerism/lack of identity
6. Lack of security (coups)
7. No qualifications
8. Difficulty for the poor to volunteer

#### **Opportunities for action:**

Participants agreed that there were many opportunities for action:

*Infrastructures*

**In May 2001, the Greek Government launched an intra-governmental working group of experts developing a national governmental policy on volunteerism.**

ρα Εθελοντών κατά  
-1997, οι και οποίες  
δώσουν ιδέες για το  
λονταιών (IYV 2001)

Participants favored continuing the efforts realized during 2001, especially by building on existing structures. This approach would benefit from a raised profile, networking for greater coordination and support for volunteer organizations. Possibilities include:

- Forming national, regional and especially, international volunteer centers
- Forming foundations to develop a volunteer scheme
- Transforming National Committees into National Volunteer Centers
- Transforming National Committees into NGOs (3 have done so)
- Mobilizing the government to institutionalize volunteerism centers (3 have done so)
- Transforming the National Committees into permanent entities, and developing an "IYV +5", as has been done with environmental issues.

#### Websites

Participants agreed that an international and national electronic network would facilitate, support and promote the human volunteering network. It was suggested that sites for IYV National Committees could be transformed into volunteer centers where one could find information and data on volunteering for a given country. Several representatives of National Committees confirmed that they already had plans for future web sites related to IYV.

#### Networks

It was suggested that an international network of National Committees be formed. Such a network could act as a coordinating agency for voluntary service to provide support and guidance to organizations to:

- Take over new directions for National Committees after the end of the Year
- Inform government, NGOs, and private sector of the need for a national volunteer center
- Form an association/secretariat for volunteers to continue IYV activities beyond December 2001

#### Expanding the UNV mandate

Many participants focused on opportunities to continue UNV's future, including:

- UNV becoming a formal entity
- Reviewing UNV program country offices re-profiling and strategic themes
- UNV building on projects started during IYV 2001
- Establishing volunteer programs in organizations
- UNV acting as coordinator of VSAs
- Adding volunteerism as a theme of UNDP
- UNV acting as a central, global fundraising committee
- UNV creating a global newsletter
- UNV forming a global international agency of volunteers
- Publishing a magazine where the news of the volunteer movement is printed

It was pointed out that the UN and international community would continue support of the year.

#### Promotion/Advocacy/Recognition

Participants agreed that they have built public recognition—which is good for future efforts—but there is opportunity for future action:

- To promote the work of volunteers even more
- To maintain the spirit of IYV
- To promote more sensitization

#### Establishing a National Policy

Most agreed that there was a distinct opportunity and need to increase government support. Three participants indicated that their National Committees had already influenced national policies on volunteering in their country.

Participants also agreed that there were opportunities for research, including volunteerism in the educational system, and reinforcing traditional, informal volunteerism.

#### Threats for the future:

- Lack of support and funding
- Necessity to keep governments interested in volunteering
- Maintenance of IYV spirit
- Maintenance of National Committees or other national coordinating bodies

## Summary of Session 3-49

### Discussion / Debate - Government Support Examples 1

**Date:** Tuesday, 20 November 2001  
**Time:** 15:00 - 16:30  
**Location:** CCV C  
**Chair:** Rajeev Singh  
**Reporters:** Kathy Monnier and El Hadji Gorgui Ndoye

#### Presentations: 5

*Presenters from Canada, Indonesia, New Zealand, Spain and Israel review the degree of government support in their nations, and establish concrete recommendations to improve links between governments and volunteers.*

#### Canada

According to **Susan Fletcher**, Canada has made considerable efforts and undertaken several initiatives raising general awareness about volunteering. For its part, the government has taken both institutional and financial measures in order to support volunteering. Support agreed upon was:

- To reinforce the sector's facilities (CND \$35,000,000);
- To promote volunteering as an expression of Canadian national values (CND \$10,000,000);
- The Canadian initiative for volunteering;
- The celebration of the International Year of the Volunteer.

#### Indonesia

In Indonesia, as **Adang Farid Kantaprawira** stated, the diversity of the islands and cultures is far from being an obstructive factor, and has on the contrary fostered a climate of peace and solidarity, ideal for the promotion of volunteering. The national committee, in conjunction with the Government, has therefore put all its resources into action in order to promote volunteering. A support fund has been created to help women become actively engaged in income-generating activities.

#### New Zealand

According to **Karen Roberts**, IYV 2001 representative for New Zealand, New Zealand stands out through its multicultural population, over 78% European mixed with other ethnic groups, and 22% Maori, which take part in a wide range of volunteer-related activities.

- Help for the needy;
- Aid following a disaster;
- International Year of the Volunteer celebrations;
- An important conference on volunteering to be held in Christchurch in March 2002.

However, New Zealand volunteers are faced with a number of difficulties linked to budget issues. The Government is responsible for the unemployed and a good social structure is in place. If volunteerism is to develop effectively, there is a need to take into account cultural differences, as traditionally indigenous peoples favor the family, close friends and tribe.

Interestingly, although the Maori are known to volunteer more than any other cultural group, the Maori language does not possess a word for volunteering, as the idea itself encompasses a duty towards the family. For the European population, the choice is wider and stems from a wish for freedom of action and the offer of a service.

**The Brazilian IYV National Committee will launch the Decade of Volunteering in 2002.**

**While environmental issues such as deforestation are perhaps most well known, street kids, crime and HIV/AIDS are pressing issues in Brazil.**



**According to the Swiss Federal Statistical Office, the Swiss spend an average of approximately 7 hours per month on volunteer work.**

**This corresponds to roughly 44 million hours per month, or 248,000 full-time positions—7% of the total work force.**

With active help from the indigenous population and the government, questionnaires were distributed to the public in an effort to get a better idea of:

- Activities linked to volunteering;
- The number of hours dedicated to volunteering;
- Reasons and motivation;
- The type of support given;
- Underlining the obstacles in conflict with the development of volunteering.

#### Spain

**Fernando de Haro Izquierdo** pointed out that in Spain, volunteering is faced with a problem of communication. The population is not interested in this type of activity and it is difficult to recruit volunteers. Nevertheless, a regional volunteer plan has been set up, the first of its kind to promote activities linked to volunteerism in this way.

#### Israel

**Karni Kav** presented a detailed account of activities in Israel that included:

- Celebrations during the International Year of Volunteers;
- The launching of a campaign set up by the Ministry of National Education. As from July next year, they are organizing a competition to reward students who have shown the best knowledge and most interest in the sphere of volunteering;
- The Ministry of the Interior organized a military parade dedicated to volunteering;
- The production of a film.

The Israeli Volunteers Committee has set up its activities in the form of projects to encourage the State to support their actions. They are awaiting the outcome of this strategy, but Kav pointed out the lack of support from the Government. She said that her country has an overriding need to promote volunteerism as over the past ten years Israel has accommodated over a million immigrants from Ethiopia and Russia.

#### Linking governments and volunteers

While all the presenters gave positive accounts of the varied activities carried out during IYV 2001, some expressed disappointment at the lack of clear decisions made by their governments to facilitate volunteer work. They also questioned the role of the media, as humanitarian projects receive little coverage in the press. To counter these problems, the commission suggested the following actions:

- Improve links between different countries to take advantage of each other's experiences in the field of volunteering;
- Raise awareness among governments to evaluate volunteer activities, as is the case in Switzerland and Canada, where volunteering is considered of national value;
- Mobilize the active population within their countries;
- Improve awareness, and collaboration with the media, thus promoting volunteerism, which is becoming an essential element in today's society;
- Launch promotional campaigns on volunteering.

## Summary of Session 3-51

### Workshop - Economy and Volunteerism 3: Funding and Fundraising

**Date:** Tuesday, 20 November 2001  
**Time:** 17:00 - 18:30  
**Location:** ICCG 2  
**Chair:** Norah O'Donohue  
**Reporter:** Serge Abramowski  
**Presentations:** 2

*Two highly specialized and experienced US professionals address Funding and Fundraising—a core issue for voluntary groups and NGOs. Both agree that money is always available, and those who learn to adapt to the corporations' funding principles will be successful in corporate fundraising.*

Different from some European countries where governments provide a range of social services, in the USA, NGOs and volunteers play a huge role in providing a wide variety of social services to the communities. The necessary financial resources are largely provided by the private sector through corporate funding.

#### Key difficulties in raising money

**Ken Phillips**, President of NGO Futures, identified four problems faced by NGOs when trying to raise funds from potential donors:

- Necessity to show results of their action to the donor;
- Lack of trust between NGOs and their donors;
- How NGOs return the value to their donations;
- The frequent lack of effort of NGOs in raising funds.

#### Basic rules for fundraising

Phillips also laid down several basic rules for NGOs to succeed in fundraising. NGOs must:

- Solve the donor's problems instead of their own;
- Show competitive advantage;
- Accept refusal;
- Know and meet expectations of donors;
- Compete through innovation, price and impact.

Phillips also underlined that fundraising is about everything but money, and that most barriers to effective fundraising are internal to a voluntary organization.

**Eileen Sweeney** from Inkindex, USA, also defined a few rules for NGOs when raising funds:

- The necessity to respect corporate guidelines and criteria for donations;
- The importance of presenting realistic budgets;
- Transparency;
- The importance of adequate information materials, considering that potential funders have little time to evaluate proposals.

Sweeney also explained that US corporations prefer donating to a network rather than to individuals and that they privilege long-term relations with a partner.

When asked: "Who do you ask for in a company when you look for funding?" the presenters advised checking the Internet, looking for a known person within the company or contacting the public relations department, if a corporate funding department does not exist.

Interestingly, Phillips compared volunteers to donors: they give their time to an organization and therefore deserve to be treated as any other donor.

Another interesting point brought up was that since the terrorist attacks of 11 September 2001, when companies were intensively solicited for donations, the corporate world still has not developed a plan for disaster response. It could be a good strategy for NGOs to fill this gap.

In conclusion, corporate funding for volunteer organizations appears less of an issue of availability of funds, and more of an issue of how one goes about asking for them. Moreover, in the future, US corporations will get involved in more global issues regarding fundraising.

## Summary of Session 3-52

### Discussion / Debate - Education and Volunteering

**Date:** Tuesday, 20 November 2001  
**Time:** 17:00 - 18:30  
**Location:** ICCG 3  
**Chair:** Shantum Seth  
**Reporter:** Serge Abramowski  
**Presentations:** 3

*Presenters and participants explore the role of volunteerism in education, from supporting school-based and service-learn-*



ing activities as volunteers, to academic study.

There are a number of challenges for the success of youth volunteerism. **Sala Vaimili** has a background in pre-school education. He noted that volunteers helped ease the financial constraints in Samoan schools for young children. Many teachers and parents volunteered to help organize a large gathering of youth, called "a rally", a successful event is an example of the importance of volunteers.

#### Religious Youth Service

**Sherry Hartman** reviewed the history and successes of the Religious Youth Service, which creates activities of service and learning that bring together young volunteers from many different religious backgrounds. Many organizations collaborate to make these youth service-learning projects possible.

Dr. **Ronald Burr** showed a short video about the Religious Youth Service. He suggested that volunteerism pulls people away from commercialism and consumerism and inserts them into networks of people and communities.

Dr. **Massimo Trombin**, who works with Harman and Burr, spoke about how an NGO benefits from service learning projects, and how important collaborating and avoiding competition with other NGOs, in order to make volunteer projects successful. Trombin also noted that his organization had benefited from on-line volunteers.

#### Difference between "bénévolat" and "volontariat"

**Estelle Gitta** from Switzerland presented her research. She explained that, in French, both "bénévolat" and "volontariat" are used to describe volunteer efforts. She proposed that the first consists of acts that include a dimension of kindness in an formal or informal context, while the latter is always organized. The former is done for personal reasons, while the latter may include reimbursed for expenses. Gitta noted that volunteering could counter social exclusion. She also pointed out that volunteering helps adults with career development.

A member of the audience, **Brenda August** of the US Census Bureau, emphasized the power of youth volunteers. She noted that her office developed a program where youth in schools became volunteer advocates to convince their parents to complete the census.

A representative from the Girl Guides spoke briefly on the importance of informal education and how volunteering is a form of this. She also noted elements that are essential to youth volunteering efforts. She mentioned efforts undertaken by Girl Guides to set up schools for girls in slums in Kenya. Further, the Girl Guide spoke about the issue of burnout in youth volunteering: many girls become overwhelmed if they are "over-serviced". Volunteers need mental and physical breaks from volunteering to stay "fresh."

**Shantum Seth** from India noted that volunteer and donation drives often focus more on boys' than girls' schools in India. Seth noted that, through the entertainment industry, youth is bombarded with violence, which can negatively affect the development of the youngsters, turning them into violent individuals. He suggested that positive volunteering experiences can counterbalance the negative effects of the entertainment industry.



Viola Krebs, ICV

## Summary of Session 3-53

### Discussion / Debate - Declarations and Agendas: How can we best use these tools in the future?

**Date:** Tuesday, 20 November 2001  
**Time:** 17:00 - 18:30  
**Location:** ICCG 4  
**Chair:** Henri Valot  
**Reporter:** Henri Valot  
**Presentations:** 4

Presenters explain the purpose and results of three major volunteer declarations:

- Thai Declaration for the promotion of voluntary work
- AVA Universal Declaration on Leading and Managing Volunteers
- IAVE Universal Declaration on Volunteering and Civil Society

*Σχηδουλεδ βυτ νοτ πρεσεντεδ ιν τηε σεσσιον, the Arab Declaration on Volunteering is available on the CD ROM.*

#### Thailand's Declaration for the Promotion of Volunteer Work

Various activities took place in Thailand during the Year, with the support of the Buddhist Church, the Red Cross and media, said **Somporn Thepsittha**, Representative of the Thai National Committee for IYV.

On 16 October 2001, the Government adopted the Thai Declaration for the Promotion of Volunteer Work and proclaimed 2002 "Year of Development of Voluntary Work", with two objectives in mind:

1. Rights and responsibilities of volunteers, and
2. Involvement of the private and public sectors.

The Thai Declaration confirms that IYV 2001 has resulted in a positive involvement of the Government of Thailand in the promotion of volunteerism.

#### AVA's Universal Declaration on Leading and Managing Volunteers

**Katie Campbell**, Executive Director of Association for Volunteer Administration (AVA) and **Teresa Gardner-Williams**, Chair of Professional Issues of AVA presented the recently developed AVA Universal Declaration on Leading and Managing Volunteers. In support of IYV 2001, the Association for Volunteer Administration (AVA) convened an International Working Group dealing with the Profession, in conjunction with the International Conference on Volunteer Administration that took place in Toronto, in October 2001. The Working Group was conceived as a forum for global discussion about volunteer resources management and its future direction to:

- Maximize IYV 2001 as a springboard for enhancing the visibility of the profession of volunteer administration;
- Develop and strengthen relationships among individuals and organizations representing the profession in countries around the globe;
- Create a document that complements the Declaration on Volunteering developed by IAVE that can be used by leaders everywhere to generate increased support for their role and work.

Representatives from 12 countries worked for two days to produce the AVA Declaration, which was subsequently adopted by the AVA Board of Directors. Specific strategies for how and where to utilize the document are still evolving, but the possibilities are endless.

#### IAVE's Universal Declaration on Volunteering and Civil Society

IAVE's Universal Declaration on Volunteering was conceived in 1988 and adopted in Paris in 1990. According to **Kenn Allen**, World President of the International Association for



AVIOS

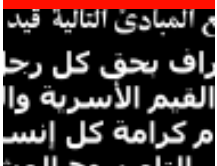
According to the 2001 Human Development Report, of the 4.6 billion people in developing countries, more than 850 million are illiterate.

With empirical data, the worldwide efforts of volunteers to combat illiteracy can be included in the Report.

Left: teaching children of migrant workers in Watsonville, California to read English.

**The Arab Declaration on Voluntarism looks to volunteers to help with development and fight the high levels of illiteracy found in many Arab nations.**

**Syria was the first Arab country to launch the International Year of Volunteers.**



Volunteer Effort (IAVE), a decision was made in 1998 to review the Declaration under a process of consultation that was completed at the 2001 IAVE World Conference. The Declaration was finalized by the International IAVE Council, with representatives from more than 20 countries. The preamble discusses the values of volunteering. The Declaration defines the rights of volunteers and urges the United Nations to declare a "Decade of Volunteers and Civil Society." According to Allen, the Universal Declaration will involve, undergoing amendments to keep it in tune with the changing world.

#### How do we best use these Declarations?

While IAVE, AVA and UNV agreed that declarations are aimed at the decision-making level, **Henri Valot** of the United Nations Volunteers Programme emphasized that all available tools must be considered as valuable contributions towards a global declaration that applies to, and is approved by, as many countries as possible—and that this process requires time and negotiations.

Valot explained that the United Nations system has worked on several volunteer resolutions since the 1997 General Assembly designated 2001 the International Year of Volunteers. He presented the ongoing dialogue among member-states on meanings and typologies of volunteering, emphasizing that any declaration must consider all forms of voluntary action.

According to Valot, the UN will consider this issue in its plenary meetings on volunteering on 5 December 2001. In this meeting, UN General Assembly member states will adopt a new global resolution on volunteering, based on a report by the Secretary-General on "Support to Volunteering." Valot underscored the difficulty of this process, as the resolution is open to discussion, changes and amendments. The new resolution will be presented by the governments of Japan and the Netherlands—long-term supporters of volunteerism at a global level.

#### Can we declare an international decade of volunteering?

Asked if the UN had considered declaring a "Decade of Volunteers and Civil Society", Valot said that he had not heard so far about such a proposal. According to Valot, it will be the responsibility of the member-states to take appropriate measures to continue IYV, based on the recommendations contained in the IYV report to be presented on 5 December 2002 at the UN General Assembly.

## Summary of Session 3-54

### Discussion / Debate - Volunteering and Development / Poverty Alleviation

**Date:** Tuesday, 20 November 2001  
**Time:** 17:00 - 18:30  
**Location:** ICCG 15  
**Chair:** José Robles  
**Reporter:** Gidéon Urbach  
**Presentations:** 2

*Presentations from Papua New Guinea and Ethiopia offer bottom-up perspectives of issues facing volunteering in relieving poverty today.*

#### Papua New Guinea: More Partnerships needed

**Barbara Masike** of Papua New Guinea explained that in Melanesia, volunteering means coming together for one common good, always with the idea of sharing, whether it is burdens and loads, food or even money, to enhance each other's lives. For example, when a widow needs a house or a garden, the people come together and carry out whatever tasks are needed. This sharing and caring, commonly known as the "wantok system", where one is obliged to share whatever surplus one may have, is done with the understanding that people will always assist each other.

There are different kinds of volunteering in the country. Community workers have the desire and passion to help others; most of them are not granted any allowance. Church volun-

teers act to serve God through others.

Under an act of parliament, the Government of Papua New Guinea established in 1990 an indigenous volunteer organization, the National Volunteer Service (NVS). Since that time, NVS has been recruiting and placing skilled Papua New Guineans to live and work in communities for 2 years, with a monthly allowance, in various fields such as health awareness, education and literacy, agriculture and forestry and women's affairs. To date, there are about 60 of them.

The three major programs of NVS are:

- The Volunteer Placement Program (VPP), for recruitment and placement;
- The Community Education and Development Program (CEDP), for training, with a special cross cultural training week for international volunteers;
- The Community Relations and Fundraising Team (CRAFT), which publishes a newsletter, looking at the promotion of volunteer efforts and at fundraising.

Masike emphasized the fact that the Government had established the National Volunteer Service (NVS) under an act of parliament in Papua New Guinea, which provides recognition to volunteerism and ensures the government's commitment to support volunteering. However, the NVS believes that the government needs to solicit more assistance from the private sector. Numerous international volunteer organizations are currently working in Papua New Guinea, closely collaborating with the NVS.

#### Ethiopia: lack of research is hindering the implementation of modern systems

**Rufael Melaku** explained that voluntary work has been part of Ethiopian life for many centuries. Farmers in rural areas, urban dwellers, religious institutions and the faithful all practice different and unique forms of volunteering.

DEDO or JIGHE is a system which permits an individual farmer to call upon his neighbors to contribute labor during plowing, planting, weeding, and harvesting. The pooled labor principle also applies for example, when people want to build houses. It can even lead to a housing project with community participation in low-income areas.

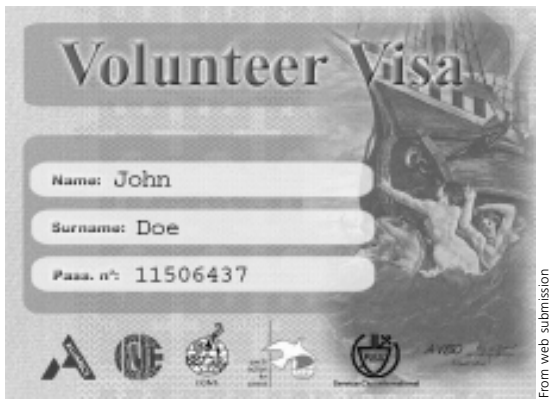
Another unique form of volunteering in Ethiopia in terms of its entrepreneurial spirit is IKUB. It is a traditional credit association, where people make weekly or monthly contributions to a common pool. It enables a person to access a significant amount of money, to be invested in business, building a house or other contingencies.

IDIR (Burial Societies) is the third community support system based on volunteerism. Its objective is to provide families with dignified funeral and to cover burying expenses. IDIR also plays a conciliatory role in the community and assists sick people.

The other type of voluntary associations are basically of a religious nature, known as MAHIBER and SENBETE. The Mahibers are named after a particular saint or angel and meetings are conducted on a monthly basis on that saint or angel's day, usually in the presence of a clergyman. While getting together is the prominent feature of the Mahiber, it also assists members facing difficulties. Members of the Senbete hold weekly meetings and have quite similar objectives to those of the Mahiber.

Monks and nuns practice the oldest traditional form of volunteering in Ethiopia in the monasteries since the 3<sup>rd</sup> century AD. As a rule, the monastic tradition strictly segregates monks and nuns on gender lines. However, beyond the perimeters of the proper monastery, monks and nuns form an integrated and effective productive force. This well structured system based on communal voluntary service is not only a self-contained and self-help community, it takes care of orphans and the destitute.

Most of the traditional voluntary associations, except those of the monasteries, have transformed themselves in time to



fit into the modern structure of volunteering for an effective service. Different age groups from both genders with diversified professional backgrounds participate in voluntary activities in Ethiopia.

A number of events organized by the National Committee to commemorate IYV 2001 attracted most of the voluntary associations in the country. Young volunteers from different organizations and clubs came together to express their ideas and exchange experiences on volunteerism.

## Summary of Session 3-55

### Discussion / Debate - Volunteer Networks

**Date:** Tuesday, 20 November 2001

**Time:** 17:00 - 18:30

**Location:** ICCG 17

**Chair:** Kwabena Asante-Ntiamoah

**Reporters:** Mohamed Sofiane Berrah and Marjaneh Foyouzi

**Presentations:** 2

*Participants and presenters explore examples of how volunteer organizations can **network** to achieve results that may be out of the reach of groups working independently.*

#### Networking gets visas for international volunteers

According to **Arnaud Walbecq**, only one country in the world, the Czech Republic, grants visas specifically for voluntary service. In response to this dilemma, The "Joint Campaign" was created during IYV 2001 by gathering six international voluntary service organizations (Alliance, AVSO, ICYE, SCI, CCIVS and YAP) to focus on a major obstacle to international volunteering: visas. Since its creation, the "Joint Campaign" has worked with embassies to help resolve visa issues.

Much interest and encouragement was expressed regarding the initiative of visa facilitation. This is a key question for the survival of international volunteering in the future.

#### Government support is important

**Amir Farmanesh** from Iran Future Studies Society provided an example of how lack of government support can hamper volunteer efforts despite efforts to network. Farmanesh urged that volunteers must focus on a positive way of bringing different organizations and networks together, rather than scattering efforts: In Iran, NGOs must be approved by the government, justify their existence and state their know-how in the field of policies. As approximately 80% of Iran's economy belongs to the public sector, this is not only a political issue, but also an economic one for NGOs. In addition, lack of volunteer management and training make it difficult for Iranian NGOs to reach their objectives.

#### Networking on the spot

In an interesting example of the willingness of volunteers to network, participants spontaneously began sharing practical advice, such as involving the media and governmental volunteering in lobbying for adequate legislation. Innovative solutions were also suggested to encourage volunteering activities, such as the voluntary award ceremony in Jamaica.

## Summary of Session 3-56

### Workshop - "Innovation" & "Celebration": Creative International Year

**Date:** Tuesday, 20 November 2001

**Time:** 17:00 - 18:30

**Location:** ICCG 18

**Chair:** Dirk de Bruyne

**Reporter:** Dina Abousamra

**Presentations:** 3

*Even in countries where volunteering is widespread, IYV National Committees initiated creative new projects and contacts. The innovative use of words such as "Innovation" (combination of "innovation" and "manifestation") and "Celebration" (combination of "celebration" and "action") reflect the creativity used by National Committees.*

#### Targeting Youth in the Netherlands

**Theo Van Loon**, Director of NOV and President of the Dutch National IYV Committee, gave a general background of volunteering in his country. Like the UK and Denmark, the Netherlands puts a large emphasis on volunteerism, and approximately 25% of the population (about 3 million) is involved in volunteer work. Van Loon also noted that the infrastructure for volunteer organizations provides a strong support base.

The National Committee thus decided to take a creative approach to the IYV. The main objectives were to do something that had not been done before and to come out of the year stronger than when they entered it. Funding was acquired for the projects over the year from the government, NGOs, and businesses. The results included: "Innovation", "Zap Day", Local Committees, a World Conference, and a Closing Event. "Innovation" referred to an information market day, where people could access information dispensed by NGOs, businesses, and charities at market stands. The idea behind "Zap Day" was to give young people the experience of volunteering, by having them work for a few hours in an organization.

The last event of the year will be held on December 5<sup>th</sup> — the closing day of IYV 2001. To honor volunteerism, a large football stadium will be filled with volunteers, televised nationally, and awards will be distributed.

#### Taking Volunteering to the Streets: The Danish Caravan

**Terkel Andersen**, Chairman of the National 2001 Committee, Denmark and **Martin Brahtz**, Project Coordinator for the 2001 Secretariat of the Danish National Committee, presented the "The Danish 2001 Caravan". Andersen and Brahtz also highlighted the major role which volunteerism plays in Denmark, with over one-third of the population involved.

Historically, organizations in Denmark have received positive support from the government, especially through financial backing. They focused one project, among the many components of IYV — The Danish 2001 Caravan. The objectives of the Caravan Project were:

- Recognizing and providing visibility to volunteer work;
- Involving new volunteer groups from youth and ethnic minorities, and
- Enhance local networking.

A fourteen-meter double-decker bus was rented and visited 65 destinations in Denmark over four months. The Caravan made stops at organizations throughout the country that had prepared a daily event for the occasion. The Caravan Project was a huge success. It stimulated closer contact between local organizations, helped give visibility for many organizations via media attention, and stimulated closer contact with the local authorities.

The 2001 IYV activities in Denmark also included volunteer markets, conferences, parades, involvement of key government ministers as welcoming speakers, and an exhibition entitled "Why on Earth Should I be a Volunteer?"

**Left: the Joint Campaign is seeking ways to address visa difficulties for international volunteers.**

**Access to visas is a common problem faced by volunteers and volunteer sending agencies.**

**With the exception of the Czech Republic, countries do not consider volunteering a valid reason to grant a visa.**



**Corporate Volunteering: The 2001 IYV Benetton Campaign**

**Benetton and the United Nations started collaborating in 1996 with the first big communication campaign for the World Food Summit organized by the Food and Agriculture Organization of the United Nations (FAO).**

### Beauty and benevolence: Miss South Pacific

**Manamea Apelu**, IYV 2001 Coordinator for Samoa, highlighted the attention that IYV was given in her country. One specific example was the "Being Miss South-Pacific and Volunteering Campaign". This year's Miss South-Pacific first was chosen not only because she was Miss Samoa, but also because she promoted volunteerism in 83 schools around her country. In Samoa, volunteerism was promoted through the distribution of materials and Apelu who got much media attention.

#### What Next?

**Dirk de Bruyne** asked the Danish presenters why young people were being targeted rather than older generations? Anderson replied that many youngsters tended to think that volunteerism was unattractive and not "cool". Anderson explained that this was why the IYV National Committee especially targeted younger people. Van Loon suggested that in order to make volunteering more attractive to young people, its image needed to be redefined. Presenters agreed that it was a good idea to:

- Involve local authorities and businesses to support volunteerism;
- Re-define and re-approach volunteerism, even in places where it is well established;
- Create innovative approaches, such as the examples presented.

## Summary of Session 3-57

### Discussion / Debate - Volunteering for the Environment

**Date:** Tuesday, 20 November 2001  
**Time:** 17:00 - 18:30  
**Location:** CCV A  
**Chair:** César Guedes  
**Reporters:** César Guedes and Kathleen Wyss  
**Presentations:** 4

*Through sharing their experiences with volunteering and the environment in their own countries, four presenters from around the world agree that there is a fundamental right to live in a clean environment. They pointed out that volunteering is a way of life, which makes obstacles character building. Hence, what may start out as a small initiative can quickly develop into a large movement.*

#### Brazil: conscientious living

**Maria Helena Avena** presented the Foundation of Terra Mirim, a spiritual and ecological residential community in Bahia, Brazil, run solely by volunteers. This independent and self-sustaining community focuses on the individual's spiritual search, the protection of the environment and volunteering as a way of life. These are the crucial elements in a life dedicated to conscientious living. This self-sustaining group also produces natural products for sale.

#### Kenya: overcoming obstacles

Kenyan **Paul Okello** detailed his youth environmental group's obstacle-strewn path to its present success, emphasizing the importance of the holistic development of its members. In fact, he said, it was these many obstacles, which he sees as an important formative element in the organization's establishment and effectiveness. Young people who had been discouraged initially by the many problems they faced at university, eventually became active members of a now recognized environmental club.

#### Argentina: raising public awareness

Founding member **Virginia Mariezcurrena** of the Asociación Acuerdo in Argentina documented her organization's difficulties with growth and the many lessons the group had learned from its initial struggle to preserve an urban landmark. She mentioned the consciousness-raising work necessary in making the citizenry aware of its right to live in a clean environment. Mariezcurrena referred to the many pro-

fessionals, such as architects, lawyers and scientists, all working on a voluntary basis for the Association.

#### India: drawing in the government

**Rajeev Singh** introduced the "We for Yamuna" project and explained how some young people had asked to do some useful volunteer work. His organization had suggested cleaning the highly polluted Yamuna River, running through Delhi. Within a relatively short time, this small initiative had developed into a large movement, galvanizing many people into action. This has led to reforms in other areas as well, such as in education, and has even caused the government, which had initially refused to clean the river, to become active.

Singh stressed that, when looking at environmental issues, consumerism and social behavior needed to be examined: as a consequence of littering the Yamuna River had been filled with plastic bags and other non-biodegradable trash.

## Summary of Session 3-58

### Workshop - Social Marketing and Volunteerism

**Date:** Tuesday, 20 November 2001  
**Time:** 17:00 - 18:30  
**Location:** CCV C  
**Chair:** Prosper Bani  
**Reporter:** Michael Simpson  
**Presentations:** 3

*Stories behind the creation of promotional materials for IYV 2001 provide insight into the question: "What are the most efficient ways to market the importance of volunteerism?"*

#### Benetton: Mixing social awareness and commercialism

**James Mollison**, photographer of the IYV 2001 Benetton Campaign, showed slides: a former member of a street gang, who still bears the signs of his past life tattooed on his skin, and now fights against violence... a young lawyer who promotes and defends human rights... a transvestite who distributes condoms amongst prostitutes... an elderly tap dancer who entertains residents in old people's homes. These volunteers came from all over the world. With diverse backgrounds, they were young or not so young, but all shared the feeling of commitment to help the weak and suffering. Mollison referred to Luciano Benetton, founder of Benetton, who said:

*"With our new campaign, we have chosen to come out in favor of the voluntary effort and of all those who elect to work for the good of others, without prejudice. Our partnership with such a prestigious body as the United Nations has taught us that there are many ways of being a volunteer. Our aim is to give greater visibility to a multi-faceted reality that people underestimate or of which they are often completely unaware. In actual fact the volunteer effort constitutes a real opportunity to give a deeper meaning to our life and is one of the most vital and positive examples to young people around the world".*

**Naya Joffre** was a 20-year-old high school graduate when she decided to volunteer, helping street children in Guatemala for 3 months before entering university. She is one of the endorsers and models for the United Colors of Benetton's communication campaign.

#### The Internet: Fast and cheap

According to **Brian Cugelman** of UNV, the Internet is a powerful tool for social marketing, a means to convince people. Social marketing has its origins in the public health movement. Behavior trends have to be studied to make social marketing work. With the Internet, Cugelman said, change can take place even with the click of a mouse. This is a wonderfully inexpensive way to communicate, where one may post information resources, hold meetings on-line—go virtually anywhere in the world. Concerning volunteering, there are specific sites available on-line and the Internet can create a forum for volunteering.

## Reaching those without access to the Internet

**Georges Drouet** of Prospective International, Belgium, discussed means that his organization uses to communicate volunteering to the public. He pointed out that although communication technologies are changing rapidly, the Internet still reaches only three percent of the world. The other ninety-seven percent must be reached by more conventional means, such as books, conferences, faxes, mail, radio, and friends. Television is one of the tools being used in Belgium to reach the people, but as broadcast time is limited, new concepts are needed to bring the message to the people, especially to youngsters.

James Mollison concluded that is volunteerism is essential in many of the refugee camps, hospitals and communities that he visited and photographed.

The session moderator, Prosper Bani, ended with the view that interpersonal communication was probably the most important tool to spread the word concerning volunteerism.

Drouet concluded that the young people involved with volunteering today would become sensitive, caring people, and could be future candidates for leading positions in volunteer organizations.

## Summary of Session 3-59

### Workshop - Commitment and Volunteerism

**Date:** Tuesday, 20 November 2001  
**Time:** 17:00 - 18:30  
**Location:** CCV B  
**Chair:** Sergio Ferrari  
**Reporter:** Joan Alaoui Lambert  
**Presentations:** 4

*Little has been said during IYV 2001 about the link between volunteerism and activism, yet it seems that definitions and the understanding of links and differences are an important element in the effort for more recognition and facilitation of volunteer work. This discussion / debate panel brings together presenters who work as, or with volunteers, defending a cause such as human rights, disarmament and peace. Activists are in many cases, volunteers, yet not all volunteers are activists. Some activists do not see themselves as volunteers, even though they act out of free will and, in many cases, without financial retribution.*

**Sergio Ferrari**, freelance journalist, challenged participants with several questions:

1. What are the limits and differences between activism and volunteer work (e.g. between volunteering for a sports organization or a human rights movement; between offering one's time in a popular movement vs. a political position)?
2. Where do common denominations and characteristics fall?
3. What are the contradictions between the two?

Ferrari pointed out that considering the growing number of associative, popular and anti-globalizing movements both in the North and in the South, these questions touch on contemporary and important issues.



Viola Krebs, ICY

**David Arnott** described his work for the Burma Peace Foundation founded to help the Burmese peoples, who suffer under the present political climate, to communicate directly with the Commission on Human Rights in Geneva. Arnott stressed that new technologies, in particular the Internet, were an important element for his work. For example, to reach volunteers and activists around the world, the Burma Peace Foundation established an on-line database on the Internet on Burma.

**Keith Krause**, from the Institute for International Studies in Geneva, researched on small arms and weapons proliferation. According to him, a network is needed, linking activists at grassroots levels with local concerns to regional and global levels to fight against violence.

**Colin Archer**, Secretary-General of the International Peace Bureau introduced his organization's aim, a coordination center for 220 member organizations, working for disarmament and peace education. The IPB also works with many committed activists and volunteers.

**André Babey** from ATTAC Neuchâtel, Switzerland, explained briefly that ATTAC's (Association de taxation des transactions financières pour l'aide au citoyen) mission is to inform citizens on economic and political issues. ATTAC is particularly concerned about the privatization policy of the government.

### Conclusions summarized by Sergio Ferrari

Volunteers act out of free will, without financial retribution for their work. In some cases, they may have their expenses reimbursed.

The word "activist/militant" stands for a person who pleads for a specific cause within a philosophically and politically defined group or a party or social movement.

1. Volunteer work is not always militant, but most of the time militant work is done on a voluntary basis.
2. Volunteer work is not always politically driven. However, often seemingly "apolitical" volunteer work favors directly or indirectly a political belief or project at large—which does not necessarily represent a political party. The project may be reactionary or conservatory rather than progressive and innovative.
3. The notion of "intention" or "will" is a critical element when debating the notion of volunteer work. Sometimes intentions are clear and explicit, transparent and public, but it can also be the pure opposite. The framework and aim of any volunteer activity need to be open and transparent, if this social practice is to be socially accepted and valid.
4. The border between volunteering and activism (in their different conceptions and varieties) is very often small or inexistent, especially if the volunteer effort is linked to a project based on social critics and the strive for alternative solutions to common social problems. In many cases and places, concrete local action and projects—as well as universal issues (such as the defense of the world for all, peace movements, etc.)—erase the limits between volunteering and activism. The philosophy of human responsibility to act with a local vision at a global level questions these artificial distinctions and differences.
5. To think that volunteers do not have their own ideas and position is a conceptual error. Millions of volunteers belong to organizations that, although not being a political party or movement still stand up for directly or indirectly political positions, in response to certain situations or issues.
6. The cultural exchange in the framework of North-South volunteering—or volunteer work with ethnic minority groups from the North—becomes a key element, a carrier for a wonderful richness of exchange. Volunteers should not hide nor deny their own cultural identity, but rather see it as an asset on which they can build on.
7. Regardless of the tasks to be accomplished, training of



Viola Krebs, ICY

**A worker in a state-owned lacquer ware factory near Bagan, Burma.**

**Myanmar (Burma) often requires "volunteers" to build roads, clean cities and perform other projects related to development.**

**ILO's 1998 Special Report criticizes Myanmar for exploiting its citizens through "forced labor".**

**Members of the volunteer team of the XIII International AIDS Conference share their views on South African President Mbeki's position on the AIDS crisis.**



André Babey, ATTAC

Viola Krebs, ICV

volunteers is key: it is linked to our social responsibility and needs to have a clear framework. One has to, for example, consider the contribution of the “pedagogy of the oppressed” or the “education for liberation”. No education or training is aseptic.

8. In a society dominated by capitalism, coherent volunteer action, which does not correspond to this dominant paradigm is, in itself, a form of activism in favor of another more human social ideal and model.
9. Volunteering is the basis for the construction of new a new paradigm, a new relationships between human beings. It should be seen and appreciated as such.

## Summary of Session 3-61

### Cocktail - Cocktail offered by the City of Geneva, followed by a Dinner and Dance

**Date:** Tuesday, 20 November 2001

**Time:** 19:30 - 22:00

**Location:** Uni Dufour

A cocktail was offered by the City of Geneva, followed by a dinner and dance offered by the Symposium Association.

**While both activists and volunteers work out of free will and to help their neighbors, communities or society at large, activists typically defend a particular political or philosophical ideology, often on behalf of a defined group, party or social movement.**



Viola Krebs, ICV

## Daily Summary for Wednesday

**Objective:** To establish recommendations on how to move forward after IYV 2001

**Presentations:** 52 in 11 sessions

The morning of the last day was opened by an African panel, presenting visions of the past to build the future of volunteering in Africa and elsewhere. Through specific examples, the panel addressed many key issues linked to volunteerism: social cohesion and volunteering, the role of women volunteers in restoring peace, volunteers and sports and, last but not least, civil involvement, activism and volunteering. As a closing message, the common statement of the Symposium participants to the 56<sup>th</sup> General Assembly of the United Nations was presented. The following keynote speakers shared their vision about the future of volunteering: **Jeanne Ebamba**, Minister for Social Affairs of the Democratic Republic of Congo; **Sokhna Niasse**, National United Nations Volunteer in Senegal; **Bengaly Kouyate**, National United Nations Volunteer in Guinea; **Fékrou Kidané**, Director of International Cooperation of the International Olympic Committee; **Kumi Naidoo**, Secretary-General and CEO of CIVICUS, World Alliance for Citizen Participation and **Okama Brook**, originally from Nigeria, now a UNV in Laos.

The morning session was followed by several discussion and debate sessions concerning the future of volunteerism and the challenges faced when pursuing projects. Lack of motivation and creativity seem never to be an issue. On the contrary, lack of government support and funding can stop projects. In Kenya, for example, an interesting project exists to transform IYV 2001 National Committee into a research center. However, unless the government helps support this project, it is unlikely to happen. The experience of the activities of IYV 2001 indicates that a new global strategy for strengthening volunteerism—with more resources, a sharper focus and a stronger commitment—could solve a myriad of problems, especially in developing countries.

**Renée Peroune** from Guyana presented the results of the various formal and informal national committee meetings. She talked about the strengths, challenges and weaknesses faced by National Committees.

The Symposium ended with the closing ceremony, in which **Christine Cornwell**, Director of the Development Cooperation Department of the International Labor Organization (ILO), **Renate Bloem** from the Conference of NGOs accredited to the ECOSOC (Congo), and **Kirsten Holst** from UNESCO presented their visions for the future. **Viola Krebs**, President of the Organizing Committee of the Symposium, introduced the volunteers who had worked in the background to make this meeting happen. Balloon adventurer and Goodwill Ambassador for UNFPA, **Bertrand Piccard**, drew a parallel between his balloon flights and project realization: "If we want to be effective, we need to go with the wind. This may mean that we have to change altitude, in order to change direction." The final words were given by **Judith Stamm**, President of IYV 2001 Swiss National Committee and **Sharon Capeling-Alakija**, Executive Coordinator of the United Nations Volunteers who stressed that the end of IYV 2001 was just a step in a long process for more recognition of volunteering.

## Summary of Session 4-11

### Plenary - Countdown: Tuesday in Review

**Date:** Wednesday, 21 November 2001

**Time:** 08:45 - 09:15

**Location:** ICCG 1

The day was opened with a countdown video featuring key moments of Tuesday.

The countdown videos are available on the CD ROM version of this report.

## Summary of Session 4-21

### Plenary - IYV 2001 and Beyond

**Date:** Wednesday, 21 November 2001

**Time:** 09:15 - 10:45

**Location:** ICCG 1

**Chair:** Henri Valot

**Reporter:** Viola Krebs

**Presentations:** 8

*Presenters explore visions of the past to build the future beyond IYV 2001. Through specific examples, an African panel addresses key issues linked to volunteerism: social cohesion and volunteering, the role of women volunteers in restoring peace, volunteers and sports, civil involvement, and activism and volunteering.*

**Jeanne Ebamba**, Minister for Social Affairs of the Democratic Republic of Congo, talked about the challenges her country has been facing since 1998, when a civil war broke out, hindering the development of her country. Currently, however, there is hope that peace will be restored. IYV 2001 was launched by the Ministers of Foreign and Social Affairs and has been an opportunity to mobilize people from the grassroots level to embrace peace. A seminar on IYV 2001 activities was organized under the auspice of President Kabila. This seminar allowed volunteers and volunteer organizations to prepare the Year, for which 40 NGOs, private sector organizations, religious movements and government agencies joined forces, forming a national committee to improve social integration and obtain better recognition for volunteer work at both legal and functional levels. Ebamba stressed that volunteering is an essential element in Congolese society, a society of service, sharing and solidarity, where human beings can only exist through interaction with other human beings, communities and families. Different names are given to these services, ranging from "conviviality", "tolerance", "generosity", "mutual help" to actual "volunteer services." As such, volunteering is a very effective tool against poverty and social exclusion. For beyond 2001, Ebamba expressed the need for an organ, most probably a Volunteer Center, to promote and reinforce volunteering, offer training, improve research and consolidate volunteer efforts, creating synergies between local, national and international partners.

**Sokhna Niasse**, of Senegal is one of the 40 National United Nations Volunteers present at the Symposium. She presented the project for an African Peace Corps and talked about the role of women volunteers in Senegal. Considering the increase of violence, conflicts and mutilation that are destabilizing the African continent more than ever, an African corps of volunteers has become a necessary. Since 1972, more than 30 wars—often internal conflicts—have split communities and destroyed the stability of countries. As many of these conflicts are internal, governments, parliaments, as well as civil society are key actors in the peace process. According to Niasse, IYV 2001 has been an opportunity for volunteers to network and to help reconstruct many conflict-torn countries. The African Peace Volunteer Corps is being founded on the basis of articles 52/53 of the UN Charter of San Francisco. Set up with the support of UNDP and UNV, it must be completely independent, founded on the spirit of tolerance, cultural respect and peace.

Another National United Nations Volunteer, **Bengaly Kouyate**, presented a peace volunteer movement led by

Volunteers building for the future.

The African Peace Volunteer Corps was initiated during IYV 2001 on the basis of articles 52/53 of the UN Charter of San Francisco, to fight violence, conflicts, and child combatants.



Viola Krebs, ICV

Children are often the victims of violence and conflicts. 40% of the world's population is aged 16 to 24.

**"Too many governments view volunteers as cheap labor.**

**Leaders and governments need to recognize that they play a critical role in promoting volunteering."**

**Kumi Naidoo, CIVICUS**



Viola Krebs, ICV

women to restore peace in Guinea, Sierra Leone, and Liberia. This women's movement was initiated during IYV 2001 by Sana Garaba, Ex-Minister of Guinea, to bring about an indispensable change in attitude of the political leaders towards both volunteers and the peace process. On 25 June 2001, a National Symposium on the Culture of Peace was organized in the country, which led to the creation of an interdisciplinary committee elaborating a strategy for peace. Kouyate congratulated the committee for having already made great process, in improving exchanges within the country.

Kouyate's speech was followed by an artistic contribution from pianist **Juan David Molano**.

**Fékrou Kidané**, Director for International Cooperation for the International Olympic Committee, represented volunteers in sports: Thanks to millions of volunteers, the grassroots Olympic movement has been started and continues. 22,500 volunteers will be helping at the Olympic Winter Games in Salt Lake City. 47,000 volunteers from all ages and lifestyles participated in the 2000 Olympics in Sidney, Australia. After each Olympic Games, the Olympic Committee distributes a pin to every Olympic volunteer, as a sign of recognition for their work.

Volunteerism is present in all societies. Kidané quoted some impressive figures: according to national statistics, 77% (23 million) Germans volunteer. In the USA, 56% of the population volunteer three to four hours per week and in Korea, 4 million volunteers accomplished 451 million hours in 1999, corresponding to an economic value of approximately US\$ 2 billion. Kidané drew attention to the fact that "voluntarism is a capital, the economic value of which is human resources." He pointed out that volunteering is essential in a world where more than 50% of the population lives on less than a dollar a day.

Kidané stressed that, for the future, it is important to further consolidate volunteer efforts. For the Olympic Committee, for example, it is necessary to ensure the continuity of local Olympic volunteer committees around the world to educate young sports leaders, especially among women. It is also in with this goal in mind that a World Conference on Olympic and Sport Volunteerism was held from 12 to 14 November 2001 in New York.

As an African, Kidané sees his future as a retired person within the world of volunteering: "For an African like me, it is the hope to finish my life with voluntary services and to teach my grandchildren to become volunteers in the future." African societies desperately need older volunteers, at a time when the continent has to face many challenges, such as diseases like HIV/AIDS and malaria. Kidané stressed that volunteers are the backbone of societies, not just servants, but very humble, decent, dignified people. According to him, it is therefore essential that volunteers are well respected within and by institutions and organizations, and that they are officially recognized by law in each country. Kidané concluded by urging the audience to develop a culture of volunteerism on a daily basis, and not wait for another International Year of Volunteers.

### **Three levels of volunteering**

**Kumi Naidoo**, Secretary-General of CIVICUS, is a human rights activist and civil society advocate originally from South Africa. Naidoo discussed civil society involvement, global solidarity and cooperation, and the responsibility of governments to improve societies.

Naidoo acknowledged that something had changed after 11 September 2001, a turning point where negotiations were replaced by terrorist acts and bombs.

He underlined that IYV 2001 had increased awareness and knowledge of volunteering and offered a great opportunity for networking through conferences, such as the IAVE World Conference, the CIVICUS World Conference and the present Symposium. He said that IYV 2001 has allowed better recognition and statutes for volunteers and led to a deeper understanding of the complexity of volunteerism.

Naidoo stressed that IYV 2001 celebration was an important step, but that the big question was now how to continue along the same path and keep the momentum alive: "Volunteering does not happen in a vacuum. The relationships between big institutions, small grassroots NGOs, governments and the private sector are therefore essential." For Naidoo, volunteering happens at three levels:

1. *Micro-level*  
direct services to volunteering where help is needed
2. *Macro-level*  
social activists work towards changing policies, fighting corruption, fostering social and economic justice, and working toward more transparency and democratic governance
3. *Meso-level*  
level between micro and macro-level, civil society and NGO involvement; many voluntary organizations fall into this category

Kumi Naidoo stated that all three levels of volunteering are equally important, each in its own way and at its own level. "Every act of volunteering needs to be recognized. Even the most local and the smallest contribution are extremely valuable."

According to Naidoo, too many governments still consider volunteers just cheap labor. He stressed that leaders and governments need to recognize that they play a critical role in promoting volunteering, because their attitude and actions have a direct impact on the volunteer movement. He explained: "It is much harder to promote volunteerism in countries with corrupt governments. Volunteers will say 'what does my act of volunteering do in a country where paid staff engages in obvious acts of corruption?'" A specific example of how a government can facilitate the volunteer movement is by changing outdated taxation laws to offer greater support to civil society organizations and through this support, enabling citizens to participate more actively. Further, Naidoo urged governments not to fear the input of volunteer organizations in the policy making process, but rather see it as a valuable contribution.

Naidoo underlined that, in modern societies, statistics are important tools of recognition, which is why it is important for governments to nationally quantify and qualify volunteer efforts.

He added: "Volunteering is a two way exchange of humanity. It is also a great tool against social exclusion, hence the importance of including minorities, such as people with disabilities, indigenous peoples, ethnic and racial minorities." Two other important groups are young people, the leaders of tomorrow, and women who still occupy less than 10% of leader positions but constitute more than 50% of the world's population. Naidoo urged: "Gender equity is more than just a nice thing to think about."

For the future, Naidoo stressed the need for:

1. More international solidarity to ensure respect and the rights of people living in poor countries (e.g. for NGO representatives, travel visas enabling them to do their jobs of advocacy with greater ease)
2. More space for civil society and volunteer movements to act in a constructive way
3. Equal treatment of all human lives
4. Solidarity of the powerful for the poor (powerful companies should provide access to drugs against HIV/AIDS)
5. More effort and money should be put into the fight against poverty rather than arms
6. More self-empowerment and self-determination should be ensured, as opposed to imperialism.

In conclusion Naidoo drew upon a familiar axiom, to raise a thought-provoking issue: if you give him a fish you feed him for a day, if you teach a man to fish you feed him for a lifetime." However, today we see that this axiom is not as true as we would like it to be: "Does the man have the



means to actually catch fish? What if the water has been polluted?" According to Naidoo, the global community should never stop searching for new ways of dealing with old and new problems.

Originally from Nigeria, **Okama Brook** works as a National United Nations Volunteer in Laos. As a closing message of the session, Brook read the Common Message of the Symposium participants to the 56<sup>th</sup> General Assembly of the United Nations. UNV Executive Coordinator, Sharon Capeling-Alakija, presented the same message in New York on 5 December 2001.

## Summary of Session 4-31

### Discussion / Debate - Volunteering and Social Inclusion

**Date:** Wednesday, 21 November 2001

**Time:** 11:15 - 12:45

**Location:** ICCG 2

**Chair:** Merlin Espeso

**Reporter:** Dina Abousamra

**Presentations:** 4

*Presenters from Ecuador, France, South Africa and India present specific examples of how volunteer work can encourage responsibility, accountability, and partnership.*

"Human beings were not created to be defeated... and that is what volunteering is all about," said **Miriam Alejandra Delgado Chávez**, the IYV National Representative of Ecuador. The motto of the IYV project in Ecuador is one that encompasses all the projects discussed in this session: touching the lives of the socially excluded and encouraging volunteers to be part of the process of inclusion.

Chávez also introduced "The Voluntary Service" project, initiated as part of IYV 2001 by the Ecuadorian National Committee. The project aims to promote volunteerism in all sections of society. According to Chávez, the project encouraged volunteerism in a wide range of fields, including culture, environment, community development, human rights, and youth participation.

#### Transforming exclusion into inclusion

According to **Huguette Redegeld**, Vice-President of the international movement of ATD Quart Monde, France, ATD Quart Monde is present in 26 countries, working with marginalized individuals and communities. In cooperation with its partners, it tries to establish links between the marginalized and the rest of society. Redegeld presented one of ATD's projects, the running of "street side libraries" in many cities including Madrid, New York, Ouagadougou, Guatemala Ciudad, and Brussels. The "**street libraries**" involve teaching young marginalized children. The initiative is an example of knowledge transfer by the community members themselves, providing skills to young children who would not get them otherwise.

#### Volunteers of all ages

**Belinda Mogashwa** of SASVO, South Africa focused on methods for involving community members and solidifying the spirit of volunteerism. She pointed out that volunteerism tends to be geared towards young people, adults, and the elderly, but "the practice should begin at an even younger age". According to Mogashwa, teaching children the spirit of volunteerism early on encourages responsibility and respect for the poor and underprivileged. Mogashwa also stressed that instead of going into communities and doing work based on a top-down approach, there is a need to involve community members and allow them to assume responsibilities. One example of the National South African Committee's work is a current campaign called "Care for the Elderly, They've cared for you." However, Mogashwa was clear that the role of NGOs and voluntary organizations should be complementary to the government's work, rather than replace governmental services.

**Vedabhyas Kundu** of the UNV-IYV India Team focused on a series of efforts to address the issue of disabled children who

are severely excluded in India. Statistics show that less than 1% of 30 million disabled children in India receive some form of education. According to Kundu, there is also a problem of accessibility of public places, a lack of training, and a lack of human resources to work with disabled children in India. As part of an awareness raising and education movement, five initiatives were launched: Young Volunteers, Motivating Media, Hospital Friendly, Alternatives to Mental asylums, and a Schizophrenia group. The goal is to involve, train, and sensitize young volunteers, NGOs, medical workers, educators and the public at large. The three-step program outlined by Kundu included:

- Orientation (information and sensitization);
- Interaction (cultural programs, etc. to build a relationship between volunteers and disabled children);
- Association (resulting from the first two steps, ongoing work of volunteers with disabled children).

## Summary of Session 4-32

### Workshop - Government Support Examples 2

**Date:** Wednesday, 21 November 2001

**Time:** 11:15 - 12:45

**Location:** ICCG 3

**Chair:** Claude Belleau

**Reporter:** Fabienne Copin

**Presentations:** 5

*Presenters provide examples of governments showing strong commitment to support volunteers beyond IYV 2001.*

In recent years, government institutions and private organizations have called on the support of new partners to help achieve common goals.

**Brenda August** of the US Census Bureau explained that, since 1790, the Bureau has conducted a census of the population of the United States every ten years. The census provides an efficient information tool for the government to plan policies in sectors such as education, health, environment, urban development, and many other fields.

To make the census a success in 2000, the Census Bureau launched a Partnership Program throughout the country. The program involved local governments, NGOs, volunteer groups, private sector industries and the media. These partners helped organize an aggressive public information campaign to convince people that they should participate and to explain the importance of collecting data to be used in government planning.

An advertising campaign initiated by companies and small businesses from the private sector and a media campaign of 130,000 announcements to the population increased the number of responses to the Census 2000 questionnaire.

For the first time—and thanks to volunteer efforts—more people than ever before completed and returned the 2000 census form. The Census Bureau reported a rate of 67 percent public participation.

**Ne'amat Kanaan** of Lebanon recalled the importance of encouraging public participation in strengthening social and economic cohesion in her country.

The representative of the Ministry of Social Affairs and Vice-President of the IYV Committee spoke of opportunities that were given to people by the government in 2001 to encourage their participation. During 2001, the Government concluded more than 230 contracts with welfare institutions, covering more than 40,000 beneficiaries. Kanaan underlined that the IYV Lebanese National Committee had focused on encouraging various sectors of society to initiate volunteer projects, addressing social needs. In her view, the 5,000 welfare associations in Lebanon presented an "enormous volunteer potential." Kanaan presented a video, depicting the social work carried out by youth during summer camps, financed by the Government.



**Children with mental disabilities, their families, other children and many others joined hands to clean slums in India.**

**Despite strong commitments at the 1995 World Summit on Social Development, cutbacks in foreign aid to some developing countries such as Kenya have resulted in a reduction of government support for volunteer work.**



**The Lesotho IYV National Committee activities emphasized HIV/AIDS care.**

**Tanzania will continue the work started during IYV 2001 by transforming the National Committee into an NGO called the Tanzania Volunteer Association.**

Officials from the Government of India helped mobilize youth, who represent a population of 10 million people to carry out activities in projects for street children and disaster relief in 2001. The International Year of Volunteers created a partnership coalition between UN agencies, voluntary groups, private companies and government institutions to respond to social and economic needs.

**Southern Sakonhnhom**, a representative of the Social Affairs Ministry is member of the IYV Committee of Lao People's Democratic Republic. Sakonhnhom gave examples of government initiatives with volunteer participation, including street cleaning and tree planting programs, exhibitions, meetings and conferences that brought together government and NGO representatives to work on the international recognition of volunteer work for development.

In industrialized countries like Spain, volunteer participation often helped responding to specific needs of society adding a bonus to government action.

"The government made a change for volunteers ten years ago when it set up plans to support volunteers", said **José Antonio Ibáñez** of the IYV Committee in Spain. Ibáñez recalled the involvement of Prince Felipe de Asturias of Spain as Eminent Person in promoting volunteer work during IYV and NGO participation in the production of a volunteer bulletin published by the Spanish Ministry of Labor and Social Affairs. Private companies organized a colloquium on volunteering under the slogan "Where can we help?" and the media provided coverage of volunteer activities during 2001.

Additionally, volunteer offices in Spanish universities organized volunteer workshops and training to educate people about volunteering.

At the end of the session, participants asked the government representatives what the next step in promoting volunteer work would be. The government officials stated that 2001 had contributed to building strong partnerships between different social groups and the Government.

They assured the audience that their Government were committed to supporting volunteer efforts beyond 2001.

## Summary of Session 4-33

### Workshop - IYV 2001: Youth Report

**Date:** Wednesday, 21 November 2001

**Time:** 11:15 - 12:45

**Location:** ICCG 4

**Chair:** Natasha Mistry

**Reporters:** Ekara Lewis and Kathleen Wyss

*IYV 2001: Youth Report was a team-building icebreaker that challenged all the participants to display coordination, teamwork and cooperation. Youth representatives of IYV National Committees gathered to debate the theme: "After 2001—what will happen to the Youth Volunteer Network?"*

Participants looked at three major areas concerning the future of Youth Volunteering:

- **Opportunities:** Formation of youth volunteering, curricula, volunteering in schools, youth volunteering program in all VSA programs, training, skills, new youth program, youth lead volunteer activities, youth volunteering recognized as a true work experience.
- **Weaknesses:** Funds, management, lack of coordination, no other smaller groups to work from, sustainability, training (lack of), government policies, recognition.
- **Strengths:** commitment, network, motivation, training, creativity, government support, coordination.

In addition to brainstorming on the above questions, other particularly interesting questions focused on:

1. What has IYV brought to the youth network?
2. What were the youth activities during 2001?
3. How can we continue the work begun in 2001?

## Summary of Session 4-34

### Discussion / Debate - National Committees 1: Transforming National Committees

**Date:** Wednesday, 21 November 2001

**Time:** 11:15 - 12:45

**Location:** ICCG 15

**Chair:** Theo Van Loon

**Reporter:** Michael Simpson

**Presentations:** 5

*National Committees from Kenya, Tanzania, Ireland, USA, and Honduras discuss plans for the future.*

#### IYV USA: new events planned for 2002

**David Styers** discussed the changes already taking place to make the next year even more beneficial for volunteers and communities in the US. A new toll free number will connect people to volunteer organizations across the country. This service will also be available in Spanish to encourage intra-community volunteering. Handicapped persons are also being focused on as volunteers. Volunteer organizations in the US are looking for sister cities in other parts of the world to make connections. Styers' organization is trying to set up January as "Mentoring Month": Other changes involve a new web site, [www.1800volunteer.org](http://www.1800volunteer.org), which gives all key addresses for volunteers in the US and a database with a half million volunteer availabilities.

#### IYV Honduras: a national directory of volunteers

**Maria del Carmen Guardado** outlined activities undertaken and future plans for volunteers in Honduras. The first National Directory of volunteers in Honduras was established, in addition to a database of over 300 volunteers. Radio spots, TV talk shows and written media have been and will be used to inform the public about volunteerism. Products such as stuffed animals, t-shirts, handbags and a special postal stamp were used to promote the visibility of volunteering. IYV members have been present in local and national parades.

#### IYV Kenya: financial difficulties

**Charles Makunja** pointed out that genuine volunteerism offers a unifying force and process that can bring groups within nations together to deal with the current dynamic development challenges. However, he also explained that Kenya is experiencing difficulties in financing the national budget. The experience of the activities of IYV 2001 indicate that a new global strategy for strengthening volunteerism, if mounted with more resources, a sharper focus and a stronger commitment could be the solution to a myriad of problems afflicting Kenya and other developing countries.

#### IYV Tanzania: a national volunteer coordinating body

**Robert Mwaimu** said, "So far, there has been no central group to organize the many volunteer groups in Tanzania. The Tanzanian Volunteer Association will begin to oversee the formal as well as the informal volunteer groups towards the end of 2001."

#### IYV Ireland: a two-year plan

According to **Helen Lahert**, "volunteers are the eyes and the ears of society." Lahert explained that a white paper has been established to provide a framework for volunteering in Ireland for a two-year period (2001-2002) and funding has been secured for the period. Five poets were commissioned to write poetry and an artist designed a card available nationally. Ninety out of over 1,000 volunteer groups were given grants to develop the capacity for volunteers to leave a legacy. A sculptor has been commissioned to create a piece called "Tip the Balance"—just what volunteers do. A photographer has been commissioned to create twelve images showing volunteers in different situations in Ireland. Research is also being conducted to compare volunteer organizations in other parts of the world with similar organizations in Ireland.

David Styers urged that volunteering is a global issue, and is helping the US heal from the September 11<sup>th</sup> disaster. Styers underscored that volunteering is not only nice—it is necessary.

## Summary of Session 4-35

### Discussion / Debate - National Committees 2: Learning from both Successes & Failures

**Date:** Wednesday, 21 November 2001

**Time:** 11:15 - 12:45

**Location:** ICCG 18

**Chair:** Jayne Cravens

**Reporter:** Carolien De Joode

**Presentations:** 5

*Presenters from Uruguay, Bahrain, Japan, Mexico and Vietnam explore experiences on their respective National Committees and how they achieved the objectives of the Year.*

#### Uruguay

**Gastón Inda** of Gerente de Prestaciones Sociales explained that there is a strong sense of civil volunteering in Uruguay. The most important entities involved in volunteering in Uruguayan civil society are:

- Community organizations and grassroots level organizations;
- Non-governmental organizations (Main focal point is the YMCA and the Red Cross);
- Private foundations/enterprises, companies, philanthropic organizations and religious groups;
- Syndicates and workers organizations;
- Professional organizations and student associations;
- Cultural and sports organizations;
- Cooperatives;
- Educational institutes, schools and universities.

Inda underlined that social society organizations have the great advantage of being closer to the people: Volunteers help the populations with the greatest needs.

According to Inda, ageing will be a serious problem for Uruguay in the near future, and volunteers can play an important role in resolving this problem. However, support from the government remains indispensable, as are mobility of funds, planning and the creation of volunteering networks. Inda underlined the need for international collaboration: Spain and other South American countries need to exchange ideas and learn from each other's experiences.

Interestingly, there has been a shift in the age of volunteers over the past years in Uruguay. While in the past, most volunteer were older, today, many volunteers are between 15 and 30-40 years old. Women continue to be more active in volunteering than men. Inda stressed lessons from the Uruguay National Committee:

- A concrete strategy is needed for the organization of volunteers;
- It is necessary to first find out what existing volunteer organizations want;
- An environment should be created to develop a true culture of volunteering;
- An educational system that promotes volunteering has to be established;
- Ways need to be found to stimulate governments, NGOs and social movements to work together to adapt their policies to promote volunteering.

#### Bahrain: Empowering volunteerism in development

**Saeed Mohamed Al-Faihani**, Ambassador of Bahrain in Geneva, represented Shaikha Hind Bint Salman Al Khalifa, Assistant Under-Secretary for Social Affairs of the Ministry of Labour and Social Affairs and Chairman of the National Committee to the Commemorate IYV 2001.

According to Al-Faihani, volunteerism in Bahrain has ancient roots in Islamic values and customs that call for social solidarity within the community and assisting those in need. Now, this cultural foundation is bringing volunteerism into a state issue, which is development.

The first organized volunteering association in Bahrain was

created in 1940. The first Women's Club was established in 1952. Since then, volunteering organizations have concentrated on providing women, children and families in need with social services and care.

According to Al-Faihani, the passing of several laws has greatly affected organized volunteer work in Bahrain. Many associations, organizations and voluntary establishments were created following Bahrain's 1959, "Law for Licensing Clubs and Associations". The law was further expanded in 1989, with a law concerning social and cultural clubs and associations, enabling many religious, social, cultural, professional and cooperative associations and charity funds to be created to address the various emerging social and development needs in the country.

A new strategy to deepen volunteering in the Bahrain society was developed during IYV 2001 with the creation of a National Committee. The strategy focused on strengthening their role of youth—considered the pillars of society in the future—and included many new programs and initiatives designed to appeal to younger volunteers.

The endorsement of the National Action Charter resulted in a dramatic shift from popular voluntary work and its related establishments from the traditional state, to a completely new state in Bahrain. Doors were opened for anyone who wished to organize in a way that would contribute to the process of development.

As a result, more than 60 new associations were inaugurated during IYV 2001; 80 more requests are pending. According to Al-Faihani, Bahrain currently boasts more than 300 voluntary associations working in a free environment—especially impressive considering that the total population of the country is less than one million.

#### Japan: how to achieve the four most important goals to enhance and spread volunteering

According to **Toshiyuki Aoki**, Chief of the Planning Committee, IYV 2001 Japan, the Japanese IYV 2001 National Committee identified and took action on what it considered the four most important goals to enhance and spread volunteering in Japan:

##### 1. Awareness-raising of volunteering

The Economic Planning Agency (which changed last year into the Cabinet Office) publishes a white paper on national lifestyle in Japan every year, focusing on a topic that attracts people's interest and raises their awareness of the topic chosen. For the first time, the theme of the white paper of the fiscal year 2000 is volunteering in Japan. It focused on issues such as the facts about volunteering, the merit of volunteering, background on the rising interests in volunteering, the history of volunteering and on how to become a volunteer.

It was the first time that the Government of Japan referred to the relationship between volunteering and civic activity organizations (NPOs). However, it was recognized that the data were not sufficient to give a complete: a monitoring system is needed to effectively measure volunteering in Japan.

##### 2. Facilitation of the promotion of volunteering through:

- The enactment of a "civic activity promotion law" and enactment of a new law that provides tax incentives for personal donations and corporate donations. The current law needs to be reviewed, as it entails unfavorable tax conditions for NPOs.
- Incorporation of volunteering into school curricula to encourage students to experience volunteering
- Volunteer centers to build an infrastructure to encourage civic activities and volunteering.

##### 3. Networking

IYV 2001 has given Japan the opportunity to build a volunteer network—not only nationally, but also worldwide. To mention only a few: the World Volunteer Summit, held from December 1 to December 2001, the volunteer alliance called "Do-Vo" and IYV Consortium Japan.

**Globally, the not-for-profit sector accounts on average for nearly 4.7% of the GDP, nearly 5% of non-agricultural employment, more than 9% of service employment and 30% of all public-sector employment.**

**John Hopkins Center for Civil Society Studies**

**With emerging global problems such as environmental degradation, HIV/AIDS, high poverty rates and unemployment, the need for increased volunteer effort is greater today than ever before in Africa.**

**Right: Health workers in Uganda work in the clinic rebuilt for them by volunteers.**

#### 4. Promotion

With the help of volunteers, IYV Japan has carried out many activities to promote the Year. It created a IYV logo, organized seminars and symposia, recruited volunteer celebrities, etc.

#### Proposal for the future

The Japanese National network of Organizations Promoting Volunteering wrote a proposal "**For creating a New Century of Volunteering and Volunteer action**". The proposal is a planned to follow up on the four goals Japan set for IYV 2001. The IYV consortium of Japan expressed the wish to share the report with others to be used as a reference and as an example.

#### Volunteer work opens doors to philanthropy in Mexico

**Susana Barnetche**, President of the "Asociación Mexicana de Volunarios" explained how volunteer work opens ways to philanthropy.

According to Barnetche, voluntary work plays an important role in society, helping handicapped people and playing an important role in the fight for human rights: "We need to strive for a better quality of life and raise educational levels. Barnetche reported that civil responsibility and creativity is increasing in Mexico. IYV 2001 gave Mexico the opportunity to present the value of voluntary work and asked for recognition. Barnetche stressed that the government's attention and political orientation was very important, in the promotion of volunteer work. Research on volunteering was made possible with major contributions from society, including financial support. It created a political basis to promote voluntary work.

**Bui Ngoc Linh**, IYV 2001 National Committee, Vietnam

*No information is available.*

**Suon Bun Rith**, IYV 2001 in Cambodia

*No information is available.*

## Summary of Session 4-36

### Discussion / Debate - National Committees 3: Multi-Stakeholder Volunteerism and Partnerships: Building Coalitions

**Date:** Wednesday, 21 November 2001

**Time:** 11:15 - 12:45

**Location:** CCV A

**Chair:** Edmund Bengtsson

**Reporter:** Jayne Cravens

**Presentations:** 3

*Participants agree that multi-stakeholder partnerships are essential to successful volunteer efforts / campaigns on a national scale.*

**Milu Villela** summarized social problems in Brazil and the lack of government resources to significantly address them. According to Villela, collaboration with civil society organizations is necessary. This alliance has enabled, for example, putting volunteer activities into school curriculum. Brazil has now declared the "Decade of Volunteering." In hopes of developing a volunteering culture that permeates the country—the way volunteering permeates US and Canadian culture.

**Sha Cordingley** provided a "snapshot" of IYV in Australia. She reviewed how her country's National Committee was formed, what its goals were, and how its research / consultations were conducted. Surveys and online activities played an important role. Their coalition identified several areas where volunteers needed better legal protection and status. For example, there was no mention of volunteering in anti-discrimination laws. Cordingley noted her country's efforts to educate government and the private sector about the costs associated with volunteering. She stressed the importance of establishing "industry standards" for volunteers and volunteer management and noted the need for better recognition of informal and non-traditional volunteering efforts.

**Paddy Bowen** explained that the Canadian government

would likely announce what will happen in Canada regarding IYV 2001 on December 5<sup>th</sup>, 2001. She discussed the stakeholders in volunteering: the volunteers, the government, and the corporate sector. In Canada, lack of time is a massive barrier to volunteering: "The stereotyped view of volunteers being older does not apply to Canada where the bulk of volunteering is done by the baby boomers." According to Bowen, IYV 2001 highlighted a lack of adequate volunteer management in the NGO sector and the need to make volunteer work central to the mission and plans of organizations.

## Summary of Session 4-37

### Discussion / Debate - Role of Volunteers in Health 2

**Date:** Wednesday, 21 November 2001

**Time:** 11:15 - 12:45

**Location:** CCV B

**Chair:** Dirk de Bruyne

**Reporter:** Joan Alaoui Lambert

**Presentations:** 5

*Speakers from Yemen, Zambia and the Maldives present their view on "the role of volunteerism in health". A representative from World Health Organization (WHO) and one from WAGGGS (World Association of Girl Guides and Girl Scouts) add an international perspective. Without the help of many dedicated volunteers, health would suffer more.*

**Jameel Al-Ansy** stated that, in Yemen, volunteerism is defined as the activity to "offer and conduct services for the benefit of the society at a cost lower than the actual one." Volunteers are present in hospitals, health centers. They participate in health prevention programs. They help with the retarded, the disabled, orphans and with refugees inside and outside their borders. UNFPA, UNDP, UNHCR are all working with volunteers in Yemen.

**Mohamed Zuhair** explained that the 1,200 islands of the Maldives have a particular need for voluntary support, especially in health. As much as 18% of the population carries *thalassaemia*, a genetic blood disorder in which the blood cells are unable to carry a sufficient supply of oxygen for the body's needs.

Zuhair explained that population growth, spread, concentration, and composition create many other entry points for voluntary support in the Maldives:

- Problems associated with the high proportion of youth (around 45%) could effectively be addressed by volun-



teers and NGOs.

- A high birth rate. As in most cultures, sensitivities associated with the promotion of small families and contraception, could best be addressed by the non-governmental sector.
- The potential risks of an HIV/AIDS pandemic
- An unabated increase in substance abuse

Despite improvements in many social indicators, Zuhair re-

ported that nutrition also continues to be a problem in the Maldives that demands a paradigm shift that could be supported by direct involvement of volunteers.

**Bwalya Chilufya** spoke of Zambia's struggles with the HIV/AIDS epidemic. Volunteers help as counselors to advise communities to go for testing in order to limit the births to HIV positive parents. Volunteers opened up community schools for OVCs (Orphans and vulnerable children), Drop-In Centers to teach skills to OVCs, Hospices and "Home-Based Care" groups for the terminally ill. According to Chilufya, in the face of much suffering, volunteers are playing an essential role in alleviating the present situation.

Dr. **Sanjeeb Sapkota** of the World Health Organization (WHO) stressed that volunteers around the world have been providing tremendous contributions in:

- Health promotion
- Health advocacy including health education
- Building health infrastructures, and
- Providing health counseling and consultation.

Specifically, volunteers help by:

- Assisting mass vaccination programs such as in the fight to eradicate polio blood donation
- Maintaining help-lines for counseling HIV/AIDS, diabetes and other diseases
- Visiting schools to promote healthy behavior among children and adolescents
- Organizing events such as health rallies, festivals, and camps.

Dr. Sapkota further announced that the annual World Health Day on 7 April 2002 was going to be the Day of Physical Activity. According to Sapkota, there is an urgent need to promote physical activity especially in the young to avoid diabetes, heart disease and obesity.

**Lili Schurch** explained that the World Association of Girl Guides and Girl Scouts (WAGGGS) provides HIV/AIDS training kits through its HARP program (Health of Adolescent Refugees Project) operating in Egypt, Uganda and Zambia.

## Summary of Session 4-41

### Plenary - IYV 2001 National Committee Wrap-up Session

**Date:** Wednesday, 21 November 2001

**Time:** 14:00 - 15:30

**Location:** ICCG 1

**Chair:** Henri Valot

**Reporter:** Viola Krebs

**Presentations:** 6

*Presenters wrap up some of the issues discussed throughout the Symposium and open future perspectives.*

**Georges Drouet**, Founder and Coordinator of Prospective International, explained that the Volunteers' Odyssey was conceived as a lucid and didactic event aimed at forging a greater understanding of voluntary actions using television to communicate. Volunteers' Odyssey is financially supported by the United Nations Volunteers as part of IYV 2001. The televised game is composed of seven programs. Participants consists of seven teams of three film students aged 18 to 28, all from different countries. The 49 TV programs of the Odyssey project are offered free of charge to TV stations in developing economies and in exchange for a contribution in developed countries.

**Kang-Hyun Lee** from South Korea announced the 17<sup>th</sup> IAVE Conference to be held from 29 September to 3 October 2002 in Seoul. The themes of the Conference include volunteering for conflict resolution and peace, media volunteer promotion, women and youth volunteering, immigrants and refugees and volunteering, volunteer management, volunteering and civil society, new technologies and volunteering, and government policies. More information is available on the Conference Web Site: [www.iaveseoul.org](http://www.iaveseoul.org).

Chair **Henri Valot** reminded the participants that each Na-

tional Committee is different in its structure, constitution, projects and support received. Governments support some committees, while others are exclusively formed by NGOs.

**Renée Peroune** from Guyana presented the results of the various formal and informal national committee meetings:

*Strengths:*

- Actions and projects already undertaken
- Networking (both direct and through ICT)
- Human resource base (amazing unified force linked through a cause)
- National Committees
- Existing structures (e.g. National and Regional Committees, web sites, etc.)
- Existing policies
- Help of governments, where provided

*Weaknesses and challenges:*

- Lack of both financial and material resources
- Sometimes absence of effective coordination
- Lack of government support and slow procedures within governments
- Difficult relations with media who run after scandals and are little interested in volunteer activities
- Back-perception of volunteering
- Lack of strategy
- No specific figures and statistics to lobby
- Obstacles such as distance, lack of infrastructure, etc. to liaise with projects in poor and rural areas

*Recommendations for the future:*

- Continue building on what has been created for IYV 2001
- Strengthen the inter-sectoral collaboration between UN agencies (e.g. UNDP and UNV), governments, NGOs and the private sector to work at local, national and international levels and to mobilize more resources for the volunteer sector
- Consider and include both formal and informal volunteerism.
- Convince as many governments as possible to sign the declaration presented on 5 December 2001 for stronger partnerships between governments, the volunteer and the private sector.
- Create national and regional volunteer centers, which can coordinate research, advocacy, promotion and the development of web information systems.

**Nadine Naidoo**, Founding Member of Visionary in Action, member of IYV 2001 National Committee South Africa and web designer of the IYV national web site, stressed the importance of new technologies and electronic networks in enhancing and supporting human networks. According to Naidoo, new technologies bridge distances and open new horizons. Naidoo also announced the World Summit on Sustainable Development to be held in South Africa in August 2002.

**Astrid Stuckelberger** of the Swiss Society of Gerontology urged that older persons are an important resource that should not be underestimated: Today, four to five generations live together, which also makes intergenerational exchanges important. Stuckelberger further announced the World Assembly on Aging to be held in April 2002 in Madrid.

**Paddy Bowen**, Director of Volunteer Canada and President of IYV 2001 Canadian National Committee, stressed the importance of continuing the work that started many years ago and enhanced and fostered through IYV 2001: "Volunteering is a spirit. Volunteers want to contribute. They want to exchange and interact."

According to Bowen, volunteers—driven by individual love—all have skills and time. Through volunteering, they exchange; they offer a *human* capital. Bowen pointed out that volun-



Marion Grimm, YPSA

**Youth Power in Social Action (YPSA), works with over 250 volunteers to help with peer education, vaccinations, primary health care and more in Bangladesh.**

**10 million volunteers vaccinated over 550 million children against polio in villages from all over India in 2000.**

teering is highly complex and very simple at the same time. It includes activities from brain surgery to stuffing envelopes: "The phenomenon of volunteering can only be understood right there, in the middle of it all." The Canadian slogan for IYV 2001 is an attempt to summarize this: "I volunteer" (in French "Je suis là"), because it reflects, "Who I am." Bowen concluded by affirming that the Beatles got it just right, when they sang, "All you need is love."

This session highlighted that many things have been accomplished through IYV 2001, but it also showed that even more remains to be done in the future. Hence, IYV 2001 is a step in a process, the beginning of new initiatives that need to be carried on in the future.

## Summary of Session 4-51

### Plenary - Closing Ceremony

**Date:** Wednesday, 21 November 2001  
**Time:** 16:00 - 18:00  
**Location:** ICCG 1  
**Chair:** Astrid Stuckelberger  
**Reporter:** Randy Schmieder and Viola Krebs  
**Presentations:** 9

*The closing session was the moment for a final wrap-up of the conference, with keynote speakers from three UN agencies, from Conference of NGOs in consultative Relationship with the United Nations (CONGO) and United Nations Population Fund (UNFPA) Goodwill Ambassador and balloon adventurer **Bertrand Piccard**. The Symposium ended with final addresses from **Judith Stamm**, President of the IYV 2001 Swiss National Committee and **Sharon Capeling-Alakija**, Executive Coordinator of United Nations Volunteers.*

**Cellier Duprex**, two eloquent comedians, started the session by demonstrating that one does not need much to be productive and to make a difference—by making music made with crutches, brushes, carrots and other unexpected objects.

### Volunteering and labor: ILO's perspective

**Christine Cornwell**, Director of the Development and Cooperation Unit of the International Labor Organization (ILO) linked volunteering and labor. Cornwell regretted that global unemployment is a big challenge, especially after 11 September 2001 and with the recent world crisis that has already caused 11 million people to lose their jobs globally. According to her, this figure could go up to 160 million within the next year. Cornwell underlined that, today, one billion people are unemployed or underemployed and working in poor conditions in developing countries. Eighty percent do not have access to education.

Cornwell pointed out that ILO closely collaborates with employer organizations, labor movements, NGOs and volunteer organizations to guarantee better employment conditions, equity and freedom at the workplace internationally. This is a very challenging task in a rapidly globalizing world, where modern development still does not reach enough people: "More than ever before, we are facing a huge challenge when dealing with global labor issues. This is why it is critical to work together." According to Cornwell, volunteer organizations play an important role in the fight for better living and working conditions worldwide. She specifically mentioned the importance of help provided by volunteers in post conflict and reconstruction, as well as in the fight against child labor. Cornwell stressed that the **child labor** issue is of high priority for the International Labor Organization, with more than 600 projects around the world.

In modern society, young people have an important role to play, as 40% of the world's population is aged 16 to 24.

**Women** as well as excluded populations need to be guaranteed better conditions and social protection. Volunteering plays a critical role in achieving these objectives, both in terms of social awareness and integration and by offering training opportunities that can lead to future employment. Cornwell concluded: "We must work together to mobilize people,



2001 ano internacional dos voluntários

From web submission

achieve more recognition and get support from social partners...There is much more to be done."

### CONGO: NGOs and volunteering

**Renate Bloem**, President of the Conference of NGOs with Consultative Status with the United Nations (CONGO), introduced the link between NGOs and volunteering. CONGO is an independent umbrella/membership association of some 360 national, regional and international NGOs, associations and networks from North and South in consultative relationship with the United Nations. The mission of CONGO is to make sure that these organizations have a voice at the United Nations and to assist, train and empower these organizations enabling them to take their seat at the decision making table of the UN. Bloem pointed out that many of CONGO's members are part of the volunteer movement (e.g. WAGGGS, the Scouts, faith based organizations, social movements, human rights and development organizations). She further underlined that like the volunteer movement, CONGO strives to make this world a better place, and uses for this the space given between the family and the State, the space of civil society. Bloem urged the audience: "by build together the social and human capital of the **global civil society**, I am sure we can do more than occasionally rubbing shoulders. We all want to capture and nurture the momentum created. I look forward to work together the bridges over gaps and divides to improve the quality of lives throughout the world."

### UNESCO: Youth and volunteering

**Kirsten Holst**, representative of the United Nations Educational, Scientific and Cultural Organization (UNESCO), talked about youth and volunteering. She agreed with Cornwell that today youth has a very important role to play in society and underlined that UNESCO had focused on youth during IYV 2001. Holst explained that, for **young people**, volunteering is not a goal in itself but rather a chance to exercise their citizenship by working with others in order to contribute to human development at the local, national or international level: "It is a way for young people to show their commitment, solidarity, and creativity to communities or societies, which sometimes have a critical attitude towards youth and can rebuild confidence between different generations." Voluntary service is a powerful means of education, and it is an opportunity to actively participate in society. Voluntary service is a powerful means of education, and it is an opportunity to actively participate in society. The participants of the Youth Forum of the Amsterdam Conference in January showed how crucial this aspect of volunteering is for young people when adding to the four IYV objectives - promotion, recognition, networking and facilitation - a fifth one: participation.

Throughout 2001, UNESCO endeavored to draw attention to the potential and impact of youth voluntary service in the framework of its overall Strategy of Action with and for youth, which aims at empowering young people so that they can participate in the very design and shaping of their societies as full and equal partners. Many volunteer organizations around the world find it increasingly difficult to recruit young volunteers and some tend to think that the reasons lie within the new generation... We believe that today's youth is as eager as previous generations to show their solidarity

One billion people are unemployed, underemployed, or working in poor conditions in developing countries.

Volunteers can help guarantee better conditions and social protection, especially for women and excluded populations.

with less privileged groups and to act in order to make this world a better one. Wherever representatives of Youth NGOs, associations and movements, get together, they discuss volunteering, recognize its value and express their interest in getting involved. "However, in order to increase the number of young volunteers, we need better and different information for young people and new ways of reaching out." Holst had several suggestions:

1. *Recognizing the specificity of youth*, different from those of other age groups. This has an impact on the design of projects, for example with regard to training aspects;
2. *Developing and offering new fields of action* such as the environment, arts and culture, peace building, AIDS or drug prevention, informal education, human rights, projects for youth and marginalized groups. Many of these areas appeal to young people and can mobilize them;
3. *Offering learning and training opportunities* to young volunteers;
4. *Facilitating the mobility of volunteers* and eliminating obstacles that still prevent the exchange of volunteers and often limit it to "one-way", from "North" to "South" only. True exchange means reciprocity and we need to make efforts to achieve this.

Holst looked towards a peaceful world where every young woman and every young man, wherever they are and whatever their qualifications are, have an opportunity to give their time, enthusiasm, skills and creativity as volunteers in order to contribute to the development of their community or society.

According to Holst, there can be no doubt that IYV made a substantial difference with regard to recognition, networking and promotion of volunteering. However, facilitation, in particular with regard to youth volunteering, remains a big challenge. The absence of such a status in most countries of the world is one of the most important concerns of young volunteers and a serious obstacle for many young people to become involved in volunteering. Legislation is essential to integrate volunteering into national youth policies and in enhancing its recognition its value to education. It is in this sense that UNESCO is currently preparing "Guidelines for policy-makers on the Status of young volunteers".

Holst stressed the necessity to promote innovative approaches and practices in our work with governments, volunteer NGOs, youth NGOs, the private sector, schools and universities and many other partners. Youth can then be motivated, informed and mobilized for volunteer projects. Websites, articles and documents, as well as meetings tailored to the interests of youth are key for this work. Holst concluded: "We also encourage our Member States and partner organizations to create more and more meaningful opportunities for young people to volunteer."

### Volunteers take the stage

This Symposium would not have been possible without the help of over 100 international conference volunteers. **Viola Krebs**, President of the Symposium Organizing Committee, introduced some of these volunteers to the audience.

### Breaking the ice through ballooning

**Bertrand Piccard**, adventurer and balloon champion, drew an interesting analogy between flying a balloon and volunteer work:

*"When you steer a balloon, you must go with nature, if you want to succeed...in life, it is the same. If you want to succeed in big things, you have to go with the wind, with nature.*

*Many things are beyond our control and we just have to accept them. However, we can change altitude, try new things, both at a physical and spiritual level. If we want to change our world, we need to change our attitude towards things. Like with the balloon, we cannot just fly horizontally, but also vertically."*

Piccard also underlined that it is not enough to speak about

responsibility: issues must be brought to the attention of the world's decision makers to achieve results. Specifically, he pointed out that it is not only unacceptable from a moral standpoint, but also dangerous for humanity to "leave half of the world behind": "In the future, there will be major ecological crises, wars, and more. If the level of our oceans rises, the whole world geography will change...We need to act, to do something about them... Our responsibility as volunteers is to spread this response to other people."

Piccard compared the challenges faced by volunteers when working on difficult issues and facing resistance to the dangerous ice a balloon adventurer must fight while making a trip. As a symbol, he handed UNV Executive Coordinator Sharon Capeling-Alakija a Swiss pocket knife, saying, "If you see any ice in the future, use it, it works very well."

### If we want to lift heavy loads, ask the workers

Dr. **Judith Stamm**, President of the IYV 2001 Swiss National Committee, shared her final thoughts with the audience: "Dear friends, during the past four days, we have exchanged experiences. [...] Volunteering is not only thinking, it is also taking care of the emotional side of our lives."

Stamm thanked the organizers of the Symposium, in particular Sharon Capeling-Alakija and Viola Krebs: "Viola, you had a vision and you had the strength to carry it out". She stressed that the essence of volunteering was the freedom to say 'yes, I will give my strength', or to say, 'no, I will not', independently of any financial compensation. When exchanging ideas internationally, it is critical to listen, to share and to be open one to another: "When we volunteer, we should not only teach but learn; not only give but also receive." Stamm concluded by noting that methods are different in the various parts of the world, but that all had to learn from each other: "Mutual respect is the key word. If we want to lift heavy loads, ask the workers, not the managers. We must ask the people, the people know best how to get peace."

### We have only just begun

**Sharon Capeling-Alakija**, UNV Executive Coordinator, introduced her final words by comparing IYV with the "rocket" that was launched at the beginning of the Year in Brazil: "It has taken us to new heights and somewhere up there in cyberspace, the IYV-logo continues to float". Launched by UN Secretary-General in November 2000, IYV 2001 has seen many highlights, all reflecting the diversity of volunteerism. In the context of the IAVE World Conference held in Amsterdam in January, the government of the Netherlands picked up the torch and carried it all through the year. Capeling-Alakija underlined that the Symposium had provided an opportunity to meet and plan actions for the future. She incited the audience to:

1. Continue spreading the word of volunteering and share the 27 songs published on the IYV 2001 song album;
2. Follow the web cast of the special event held on 5 December 2001 at the 56<sup>th</sup> UN General Assembly (GA) in New York
3. Carry back a copy of the IYV 2001 declaration and encourage national governments to support the new declaration on volunteering to be approved by the GA on 5 December 2001
4. Use the IYV 2001 toolkit to ensure that volunteering can be included in the UNDP Human Development Report, so we can begin to measure the economic value of volunteering. Volunteering has a real economic value. It is not all about money, but it is important to show free will.

Capeling-Alakija thanked the Eminent Persons of IYV 2001, in particular H.R.H. Prince Felipe de Asturias of Spain, Former UNFPA Director, Dr. Nafis Sadik and former President of Ghana, Flight Lieutenant **Jerry John Rawlings**. Many thanks also went to the government of Japan, Walter Fust, Director General of the Swiss Agency for Development and Cooperation, the State and City Geneva, Team IYV 2001, all national UNVs, Dr. Judith Stamm and UNDP. Capeling-Alakija concluded by reminding the audience that, as pointed out



Jorge Garbino-Franczuk, ICY

**Making do with little: the group Cellier Duperrex makes music with a carrot.**

**Despite often facing funding challenges, globally, the non-profit sector forms the world's eighth largest economy, bigger than Russia, Spain or Canada.**

**John Hopkins Center for Civil Society Studies**

by Shantum Seth from India, "as we move on, we should not just be on a horse, going forward, but we should ask the horse where it is going." IYV 2001 has been an opportunity to raise awareness about the work done by millions of volunteers. However, many challenges remain. Capeling-Alakija concluded:

*"It is our job to make sure that in the Rio plus 10 report, different from the 1992 Agenda 21, the word volunteer is in the report... You have given IYV its meaning, you have influenced UNV's agenda and you have given me energy. This was the first UN year empowered by the Internet, but the digital network needs the human network. Do not stop here, we have only just begun."*



Viola Krebs, ICV

**Agenda 21 is the global plan of action adopted by 178 Governments at the United Nations Conference on Environment and Development (UNCED) held in Rio de Janeiro, Brazil in 1992.**

**While it addresses human impact on the environment, volunteers are not specifically addressed.**



# Abstracts

## Abstracts from Session 1-11

### Pre-Symposium - Youth Forum

#### A Certificate for Volunteer Work: the Swiss Social Time Register

**K. Frischkopf**, Conseil Suisse des Activités de Jeunesse (CSAJ)

The Swiss IYV National Committee—[iyv-forum.ch](http://iyv-forum.ch)—set recognition as one of its top goals for 2001, not only in terms of visibility of the voluntary work accomplished, but also in terms of the recognition given to the volunteers themselves and the value of their work.

The lack of recognition affects all volunteer work in Switzerland, but especially young people, because they have not yet acquired professional experience and their volunteer experiences do not count as such.

The Swiss IYV 2001 National Committee launched a national certificate for volunteer work, which enables volunteers to build a volunteer work history, certified by the institutions for which the volunteer work was carried out. The 'Social Time Register' contains not only the work history but also a description of the responsibilities and an assessment of achieved skills.

It was a long process to work out a common national certificate for voluntary work, usable in all fields of volunteering and in all linguistic regions. The final product will be available in early 2002. Hundreds of certificates have already been ordered by various volunteer organizations throughout the country.

Question: could the Swiss Social Time Register serve as a model for other European countries?

For further information: [www.iyv-forum.ch](http://www.iyv-forum.ch)

#### Welcome from Team IYV

**H. Valot**, Head of Team IYV, United Nations Volunteers (UNV)

The International Year of Volunteers 2001 (IYV 2001) was the opportunity to create new structures, launch projects, foster new collaborations and work both with local and international communities.

Young volunteers are key, both in developing and developed countries, as 50% of the world's population is under 30, and 80% of those under 30 live in the developing world.

As the Coordinator of Team IYV, **Henri Valot** presents the origins of IYV 2001. He reviews the objectives of the Symposium, stressing its importance in terms of networking, meeting 'virtual' contacts face to face, and creating a coherent report for the UN General Assembly (GA). For the first time in the history of volunteering, two GA sessions will address issues related to volunteering, the first one taking place on 5 December 2001, the second in December 2002. The 2001 session will be web cast. This global transmission is just one example of the increased use of technology during IYV 2001, modernizing the concept of volunteering and facilitating networking between volunteer groups.

## Youth Quake and Volunteerism - Youth and IYV 2001

**N. Mistry**, United Nations Volunteers (UNV)

**R. Mustafa**, United Nations Volunteers (UNV)

This Pre-Symposium prepares young participants for the conference and tackles the following questions:

1. What has IYV brought to the youth network?
2. What were the youth activities during 2001?
3. How to build a bridge to the upcoming IAVE Youth Volunteer Summit in Japan?

#### Structure of the Session:

Each participant presents best practices used and activities conducted during IYV 2001 in the following four categories:

1. Facilitation; 2. Promotion; 3. Networking; 4. Recognition.

#### Purpose:

To capture the picture of young volunteers during IYV 2001.

#### What Does IYV 2001 Bring to Young Volunteers?

**N. Vogt**, Youth Action Monitoring (YAM) and Scout Association

In his presentation, **Norvân Vogt**, of the YAM Team in Australia, highlights factors he feels the IYV has brought to young people.

## Abstracts from Session 1-22

### Pre-Symposium - Older Persons Forum

#### A model: Geneva International Network on Ageing (GINA)

**R. Wagner**, International Association of Universities of the Third Age (AIUTA)

The **Geneva International Network on Ageing (GINA)** was formed in 1996, with the intention to raise international awareness for voluntary activities performed by older persons. The concept of GINA can be adapted to other cities, and the Geneva network is open to provide the necessary technical advice if needed.

#### Intergenerational meeting point: medical students volunteering with older people

**E. Martinoni**, International Federation of Medical Students Association

This presentation provides an introduction to the activities of the International Federation of Medical Students' Associations (IFMSA), whose mission is to offer future physicians a comprehensive introduction to global health issues. Through its programming and opportunities, it develops culturally sensitive medical students, intent on influencing the transnational inequalities that shape the health of our planet. The International Federation of Medical Students' Associations is also an intergenerational bridge between younger and older health professionals.



**Nearly 500 abstracts, speeches, statements and resolutions, and related documents are available on the CD ROM version of this report.**

**Images and videos are also available.**

For further information: [www.ifmsa.org](http://www.ifmsa.org)

### Older Volunteers in Humanitarian Affairs

**C. Lamb**, Head, Humanitarian Advocacy Department, International Federation of Red Cross and Red Crescent Societies (IFRC)

This presentation provides an introduction to the International Federation of Red Cross and Red Crescent Societies (IFRC) and its activities linked to older persons. The IFRC is comprised of 185 national societies, in a similar number of countries. Older persons play an important role in society, especially in countries affected by HIV/AIDS, where older persons must confront the responsibility of a second round of childraising and household maintenance, due to the illness or premature death of their own children. In preparation for the Second World Assembly on Ageing, the IFRC plans to select ten best practice projects involving older volunteers in different regions of the world. The presentation further introduces some important partnerships between IFRC and other non-governmental and international organizations, such as the United Nations Volunteers Programme and the Inter-parliamentary Union (IPU).

For further information: [www.ifrc.org](http://www.ifrc.org)

### An Overview: General Voluntary Action by Older Persons

**R. Leigh**, United Nations Volunteers (UNV)

In addition to the benefits older people bring to society as volunteers, they themselves benefit from enhanced self-respect and a sense of purpose. A much better understanding is needed of older persons' volunteer contributions and the obstacles they face in accessing volunteer opportunities. Also needed are well thought out proposals to influence national and international agendas on issues around ageing, so that volunteering is not another area of exclusion for older people.

### From the UN International Year of Older Persons to the International Strategic Plan of Action on Ageing

**A. Stuckelberger**, Geneva International Network on Ageing

This presentation introduces some events dealing with ageing. These include the World Assembly on Ageing (Vienna 1982); the UN International Year for Older Persons (1999) and the plans for upcoming events in 2002 such as the Second World Assembly on Ageing (Madrid) and the First European Conference on Ageing (Berlin).

## Abstracts from Session 1-23

### Pre-Symposium - Webmasters Workshop The Internet and Lessons Learned in IYV 2001

**B. Cugelman**, IYV 2001 Web Master, United Nations Volunteers (UNV)

51 IYV 2001 web sites have been set up around the world and provide national information, contacts and resources for each individual country.

This Pre-Symposium is a participatory workshop aimed at the web masters of these sites. The objective is to exchange both technical and content related experiences, as well as ideas regarding the Internet sites. The session looks at the trends of the IYV web sites in the past, present and future and discusses the world's first truly global web portal on volunteerism.

#### Key objectives:

- For IYV web masters to meet face to face;
- To brainstorm on the success and challenges of IYV web sites;
- To share experiences and opinions of individual webmasters;
- To understand the workings of the online IYV network from a systems level perspective.

Below are the addresses of these IYV 2001 web sites:

- **Australia**—Department of Family and Community Services: [www.IYV2001.gov.au](http://www.IYV2001.gov.au); Australian community-based web-site for IYV: [www.IYV2001.net](http://www.IYV2001.net); Building Communities in New South Wales: [www.communitybuilders.nsw.gov.au/iyv](http://www.communitybuilders.nsw.gov.au/iyv)
- **Austria**—IYV Committee: [www.freiwilligenweb.at](http://www.freiwilligenweb.at)
- **Bahrain**—The Committee for the Celebration of IYV: [www.bah-molsa.com/english/index.htm](http://www.bah-molsa.com/english/index.htm)
- **Belgium**—[www.vangool.fgov.be/Zframe11.htm](http://www.vangool.fgov.be/Zframe11.htm)
- **Benin**—Comité National du Bénin pour la Préparation de l'AIV: [planben.intnet.bj/meccag/aiv.htm](http://planben.intnet.bj/meccag/aiv.htm)
- **Brazil**—Comitê Nacional Brasileiro para o AIV 2001: [www.voluntario2001.org.br](http://www.voluntario2001.org.br)
- **Canada**—The International Year of Volunteers 2001- IYV 2001 / Année internationale des volontaires 2001- AIV 2001: [www.iyvcanada.org](http://www.iyvcanada.org); Ontario International Year of Volunteers 2001 web site: [www.iyvontario.on.ca](http://www.iyvontario.on.ca); l'Année internationale des bénévoles 2001 au Québec: [www.aibq2001.org](http://www.aibq2001.org); International Year of Volunteers Nova Scotia: [www.iyvnovascotia.org](http://www.iyvnovascotia.org)
- **Chile**—Comité Chileno: [www.chilevoluntario.cl](http://www.chilevoluntario.cl)
- **China**—IYV China: [www.civa.org.cn](http://www.civa.org.cn)
- **Denmark**—Den Nationale Komité for FN's Frivillighedsår 2001: [www.2001.frivillighed.dk](http://www.2001.frivillighed.dk)
- **England**—International Year of Volunteers England: [www.IYV2001england.org](http://www.IYV2001england.org)
- **Finland**—Finnish IYV website: [www.vapaaehtoiset.org](http://www.vapaaehtoiset.org)
- **Germany**—Internationalen Jahr der Freiwilligen: [www.ijf2001.de](http://www.ijf2001.de)
- **Greece**—IYV 2001 in Greece: [www.unic.gr/volunteerism/IYV.htm](http://www.unic.gr/volunteerism/IYV.htm)
- **Guinea**—L'AIV-2001 en Guinée Conakry: [www.snu-gn.org/Vnugn/guipho00.htm](http://www.snu-gn.org/Vnugn/guipho00.htm)
- **Guyana**—Guyana IYV 2001: [www.IYV2001.org.gy](http://www.IYV2001.org.gy)
- **Hungary**—2001 - Önkéntesek Nemzetközi Éve: [www.onkentes.hu](http://www.onkentes.hu)
- **India**—National IYV 2001 Committee: [www.undp.org.in/unv/iyvin.htm](http://www.undp.org.in/unv/iyvin.htm)
- **Indonesia**—UN Volunteers: [www.un.or.id/unv/IYV](http://www.un.or.id/unv/IYV)
- **Ireland**—National Committee Ireland: [www.IYV2001-ncvireland.org](http://www.IYV2001-ncvireland.org)
- **Italy**—National Committee on Volunteering Italy: [www.aiv2001.live.it](http://www.aiv2001.live.it)
- **Japan**—IYV Consortium Japan- IYVJ: [www.iyvj2001.org](http://www.iyvj2001.org)
- **Kazakhstan**—[www.undp.kz/iyv2001](http://www.undp.kz/iyv2001)
- **Korea, Republic of**—South-Korea IYV Committee: [www.iyvkorea.org](http://www.iyvkorea.org)
- **Madagascar**—Comité National de Madagascar: [www.onu.dts.mg/aiv/index.htm](http://www.onu.dts.mg/aiv/index.htm)
- **Nepal**—IYV Nepal: [www.nepalvolunteer.org](http://www.nepalvolunteer.org)
- **The Netherlands**—Internationaal Jaar van Vrijwilligers: [www.vrijwilligerswerk.nl](http://www.vrijwilligerswerk.nl)
- **New Zealand**—New Zealand Year of Volunteers 2001 website: [www.dia.govt.nz/DIAwebsite.nsf/URL/InternationalYearofVolunteers-homepage](http://www.dia.govt.nz/DIAwebsite.nsf/URL/InternationalYearofVolunteers-homepage)
- **Nicaragua**—AIV 2001 Nicaragua: [www.undp.org.ni/AIV2001](http://www.undp.org.ni/AIV2001)
- **Palestine, Occupied Territory**—United Nations Volunteers Programme IYV web site: [www.papp.undp.org/gps/tokten/unv/iyv.html](http://www.papp.undp.org/gps/tokten/unv/iyv.html)
- **Poland**—IYV Poland: [www.unic.un.org.pl/iyv](http://www.unic.un.org.pl/iyv)
- **Portugal**—Comissão Nacional para o AIV 2001: [www.voluntarios.com.pt](http://www.voluntarios.com.pt)
- **Singapore**—IYV 2001 Singapore: [www.nvc.org.sg/IYV](http://www.nvc.org.sg/IYV)
- **South Africa**—Volunteer South Africa: [www.rainbowsa.co.za/volunteer/index.html](http://www.rainbowsa.co.za/volunteer/index.html) - Vision Inter-

national Africa: [www.volunteer.co.za](http://www.volunteer.co.za)

- **Suriname**—Regional Caribbean IYV web: [www.iyv-carib.org](http://www.iyv-carib.org)
- **Switzerland**—IYV 2001 National Committee Switzerland: [www.iyv-forum.ch](http://www.iyv-forum.ch)
- **Turkey**—IYV Turkey: [www.gonulluyum.org](http://www.gonulluyum.org)
- **United States**—IYV 2001 National Committee US: [www.iyv2001us.org](http://www.iyv2001us.org) - New York City IYV web site: [www.nyciyv.org](http://www.nyciyv.org)
- **Uruguay**—Comité Nacional AIV 2001 en Uruguay: [www.icd.org.uy/filantropia/voluntariado.html](http://www.icd.org.uy/filantropia/voluntariado.html)
- **Viet Nam**—IYV: [www.un.org.vn/unv/iyv/iyvfra.htm](http://www.un.org.vn/unv/iyv/iyvfra.htm) - [www.un.org.vn/unv/iyv/iyvfra.htm](http://www.un.org.vn/unv/iyv/iyvfra.htm)

For further information: [www.iyv2001.org](http://www.iyv2001.org)

## Abstracts from Session 1-31

### Pre-Symposium - Working Together in all Stages of Life: Synthesis of Morning Workshops on Younger and Older Volunteers

#### European Youth Convention on Volunteering

**L. Gil Gonzalez**, Responsable de Active Citizenship & Lifelong Learning y Políticas de Juventud, Bureau Member, European Youth Forum

The European Youth Forum is a Platform with more than 90 International Youth Organisations and National Youth Councils in Europe.

In the context of the International Year of Volunteers 2001, the European Youth Forum launches the European Youth Convention on Volunteering. The project is set up in co-operation with the United Nations Volunteers (UNV), the Association of Voluntary Service Organisations (AVSO), the Coordinating Committee for International Voluntary Service (CCIVS) and the European Commission.

The Convention was made possible thanks to the support of: General Budget of the European Union Robert Bosch Foundation (Germany) and Member Organisations of the European Youth Forum.

The Youth Convention on Volunteering is a way to present various volunteer projects carried out by Youth Organisations throughout Europe.

For further information: [www.youthforum.org](http://www.youthforum.org)

#### Youth leadership: A Special Project in Israel

**G. Saar**, Chairman and Member of IAVE, Youth Directorate  
**Networking and Volunteer Education**

This interactive presentation illustrates how, within the special leadership program in Israel, volunteers are taught how to turn their volunteer activity into a pleasurable experience. The **program interconnects young Israelis and Palestinians** through email, aiming at fostering peace and mutual respect.

The presentation gives the audience a new way of looking at things and shows that it is possible to make big things happen without any budget at all. It requests from the audience an open mind, a sense of humour, active participation and most of all: the willingness to learn the secrets of the "leaders".

#### Intergenerational Cooperation in Volunteering from a Governmental Perspective

**R. Mishra**, Ministry of Youth Affairs and Sports

Voluntary participation in civil society is a critical and complementary element, when the welfare state fails. India has an enormous potential for volunteering, having both a large proportion of young people and an "active" retired population. Youngsters bring in energy, idealism and commitment. Older persons offer a wealth of experience, together with

practical realism. The labels of "old" and "young" volunteers should be dropped: once a volunteer, always a volunteer. The morning discussions brought out the important point that older people represent, a resource that is already being tapped by some organizations. Old people are not only the 'needing' part of society, but they could represent the 'solution' part of society.

## Abstracts from Session 1-50

### Reception - Welcome Reception offered by the Swiss Agency for Development and Cooperation (SDC)

#### Welcome speeches

**R. Mayou**, Director, Red Cross and Red Crescent Museum

**W. Fust**, Director-General, Swiss Agency for Development and Cooperation (SDC)

**J. Stamm**, IYV National Committee Representative, President, IYV 2001 National Committee Switzerland, [iyv-forum.ch](http://iyv-forum.ch)

**S. Capeling-Alakija**, Executive Coordinator, United Nations Volunteers (UNV)

**Speeches are available on the CD ROM version of this report.**

## Abstracts from Session 2-11

### Plenary - Opening Ceremony

See pages 10 to 16 for original speeches.

## Abstracts from Session 2-21

### Plenary - Review of IYV 2001 and Future Action

#### History and Objectives of the International Year of Volunteers (IYV 2001)

**H. Valot**, Head of Team IYV, United Nations Volunteers (UNV)

In its proclamation of IYV 2001, the United Nations General Assembly (**Resolution A/RES/52/17**) invited "Governments, the United Nations system and intergovernmental, volunteer and non-governmental organizations and community-based organizations to collaborate and identify ways and means of enhancing the recognition, facilitation, networking and promotion of volunteer service in the preparations for and observance of the Year."

The United Nations General Assembly designated the United Nations Volunteers (UNV) as the focal point for the International Year of Volunteers 2001, a catalyst for the implementation of the four major objectives. Thanks to the generous donations of member countries, Team IYV is working in various locations around the world, to disseminate information and assist organizations with the preparation and implementation of the Year. The core staff of Team IYV is based at UNV headquarters in Bonn, Germany, with members active in Brussels and New York.

As the Coordinator of Team IYV, **Henri Valot** presents the history and some interesting facts on IYV 2001. He also briefly talks about the final Report on IYV 2001 to be presented to the Secretary General in 2002.

#### History and Objectives of the International Symposium on Volunteering (ISV)

**V. Krebs**, Director, International Conference Volunteers (ICV)

When I first thought about a closing event of IYV 2001, it was a vision which became an idea and later a project. The International Symposium on Volunteering is an opportunity to consider achievements of IYV 2001, network and plan future action. "Diversity" is the keyword, which can best summarize the richness of the ideas and activities brought together by participants from more than 120 countries represented at the Conference. It is also the opportunity to

gather recommendations for the IYV 2001 Report, which is to be presented at the UN General Assembly in December 2002.

### **IYV 2001 from an Academic Perspective: Review and Research**

**S. Howlett**, Senior Research Fellow, Institute for Volunteering Research, UK

This is the general introduction to the more in depth workshop on research 3-48.

Both presentations are led by the Institute for Volunteer Research (London), which, in partnership with the Development Resources Centre (Johannesburg), is evaluating the International Year of Volunteers 2001.

The session provides participants with a chance to get acquainted with the evaluation process of IYV 2001 and to provide feedback on their own knowledge and expertise.

*(See also session 3-48)*

## **Abstracts from Session 2-31**

### **Discussion / Debate - IYV 2001 Objectives: Recognition**

#### **IYV 2001 in Switzerland: The Swiss Social Time Register**

**G. Münzel**, Director, IYV 2001 National Committee Switzerland, [iyv-forum.ch](http://iyv-forum.ch)

Even volunteer work contributes to an individual's professional qualifications. With the help of a standardized Social Time Register, valid for the whole of Switzerland, those working voluntarily or in an honorary capacity should be able to prove their commitment to society and enhance the status of the skills they have acquired.

The Register offers even younger people the opportunity to use voluntary work as a learning experience and to document it appropriately. In addition to recording skills and abilities, the Social Time Register provides the opportunity to document the time a person has spent on voluntary work and the training associated with it. The abilities and skills put to use or acquired are acknowledged and given value in the form of a file.

The Register may thus be compared to a reference from an employer in a paid job. The Register can be useful when applying for a job, for professional reinsertion, or when standing for political office. The document is intended to be delivered by the institution, when a person is recruited for voluntary or honorary work.

The Register should also be a basis for acknowledging the value of voluntary work and thereby enabling it to find broader acceptance.

#### **Gobierno y promoción del voluntariado: El caso de Argentina**

**M. Nosiglia**, Coordinadora CENOC, Ministerio de Desarrollo Social y Medio Ambiente

Hablar sobre voluntariado en Argentina, supone -como en el resto del mundo- una pluralidad de perspectivas. La temática conlleva una serie de diversidades y opiniones contrapuestas; ya que no sólo varían las definiciones que podemos encontrar sobre qué es el trabajo voluntario, o qué significa ser voluntario en las distintas regiones y países del mundo, sino que éste también adquiere distintos aspectos centrales o ejes de interés, desde los distintos sectores involucrados en el trabajo voluntario.

Sin embargo, es posible observar en el caso argentino algunas tendencias -que también son mundiales-, tales como:

- una mayor cantidad de voluntarios ejerciendo su labor solidaria;
- una mayor diversidad en tanto a la pertenencia a distintos sectores sociales y económicos;
- así como también la incorporación de nuevas actividades

al abanico de lo que tradicionalmente abarcaba el trabajo voluntario.

Por otro lado, existe un mayor deseo de participar en actividades que ayuden a otros, partiendo de la experimentación de satisfacción y auto-realización por parte del voluntario (ya no es sólo el sacrificio de algunos y la beneficiencia de otros).

Las formas que el voluntariado adquiere en el territorio argentino son tan diversas como complementarias. Esta presentación ofrece una vista general de lo que se hace en este sector en Argentina.

### **A Partnership Model That Works: An Assessment of the IYV 2001 United States Committee Activities**

**T. Gardner-Williams**, CVA, Association for Volunteer Administration (AVA) and Member, IYV 2001 National Committee USA

Members of the IYV 2001 United States Committee present an assessment of how this committee of national organizations implemented a plan to increase awareness of the traditions of volunteering and increase participation of volunteering in the United States during IYV 2001.

The plan's implementation resulted in partnership and sponsorship from all three sectors and over 1,000 partner organizations committed to observing the year through activity and publicity. The plan also included a database of local and national activities, a calendar of events, an awards and recognition program, a speakers' bureau and a website. The information presented during this workshop will be the basis of the IYV 2001 United States Committee's year-end report to partners and the general public.

### **IYV 2001 in Mexico: Increasing the Impacts of Civil Society by Raising Awareness at the Community Level**

**S. Barnette**, Miembro del Consejo Directivo, Asociación Mexicana de Voluntarios A.C.

**C. Romo**, Miembro del Consejo Directivo, Asociación Mexicana de Voluntarios A.C.

En México, país solidario y comprometido en la ayuda a los demás, el voluntariado solamente se asociaba hasta hace algunos años, al Voluntariado Nacional que era aquél que realizaban las esposas de los altos funcionarios públicos.

Siendo un país generoso y voluntario por excelencia, no se reconocía como tal, pues era algo intrínseco a su cultura.

La **Asociación Mexicana de Voluntarios**, se ha dado a la tarea desde 1993 de reivindicar a los voluntarios, como un quehacer importante, valioso, de alta rentabilidad social, que cubre los vacíos que deja el gobierno para la solución de problemas, que aporta calidad y calidez al servicio, además de reducir los costos de operación de muchos programas que sin su ayuda, no podrían llevarse a cabo.

En el año que cursa, con la creación del Comité Organizador del 2001 Año Internacional de los Voluntarios (AIV 2001) se ha dado visibilidad al trabajo de los voluntarios de muchas maneras:

- A través de los **medios masivos de comunicación** se ha difundido el trabajo de los voluntarios, en todos los campos: salud, educación, desarrollo comunitario, derechos humanos, medio ambiente, arte y cultura, etc.
- Las cúpulas filantrópicas han estado mucho más presentes en las reuniones oficiales.
- Se ha impulsado la **creación de una legislación fiscal** que estimule y promueva la acción voluntaria a través de nuevas organizaciones de la sociedad civil.
- Se creó un **Diplomado sobre Voluntariado** con apoyo de Universidad, Centro Mexicano para la Filantropía y Junior League.
- Un **Diplomado para Emprendedores Sociales**, a través de universidad virtual, con una cobertura a nivel nacional y varios países de Latinoamérica, con apoyo de una de las Universidades Tecnológicas de mayor cobertura en el

país, Fundación Ford, Fundación Bancomer, Centro Mexicano para la Filantropía y AMV.

- Con el Centro de Información de la ONU se han llevado a cabo varios eventos; el **lanzamiento del 2001 AIV**.
- Se han llevado a cabo foros, seminarios y congresos sobre **Responsabilidad Social Empresarial**.
- Se han instaurado **diversos premios** que son otorgados por diversas fundaciones de segundo piso, para estimular y difundir el trabajo exitoso y comprometido tanto de organizaciones como voluntarios, sirviendo como ejemplo y motor para muchos otros.
- Se creó el Programa **"Una hora por México"** que invita a toda la sociedad en general a que se sume a través de trabajo voluntario a la solución de necesidades sentida por los grupos vulnerables
- Se han llevado a cabo alianzas estratégicas entre diversas organizaciones tanto de la sociedad civil, con organizaciones profesionales, entidades empresariales, gobierno, etc., para fortalecer el tercer sector.
- Se instauró la **Semana Nacional de la Filantropía**.
- Se lanzó una convocatoria a todas las escuelas de diseño de la **República para el Concurso del Cartel** conmemorativo del AIV 2001.
- Se emitió un **billete de lotería** conmemorativo del 2001 AIV.
- Se emitió e hizo la cancelación oficial del **timbre postal** conmemorativo en la Residencia Oficial de los Pinos, a cargo de la Primera Dama de la Nación.
- El Presidente de la República lanzó la convocatoria para el **"Premio Nacional al Voluntario"**, que se entregará precisamente el Día Internacional de los Voluntarios en la Residencia Oficial de los Pinos, lo que significa que existe ya un amplio reconocimiento de nuestro quehacer.

### **IYV 2001 in Lesotho: Volunteering and HIV/AIDS**

**E. Mokhosi**, Co-Chair, IYV 2001 National Committee Lesotho  
Initially, the **Plan of action for IYV 2001 in Lesotho** was to set up a **National Volunteer Center**, HIV/AIDS support groups and a program for environmental protection. Because of the HIV/AIDS epidemic, however, IYV decided to focus specifically on it for the Year 2001.

Joint workshops held with a consortium of volunteer organizations resulted in the establishment of **HIV/AIDS and Counseling Programs** targeting people living with HIV/AIDS. As a result, individual and group volunteering is on the increase due to IYV motivation, awareness creation efforts and enhancing empowerment of the individual. Successful training programs were held for in—and out—of school youth.

The IYV 2001 activities have led to the production of an HIV/AIDS operational manual currently on trial.

IYV 2001 receives recognition through representation and intercourse with international organizations such as SCF, UNICEF, Local NGOs and the Ministries of Health, Environment, Gender and Youth and is participating in Adult Education Programs.

The mobilization of youth volunteers has been made possible by the use of visual aids and videos.

The future activities for the National Committee in 2002 entail the areas of focus which were unattended in 2001; mainly the establishment of a National Volunteer Center, Environmental protection programs and strengthening further the efforts being made to contribute to the fight against HIV/AIDS and assisting those living with it.

### **IYV 2001 in Senegal**

**P. Birama Thiam**, IYV 2001 National Committee Senegal  
There is a lack of respect for volunteers in Senegal. IYV 2001 has been a time to see even more the need for adequate recognition of the work and achievements of volunteers. Also, there should be a larger inclusion of younger volun-

teers who should be trained and appropriately coordinated.

### **AIV 2001 au Tchad**

**N. Mouldjidé**, IYV 2001 National Committee Chad

La société humaine dans son évolution a développé des relais de solidarité à chaque fois que se posent à elle ou à ses membres, les questions de progrès et de survie. Selon les époques et les générations, cette solidarité a donné lieu au bénévolat et au volontariat. La société tchadienne n'est pas en reste.

A l'instar des autres nations membres des Nations Unies, le Tchad a matérialisé l'Année internationale des volontaires par un arrêté portant sur la création et la composition du Comité National. Ce Comité était chargé de la préparation et de la mise en œuvre des quatre objectifs de l'AIV 2001 (promotion, facilitation, reconnaissance et mise en réseau du volontariat).

L'AIV 2001 est essentiellement marquée au Tchad par les activités de promotion du volontariat. A cet effet, deux activités majeures ont été exécutées à savoir: le concours "Quartier Propre" et la Journée de Plantation des arbres en plus des conférences débats régulièrement organisées pour sensibiliser les différents publics-cibles.

L'objectif recherché par le Comité National à travers les deux activités précitées est de répondre aux préoccupations quotidiennes des populations tchadiennes. Préoccupations qui sont celles de la santé en milieu urbain et de la lutte contre l'avancée du désert.

N'Djaména, comme les autres villes africaines, vit sous l'invasion des déchets ménagers. Cette situation handicape sérieusement le développement et empoisonne la santé des habitants de la ville, qui est supposée être un cadre de plein épanouissement.

Pays sahélien, le Tchad est aussi confronté à l'avancée du désert. Désert qui annihile les efforts de développement entrepris par la population. La stratégie du Comité national est de commémorer l'AIV 2001 par la vulgarisation des vertus du volontariat en apportant des tentatives de solutions aux questions et préoccupations de la population tchadienne, ceci, en vue de susciter l'adhésion à l'acte volontaire.

Bien que les résultats obtenus par ces activités soient timorés faute d'une large couverture médiatique et de ressources financières destinées au financement du plan d'action du Comité National, ils laissent néanmoins des espérances immenses pour l'ancrage de l'acte volontaire au Tchad. La volonté manifestée surtout par les jeunes Tchadiens, qui représentent plus de 52% de la population, est un capital humain extraordinaire sur lequel s'établira l'acte volontaire après l'AIV 2001.

En termes de perspective, le Comité National a initié trois projets majeurs:

1. La mise en place d'un Fonds de Solidarité des Volontaires (FSV) qui est un fonds d'assistance aux personnes en situation de précarité, de financement d'actions d'urgence, et de promotion du volontariat et du développement socio-économique;
2. Une étude socio-économique du volontariat au Tchad;
3. L'élaboration d'un projet de loi sur le volontariat.

## **Abstracts from Session 2-32**

### **Discussion / Debate - IYV 2001 Objectives: Promotion**

#### **IYV 2001 in Scotland**

**E. Burns**, Director and New World President of IAVE, IYV 2001 National Committee Scotland, Volunteers Development Scotland

Volunteers play a vital role in Scottish society. They enhance the work of professionals, pioneer new kinds of service and take the lead in shaping communities for the better. Scotland-wide volunteering may be worth as much as **£4.1 billion** each year. People who volunteer not only help others,

but also benefit themselves; improving career prospects, health, personal development and satisfaction. For some of the most vulnerable members of society it can be a route out of social isolation and towards playing a full and valued part in their communities.

The paper describes the actions taken by the IYV Committee for Scotland to raise awareness of IYV at community level, through an advertising campaign, a small grants programme, and a primary school arts project. It also describes how IYV enhanced and was enhanced by other ongoing promotional activities like Volunteers Week, a media training road show and Make a Difference Day. It focuses particularly on how each element was monitored and evaluated, and gives a brief outline of the longer-term gains hoped for.

For further information: [www.vds.org.uk](http://www.vds.org.uk)

## **AIV 2001 en Perú: Estado y Sociedad Civil en Colaboran**

**C. Krüger de Larco**, Coordinadora, IYV 2001 National Committee Peru

*Esta presentación informa sobre las actividades del AIV 2001 en Perú.*

En nuestro país 1,359,725 personas realizan un trabajo voluntario siendo el 30.9% de la población, calculando que cada persona realiza un promedio de 280 horas anuales, en términos generales son 380 millones 723 mil horas de trabajo Voluntario que equivale a 206,780 personas que trabajando a tiempo completo durante un año. Estimando el valor económico al valor del trabajo Voluntario estimando 0.258 dólares por hora, el mínimo costo de oportunidades en el mercado, sería de 98,226,534.00 significando el mínimo valor económico del trabajo Voluntario aportado. El liderazgo de trabajo Voluntario se señala en la ciudad de Trujillo de 36.9%.

En el Año internacional de los voluntarios 2001, el Comité AIV-PERU reanuda su programación concientemente de que falta superar debilidades sistemáticas. Por esta razón, PROMUDEH organizó el 9 de Febrero 2001 el Taller de Planificación Estratégica gracias al Convenio PERU-UNION EUROPEA en la cual participan los 18 grupos voluntarios teniendo como facilitadora a la Lic. Hilda Segura Galvez experimentando una jornada muy productiva pudiendo expresarse en las definiciones siguientes:

### **1. Visión del Comité AIV-Perú**

Es un grupo organizado y representativo del Voluntariado Nacional, con capacidad de convocatoria y propuesta. Es reconocido como interlocutor y referente válido por la sociedad civil, desarrollo acciones de corresponsabilidad con el Estado y diferentes factores sociales.

### **2. Misión del Comité**

AIV-PERU Planificar y ejecutar acciones de celebración; Promover talleres a nivel nacional; Convocar a la más amplia participación de los diferentes factores de la sociedad; Valorizar el aporte voluntario en el desarrollo económico y social del Perú.

### **3. Objetivo General**

Revalorizar el conocimiento de la labor voluntaria y su representatividad como aporte al desarrollo del país.

### **4. Objetivos Específicos**

Desarrollar mecanismos de información. Estructurar una adecuada funcionalidad. Realizar canales efectivos de comunicación. Potencializar la sistematización como proceso real de información.

### **5. Fortalezas: Multisectorialidad del Comité**

Responsabilidad compartida. Capacidad y experiencia profesional. Capacidad de diálogo e interacción. Espíritu de colaboración grupal. Respaldo de las N.N.U.U. Apoyo y promoción de organismos gubernamentales. Colaboración de la Iglesia. Conjunción de esfuerzos: Universidades-Sector Empresarial y medios de comunicación social.

### **6. Debilidades: Poco conocimiento y difusión de la labor voluntaria**

Incipiente valoración. Información inadecuada. Débil capacidad de convocatoria al interior del país, por ello no se evidencia compromisos.

Luego de esta jornada, y obedeciendo a un análisis participativo, se desarrolla un esquema de organización ágil sencillo conformado por una Directiva que será reforzada por comisiones específicas.

## **IYV 2001 in Mongolia: Trends for the Future**

**B. Terbish**, IYV 2001 Coordinator for Mongolia, UNDP / UNV Mongolia

Volunteerism is neither an old nor a new word for Mongolians. For instance, the great Chinggis Khan mentioned in his decree that each year families should slaughter one sheep voluntarily for the hungry. During the 30s, many social activists and public workers were working voluntarily for the well-being of the people and for their country. In other words, volunteering exists naturally in the hospitable heart of the Mongolians.

Currently, there are 39 national UNVs and 12 international UNVs working in Mongolia and the range of these professionals goes from medicine to ICT and from biology to administration.

The IYV National Committee in Mongolia was set up in March 2000 and consists of representatives from the Government of Mongolia, UN agencies, international and national voluntary based organizations such as the Peace Corps, VSO, JOCV, Australian Volunteers International, KOICA, Mongolian Volunteers Association, Scout Association of Mongolia, Mongolian Youth Development Center, Mongolian Red Cross Association and UNV as a focal point. The Committee meets every month.

For IYV 2001, many activities have been planned and most of them implemented within the framework of the objectives of recognizing, facilitating, networking and promoting the volunteers. Some of these activities include:

- Participation in and co-sponsoring of the Race for Life;
- Poster and drawing contest under the theme "Giving your time whatever the time of your life";
- IYV posters and pocket calendars with the above-mentioned theme as well as pamphlets "Volunteerism" based on survey;
- Launching of city cleaning "We are volunteers";
- Exhibition of international and national volunteer organizations working in Mongolia;
- Sociological survey on participation and contribution of volunteers in the social development;
- Video "Volunteers in Mongolia" produced and broadcast over Mongolian TV channels.

Of special interest is the sociological survey on volunteerism, which included 600 citizens of Ulaan Baatar City, and was held from April to May 2001.

Public awareness of volunteering has increased considerably as a result of the volunteer promoting activities of IYV 2001, along with the efficient dissemination of information.

In general, people's attitude toward volunteering was positive and respondents valued the benefits of volunteering as sharing experience, self-development, meeting with new people and seeing what's been done by them.

Cooperation between state and non-governmental organizations and other volunteer based organizations is becoming very fruitful and cooperative. The Mongolian Volunteers Association, established in 1998, is working to become a focal point of all national non-governmental organizations and foundations.

Apart from our successes, we are still encountering some slight obstacles in our efforts to develop volunteerism in Mongolia. Voluntary based organizations still have to cope with financial, managerial and personnel difficulties. Also the regular support from the state authorities is needed in

voluntary based activities.

In the future, we are planning to establish a Center of Volunteers initiated by the Mongolian Volunteers Association as a step to overcome these difficulties. The main goal of this Center will concentrate on assisting in empowerment of the voluntary movement in Mongolia so the people's voluntary initiatives and actions can be well organized with cooperation of other governmental and non-governmental organizations as well as setting up a regular network of volunteers.

In Mongolia we still do not have any law on volunteerism. So this issue will be kept in our consideration in the future.

In conclusion I would like to appeal, "Let's give our time, whatever the time of our life".

### **IYV 2001 in Canada: The Value of One is the Power of Many**

**P. Bowen**, Executive Director, Volunteer Canada

In **Canada**, IYV 2001 was marked by a number of **special events at the national level**, including Global Youth Service Day and National Volunteer Week last spring, as well as by a National Youth Summit on Volunteerism and the 2001 Canadian Forum on Volunteerism. Local events held by volunteer centres, organizations, various levels of government and businesses also helped to ensure that IYV's recognition of volunteerism touched the lives of millions of Canadians.

IYV 2001 in Canada helped to draw attention to the invaluable efforts expended by the **6.5 million people** who volunteer their time and energy in this country each year.

The IYV 2001 **partnership** with the **Government of Canada** produced a variety of capacity building initiatives, public awareness and research initiatives that will continue to produce results in the years ahead.

Together with Canadian Heritage and Human Resources Development Canada (HRDC), Volunteer Canada has created the International Year of Volunteers 2001 (IYV 2001) **web site** to demonstrate how the value of one is the power of many.

The year also saw a massive outpouring of volunteer effort on behalf of those affected by the events of September 11. The enormous recovery and relief effort demonstrated the compassion of ordinary Canadians for their neighbours, both in this country and in the United States.

For more information: [www.iyvcanada.org](http://www.iyvcanada.org)

### **IYV 2001 in Germany**

**G. Casel**, Head of the Volunteering and Participation Section, Federal Ministry for Family Affairs, Senior Citizens, Women and Youth, Germany

**M. Kreisel**, IYV National Committee Representative Germany, Manager of IYV-Office, Deutscher Verein für Öffentliche und Private Fürsorge

#### **The International Year of Volunteers 2001: Interim Stock-taking of the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth**

The results of the 1999 survey on "Volunteering in Germany", the first national representative survey on voluntary work, volunteering and citizens' involvement, first revealed the diversity and wide scale of voluntary commitment in Germany. Roughly 22 million citizens are volunteers, which translates into 34% of all persons in Germany above age 14.

Priority aims in building activities for the International Year of Volunteers (IYV) in Germany were to:

- Ensure greater recognition of volunteering, enhance its status, draw public attention and get new input
- Network and improve co-operation between the many organizations working with volunteers
- Improve the conditions offered to volunteers.

#### **Recognition and Promotion:**

- The **national campaign** launched in the IYV 2001 by the Federal Ministry for Family Affairs, Senior Citizens,

Women and Youth under the motto "What I can do cannot be paid for" seeks to honour and support the work of the current volunteers and highlight their significance for the civil society.

- The **homepage** [www.freiwillig.de](http://www.freiwillig.de) is now the central portal for volunteering in Germany, serving as both an information and contact point.
- The **media and posters campaign** presents five volunteers and their motivations. They represent the diversity of age groups and fields of work in which citizens' involvement takes place today. A total of 27,000 posters were displayed throughout Germany during the first months of 2001.
- The **action kit** supplies national organisations in the volunteering field with materials useful for implementing their activities locally. The modules included on the **CD-ROM**, such as the advertising motifs or the "vacancies" are designed in such a way that they can be combined with individual logos, event calendars or other print elements. The information is designed as a leaflet and poster rolled into one. The front page catches the eye with the worldwide logo of the IYV. The back page provides valuable background information about the IYV.
- The **magazine "Freiwillig!"** (Voluntary!) is published by the national agency for the International Year of Volunteers. Media followed activities during the IYV; from a press conference on the opening of the campaign to stories told in the series "Freiwillige im Blick" (Focus on Volunteers), focusing on activities, experience and motivations of individuals representing the 22 million volunteers in Germany.
- The **itinerant exhibition "Freiwillig - für mich - für uns - für andere"** (Volunteering - for me - for us - for others) shows the diversity of volunteering on 24 billboards. With 7 sets of exhibits and approx. 120 locations it is fully booked up for 2001 and has many applications for 2002.
- To accompany the exhibition, a brochure and a videotape have been produced.

#### **Networking**

In Germany, the International Year of Volunteers (IYV) 2001 has improved the networking of the individual activities in the volunteer area and co-operation among the various organisations responsible.

#### **Facilitation: Improve the Conditions offered to Volunteers**

Improvement of **legal and financial framework conditions** by the Federal Government: 50% increase in the flat rates for instructors to a current DM 3,600 a year plus a widening of those eligible to include caregivers who look after for old, ill and handicapped persons. The tax exemption granted also implies that this reimbursement of expenses remains free from the liability to contribute to social insurance. Improvement of the fiscal provisions governing private, public and church foundations.

Widening of the competence to issue donation receipts for tax purposes to include hitherto non-qualified non-profit-making organisations on the strength of the **Ordinance Regulating the Income Tax Law**. Support of self-help groups, including the self-help contact points, under the Health Care Reform Act as from 1<sup>st</sup> January 2000 by the health insurance funds.

Projects of the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth to improve these framework conditions:

- **Guide to the support of volunteering and self-help**  
In communities, this guide serves to further develop self-help contact points, senior citizens' offices, volunteer agencies and the like.
- **Contest:** serving to identify and honour innovative examples of commitment-encouraging infrastructures in cities, districts and communities.
- **European Exchange Programme for Older Volunteers,**

**Youth and community:** a community project run by schools and voluntary agencies serves to develop and pilot instruments and models for the promotion of youth volunteering.

- **Citizens' involvement of migrants, research and meeting 2002:** Research will be done on surveys and field models concerning the voluntary involvement of migrants.
- **DSB campaign "Pro Ehrenamt" (Pro Volunteering):** a public relations campaign launched by the German Sports Federation (DSB) serves to promote the voluntary citizens' commitment by means of billboards, town festivals and pilot projects in individual local associations.

#### **Beyond IYV 2001**

Voluntary citizens' involvement plays a vital role for the Federal Government even beyond the IYV 2001. Therefore, the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth seeks to set up, for the sake of sustainability, a national discussion forum to attend the further development of citizen involvement.

The Internet site [www.freiwillig.de](http://www.freiwillig.de) will be maintained as an exchange and information site for volunteering and extended to give it a portal function for volunteer organisations.

Further suggestions on the sustainability of the IYV are currently being elaborated in the working groups of the National Advisory Board in preparation for the Final Report on the IYV.

For more information: [www.freiwillig2001.de](http://www.freiwillig2001.de)

## **Abstracts from Session 2-33**

### **Discussion / Debate - IYV 2001 Objectives: Facilitation**

#### **IYV 2001 in Colombia**

**L. Alvarez,** IYV National Committee Representative and Coordinator, IYV 2001 National Committee and IAVE Colombia

**A. Melo,** Vice-President, International Association for Volunteer Effort (IAVE) Colombia

#### **The oral presentation includes the following matters:**

1. Objective
2. Methodology
3. Outstanding results
4. Economic evaluation of the study result
5. Conclusions
6. Process to obtain the acceptance of the word "volunteer" as a part of the national wealth and included in the national annual income.

#### **Factors taken into account:**

- Types of organization
- Profile of Colombian volunteers
- Subjects, population, objective samples
- Number of organizations
- Technical data recollection

#### **IYV 2001 in Nepal**

**J. Pokharel,** IYV 2001 National Steering Committee Chairperson, Nepal, Honorable Member of National Planning Commission, Nepal, IYV 2001 National Committee Nepal

**B. Silwal,** IYV 2001 National UNV (NUNV), IYV 2001 National Committee Nepal

This paper provides an overview of volunteer activities and **IYV 2001 in Nepal**. It summarizes the main elements developed in a detailed report on volunteering in the country.

Nepal has its own historical, traditional, cultural, social, economic background to germinate, care for, develop and sustain volunteering systems that assist the people living in the mostly rough, hard, fragile geographical terrain. Nepal remains on the relatively young, fragile part of the Himalayan belt where its mountains are continuously rising, due to the collision of the plates. It was originally inhabited by Aryan

people who immigrated from the from Indian Sub-continent and Mongolians from the Mongolian belt. More than 61 ethnic groups and other castes live within the small territory of the country.

The history of NGO movement in Nepal is not long, although religious and philanthropic bodies have existed from ancient times on an institutional footing (Maskey 2000). Tulsi Mehar, the follower of Mahatma Gandhi began the Nepali Gandhi Smarak Charkha Pracharak Guthi (the Spinning Wheel Propagating Trust) in 1926 (Ghimire 2000:12, Timilsina 2000:1). Modern volunteering in Nepal started after the great earthquake in 1934 that killed more than 8,000 people and damaged more than 50% of the houses and properties in Kathmandu.

Representatives from National Planning Commission (NPC), National Development Volunteer Service, Nepal Red Cross Society, Tribhuvan University, Ministry of Local Development, Ministry of Education, NGO Federation, RUNVAN, Social Welfare Council, Federation of Nepalese Chambers for Commerce and Industries and UN System in Nepal, Japanese Embassy, IAVE, international volunteer sending agencies in Nepal formed IYV 2001 National Steering Committee (NSC) on August 1, 2000. The 19-member NSC, that is lead by the Hon'ble member of NPC have formed Task Groups (TGs)-Recognition, Networking, Research, Publication and Information -in its second meeting for the preparation of the concept paper and implementation.

While the achievements of IYV 2001 can only really be evaluated after intensive and detailed analysis, the present endeavor is to share excerpts of IYV activities to date in this country. The presentation of activities will follow the four objectives of the year.

What were the key factors to successfully facilitate the organisations to implement IYV celebrations? Many genuine volunteering based organisations simply desire to demonstrate their valuable contributions to the society. Many young organisations at least partially involved in volunteering have strong interests to become actively involved in global, regional and national networking. Many organisations perceives 'common forum' as an effective way to work on the common concerns. Many organisations have a strong willingness to work effectively, provided they are supported with information and finances.

These experiences may be very worthwhile to work towards facilitation of volunteerism in this country.

In order to facilitate genuine volunteering organisations, volunteers and VOs have expressed their future priorities as follows:

- Strengthening of volunteering networking in Nepal
- Establishment of Volunteer Resource Centre
- Information system and dissemination of volunteering related information.
- Capacity enhancement of Volunteer Organisations
- Documentation of Volunteering related information in a systematic manner
- Reviewing of legal provisions related to volunteering

Proclamation of IYV 2001 by UN General Assembly was a well-timed intervention for the promotion of volunteerism in the world. The formation of the IYV 2001 National Steering Committee in Nepal and the activities implemented for the celebration of the year has created favourable environment to think about volunteering in this country that has strong traditional background in this field.

Present experiences from IYV celebration in Nepal obviously highlighted the strong desire of the genuine volunteer organisations, which are working mostly at a local level. However, the lack of specific knowledge of the VOs to raise fund structured manner was a major obstacle to implement some priority activities. The inadequate attention of the donor community to the promotion of traditional volunteering values has been also attributed to the VOs in this kingdom.



## IYV 2001 in Kenya: An African Perspective

**C. Makunja**, IYV 2001 Focal Point, IYV 2001 National Committee Kenya

**Donor countries**, despite having made strong commitments at the 1995 World Summit on Social Development, are now **cutting back on aid** to developing countries, including Kenya. These cuts have often resulted in concomitant shrinking of the economies of these countries. Kenya for instance, is experiencing difficulties in financing the national budget; unemployment has reached all time highs, exasperated by massive retrenchment and early retirement across the board. The experience of the activities of the IYV 2001 indicate that a new global strategy for strengthening volunteerism—with more resources, a sharper focus and a stronger commitment—could be the panacea to myriad problems afflicting Kenya and other developing countries.

This paper summarizes and reviews the discussions, debates and recommendations of the **National Coordinating Committee (IYV)** – Kenya and acknowledges the possibility of the efforts of the year going to waste if deliberate efforts are not put in place to sustain them.

## NGO Cooperation in Croatia in IYV 2001

**S. Skopelja**, President, Association "MI", Croatia

Croatia's transition to modern democratic nationhood, its integration into Europe and its movement towards full participation in the global economy began in earnest in early 2000, after nearly a decade of independence marked by conflict and political misrule. The transition process in Croatia has been made more difficult by the economic, social, and psychological consequences of war, and then, by years of highly centralized, nationalistic and authoritarian government.

**Civil society development** in Croatia has been shaped by the same factors that have formed other political developments in Croatia: the legacy of forty-six years of Communist Party of Yugoslavia control; four years of armed hostilities immediately following independence in 1991; and the autocratic and highly nationalistic policies of the Croatian Democratic Union (HDZ) Government from 1991 until early 2000. Before 1991, the communist regime kept tight control on economic and political life in the country, leaving little room for independent civic initiatives. However, some active civic groups, mainly in the fields of the environment, women's rights, and sports and culture, did develop.

Modern civil society in Croatia began to develop after Croatia declared independence from Yugoslavia in June 1991. Croatian heroic era of civic initiatives came during and after the Homeland war. Citizen's organisations and their volunteers have gained reputation and strength by providing humanitarian aid, by working with refugees and those in exile, with civil and other war victims. The level of solidarity and care for others was high at that time and they became a reality through the work of voluntary organisations and individuals. In the post-war era the roles and objectives of civil society / voluntary organisations have changed and adjusted to new needs of the community.

Voluntary organisations are the people who work for them and for whom they work. If there is a human face to social activities, then it exists here.

The Croatian National Committee for the IYV 2001 was established at the beginning of 2001. The Committee consists of the representatives of NGOs, voluntary organisations, the business and public sectors in Croatia. A number of IYV 2001 events have been organised in Croatia, like Volunteers Days in Split, Osijek and Vukovar, research on voluntary and philanthropy work in Rijeka, a nation wide campaign for raising awareness of the values of voluntary work and preparations for national awards for the best volunteers in Croatia.

In our presentation we provide examples of how joint efforts from government, local communities, civil society organisations and ordinary people can shape our society, giving it a human face and creating a new value system in the society (including culture of giving and sharing) based on

the valuation of a human as an individual, in his/her family and society and thus endorsing voluntarism, care for human beings and civil initiatives.

## IYV 2001 in Australia: Projects and Partnerships Facilitating Volunteering

**K. Bates**, IYV 2001 Manager, Volunteering Australia

IYV in Australia has been exciting and dynamic with momentum increasing as the year has progressed. At the national level the Government IYV Secretariat and the self-initiated National Community Council of Advice have worked alongside, and in collaboration with, one another on many initiatives towards the achievement of the IYV objectives.

This paper focuses specifically on the projects and partnerships that have contributed towards the facilitation of volunteering in Australia.

In Australia, there is no shortage of volunteers or volunteer commitment. The Voluntary Work Survey 2000 published by the Australian Bureau of Statistics shows that approximately 4.4 million people over the age of 18 are involved in volunteering, equating to approximately 32% of the population of the same age. These 4.4 million volunteers contribute 704.1 million hours of unpaid work.

However, as governments and communities around the world have acknowledged the value of civil participation as a mechanism for building stronger, healthier and sustainable communities, the need to facilitate involvement through volunteering remains critical. As well, they have recognised the need to work in partnerships with a variety of organisations in order to achieve this.

This paper discusses the collaboration and relationships between government, business and community that have contributed to the final outcomes of some key national projects during IYV.

### Projects discussed are:

- The development of a National Agenda on Volunteering: Beyond the International Year of Volunteers—This part discusses the process for the development of the National Agenda and considers how it will provide a framework for addressing the key issues affecting volunteers and volunteering in Australia;
- The value of seconded government staff in supporting the work of the national peak body during the International Year;
- The expansion of [www.govolunteer.com.au](http://www.govolunteer.com.au)—Australia's first national on-line volunteer matching service—where it is taking us and what we've learnt;
- The preliminary results of a survey of not-for-profit organisations about their attitudes towards, and experiences of, corporate volunteering;
- The development of a youth strategy to ensure that what we have learnt from young people about their expectations of volunteering and volunteer-involving organisations is used effectively to secure their future commitment.

## Abstracts from Session 2-34

### Discussion / Debate - IYV 2001 Objectives: Networking

#### IYV 2001 in Lebanon

**K. El-Saddik**, IYV 2001 National UNV (NUNV) Coordinator, UNV Lebanon

Volunteering is rooted in the Arab and Lebanese societies. The Lebanese volunteer sector is among the most active in the world. It has gone through different phases in the 20<sup>th</sup> century, from charity to developmental effort, passing through humanitarian and relief activities. The sector is facing a lot of challenges, especially regarding mobilizing volunteers and coordinating efforts among various counterparts to serve, accelerating social and environmental situations, among others.

The year 2001 was a unique opportunity for Lebanon. It raised volunteerism publicly and paved the way to:

1. Address volunteering at the various levels, namely the government, civil society, educational institutions, media and private sector;
2. Coordinate with various counterparts to promote volunteerism;
3. Redesign volunteer programs among NGOs; and
4. Develop volunteer programs among educational institutions and strategies among corporations.

The presentation gives an overview of the volunteer sector in Lebanon, then moves to showcase Lebanon's record, share experiences and capture achievements of this Year.

### **IYV 2001 in Hong Kong: A Survey on Public Reception and Perception of Volunteer Service**

**J. Lee**, Chairman, IYV 2001 National Committee and Agency for Volunteer Service, Hong Kong Special Administrative Region of China

This paper presents the **Hong Kong Volunteer Survey**.

#### **Objective of Survey**

1. To examine the volunteer profile, the contribution and economic value of volunteer service, motivations, experience and ways of participation, barriers and prospects of volunteerism;
2. To identify opportunities, appropriate strategy and public policy to further enhance volunteerism based on the survey findings and analysis;
3. The survey is the very first attempt to gauge non-organized / mutual aid volunteering in addition to organized volunteering;
4. Economic worth of volunteer service is estimated as a reference base, but an international comparison is not intended.

#### **Methodology**

1. The survey was conducted by an independent research team—the University of Hong Kong, commissioned by Agency for Volunteer Service (AVS) with corporate funding support;
2. Telephone survey with interviewers conducted with a sample size of 1,555 successful cases by standard POP telephone sampling method.

#### **Major Findings**

1. Value of volunteering: rate of participation and economic value in organized and non-organized / mutual aid volunteer work;
2. Motivation and reasons for volunteering: altruistic;
3. Participation channel and social influence;
4. Barriers to volunteering: economic condition, lack of resources and time;
5. Self-initiated and civil bodies take the lead, government support of resources;
6. Role of AVS.

#### **Conclusion and Recommendations**

1. Participation: explore and develop channels;
2. Promotion and recognition: public education;
3. Facilitation: public policy, training;
4. Networking: resources, upgrading;
5. AVS's future strategy.

### **IYV 2001 in Tanzania: Networking and the Involvement of the Government**

**A. Kipeja**, IYV 2001 National UNV (NUNV), Coordinator, IYV 2001 National Committee Tanzania

**R. Mwaimu**, Councillor, Dar es Salaam City Council

Brief background note on my presentation made in January, 2001 at the Amsterdam Arena:

#### **Recognition:**

Under the auspices of the Directorate of Youth Development my committee obtained recognition as the co-ordinating committee for the whole Nation. We got the Government to recognise the importance and contribution volunteering

makes to the society of Tanzania to such an extent that key Government officials including the Prime Minister and others accepted our invitations to open important events concerning volunteerism.

#### **Facilitation:**

Due to lack of funds we have not been able to succeed in this area. However, the meager resources obtained from donors have been spent on research on volunteerism in Tanzania. Since the collapse of Socialism and self reliance policy in Tanzania communities have moved away from volunteerism to self interests thus killing the spirit. People now have different interpretations on volunteerism. There is no common understanding on the subject. The purpose of this research is to define Volunteerism through Tanzanian Society so that value indicators established should lead us to know the volume of volunteer contribution in the economy of the country. The research output shall also indicate options for a) promoting volunteerism b) awareness raising and c) creating conditions for youth to be encouraged to carry the banner on volunteerism etc.

#### **Networking:**

We are forming an NGO called **Tanzania Volunteer Association**. This will carry IYV 2001 beyond 2001. The committee will cease functioning in December 2001. After that the TAVOA will be registered as an NGO. Those interested will vie for leadership which will later establish the Volunteer Centre. This is targeted to be the nerve centre on anything concerning the subject matter. There are many volunteer organisations in this country but each one is carrying out its tasks without the others knowing what experiences they get. There is no sharing of info or ideas. The centre will coordinate this.

#### **Promotion:**

We have been closely helped by the mass media and all of them are members of the National Co-ordinating committee.

### **IYV 2001 in Mozambique**

**F. Teixeira**, IYV 2001 National Committee Head, Secretary General, Mozambique Red Cross

Serve o documento presente para definir o Fundo de Atribuição de Bolsas de Estudo para o Ensino Médio-Profissional e/ou Superior Público a Estudantes que façam parte de organizações ou associações de Voluntariado e que como membros dediquem parte do seu tempo em actividades de solidariedade social ou pessoas que a título individual exercem as mesmas acções de carácter social.

Os Voluntários que requeiram Bolsa, deverão manifestar o desejo de prosseguir os estudos e comprovar a falta de meios. Este fundo será dado mediante o comprovativo das actividades de solidariedade pela Organização/Associação ou Centro onde preste a actividade, como forma de continuar a incentivar o trabalho voluntário.

Com o objectivo de reforçar a acção social, e, como forma de prestar apoio na qualificação profissional de jovens Voluntários no quadro da "Solidariedade na Erradicação da Pobreza", Lema do Comité Nacional para o Ano Internacional dos Voluntários 2001, estabelece-se por meio deste documento os critérios e regulamentos para Bolsas de Estudo provenientes dos fundos angariados durante as celebrações do AIV 2001 e todos os fundos que venham a ser recolhidos pelas diversas organizações e que sejam entregues à Cruz Vermelha de Moçambique para este fim, que se aplicará ao ano lectivo de...

A Bolsa será um apoio de valor pecuniário equivalente (ao SMM,) atribuído mensalmente e mediante os fundos disponíveis.

### **IYV 2001 in Bhutan: Volunteer IYV Bhutan Stamps**

**T. Tshering**, IYV 2001 National Committee Bhutan

The Bhutanese IYV National Steering Committee comprised of high level government, international agencies and pri-

vate sector representatives, have been addressing policy and institutional levels of support of voluntary sector development. In parallel, the IYV Task Force has undertaken various advocacy activities to promote the concept of volunteerism from a nationwide essay contest, to publications and a television series production.

Four IYV 2001 Stamps issued by Bhutan Post, in collaboration with IYV-UNV Bhutan, were officially launched on June 15, 2001. The stamp designs are the result of a nationwide contest on the theme of Volunteerism in which more than 800 school children participated.

## Abstracts from Session 2-41

### Plenary - IYV 2001 Reports

#### Session on Recognition

**C. Guedes**, United Nations Volunteers (UNV)

#### Session on Promotion

**J. Behrendt**, Programme Specialist, United Nations Volunteers (UNV)

#### Session on Facilitation

**D. Kruihof**, IYV National Committee Representative, NOV

#### Session on Networking

**W. Stratton**, Director, Canadian Executive Service Organization (CESO-SACO)

## Abstracts from Session 2-51

### Plenary - IYV 2001 Highlights

#### Actions of IAVE beyond IYV 2001

2001 has truly been the most remarkable year in the history of volunteering, which will be mentioned in any study published in the future as a turning point. IYV 2001 has been an opportunity well used to raise awareness and create new partnerships between governments, NGO and businesses. IAVE is preparing a new action plan, repositioning the organization and its focus for the future. The Tokyo Youth Summit 2001 was a milestone for the preparation of this action plan. IAVE further wished to develop a dialogue between volunteer organizations, governments and the cooperate sector, to enhance the global volunteer movement and contribute to key issues on a global level. IAVE will also consider the evaluation of IYV 2001 to shape its strategic plan.

## Abstracts from Session 3-21

### Discussion / Debate - Key Issues for IYV 2001 and the Future of Volunteerism

#### Meditation - Spirit of Volunteering

**S. Seth**, United Nations Volunteers Focal Point, UNDP / IYV 2001 National Committee - India

This presentation is structured into two parts: 1) General observations; 2) Specific examples of IYV 2001 initiatives in India.

#### General observations

One ought to:

- Develop an insight into interdependence, thereby see that there is no separate self that one is helping;
- Go beyond individualism;
- Develop a mind of love and compassion, helping alleviate the suffering of others;
- Cultivate love and kindness, bringing joy to others and thereby creating a caring society that is the embodiment of volunteering;
- Have a voluntary simplicity in lifestyle;
- Consume mindfully, going beyond consumerism (edible foods, sensory foods etc.);
- Develop a strategy for voluntary action.

## Examples of IYV 2001 work in India

### Recognition:

- Creation of awards, newsletters, books;
- Target corporations to show the interest and link between the economics of volunteering.

### Promotion:

- IYV city committees create a link to CEOs of corporate sector;
- Encourage growth of volunteers within UN system.

### Networking:

- Build groups (sangha building) including patrons, volunteers;
- Network and build coalitions to achieve globalisation from below (bottom up approach);
- Link groups and people, under the banner of UN/IYV, e.g. Indian academy of Paediatricians work with NGOs helping children; the corporate sector/CICI bank to voluntary sector and volunteers through web.

### Facilitation:

- Work with educational institutions (motivating young people);
- Link issues from a local to a policy level in areas such as disability, environment and artisan.

The motivations for volunteering are numerous, but the ultimate goal is to achieve self-development towards leading a happy, peaceful and free life.

## Abstracts from Session 3-31

### Discussion / Debate - Economy and Volunteerism 1:

#### Economy, Volunteerism and Ethics

#### Volunteering for Peace

**S. Seth**, United Nations Volunteers Focal Point, UNDP / IYV 2001 National Committee India

A personal attitude to attain peace is necessary to bring peace to others. Through dialogue and listening to each other, one is reconciled with oneself and with others. We must be mindful in life and always look at the importance of the community.

The presentation addresses the following three main issues:

- We should be mindful of consumption
- We must be conscious of intent, whether it be for material or spiritual purposes
- We must work as a community, and be mindful of interdependence of everything
- What we eat and wear is dependent on the lives of others.

#### Volunteerism in Uganda:

#### Before, During and Beyond IYV 2001

**C. Kaiso**, Vice-Chairman, IYV 2001 National Committee Uganda

Volunteerism in **Uganda** is not a new practice. It is a concept that has been practised in all communities in the country; and has been passed on from generation to generation as a virtue for responsible members in the community. In many cultures in Uganda and Africa at large, help is extended to those who have suffered any predicament. For this reason, disadvantaged people such as orphans, widows, the poor, the aged etc, benefited greatly from volunteerism and the impact of their conditions was greatly mitigated.

However, due to the adverse economic pressures resulting from global policies and programmes such as globalisation, commercialization, and structural adjustment programmes, most societies, Uganda included, have been taken up by monetary demands and interests such that the spirit of volunteerism has either shrunk to greater depths or died out completely. Yet the need for increased volunteer effort is greater today than ever before, given the adverse impact of

emerging global problems such as environmental degradation, HIV/AIDS, high poverty rates, and unemployment.

The recognition and emphasis accorded to this need by the UN General Assembly's thorough proclaiming and setting aside a whole year 2001 to uphold and promote volunteer work as well as recognise the role and contributions of volunteers worldwide was a step in the right direction. The Government of Uganda highly embraced the premise underlying the proclamation of the international Year of Volunteers 2001.

**The IYV 2001 programme aimed to achieve the following objectives:**

1. To build a national consensus on the adverse impact of problems that require increased volunteer effort;
2. To increase support and commitment towards voluntary service in the Ugandan society, especially among policy makers, planners, religious and cultural leaders at both national and local levels;
3. To fundraise for volunteer projects, campaigns, advocacy or events whose target is the improvement of the welfare of the people of Uganda;
4. To promote volunteer work and service through the commitment and participation of the civil society in social, economic and political activities and;
5. To raise awareness among the population on the need for voluntary service and create a sense of self-reliance at the grassroots level of communities.

**In line with objectives of IYV 2001, both nationally and internationally, the programme has achieved the following:**

Several stakeholders, including policy makers, planners, community, religious, cultural and opinion leaders, as well as professional groups were mobilised and sensitized on the issues of volunteerism especially the need to uphold and promote volunteer work in the country. A tree planting campaign to prevent/ combat desertification in the country was spearheaded by the IYV 2001 Secretariat, in collaboration with various volunteer organisations and groups. So far, a total of over 20,000 trees have been planted. The Secretariat spearheaded yet another campaign on "promotion of good environmental sanitation". This activity was accomplished with the help of several volunteers groups and organisations; The Secretariat spearheaded a media campaign on volunteerism with a view of recognising, networking as well as promoting volunteer work in the country; A video documentary, highlighting the role and contributions of the volunteer sector to national development; Government was successfully lobbied to make some minimal budgetary allocations towards some IYV 2001 activities.

**Experiences and lessons learned during the Year 2001:**

There is widespread misconception that volunteer effort has no individual benefits accruing to it since it does not yield direct monetary benefits; It is not an easy task to make people appreciate the need and their capacities, as well as the possibility for them to volunteer amidst economic pressures and monetary demands; Housing the IYV 2001 Secretariat in a government Ministry (Finance and Planning moreover) was very dis-empowering and de-motivating to other stakeholders since it gave out signals that it was just one of the government programmes to manage and spearhead; The composition of the IYV 2001 National Committee, although all-inclusive, brought on board individuals and organisations which lack a spirit of volunteerism. This greatly affected the performance of the Committee and the IYV 2001 programme generally; Lack of financial commitment/ a clear source of funding and facilitation for the IYV 2001 programme was a very big handicap. The Coordinating office/ IYV 2001 Secretariat was too understaffed to accomplish the objectives of IYV 2001 programme.

**Way forward:**

There is a need for an intensive advocacy programme among the various sections of society including national level stakeholders; A co-ordination office/ Secretariat for volunteer promotion efforts beyond IYV 2001 is vital; There is need to

lobby government, especially legislators to put in place favourable laws and policies as well as regulations for volunteer work in the country; Government ought to be lobbied further for increased budgetary allocations for volunteer work and activities in the country; There is need to re-define the V-concept (volunteer concept) in light of the current socio-economic context and challenges; There is need for adequate collaboration and partnership between volunteer and non-volunteer organisations, groups and individuals in order to improve the quality of life of the people in human societies.

**Volunteering, Economy and Social Development in Sudan**

**A. Belal**, IYV Civil Society Contact, (SECS), Member of Executive Committee, Director, Friedrich Ebert Stiftung in Sudan

**Creation of the IYV 2001 National Committee in Sudan**

After several meetings, the first original national committee was formed as follows:

- 3 UN agency representatives
- 3 government officials
- 2 national NGO representatives (from SECS and the Sudanese Council of Voluntary Associations)

**Activities**

This committee held several meetings and set a working plan for the National Year of Volunteers, starting with a workshop on voluntarism in Sudan, involving many actors. The plan established involved many activities, several of which coincided with some UN international days, such as the World Environment Day, the World Water Day, the World Food Day, the World Health Day. Part of the working plan related to voluntary work was carried out by NGOs.

**Sub-committees**

The National Committee formed by the government was lead by the UN Volunteers' Services. It was considered a technical committee and was expanded to form seven sub-committees, including the Information Committee and the Environment Committee. I headed the directory sub-committee.

**Mass media**

The NC worked out an awareness and advocacy plan for volunteering, which involved TV, newspapers and radio. Some programmes were conducted during the first half of the year 2001.

**Workshops and seminars**

Workshop on definition of volunteering and volunteer, organized in cooperation with the German Development Services, in November 2001. Seven training courses for trainers (TOT), organized in cooperation with Friedrich Ebert Foundation for volunteering issues, local leaders, farmers, young graduates, women and teachers in and outside Khartoum. Six Environmental Forums, organized in collaboration with Friedrich Ebert Foundation on different issues of concern to environmental NGOs. Workshop on concept of volunteering, definition of volunteers and shortcomings of NGOs in Sudan, SECS, Friedrich Ebert Foundation and the National Committee, Khartoum, November 2001. Workshop to prepare for research on quantification of unfunded voluntary work in Sudan, to be held. Scientific week, addressing issues related to research, which can be carried on voluntary basis to serve voluntary organizations. Legislation week and medical week, need yet to be implemented.

**Abstracts from Session 3-32**

**Discussion / Debate - International Cooperation and Volunteering**

**International Volunteering: Looking Ahead: Summary of CIVC Consultation Findings**

**M. Charette**, Canadian International Volunteer Coalition (CIVC) and Executive Director of the Canadian Centre for International Studies and Cooperation (CECI)

The **Canadian International Volunteer Coalition (CIVC)** is a new coalition of 12 Canadian agencies involved in international volunteer-sending and the Canadian International Development Agency (government body). It was formed as an IYV initiative and is an innovative form of government-NGO partnership.

CIVC presents the results of its IYV Consultation project on the value and future of international volunteering and is very interested in sharing and discussing the process and results of this consultation with other IYV Forum participants.

More information: [www.civc-ccvi.ca](http://www.civc-ccvi.ca)

### **Les volontaires, Passerelles de "coopération" entre sociétés civiles Sud-Nord**

**S. Ferrari**, Independent Journalist, Le Courrier

#### **Passerelles de "coopération" entre sociétés civiles Sud-Nord: "E-CHANGER" / Unité (Suisse)**

Reformulation en profondeur de notre approche de la coopération, dans les 5 propositions suivantes:

1. Au-delà du paradigme du transfert d'une vérité supérieure occidentale (matérielle, technique, religieuse ou politique), il doit y avoir réciprocité, reconnaissance de notre besoin du Sud et manifestation de notre volonté d'apprendre du Sud.
2. Un nouveau type de partenariat à promouvoir: celui de grands acteurs à échelle nationale, représentatifs et articulés dans la société civile Sud.
3. La participation effective des partenaires, c'est qu'ils participent à la définition même de nos options et de notre politique de coopération.
4. Socialiser toute action de coopération par une action de communication et de relations publiques au Nord: marquer le lien nécessaire de solidarité entre les secteurs les plus dynamiques des sociétés civiles Nord et Sud, entre l'engagement au Sud et notre propre responsabilité citoyenne au Nord.
5. L'ancrage social des actions de coopération dans notre société mérite un appui renforcé de nos pouvoirs publics, par solidarité mais aussi dans notre propre intérêt.

Apport de Pierre-Yves Maillard (sec. général E-CHANGER) et **Sergio Ferrari**.

### **Volunteering in Different Cultures**

**C. Leopold**, International Federation of Red Cross and Red Crescent Societies (IFRC)

This presentation discusses the cultural differences of volunteering and emphasizes that there is no standard blueprint for volunteering. Volunteering differs between North America and Western Europe, as well as even between Norway and Sweden. Based on the idea that methods of volunteering are culturally relative, IFRC uses local entrepreneurs and materials all around the world. Examples of good practice include emphasis on making information available and stimulating national and local entrepreneurs, creating learning opportunities and visits, and exchange experience.

For further information: [www.ifrc.org](http://www.ifrc.org)

### **United Nations Volunteers and International Cooperation**

**R. Leigh**, United Nations Volunteers (UNV)

This presentation provides some specific examples of initiatives launched by UNV to reinforce international cooperation, such as on-line volunteering and South-South volunteering. The UNV programs seek ways to work with locals rather than just filling gaps. Making volunteering less exclusive constitutes another aim of international cooperation.

For further information: [www.unvolunteers.org](http://www.unvolunteers.org)

## **Abstracts from Session 3-33**

### **Discussion / Debate - Role of Women Volunteers in the North and the South The Role of Women in the New Millennium**

**S. Capeling-Alakija**, Executive Coordinator, United Nations Volunteers (UNV)

The role of women volunteers in a changing global environment.

### **The Role of Women in the North and South (2)**

Dr. **N. Sadik**, Special Adviser to the UN Secretary-General and former Executive Director of United Nations Population Fund (UNFPA), IYV 2001 Eminent Person, United Nations Population Fund (UNFPA)

Last century's pioneers in the volunteer movement, especially regarding women's reproductive health and rights were, naturally, women themselves.

Eleanor Roosevelt was the driving force behind the creation in 1948 of the Universal Declaration of Human Rights

Early women volunteers often face tremendous odds and obstacles, and vocal opponents, such as Margaret Sanger and the UK's **Marie Stopes**, yet their work continues still today.

Japan's **Shizue Kato** worked with patience, determination and great energy, despite being imprisoned by opponents, to help Japan restrain its rapid growth of population.

**Rigoberta Menchú**, from a peasant family in Guatemala stunned the world by rising to fight the oppression of the Indian population and to advocate for reconciliation. Like her, women in India formed the bulwark of the resistance movement against the British.

Although in her early 20s, Botswana's **Mpule Kwelagobe**, Miss Universe 1999, managed to mobilize support for efforts to effectively battle AIDS. And India's **Lara Dutta**, Miss Universe 2000, met with battered women and abused children, and those who were helping them. She was a powerful and positive role model, particularly for adolescents.

Volunteers, especially women, throughout history have used their ingenuity, courage, perseverance and determination, along with their sincere compassion, to enrich the lives of those they serve.

## **Abstracts from Session 3-34**

### **Workshop - Working with Volunteers of All Ages**

#### **Guides and Scouts in Switzerland**

**A. Guyaz**, Mouvement Scout de Suisse

Avec ses 50'000 membres, le **Mouvement Scout de Suisse** est la plus grande organisation de jeunesse basée sur un concept éducatif en Suisse. Avec deux organisations mondiales (Association Mondiale des Guides et Eclaireuses et l'Organisation Mondiale du Mouvement Scout), notre mouvement est aussi le plus grand organe de jeunesse sur le plan mondial; il rassemble plus de trois millions de guides et scouts dans 150 pays.

A l'époque de l'explosion du nombre d'activités pour les enfants et les jeunes, nous sommes convaincus de la valeur de notre offre. Nos activités sont fondées sur le développement de la personne entière et sur l'encouragement d'un engagement constructif dans la société. De plus, nous permettons aux enfants et aux jeunes de vivre des expériences attractives en groupe tout en disposant d'un espace suffisant pour se défouler, ce qui est difficile à conjuguer.

Nous sommes d'avis que les jeunes qui sont engagés dans le Mouvement Scout de Suisse en tant que moniteurs, responsables de projets ou formateurs, acquièrent des compétences qui sont demandées aujourd'hui telles que le travail en équipe, les qualités de meneur, l'initiative personnelle, la disposition à prendre des responsabilités, etc.

Pour que les jeunes puissent présenter ces compétences également à l'occasion d'une recherche d'emploi, de place d'apprentissage ou de stage professionnel, et pour qu'ils ne soient pas dépendants de la connaissance du scoutisme de

leur futur employeur, le Mouvement Scout de Suisse a engagé un projet Bénévole il y a quelques années. En collaboration avec des chefs du personnel de plusieurs entreprises et avant tout avec la plus grande agence de placement Adecco (que nous pouvons compter parmi nos sponsors), nous avons réussi à trouver un système d'évaluation personnelle des capacités des responsables. Ces évaluations portent sur les domaines de la direction de personnes, de la formation et de la gestion de projet.

Avec cette évaluation, nous allons plus loin que l'initiative qui s'efforce d'introduire une attestation de travail bénévole, initiative menée par le forum suisse de l'année internationale des bénévoles et que nous saluons. Dans une attestation comme elle est déjà introduite dans le canton de Berne, il n'est question que de la preuve de l'engagement bénévole de la personne et non d'une évaluation de la qualité de cet engagement.

Nous allons plus loin, en confirmant que le jeune a acquis certaines compétences au cours de son engagement bénévole, compétences qui lui permettent de mieux remplir le poste pour lequel il se présente.

C'est là la contribution pour la reconnaissance de l'activité bénévole du Mouvement Scout de Suisse lors de l'année internationale du bénévolat.

For further information: [www.pbs.ch/eng/](http://www.pbs.ch/eng/)

## **New Developments in Senior Voluntarism around the World**

**(Note: this presentation was not delivered)**

**David Glanz**, Assistant Director, Program in Applied Gerontology, Bar-Ilan University Program in Applied

Seniors around the world are increasingly seen as "an unmet source for unmet needs." Older persons themselves are also "reinventing" the definitions of senior voluntarism. Following the presentation of some of these new directions, the workshop members will be asked to draw on their own knowledge and experience "to think outside the box" regarding older persons as volunteers. Through this process of analysis, the participants will return home open to new possibilities.

Outline for "New Developments in Senior Voluntarism around the World":

1. Theoretical background on voluntarism in general and senior voluntarism specifically.
2. Stereotypes of aged and older persons.
3. Traditional views of seniors as volunteers.
4. Voluntarism as an "escape" from growing old.
5. "Reinventing" voluntarism for and by older persons.
6. "Thinking outside the Box"—A workshop exercise.
7. Conclusions

### **Older Volunteers – Our Greatest Resource**

**T. Benjamin**, President, President of the Environmental Alliance for Senior Involvement (EASI), USA

Who has the time to volunteer? Who is likely to have education, a lifetime of experience, and the respect of the community? What is the largest group among us wishing to give something back to the community, leave a legacy for their children and grandchildren—and be willing and able to volunteer to see that this gets done? How do I get these people to volunteer for me?

The answer is, of course, our older adults—the largest resource of volunteers in the developed world, and the **Environmental Alliance for Senior Involvement (EASI)** is the largest organization in the world which brings together the collective resources of the aging and environmental communities, encouraging senior volunteers to work together to enhance their local community's environment. EASI enables and acts as a catalyst to local seniors to organize themselves into Senior Environment Corps™ that evaluate the environmental needs of their communities and draw on their

life skills in organizing inter-generational teams to take action and build sustainable communities. EASI SECs can accommodate any environmental project in which a community wants to get involved. The SEC does not mandate a specific regimen of projects; rather it provides the foundation and the structure to facilitate local community action for the environment. Through the SEC, a community can utilize two of its greatest resources—seniors and youth—building a future based on an intergenerational approach of mutual understanding and common goals. Through this mentoring program, the community can capitalize on the professional skills, credibility, experience, and community involvement of seniors and the enthusiasm and can-do attitude of youth. Senior volunteer resources are available to serve in every community in the country; all that is needed is an organizational structure to stimulate this intergenerational effort.

The International Year of Volunteers (IYV 2001) has provided a global stage to highlight and encourage volunteerism, and thus elevate it to new levels of respectability and importance in working on local and global social issues. The Environmental Alliance for Senior Involvement (EASI) has used the IYV to launch several new initiatives engaging active older persons as community volunteer mentors for the environment.

Through the **Senior Environment Corps™ (SEC)**, active older adults are engaged intergenerationally in volunteer environmental work to maintain, preserve and, when necessary, rehabilitate their local environment. This SEC network in the United States alone has grown to include over 100,000 volunteers, and is being replicated in Australia, Scotland, Ireland, The Netherlands, and Israel. EASI's SEC model encourages active older adults to work together to assess the environmental needs of their community, build partnerships within the community, develop action plans and form intergenerational teams to implement those plans. Models of successful SEC projects include activities that have enhanced the quality and safety of the land, water, and air in communities across America. These volunteers have saved local communities millions of dollars, and have, in several cases, taken preventative measures that may have saved lives.

A new International SEC will be launched in 2002 between Mexico and the United States, to work on environmental issues 150 miles north and south of our common border. Our partners in this new initiative will include local aging organizations, the US/Mexican Chamber of Commerce, the North American Coalition on Religion and Ecology, and Mexican and US government Agencies. Participants will learn about these initiatives and be given models of excellence to take home and assist them in starting similar programs in their countries.

### **Youth Volunteerism in India**

**R. Mishra**, Ministry of Youth Affairs and Sports, India

This paper presents various contributions of young Indian volunteers in several fields, such as fight against poverty, self-help, micro-enterprise, relief after natural catastrophes. Special value of youth in voluntary work: energy, creativity, idealism, and dynamism.

Youth volunteerism in India is reflective of a deeper national and civilization credo, inasmuch as voluntary and selfless service to others is deeply ingrained in India's societal ethos. Volunteerism is practiced in every Indian home, and its spirit runs through every social custom involving birth or death. Every birth in an Indian village is rejoiced over with the participation of women from the neighborhood who come forward to offer all kinds of help to the mother. Similarly, every death is mourned, and the grief shared by the neighbors in the village who offer a helping hand in the performance of the rituals that follow.

It is only in India that every guest is equated with a God (Athithi Devo Bhava) and humanity at large with a large extended family. (Vasudhaiv Kutumbakam) How could the In-

dian youth, brought up in such a socio-cultural milieu be different? Thus, it has shown all along an exemplary spirit of selfless and voluntary service in the cause of his community and the nation. Whether it was during the freedom struggle of the country, or during national crises such as external aggressions or natural calamities, the youth of India have always risen to the occasion and demonstrated laudable voluntary efforts.

In the wake of the October 1999 super cyclone that hit coastal Orissa and in the aftermath of the killer earthquake which ravaged parts of Gujarat early this year, youth volunteers of the Nehru Yuva Kendra Sangathan, the National Service Scheme, the NCC and the Scouts and Guides rendered exemplary service in providing relief and rehabilitation to the victims. Not only did these young volunteers mobilize relief materials worth millions of rupees but also engaged in their distribution, besides taking active part in salvage and rehabilitation efforts. A number of affected villages were adopted by the volunteers who lived in make-shift camps with the victims, providing them with material, moral and psychological succor. Youth volunteers belonging to several Non Governmental Organizations (NGOs) as well as reputed socio-cultural institutions also did tremendous work in these places.

## Abstracts from Session 3-35

### Discussion / Debate - ICT 1: IYV 2001 Websites and their Future

#### Civil Society, Governments and Businesses Networking through ICT

**N. Naidoo**, Secretary General and CEO, Vision International Africa, South Africa

Networking between civil society, governments and businesses is important. The presentation focuses on how IYV networks can continue to be strengthened by using an electronic network to support the existing human network built up during IYV 2001.

#### ICT in Guyana through the Sustainable Development Networking Programme (SDNP)

**V. Kisson**, Coordinator, Webmaster, IYV 2001 National Committee - Sustainable Development Networking Programme (SDNP), Guyana

The Sustainable Development Networking Programme (SDNP) is an attempt to utilize information and communication technology in their various forms, to facilitate a holistic and integrated approach for policy, strategy and management of the development process, with the emphasis on sustainability.

The SDNP acts as a not-for-profit Internet Service Provider, linking partners in development in Guyana, with the larger mandate of creating information and on-going dialogue and benefits, for the sustainable development of Guyana.

It is expected that when the SDNP becomes fully established, national development will be advanced in areas of economic, fiscal, trade, agricultural, industrial and all other policies and programmes, in an economic, social and ecologically sustainable manner. It is also a technological option that is expected to take Guyana into the 21<sup>st</sup> century where the exchange of information will be a prerequisite and indeed a pivotal and integral component of sustainable growth and development.

#### Objectives

1. To facilitate the sharing of information on the sustainable development of Guyana with all sectors of society, by connecting users and suppliers of information.
2. To improve the ability of, and empower, participants to engage in informed and participatory decision-making geared towards sustainable development at all levels of the economy and society.
3. To develop a sustainable network, which facilitates ac-

cess to information, and encourages increased collaboration, participation and communication between stakeholders locally, nationally, regionally and internationally.

4. To enhance Guyana's capacity for using the computer as a communication tool, with emphasis on the Internet's usefulness in the sharing of information, experience and knowledge.

#### Guiding Principles

##### The project will in its operation maintain these principles:

- Service to the citizens of Guyana
- freedom from political bias and partisanship
- not-for-profit operation
- minimum cost services to users (where appropriate)
- maximum use of consultation among partners
- security and protection of data
- accountability and openness
- collaboration with other organizations and institutions locally, regionally and internationally that pursue similar goals
- support for the developmental activities of Government and of UN organizations.

#### Basic activities:

1. Providing standard dial-up access to the Internet, and one e-mail account per user, for those who qualify within the SDNP mandate.
2. Providing as much development related data on-line as is possible, and providing links to relevant local and regional sites.
3. Making available at the SDNP office, and other suitable locations in Guyana, a number of public access terminals to the Internet.
4. The designing and hosting of web pages of appropriate local organizations, ministries, agencies and institutions
5. Basic training in selected agencies as requested.

#### Who will benefit:

The project is intended to benefit all sectors of the Guyanese society but in particular, government agencies, the private sector, NGOs, international donor agencies, teaching and research institutions and persons who wish to acquire information on such aspects as markets and investment opportunities, policies that need to be adhered to, environmental protection, pollution control, natural resources management and sustainable development and policy and programme information for planning purposes. In addition, individuals and groups, both private and public, external to Guyana are expected to benefit from the establishment of the SDNP communication network.

#### Using and Developing Information Technology Strategies for Volunteer Work

**B. Follini**, Project Director, Luton Lives, United Kingdom

As one of five demonstration projects set up by the UK Government (Home Office) to look at new and innovative ways to promote volunteering and community action, we have been experimenting with new media (as well as community media), using ICT technology, such as streaming.

In our presentation, we look at our experience of using new media—in particular web casting and streaming technologies to empower both individuals and community groups.

What are the benefits to using community and new media to engage people and how can organizations use these technologies are two of the questions we will address.

#### Five Steps that lead to the IYV 2001 Website in Chile

**A. Chadwick**, Webmaster, IYV 2001 National Committee Chile

Five main steps lead to the development of the Chile IYV web site.

The steps were:

- To not be frightened;

- To get excited;
- To encourage all to get online;
- To define the purpose of the sight , and finally
- To win what you need.

For further information: [www.chilevoluntario.cl](http://www.chilevoluntario.cl)

## **Presentation of UNITES—the United Nations Information Technology Service**

**J. Cravens**, Online Volunteering Specialist, United Nations Volunteers (UNV)

The **United Nations Information Technology Service** (UNITEs) is a new global volunteer initiative that allows volunteers from any country to give their skills and time to extend the opportunities of the digital revolution to developing countries. It was announced by the United Nations Secretary-General, **Kofi Annan**, in his Millennium Report “We the Peoples: the Role of the United Nations in the Twenty-First Century” (April 2000).

Volunteers under the UNITEs programme work directly with people and institutions (in developing countries) to build their capacity on the applications of information and communications technologies (ICT) to human development. Human development is the set of processes which leads to greater choice by people, and, implicitly, to a better quality of life. Building capacity is a more comprehensive concept than training: it is about strengthening the abilities of people or institutions to manage what they do (or need to be doing). Teaching accountants about spreadsheets is one thing (training); working with them to introduce spreadsheets into their accounting work requires more time and transferring more knowledge than just about spreadsheets.

Volunteers under the UNITEs umbrella come from both developing countries (the “South”) or from industrialized countries (the “North”). There are also national Volunteers, i.e. those serving in their own countries. In addition, Online Volunteers will be part of the UNITEs community as well, often working directly with their onsite counterpart Volunteers.

Specific requirements to become a volunteer under the UNITEs programme depend on the nature of each assignment, but will always include: experience with computers and the Internet at an average user level, plus technical requirements for each particular assignment, which could involve thematic experience, higher level ICT skills or language abilities; and, a sense of solidarity and service, plus commitment to share knowledge and expertise with others (the volunteering “ethos” or spirit).

UNITEs is supported by an open and growing network of collaborating organizations, from governments, non-governmental organizations (NGOs), private sector, academia, development and volunteer-sending agencies. Some UNITEs partners have expertise in the use of ICT to find practical solutions to developmental problems, like some NGO networks and ICT companies are among them. Others have expertise in managing volunteers, like volunteer sending agencies (VSAs) or NGOs that operate mainly through volunteers. In time a Coalition of partner organizations may formally be established around UNITEs. The United Nations Volunteer programme (UNV), as the volunteer arm of the UN, is coordinating this innovative volunteer initiative to help bridge the digital divide, one person at a time.

For more information: [www.unites.org](http://www.unites.org)

## **Abstracts from Session 3-36**

### **Discussion / Debate - Volunteer Management 1: Service / Community Learning**

#### **Introduction of Human Resource Management Instruments in the National RC-Society in Austria: Recognizing Volunteer Work at all Levels**

**G. Foitik**, Austrian Red Cross

**E. Hintermayr**, HRM, Volunteer-Coordinator, Human Resources Manager, Austrian Red Cross

The **Austrian Red Cross** (ARC) has nine branches and works with **39,000 volunteers** and 4,300 paid staff. It offers: Ambulance Service, Health and Social Service, Blood program, Disaster relief, Youth Red Cross, Tracing, Training, Dissemination.

The starting position was to analyze changing of social and demographic structure in society. The **2001 survey** has shown no decline in willingness to volunteer but a change in:

1. Expectations;
2. Needs and attitude to volunteering.

Challenge for the ARC is to adapt its strategy to the new trends of volunteering by:

- Forming a project team targeting
- Developing a volunteering-policy Offering systematic and structured recruiting process
- Providing instruments (adapted to volunteers)
- Creating guidelines for recognition and rewards for volunteers

#### **Policy**

Volunteering for the Red Cross counts for

1. Our volunteers;
2. Society and
3. The organization.

#### **Managers' responsibilities**

- MbO – sharing ideas and plans
- Coordination and organization of volunteer activities
- Information management
- Delegation and controlling
- Assisting in crisis-situations and personal problems

#### **Recruiting process**

- Single point of contact for each district branch
- Detailed job description and job profile for every position
- Information and screening of all candidates (face-to-face-meeting)
- Signing of “volunteer-contact”
- Structured training program for every new volunteer

#### **Active Australia: Volunteer Management Program and Club/Association Management Program**

**M. Johnson**, Volunteer and Coach Education Coordinator, Office for Recreation, Sport & Racing

Sport and recreation programs and services in communities throughout Australia depend on a vibrant and responsive community based service delivery system. For the most part, the community sport and recreation sector relies on about 1.5 million volunteers who contribute in excess of 165 million hours to running sport and recreation clubs and organisations each year. The many organisations that deliver sport and recreation services and the volunteers that create and sustain these organisations make a vital contribution to the needs of the community. Voluntary work is an enormous source of social capital and contributes directly to the growth and development of social networks and social cohesion within our communities. Active Australia recognises the importance of this sector and its volunteers in providing opportunities for all Australians to have physically active lifestyles.

The sport and recreation industry is growing and becoming more diverse as the impact of social and economic changes and more demanding client groups are felt by service providers, including community based clubs and organisations. Successful organisations that meet these challenges by providing better places for participation in physical activities will need to focus on organisational development and continuous improvement. More effective organisations are those that:



- can solve their own problems
- have well prepared, committed people who share visions and goals
- are responsive to member and customer needs
- plan their operations and activities
- want to continually improve, and
- provide better places for people to be active.

The Volunteer Involvement Program (VIP) was first released in 1993, as a joint national program of the Australian Sports Commission, the Australian Society of Sport Administrators, Confederation of Australian Sport, and state departments of sport and recreation. The VIP aimed to encourage and support sport and recreation organisations to develop, promote and embrace excellence in volunteer management policies. Over time, the VIP evolved from a program for volunteers into a broader club development program that could be used within a framework of continuous improvement. In recognition of this, the Australian Sports Commission has revised and improved the original volunteer management modules and added a new series of modules to support club/association management in order to re-position the program to best meet the future demands of the industry.

The Volunteer Management Program consists of the following modules:

- Recruiting Volunteers
- Retaining Volunteers
- Managing Event Volunteers
- Volunteer Management Policy
- The Volunteer Coordinator
- Volunteer Management: A Guide to Good Practice

The Club/Association Management Program consists of the following modules:

- Creating a Club
- Club Planning
- Committee Management
- Conducting Meetings
- Financial Management
- Sponsorship, Fundraising and Grants
- Marketing and Promoting Sport and Recreation
- Event Management
- Legal Issues and Risk Management

A Facilitators' Guide has also been developed to support and deliver the modules to sport and recreation groups, clubs and organisations.

The modules outline what is considered good practice in volunteer management and club/association management for sport and recreation organisations. The practices are not intended to be prescriptive. Sport and recreation organisations are dynamic in terms of their size, structure, goals, programs and activities, and the environment in which they operate is under constant change. The modules have been designed, therefore, so that individual organisations can use or adapt whichever aspects of good practice best suit the organisation at a particular point in time.

The presentation outlines the content of the VMP/CAMP and alternative delivery option.

## The Volunteer Management Program in Jordan

**T. Jordan**, IYV National Committee Representative, IYV 2001 National Committee Jordan

The culture of incorporating volunteers and voluntary work in the structure and profile of organization in Jordan is a new concept. Many organizations and institutions need a better understanding and awareness of how to benefit from the work of enthusiastic volunteers. In many cases, volunteers have expressed the lack of adequate facilitation, management, and direction in the organizations where they vol-

unteer, which often hinders their work, de-motivates them, and discourages them from continuing their effort. Considering that voluntary work has only recently received attention in Jordan, it is important to build solid and efficient volunteer management systems within organizations and institutions in the country. In an attempt to address these issues, the National IYV 2001 Steering Committee organized a 1-day workshop under the patronage of HRH Princess Basma Bint Talal, Honorary Person of the IYV 2001 in Jordan on 8 October 2001. The workshop targeted government ministries, governmental organizations, non-governmental organizations, and other relevant institutions to inform them on how to best work with volunteers. The workshop also highlighted their roles and responsibilities towards volunteers in order to ensure that both the organization and the volunteer gain the maximum from the experience.

The workshop, which featured 'volunteer focal points' from the various organizations, stressed the need for participants to think about and develop a 'Volunteer Management System' within each organization. To facilitate this process, the workshop included a brainstorming with all participants to develop two documents:

1. A **Volunteer Pamphlet**, a guide for volunteers indicating the steps on how they can find and get involved in voluntary work, what roles and responsibilities they might assume, and what they should expect from the organization they work with.
2. A **Manual for Organizations on Involving Volunteers**, a guide for all organizations indicating how to recruit and manage volunteers in order to ensure the best possible experience for both the organization and the volunteers. The manual will address a number of issues such as volunteer recruitment, delegation of responsibilities, work evaluation and continued work.

This presentation will highlight the main outcomes and recommendations of the workshop and will provoke suggestions and comments from the audience to strengthen the volunteer management systems and approach in Jordan.

## Setting the Standards for Organizations Involving Volunteers

**S. Cordingley**, Chief Executive Officer, Volunteering Australia **IYV in Australia** has been exciting and dynamic with momentum increasing as the year has progressed. At the national level the **Government IYV Secretariat** and the self-initiated **National Community Council of Advice** have worked alongside, and in collaboration with, one another on many initiatives towards the achievement of the IYV objectives.

This paper focuses specifically on the projects and partnerships that have contributed towards the facilitation of volunteering in Australia.

In Australia, there is no shortage of volunteers or volunteer commitment. The **Voluntary Work Survey 2000** published by the **Australian Bureau of Statistics** shows that approximately 4.4 million people over the age of 18 are involved in volunteering, equating to approximately 32% of the population of the same age. These 4.4 million volunteers contribute 704.1 million hours of unpaid work.

However, as governments and communities around the world have acknowledged the value of civil participation as a mechanism for building stronger, healthier and sustainable communities the need to facilitate involvement through volunteering remains critical. As well, they have recognised the need to work in partnerships with a variety of organisations in order to achieve this.

This paper discusses the collaboration and relationships between government, business and community that have contributed to the final outcomes in some key national projects during IYV.

### Projects discussed are:

- The development of a **National Agenda on Volunteering**: Beyond the International Year of Volunteers—This part

discusses the process for the development of the National Agenda and considers how it will provide a framework for addressing the key issues affecting volunteers and volunteering in Australia;

- The **value of seconded government staff** in supporting the work of the national peak body during the International Year;
- The expansion of [www.govolunteer.com.au](http://www.govolunteer.com.au)—Australia's first national on-line volunteer matching service—where it is taking us and what we've learnt;
- The preliminary results of a **survey of not-for-profit organisations** about their attitudes towards, and experiences of, **corporate volunteering**;
- The development of a youth strategy to ensure that what we have learnt from young people about their expectations of volunteering and volunteer-involving organisations is used effectively to secure their future commitment.

## Abstracts from Session 3-37

### Workshop - Role of Volunteers in Health 1 Volunteering for Health Services in Saudi Arabia

**M. El-Hazmi**, Professor, Prince Salman Center for Disability Research & College of Medicine

Two areas for voluntary works i.e. promotion of health and prevention of disaster, have developed during the International Year of Volunteers. The code for volunteerism and its integration in the **National Defense Services** has been approved by the relevant authorities in the year 2001. Likewise, the Red Crescent related Volunteerism has been depicted by Professional teams and been scrutinized by relevant bodies both governmental and non-governmental.

On the other hand, Advocacy and Volunteering groups in health related areas caring for patients affected by chronic disorders and disability incorporating professional workers, families and individuals drawn from a wide spectrum of the Community, has been working for many years.

The main objectives of these groups involve:

1. Awareness and preventive measures
2. Rehabilitation and employment
3. Draw support from Government and non-government organizations and individual members of the community for the welfare of the affected individuals.

This paper will present the framework of the **Code for the Volunteerism** in relation to National Defense Services and Red Crescent, and will layout examples of the National Working Groups as volunteering members of the community and will draw a picture of their achievements.

### Acción Voluntaria en el Servicio Infocáncer

**M. Carreras Barba**, Asociación Española Contra el Cáncer Intervención para mejora del desempeño de la acción voluntaria en el Servicio de Infocáncer

La **Asociación Española Contra el Cáncer** es una organización benéfica, sin ánimo de lucro, constituida en 1953, y declarada de utilidad pública en 1970.

Cuenta con una fuerte implantación geográfica, está integrada mayoritariamente por personal voluntario, y su misión es la luchamisión es la luchamisión es la luchamisión es la lucha Contra el Cáncer.

1. La incorporación de nuevos profesionales y voluntarios al equipo, así como el número de figuras de apoyo de otros programas de la AECC, han eliminado la sobrecarga de trabajo.
2. La formación se ha constituido en garantía de satisfacción y de calidad de la acción voluntaria, a través de ella el equipo ha adquirido seguridad, concretando y haciendo previsible su acción en el servicio.
3. Las sesiones de seguimiento han facilitado la elaboración y asunción de pautas de trabajo comunes y la clarificación de los criterios de derivación de las consultas a

profesionales.

4. Las sesiones informativas sobre la actualidad de las campañas y eventos que realiza la AECC y las reuniones del personal voluntario con el personal laboral de otras Áreas y Servicios de la AECC han facilitado la implicación y la motivación del voluntario.

En conjunto las acciones realizadas han favorecido la participación de los voluntarios en el proceso, su satisfacción, la creación de un sentido de pertenencia a la Organización, la cohesión entre personal voluntario y personal laboral y la implicación con el servicio.

### Echanges entre patients âgés et bénévoles: échanges enrichissants et défis

**W. Felder**, Hôpital Cantonal de Genève (HUG), Switzerland

**H. Guisado**, Secrétaire administratif, Hôpital Cantonal de Genève (HUG), Switzerland

L'origine du groupe de bénévoles auprès de l'adulte âgé date de 1984 dans le département de Gériatrie de Genève.

C'est selon le concept canadien d'accompagnement en Soins Palliatifs que ce groupe d'une trentaine de personnes intervient.

Quelles sont les bases, voir les impératifs d'une telle activité?

Comment est structurée l'approche relationnelle de ces accompagnements?

C'est à travers une adaptation continue des compétences mises à la disposition des patients que s'exprime la créativité indispensable au bénévolat dans un lieu de soins. La formation continue est une ressource pour chacun des intervenants. Le défi constant est de trouver une juste place auprès du patient âgé, quelle que soit sa situation, sans jamais empiéter sur les activités soignantes, ni sur le rôle des proches.

### Medicina y Asistencia Social: una Innovación en el Voluntariado

**J. Castro Ramírez**, Director General, Medicina y Asistencia Social, A.C., Mexico

This presentation introduces the '**Medicina y Asistencia Social -MAS**', a non-profit social organization founded in **Mexico** in 1993. It uses an innovative approach, focusing on development volunteering. It includes the following fields: health, nutrition, training, human development, productive programs. All of these are coordinated by professionals, young, older and family volunteers, as well as volunteers from universities.

Its history is made up of the efforts contributed by persons and institutions, young people and professionals, men and women with a common target: personal development, away from selfishness, within full cooperation for the purpose of fighting poverty, ignorance, and forsakenness.

We want to generate a solidarity commitment, to move society before the needs of the poor. This is a way of promoting those virtues that belong in the spirit of the volunteers: generosity, gratitude, self-sacrifice, and tolerance, among others.

The commitment for social responsibility is one of the elements shaping our society. In MAS, we try to build bridges between the rich and educated on one hand and those who live in need of almost everything and lack education on the other hand.

The objectives of MAS are:

- To increase social awareness about poverty and lack of development, which exist in part of the population. Personal responsibility must be adopted.
- To promote care aimed at persons who are unable to fill their basic needs related to survival and development, either because of poor sociological and economical conditions or because of physical impairment.
- To patronize each community's commitment for self-development and support local initiatives aimed at satisfying social needs for life improvement.

For further information: [www.mas.org.mx](http://www.mas.org.mx)

## Abstracts from Session 3-38

### Discussion / Debate - Research on Volunteering 1: Use of the Volunteer Toolkit Measuring Volunteering in China

**L. Jun**, Division Chief of CICETE, Ministry of Foreign Affairs, China

This session presents feedback from countries where the Volunteer Toolkit has been used for the past six months.

Released in February 2001 by **United Nations Volunteers Programme** (UNV) and the US-based **Independent Sector** nonprofit organization, the **Volunteer Toolkit** is a practical guide to help researchers around the world gather and show-case statistics on the important contributions volunteers make in their societies. It features background information and suggestions empowering researchers, especially those in developing countries, to produce empirical data to underpin policy measures related to volunteering.

A main objective of the guide is to provide sufficient facts to show governments and other decision-makers that volunteering deserves their support. Research using the principles in the Toolkit can also encourage citizens to volunteer by demonstrating the social and personal benefits that volunteering can bring. Moreover, the initiative can help educate the media and the private, public and nonprofit sectors about volunteering.

Researchers and practitioners from 10 countries pooled their expertise to produce this handbook. The Toolkit explains how to promote volunteering by carrying out a comprehensive survey of its extent and nature. It is designed to assist countries worldwide in undertaking measurement studies at national, regional and local levels. The Toolkit addresses the needs of governments, International Year of Volunteers 2001 National Committees, UN agencies, research and academic institutions and volunteer groups.

The significance of volunteer data, where it exists, is well acknowledged. According to Independent Sector, volunteering carried out through nonprofit, business, and government organizations in the United States has been estimated to be equivalent to nine million full-time jobs. A survey carried out in the United Kingdom suggested that volunteering was worth around £40 billion per annum, making it the third largest contributor to the nation's gross domestic product. In Canada, out of the 24 million people aged 15 or older, 7.5 million volunteer.

For further information: [www.unvolunteers.org](http://www.unvolunteers.org) and [www.independentsector.org](http://www.independentsector.org)

### Volunteer Toolkit in Use: Feedback from Botswana

**L. Motlhabane**, IYV 2001 National Committee Chairperson, NGO Coordinator, IYV 2001 National Committee and Ministry of Health Botswana

#### Introduction

This paper discusses relationships between HIV/AIDS, Poverty and Volunteering—How they impact positively and negatively on each other. The paper will also share preliminary results of the Study currently going on “Measuring Volunteerism in Botswana”.

The vision of Botswana at independence (1996) was to end hunger, alleviate poverty and ensure peace, justice and equal access to resources, education, health and employment. Botswana has achieved significant development in these areas and has emerged from being one of the poorest countries in the world to a middle-income developing country.

These gains are now threatened and are being reversed by HIV/AIDS epidemic, HIV/AIDS remain the single most important development challenge in Botswana. Botswana has one of the highest HIV/AIDS prevalence rated in Sub Saharan Africa. The failure to contain the spread of HIV or to provide

quality care and support for those infected and affected is leading to economic and social stress.

Botswana has declared the epidemic a national crisis, an emergency that needs strategic responses by all stakeholders. HIV/AIDS is more than a health problem, it is a development and political issue, as the management of this epidemic is complex. Botswana is constantly innovating interventions that will promote effective multi—and participatory responses.

#### The current Situation of HIV/AIDS in Botswana

The epidemic has overstretched the health care and social services. Hospitals can no longer cope with the demand for HIV/AIDS related in-patients. Many patients are now being referred to home based care to be taken care of by Volunteers and relatives. Volunteers are the backbone of Home Based care in Botswana.

The number of orphans is on the increase as more parents succumb to the epidemic.

#### HIV/AIDS and Poverty

A big percentage of Home Based Care Volunteers in Botswana are usually women, poor, uneducated and unemployed. They say they are driven to do voluntary work by the misery or hardships in their families and communities brought by HIV/AIDS related illnesses and deaths. A significant proportion of Botswana are still living below Poverty datum line. About 50% of people in female-headed households were living below PDL in 1993/94.

Individuals can be said to be in poverty when they lack the resources to obtain the type of diet, participate in activities and have the living conditions and amenities which are customary, or at least widely encouraged or approved, in the societies to which they belong (Townsend 1979).

Poverty therefore encompasses broader social and cultural needs, as well as the physical/biological needs of survival and reproduction. It is not just about lack of money it is also about exclusion from the customs of society.

#### Promoting Volunteerism and Alleviating Poverty

Many HIV/AIDS Home Based Care volunteers in Botswana are either infected or affected by HIV/AIDS. In a country like Botswana where many volunteers involved in HIV/AIDS Community Home Base Care are women and poor. Efforts to alleviate poverty among volunteers have involved the establishment of income generation projects. These projects are initiated, established and owned by Volunteers and act as an incentive and promote their self-esteem.

The paper uses Bobirwa District villages and Gabane Village to illustrate the situation of HIV/AIDS, Poverty and Volunteerism and the relationship between them.

The results of the study on “Measuring Volunteerism” are also being shared.

## Abstracts from Session 3-39

### Workshop - Infrastructure to Support Volunteerism: Volunteer Centers

#### Centre du volontariat d'Algérie

**M. Khandriche**, Webmaster, Touiza - Solidarité, Algeria

Nous allons essayer, dans ce bref exposé, de vous présenter comment le volontariat est vécu en Algérie.

#### Le volontariat en Algérie

Le volontariat désigne tout acte individuel à but non lucratif et non rémunéré accompli pour le bien-être du voisin, de la communauté ou de l'ensemble de la société. Nos ancêtres ont toujours réuni leurs forces pour réaliser des actions d'intérêt général: mise en valeur de terre, construction de canaux d'irrigation, de moulins, d'huileries, de remparts, de maisons, de mosquées, d'écoles etc. Tout comme c'était un devoir de se prêter main forte pour labourer et moissonner les champs, ramasser les olives etc. Pour les femmes, la préparation et le tissage de la laine, l'aménagement et la décoration de l'intérieur des maisons, l'assistance aux personnes âgées, aux

malades et aux orphelins apparaissaient comme une exigence incontournable de la vie communautaire. Cette aide devient obligatoire en cas de danger, d'inondation, de tremblement de terre ou de tout autre catastrophe, chacun doit oeuvrer de son mieux pour assurer la sauvegarde des personnes et des biens. Cette entraide qui est une véritable institution, nous l'appelons "TOUIZA", transmise de génération en génération, elle a permis de mieux résister aux différentes épreuves de la vie. L'Islam est venu conforter cette institution en la sacralisant et en y ajoutant une touche d'universalité par l'élimination des barrières établies par la fortune, la naissance, l'âge, le sexe, la langue, la religion.

La libération de la vie associative induite par la loi 90/31 du 04 décembre 1990 a vu le développement sans précédent de regroupement de citoyens dans le cadre d'associations soucieuses de participer à la gestion de leurs problèmes. Depuis on enregistre près de 63'000 associations qui touchent tous les secteurs de la vie nationale. Cependant, ce chiffre important exprime plus une situation administrative qu'une réelle assise du mouvement associatif.

### Les activités AIV 2001 en Algérie

L'Algérie a entamé la mise en oeuvre des objectifs de l'AIV 2001 au lendemain de la rencontre régionale de RABAT organisée par les VNU les 05 et 06 octobre 2000. La première action a visé la création de la commission nationale de préparation par la sensibilisation des parties susceptibles d'y être représentées. Parallèlement, la même démarche a été entreprise en direction des wilayate (préfecture: 48) pour l'installation de comités locaux présidés par les walis (préfets).

- Ces deux entités sont constituées de trois types de membres:
1. Les membres offrant un cadre d'Application et Constituant un Réservoir d'Actions de Volontariat; à savoir les secteurs de l'Agriculture, la Santé et de la Population, l'Aménagement du Territoire et de l'Environnement, Ressources en Eau, Travaux Publics, Tourisme et de l'Artisanat;
  2. Les membres constituant un cadre éducatif, de mobilisation et de soutien en ressources humaines aux actions de volontariat; à savoir les secteurs de la jeunesse et des sports, l'éducation nationale, l'enseignement Supérieur et de la recherche scientifique, la formation professionnelle, ainsi que les associations nationales (ONG) telles que la Fédération Nationale des Parents d'Elèves, TOUIZA, SMA (Scouts), etc.;
  3. Les membres constituant un cadre de soutien technique et logistique aux actions de volontariat, à savoir les secteurs de la solidarité nationale, travail et protection sociale, collectivités locales, communication et culture, transports. Avec le concours d'entreprises économiques publics et privées.

La commission nationale, présidée par le Ministre de la Jeunesse et des Sports, a choisi comme présidente d'honneur une personnalité du sport féminin médaillée d'or aux Jeux Olympiques de SYDNEY. La commission et les comités locaux ont été installés à l'occasion de la célébration de la Journée Internationale des Volontaires, le 05 décembre 2000. Dès cet instant, l'élaboration du programme d'action a été entamée et s'est achevée en janvier 2001 par son adoption. Ce programme, placé sous les mots d'ordre "Concorde - Citoyenneté - Volontariat", a été conçu à deux niveaux:

1. Des opérations centralisées, gérées directement par la commission nationale, dont les principales sont l'aménagement d'un camp de jeunes comme espace de loisirs récréatifs et la formation d'organiseurs et d'animateurs de projets d'actions de volontariat (02 par wilaya);
2. Des opérations locales prises en charge par les comités des wilayate, soit plus de 350 actions touchant 09 domaines d'activités (agriculture, environnement, santé, sport et loisirs, éducation etc.).

Il est utile de souligner que les programmes ont été établis sur la base de la documentation et des orientations fournies par les VNU de BONN dont les plus importantes ont été traduites en langue nationale et ont fait l'objet d'une très

large diffusion aux membres de la Commission Nationale et des Comités Locaux.

### Quel bilan peut-on dresser à l'heure actuelle?

Il est indéniable que beaucoup d'actions ont été entreprises, mais il nous semble prématuré d'en faire un bilan exhaustif et surtout objectif. Les premiers rapports que les comités locaux nous avaient transmis demeuraient vagues, imprécis et multiformes. Ce qui nous a poussé à concevoir et à leur transmettre un canevas d'évaluation qui les guiderait pour une meilleure appréciation des réalisations. Les premiers retours d'information ont concerné pour le moment une douzaine de comités locaux et font ressortir pour 23 opérations citées une participation directe de 7'700 volontaires dont 2'100 filles pour une durée cumulée de 457 jours. D'autre part en ce qui concerne le programme centralisé l'aménagement du camp de jeunes prévu a été lancé et se poursuivra, compte tenu de la dimension du projet, jusqu'en 2003. La formation des encadreurs de projets de volontariat qui ont renforcé les comités de wilaya a été réalisée avec le concours technique et pédagogique de l'Association TOUIZA qui a elle-même organisé cette année 14 chantiers à travers le territoire national de deux sessions de 20 jours chacune du 08 juillet au 20 août 2001. Ces chantiers ont regroupé 233 volontaires venus d'horizons divers.

### The Cape Town Volunteer Center

**J. Daries**, IYV National Committee Representative, Chairperson, Director, Cape Town Volunteer Center, IYV 2001 National Committee South Africa, Volunteer Centre

South Africa's long struggle for democracy has resulted in a widespread sense of entitlement, which, however, cannot be satisfied for everyone. There is a high rate of unemployment; and, although volunteering can eventually result in the acquisition of new skills, a volunteer organization cannot operate as an employment agency. In South Africa, there is much cultural volunteering, and much of it is faith-based.

### Volunteer Centers in America

**D. Styers**, Director, Technical Assistance and Capacity Building, Points of Light Foundation, USA

The **Points of Light Foundation** is striving to build a strong as possible National Network of Volunteer Centers in the United States to help fulfill the Foundation's mission "to engage more people more effectively in volunteer service to help solve serious social problems."

This presentation begins with a brief history of the evolution of **Volunteer Centers** in the **United States** that has led up to our exciting work this year in implementing Standards of Excellence for the National Network.

A Volunteer Center, of course, as its name suggests, is the key resource for volunteer involvement in a community. While the role of Volunteer Centers has changed considerably since the first one was founded in the U.S. in the early 20th century, the Volunteer Center core identity has always involved bringing people and community needs together through a range of programs and services.

The Volunteer Center National Network has grown as well to number nearly 500 members serving and strengthening thousands of communities throughout the country. Two-thirds of the American people, over **144 million**, live in communities served by a Volunteer Center, and Volunteer Centers offer nearly **500,000 volunteer opportunities** to serve. The network of Volunteer Centers is as diverse as the communities they serve: they can be found in most metropolitan areas as well as rural and medium-sized communities. Staff size ranges from one full-time staff person to a staff of nearly 100 in the largest Volunteer Centers, and budgets range from several thousand dollars to over 6 million. They also come in about 86 different names.

U.S. Volunteer Centers are primarily structured in one of two ways, as an independent nonprofit organization governed by a board of directors (around 41%) or as a program internal to another organization, most commonly the United Way (around 37%). The remaining Volunteer Centers are inter-

nal to other agencies, such as a local government or a college or university. As you travel from east to west in the U.S., Volunteer Centers become more independent in structure.

Volunteer Centers participate in a wide range of programs: Volunteer Centers manage National Service Programs sponsored by our federal government. Volunteer Centers participate in national episodic days of service. Volunteer Centers are involved in delivering resources to different community populations, particularly youth. Volunteer Centers play very active roles in providing mentoring and training opportunities, working with area businesses, and coordinating disaster response in their communities. Key programs Volunteer Centers manage are often court referral, information referral, literacy, seniors and youth serving the community, and services to youth and seniors.

Because of the wide diversity in Volunteer Centers' organizations and programs, it has been difficult to get a uniform picture of the field and definite commonalities among all Volunteer Centers.

In 1997, leaders of over 270 Volunteer Centers helped the Points of Light Foundation develop a strategic plan for its work with Volunteer Centers that identified "A Unified Network and Identity" as one of its seven primary goals. In the hopes of rising to the challenge this goal set forth, the Unified Network Task Force made up of Volunteer Center leaders was created in 1999, and a major focus of its work has been the creation of the Assessment Tool for the Standards of Excellence to present a road map to excellence based on the 4 core competencies for Volunteer Centers:

1. Connect people with opportunities to serve;
2. Build the capacity for effective local volunteering;
3. Promote volunteering;
4. Participate in strategic initiatives that mobilize volunteers to meet local needs.

For further information: [www.PointsofLight.org](http://www.PointsofLight.org)

## Abstracts from Session 3-41

### Workshop - Economy and Volunteerism 2: Corporate Volunteering

#### IYV 2001 US & Corporate Involvement in Recognition of Volunteering

**S. Hayes**, National Manager, KPMG, USA

**E. Sweeney**, Chief Executive Officer, Inkindex and Member of the IYV 2001 National Committee USA

Representatives of four international private corporations will discuss their partnerships with the IYV 2001 United States Committee that began during 2001. In support of the goals of IYV 2001, these four corporations donated financial and in-kind support for the work of the United States Committee on the IYV 2001 goals of recognition and networking. Each representative will speak for 5 minutes and provide information about the corporation's involvement including why they were attracted to the United States Committee's work, how their corporate leadership became involved, current and planned employee volunteer participation in IYV 2001 goals and how they plan to continue the partnerships and plans created in 2001 into the future.

#### Think and Act both Locally and Globally: The Ericsson Response Volunteer Program

**J. Mott**, Ericsson, Sweden

Volunteer efforts are an absolutely essential contribution, if humanity is to succeed in tackling the problems being faced in such areas as health care, security, education and the environment.

This presentation introduces the Ericsson Response program, an innovative corporate volunteer program, which has the objective to give volunteer work the status and recognition that it deserves. This program is an example of how the private sector can collaborate with the UN and other global relief organizations.

The presentation is being conducted in two phases:

1. Presentation itself
2. Panel discussion with other presenters and the audience

## Abstracts from Session 3-42

### Discussion / Debate - Volunteering / IYV & Media

#### IYV 2001 in Ecuador:

##### The National Executive Committee

**C. Rossignoli**, IYV 2001 National UNV (NUNV), Ecuador

En Ecuador, el Comité Ejecutivo Nacional del Año Internacional de los Voluntarios fue creado en el mes de junio del 2000 con el propósito de ser el encargado de todo lo referente con la celebración. La conformación del mismo es el producto de la unión de varias instituciones voluntarias, así como de organizaciones gubernamentales y no gubernamentales.

El Comité Nacional AIV 2001 Ecuador, que impulsa el tema de voluntariado en las diferentes áreas; considera importante fortalecer un espacio de participación intergeneracional, a nivel nacional, toda vez que el voluntariado ha sido siempre entendido por el denominador común de la población como un espacio muy limitado.

En el desarrollo de las distintas actividades, los actores pasivos se han convertido en gestores de cambio, es así que el voluntariado, en su correcto entendimiento, colabora en el desarrollo social.

Subrayando el aspecto intergubernamental del voluntariado, dos Anuncios público, 'Public Service Announcements' permitió hablar del voluntariado de en la televisión, llegando el gran público.

#### The IYV and Media in the The Netherlands

**D. Kruithof**, IYV National Committee Representative, NOV, Netherlands

Media has a vital role to play in providing a positive image of volunteers and volunteering. IYV 2001 was an opportunity to foster better relationships with media. In the Netherlands, for example, the closing event of IYV 2001, bringing together 30,000 volunteers, will be transmitted live on TV.

However, much remains to be done if long-term relationships are to be built. One way of achieving this is to create focused media strategies and come up with key message, which bear more weight when they have a specific theme and target group.

#### Media Impact of IYV 2001 in Brazil

**P. Cruz**, IYV 2001 National Committee Brazil

Since December 2000, when the International Year of Volunteers was officially launched, until now, we have observed a great increase of the volunteering theme in all kinds of media. At the very beginning, the media focused in spreading the message that 2001 was the International Year of Volunteers. After a while, newspapers, magazines, TV news, documentaries and even soap operas started to promote and recognize spontaneously the importance of volunteer work. Some of these were an initiative from the National Committee, but many others were a consequence of the theme of volunteering appearing more and more in the Brazilian daily life.

The Brazilian Committee members were very much in demand for interviews in radios, television, newspapers and magazines. But the theme is "alive" and no longer depends on us: artists, football players, singers, university teachers, businessmen, etc., are explaining the importance of volunteering for a better world, communities, companies and people.

## Abstracts from Session 3-43

### Discussion / Debate - Volunteer Policies and Legislation: National Laws Adopted

## Towards a Volunteer Law in Madagascar

**R. Ratianarivo**, IYV National Committee Representative, Secrétaire Général YMCA, Secrétaire générale de l'Alliance Nationale des UCJG de Madagascar, YMCA Madagascar

Le Ministère de la population de Madagascar participe activement dans le Comité national. Une proposition de loi sur la reconnaissance du Volontariat a été présentée dans le cadre de l'Assemblée Nationale. Le présent exposé aborde les questions liées à la participation du gouvernement et la loi malgache sur le volontariat.

## IYV 2001 in Sri Lanka

**L. Ratnaweera**, Project Coordinator (UWFPA), IYV 2001 National Committee Sri Lanka

- 1. Formation of the IYV 2001 National Steering Committee**—UN Volunteers as advised by the ERD - External Resources Dept.
- 2. National Launch of IYV 2001 in Sri Lanka**—Held on 9<sup>th</sup> December 2000. Declared open by the Minister of Social Services with the Resident Representative of the UN.
- 3. Slogan Competition in 3 languages**—English, Sinhala and Tamil - Competition conducted prior to national launch, during Oct-Nov 2000 and awards handed out at the launch.
- 4. Monthly discussions by Volunteer organisations**—Three discussions held. As participation was low this activity replaced with IYV presentations at events and activities of other organisations, meetings and forums on invitation.
- 5. Amendments to the Act governing Volunteer Organisations**—interministerial discussion in progress
- 6. National Volunteer Awards**—Inter-ministerial discussions in progress
- 7. Divisional Volunteer Co-ordinating Committees**—Draft cabinet paper prepared by the Ministry of Social Services towards set up of such committees throughout the county.
- 8. Set up a National Volunteer Bureau (Information Centre)**—a networking and facilitation centre for Volunteer organisations. This can either be part of the NGO Secretariat functions or set up independently by volunteer organisations with some State assistance.
- 9. IYV Poster Art Contest for Children**—Paper notice ran on 24<sup>th</sup> June 2001—Sunday Observer, Silumina and Thinakaran. Topic of volunteerism can be taken up as subject material in art class and social studies. Award ceremony date to be fixed. Following opening this will be available as a travelling exhibition for use by NPO, volunteer or interested parties.
- 10. NGO/State activities to commemorate year by**— a) Sarvodaya, b) Rotary Club, c) Ministry of Social Services, d) Ministry of Youth Services, HelpAge, etc.—To be taken up through their individual programmes
- 11. School visits and presentations with Rosy Senanayake, the IYV 2001 Goodwill Ambassador, Sri Lanka**—On invitation.
- 12. A Media Activity**—a journalist to visit volunteers in action - UNVs visited in Trincomalee and Polonnaruwa (Sunday Leader). Ms Vimukthi Fernando at the Sunday Observer also covered year.
- 13. IYV year announced on Nugasewana -Rupavahini TV Morning Show**—Mr M B C De Silva, Secretary, Ministry of SS and Mr Nelumdeniya, Director, NGO Sec, interviewed in this connection.
- 14. A First day cover to commemorate IYV 2001**—Request made in May 2001; by then the stamp quota for the year already allocated.
- 15. IYV Research - Volunteerism in Sri Lanka**—To serve as Country paper for the IYV year to UN General Assembly- Mobilised through UNDP short term consultancy facility - IPID Centre
- 16. Collaborative volunteer programmes between**—NGO+Pvt Sect, NGO+NGO, Govt+NGO etc.—To be taken up on their initiative
- 17. Seminar on Volunteerism in Sri Lanka**—Sarvodaya tak-

ing up this activity. To provide a boost to national and international volunteer activity in the country.

- 18. IYV Year Closing ceremony**—Scheduled for 7<sup>th</sup> December 2001 at the NYSC auditorium. Planned to have NYSC collaboration to conduct a NYSC/NPO Exhibition at this event to create an opportunity for networking, sharing lessons and awareness creation.

## Towards a National Volunteer Policy for Jamaica

**R. Barrett Custos**, Chairman, IYV 2001 National Committee Jamaica

### A. The Concept of Voluntarism

Jamaica, like many other societies, has varying views and perceptions of what constitutes volunteer activity. However, it may be stated that voluntarism in Jamaica embraces concepts of non-compulsory involvement, commitment to the common good, selfless giving and non-remunerative service. Volunteers provide their services through a variety of settings including voluntary organizations, national policy development committees, trade unions and parent-teachers associations. These agencies address a number of areas of national development including health, disaster preparedness, cultural promotion and environmental conservation.

### B. Hindrances to Volunteer Participation and Volunteer Management

Weaknesses in the practices of recruiting and supervising volunteers and evaluating their performance have impacted negatively on the outputs of voluntary activities. Insufficient incentives and recognition of volunteer effort, inadequate orientation and training, diminishing altruistic attitudes, growing individualism and a declining national economy are some of the factors which have proven to be hindrances to volunteer participation.

### C. Rationale and Strategies for Recognizing and Quantifying Volunteer Effort

It is generally agreed that there are benefits to volunteering which impact significantly on national development and the Gross Domestic Product. It is necessary however, to establish a mechanism for data collection, analysis and dissemination that will inform efforts to quantify volunteer contribution. Strategies are also needed to strengthen volunteer recognition efforts, at the local and national levels, as a means of enhancing volunteer motivation.

### D. TOR for the National Co-ordinating Council and National Volunteer Centre Jamaica's National IYV

Committee intends to advocate for the establishment of a national policy and mechanisms which will promote voluntarism, establish standards for volunteer performance, promote the collection and dissemination of data on volunteers and for volunteers and efficiently coordinate the inputs of local and international volunteers in Jamaica. The implementation of the national policy will be the responsibility of a National Co-ordinating Council and co-ordination of local volunteers will be the responsibility of a National Volunteer Centre.

## Institutional Framework for Volunteering in Greece

**S. Papisriopoulos**, Advisor to the Minister, Ministry of Internal Affairs Greece

The presentation concerns the present status of voluntarism in Greece from the side of the state. It will focus on the institutional framework and partnership procedures established in Greece, in relation to the current development of NGOs in Greece. Also, through a brief historical background, this presentation will try to give some reasons for the recent development of the Civil Society in Greece.

## A National Volunteer Policy in Portugal

**R. Sampaio**, IYV National Committee Representative, Director, Instituto para o Desenvolvimento Social, Portugal

The representative of the Ministry of Social Affairs in Portu-

gal has helped to draw up volunteer laws on the status of volunteers, the definition of their action and the measurement of their contribution at different levels. In Portugal, volunteers will benefit from tax reductions, social insurance coverage, even the right to leave their work place temporarily whenever their involvement in humanitarian operations is required.

## Abstracts from Session 3-45

### Workshop - ICT 2: New Technologies and Development - Online Volunteering

#### Online Volunteering: People with Disabilities' Partnership with NetAid

**L. Moy**, Coordinator of Online Volunteers, People With Disabilities Uganda

People With Disabilities (PWD) Uganda signed up to participate in Netaid in March 2000. Currently, we manage over 150 online volunteers in more than 6 projects. As the Coordinator of Online Volunteers, I have the unique perspective of this evolving new practice. My presentation covers the following points:

1. Response—global distribution of applications, percentage of committed volunteers, etc.
2. Demographics—who our volunteers are, why that matters, what resources are available to PWD b/c of the online nature of the volunteers
3. Communication—forms of communication and management that we have found useful in coordinating such a large number of virtual volunteers
4. Projects—what we are working on, what has been completed, what hasn't, what has been easy/difficult about working in the virtual arena
5. Projections for our future

#### Information and Communication Technologies (ICTs) and their impact on Volunteerism

**K. Kasim**, UNDP / UNV Egypt

Information is power and Information and Communication Technologies (ICT) are the vehicle that carries information to empower people, societies and nations anywhere in our world. ICT are neither exclusive to the developing countries nor reserved to certain fields of life. They are being used now in all countries and in all fields, because they can overcome all kinds of hindrances, such as geographical, social and/or political barriers.

Volunteerism is one area in which ICT were used to spread messages and promote ideas (Promotion). ICT also help volunteers and volunteer organizations to share and exchange ideas, thoughts and information (Networking). This kind of communication between different organizations and individuals create opportunities for bilateral and multilateral volunteer activities and projects (Facilitation). The Internet, which is an application of ICT, plays an important role to highlight the efforts of volunteers, volunteer activities, and organizations (Recognition). Finally, the IYV 2001 web site ([www.iyv2001.org](http://www.iyv2001.org)) is there to improve the impact of ICT on Volunteerism.

Therefore, I can say that ICT are of great help to volunteers and volunteerism worldwide. We could imagine how different the International Year of Volunteers IYV 2001 would have been without Information and Communication Technologies.

Examples of the impact of ICT on youth and volunteerism in Egypt:

- Future Youth Club FYC-Egypt's ICT-Committee
- Ahlam Masrya (Egyptian Dreams)
- ICT Training Center, funded by Info Youth Program, UNESCO.
- The Technology Access Community Centers TACCs, Zagazig, Sharkia, Egypt

## Abstracts from Session 3-46

### Workshop - Volunteer Management 2

#### Professional Development Delivered Anytime, Anywhere—Volunteer Management Certificate Program (VMCP) Distance Learning for the World

**J. Hiller**, Youth Development Specialist, Washington State University, USA

**L. Sherfey**, Associate Professor, County Extension Agent, Washington State University, USA

The Volunteer Management Certificate Program (VMCP) is a Washington State University non-credit course delivered through the Internet at <http://vmcp.wsu.edu> and designed to:

- Offer a quality, professional development training course on volunteer management, delivered to individuals working in the field anytime, anywhere.
- Promote and enhance volunteer administration as a field of expertise with professional standards.
- Bring recognition to United States Department of Agriculture Cooperative Extension Land Grant Systems and Washington State University as a experienced leader in the emerging field of volunteer administration.

USDA Cooperative Extension has a long history of effectively mobilizing and increasing programs through volunteers. However, the resource of human capital and the ability to increase it is now being recognized and valued by many corporations, non-profits, government, public and private entities. VMCP consists of four units with five modules in each unit. Unit One provides information on Recruiting Volunteers; Unit Two on Training Volunteers; Unit Three on the Management and Supervision of Volunteers; and Unit Four on the Evaluation and Recognition of Volunteers.

VMCP is innovative with its technology and adult learning model. Each unit's module is designed with two or three paragraphs of content, followed by interactive exercises related directly to the type of work done by the student. Students can move around within a module, talk with other students, and communicate with faculty. To increase interactivity, the faculty sponsor monitored chat rooms on topics pertinent to student work on a regular schedule.

Washington State University (a USDA Land Grant University) offers one of the few existing web-based educational sites to develop and teach volunteer management and administrative skills. VMCP has three author/instructors of national and international reputations and recognition. The web course now begins its fourth year of operation and currently enrolls students from all over the USA, Canada, Germany, Barbados, India, Bermuda, Portugal, Bolivia and Guam.

#### Skilled Guidance and Coordination: A Necessity for Efficient Volunteer Activities

**K. Campbell**, Executive Director, Association for Volunteer Administration (AVA), USA

The voluntary sector can only be as strong as its leaders, and volunteering requires skilled guidance and coordination. While volunteer action is what builds community, competent leadership is what keeps volunteers effectively involved. Individuals choose to become involved as volunteers often out of spontaneous interest or inspiration, but they continue to be engaged and motivated because of the leadership and organizational structures that support them. Thus, it is critical that we attend to the development of a global profession that is understood, valued, and effective in sustaining the ideals of volunteering and civil society. This presentation will include highlights of the AVA initiative to "position the profession", and suggest some ways in which we can strengthen our role as leaders within organizations, communities and nations.

#### Maximizing Motivation: Tools for Transformation

**M. Cowling**, Senior Manager, AFS Australia Intercultural Programs

IYV has demonstrated that a key ingredient in the successful operations of volunteer-based organisations is the health of their volunteer workforce. It is crucial that volunteer managers understand what factors are motivating and demotivating their volunteers.

The author has conducted informal research with 2000 volunteers to understand motivation factors. This was followed up in late 2000, with a survey he conducted for AFS Intercultural programs in preparation for IYV.

80% of their 907 key volunteers responded to the survey, providing us with a significant sample to understand volunteer motivation and de-motivation.

**This workshop:**

1. Considers the major motivating / demotivating factors for volunteers
2. Demonstrates how these factors change during a volunteer's life cycle
3. Suggests methods to improve volunteer motivation and morale

## Abstracts from Session 3-47

### Discussion / Debate - Volunteering in Emergency Situations and for Peace

#### El Salvador Earthquake: the Role of Volunteers

**F. Arévalo**, IYV 2001 National UNV (NUNV), UNDP / UNV El Salvador

This paper presents the activities of the IYV National Committee El Salvador, focusing on efforts carried out the help in last year's emergency situation, after earthquakes, hurricanes and floods. The IYV Committee postponed its activities for four months to get involved full time in work related to the emergencies. The volunteers did not only carry out rescue and reconstruction activities, but also promoted local volunteering in community development. The emergency situation gave high visibility to the work of volunteers, concretizing the spirit of solidarity and facilitating the coordination of emergency help.

#### The Programme "To Protect Oneself & Others"

**I. Dionyssiou**, Staff Officer—Person in charge for General Secretariat for Volunteers Civil Protection, Ministry of Interior, Public Administration & Decentralization

**C. Doukas**, Secretary General, Greek Secretary General of Adult Education

Educational voluntary program for the encounter of emergency situations was established in Greece. It is coordinated by the General Secretariat of Adult Education and has the objective to educate adults on how to face dangers. The educational program is developed in ten days. The duration of the training comes up to 100 hours. At the end of the course the volunteers receive a certificate of attendance. The Educational voluntary program is being realized in two phases:

1. Development of the program in municipalities of Athens;
2. Expansion of the program in the provinces of the country.

#### The Program Develops the Following Skills:

- Solution of problems
- Reception of decisions
- Action in groups Self protection
- Provision of first aid
- Rescues Organization and running of camps
- Social and psychological support to stricken populations

These skills prepare participants to deal with emergency situation such as earthquakes, fires, sea accidents, protection of sea environment and floods. Volunteers get involved in

emergency situations; take part in the training of new volunteers; constitute the base of the national record of volunteers; and participate in other networks of volunteers.

#### Prospects:

In the framework of the development of volunteerism in the next years the participants of the program will contribute to the organization of networks aiming at the encounter of danger in local societies.

#### Organizations Involved in the Program:

Ministry of the Interior - General Secretariat of Civil Protection  
Ministry of Education - General Secretariat of Adult Education  
Ministry of Environment - Organization of Anti-earthquake Protection  
Ministry of Public Order - Firebrigade  
Ministry of Mercantile Marine - Naval Body  
Greek Red Cross  
Doctors Without Borders

#### India Earthquake: the Role of Volunteers

**R. Missal**, IYV 2001 National UNV (NUNV), UNDP / UNV India

This presentation provides detailed information supported by statistical data emphasizing the work of volunteers in case of emergencies such as floods, earthquakes, cyclones and other disasters that happened in India, a country with a wide variety of cultures, religions, languages and ethnical groups. In India, volunteering has been growing, probably due to the recurrence of disasters and calamities that have led to the creation of different specialized volunteer brigades able to deal with specific types of disasters.

Specific action includes: immediate help, rescue, evacuation, first aid, incineration and cremation of bodies, identification of the dead, psychological and social support, creation of centers for orphans and victims, programs of protection for adolescent women, arrangement of marriages, empowerment of women, sanitary measures and water purification, creation of information centers, adequate utilization of communication means and promotion of reconstruction with technological support.

## Abstracts from Session 3-48

### Workshop - Research on Volunteering 2: IYV 2001 Review

#### Reviewing the IYV 2001: Measures and Methods

**A. Ellis**, Research Officer, Institute for Volunteering Research

**S. Howlett**, Senior Research Fellow, Institute for Volunteering Research

The session provides participants with a chance to get acquainted with the evaluation process of IYV 2001 and to provide feedback on their own knowledge and expertise.

The evaluation process is led by the Institute for Volunteer Research (London) and the Development Resources Centre (Johannesburg).

In the workshop the participants:

- Are shown the first stage baseline results
- Discuss the issues involved in achieving a full baseline for indicating the progress of the year
- Comment on indicators for measuring the impact of the Year

and

- Identify issues in collecting and presenting data to evaluate the year in their own country, including What data is available? What data is appropriate, what makes a good indicator? Too much data and too little data? What should be described, what should be counted? Measuring from their own baseline.

At the conclusion of the second workshop, participants should:

- Understand the place of evaluation in maximising the impact of the Year;



- Be able to start thinking about how they can evaluate the Year in their own country;
- Appreciate how they can contribute to a successful global evaluation of the Year.

## Abstracts from Session 3-49

### Discussion / Debate - Government Support Examples 1

#### Initiative of the Government of Canada and the Voluntary Sector

**S. Fletcher**, Executive Director, Privy Council Office, Canada  
Partnering for the benefits of Canadians—Initiative between the Government of Canada and the Voluntary Sector

The purpose of this presentation is to provide information on the Government of Canada's Voluntary Sector Initiative (VSI).

#### Who is the Voluntary Sector in Canada?

The Numbers:

- 80,000 registered charities
- 100,000 non-profit organizations
- 1.3 million people employed
- 6.5 million people volunteer
- 1 billion hours contributed each year (roughly equal to the entire workforce of Manitoba)

Economic impact:

- \$90 billion in annual revenues
- \$109 billion in assets
- 22 million people make in-kind and/or financial donations

#### The Relationship—a Chronology

- 1902 Canadian Lung Association receives a grant
- 1995 Voluntary Sector Roundtable Broadbent Panel
- 1997 Red Book II 1999 Joint Tables—"Working Together"
- 1999 Speech from the Throne (SFT) 2000 Voluntary Sector Initiative

#### The Voluntary Sector Initiative

Five year, \$94.6M Initiative - Goal is to improve quality of life for Canadians through two intertwined objectives:

- Federal government legislation, policies, programs and services that are more responsive to the needs of Canadians
- Increased capacity of the voluntary sector to meet the demands Canadian society places on it

#### Major Elements of the VSI

Five year, \$94.6 M initiative for research and development in six key areas:

1. Government/sector relationship building (\$11.5M)
2. Development of an Accord, Governance mechanisms, codes of good practice
3. Modernizing federal funding strategies (\$1M)
4. Study of federal funding policies and practices
5. Study by sector on broader financial issues

#### Collaborative Governance in Action

Joint - Government and Voluntary Sector Intent is to carry out concrete work jointly and to model "jointness"

- Seven Joint Tables, each with a co-chair from the voluntary sector and government
- Broad representation of the sector—large/small, volunteer/staff, sub-sectors
- Horizontal Across Government
- Reference Group of 9 Ministers 25 departments and agencies, of which 9 are taking a lead responsibility within government for one or more elements of the initiative

#### In Conclusion

For both the Government of Canada and the Voluntary Sector to deliver on the many and diverse elements of the Initiative:

- Coordination at many levels is needed
- Probable need for new process and institutions both within the government and the sector to support new ways of working together
- Both partners will need to be flexible and build on goodwill
- Will be a continued process of learning and sharing.

### Government Support in Spain (1)

**F. de Haro Izquierdo**, Gobierno de Madrid, Spain

Más de un millón de ciudadanos españoles realizan alguna labor voluntaria, según datos facilitados hoy durante la clausura del Año Internacional del Voluntariado, presidida por el ministro de Trabajo y Asuntos Sociales, Juan Carlos Aparicio. La declaración del Comité Español de Coordinación de las acciones para el Año Internacional del Voluntariado señala, con motivo de este acto, que la expansión de la cultura del voluntariado al conjunto de la sociedad y la incorporación de grupos sociales hasta el momento poco representados en este movimiento, debe centrar las acciones de sensibilización y promoción. Asimismo, considera que las ONG han de responder al reto de modernizar sus estructuras organizativas, tecnológicas y de gestión, adaptando su acción a las nuevas demandas sociales que requieren, además de organizaciones más flexibles, abiertas, coordinadas y transparentes, capaces de mostrar a todos los ciudadanos su compromiso social.

#### Apoyo De Las Administraciones Públicas

Por su parte, apunta que las Administraciones Públicas deben garantizar las medidas de apoyo precisas para que el voluntariado y sus organizaciones puedan desarrollar eficazmente su acción. En este contexto, afirma que la Administración Local ha de desempeñar un importante papel en el diseño de políticas que favorezcan y faciliten la participación ciudadana en su ámbito. En cuanto al sector educativo y universitario, cree que se ha de promocionar mediante el fomento de actividades docentes y de investigación, la capacidad operativa y de gestión de las ONG, y un mayor reconocimiento de la realidad del voluntariado. "La colaboración en el ámbito empresarial ha de establecerse mediante la ejecución de medidas de apoyo y fomento del voluntariado", añade la declaración, que destaca la importancia de la presencia de las ONG en los medios de comunicación. Para el Comité, el Año Internacional del Voluntariado ha representado "un importante hito en España, en el que "desde las diferentes instancias públicas y privadas, se está trabajando para favorecer y potenciar el voluntariado y sus organizaciones".

#### Plan Estatal Del Voluntariado

En este sentido, resalta que el Plan Estatal del Voluntariado 2001-2004 se perfila como un instrumento eficaz en el desarrollo operativo de medidas tendentes a la sensibilización, apoyo y coordinación de la acción voluntaria en todos los ámbitos. El Comité Español fue creado con motivo de la proclamación por la Asamblea General de Naciones Unidas del 2001 como Año Internacional del Voluntariado para fomentar mundialmente el reconocimiento de la contribución de los voluntarios. Este Comité se constituyó bajo la Presidencia de Honor de el Príncipe de Asturias. Entre los actos realizados durante este año, destacan las acciones de difusión, la creación del Consejo Estatal de ONG, la celebración de foros de reflexión y debate en el ámbito universitario, un encuentro-coloquio sobre la responsabilidad social empresaria, un encuentro sobre la incorporación de las nuevas tecnologías a la gestión y organización del voluntariado y las ONG, un Foro Virtual de ONG de Acción Social, y la celebración del V Congreso Estatal del Voluntariado.

### Government Support for IYV 2001 in Israel: Volunteering Smiles back at You

**K. Kav**, IYV National Committee Representative, National Council for Voluntarism, Israel

The **National Council for Voluntarism** serves as a lever-

age to enhance and develop the volunteer movement in Israel. The government of Israel has recognized and adopted the U.N. resolution supporting IYV 2001.

The National Council for Voluntarism in Israel was nominated by the government to initiate, plan and execute all relevant projects nation-wide, and to represent Israel in the international activities related to IYV.

### **Program for IYV 2001 in Israel**

The following is a list of the major events and activities carried out and planned for 2001 in Israel:

1. The President of the State of Israel sponsored IYV 2001 and hosted an official opening of IYV in his residence in Jerusalem, on 9 January 2001.
2. The Ministry of Education declared volunteering as a central theme of year 2001 in the National Education System. Projects on volunteering were carried out by students of all age groups.
3. The Israeli Volunteers Forest planted trees on 22 November 2001. The declaration and planting will host about 1000 volunteers.
4. Production of a film and theatre show on Voluntarism in Israel, in its various aspects.
5. Recognize, honor and award prominent volunteers by distributing President's Award, Prime Minister's Shield and shields of ministries of Education, Environment, Welfare, Absorption, Health and Rear Front Command.
6. Holding a Volunteers recruitment rally on live broadcasts (radio and T.V).
7. The Israeli Defense Forces have launched a special volunteering program to encourage volunteering activities within the armed forces and services offered to civilian communities.
8. Volunteering was declared by the Government of Israel as the central theme for the current year. Consequently, the official ceremony celebrating the 53<sup>rd</sup> Independence Day of the State recognized Volunteering and Volunteers and the 12 Torch Lighters in the ceremony were chosen from the various Volunteering Communities in Israel.
9. A designated postal stamp dedicated to voluntarism was issued by the Israel Postal Authority.
10. Mounting a poster, which is being distributed throughout the year, around the country.
11. Launching a major coverage campaign on volunteering activities, in the media.
12. Laying the foundation for a Volunteering College by developing structured workshops on volunteer philosophy and practice and vocational training on volunteer best practices.
13. Recognize, honor and award prominent volunteers, by mayors and local officials.
14. Mounting the Israeli Volunteer Organizations Exhibition in the Parliament foyer, to be opened during the IYV Closing Ceremony in the Parliament, hosted by the Speaker of the House. This exhibition will last one month.
15. Foundation of a Volunteering Youth Center.
16. Foundation of a Resource and Information Center.

In December 2001, closing the IYV 2001 events in Israel, in a reception hosted by the Speaker of the Israeli Parliament, honoring all volunteers and praising their achievements. On this occasion, holding a special House plenary session on Voluntarism.

Kav accompanies her presentation by a short film and photographs to be projected by viewgraph.

### **Government Support in Indonesia**

**A. Kantaprawira**, Director General, Ministry of Manpower and Transmigration, Indonesia

The Indonesian National Committee consists of representatives from the government, academia, corporate business sectors, NGOs or volunteer agencies, community organization, researcher, foundation, training institution, media (electronic and printing) and individuals.

#### **What is the role of the National Committee?**

1. Help the process in consultation,

2. Prepare and facilitate the IYV 2001 Program for local and national level,
3. Obtaining funds or sponsorship and helping to achieve the goals of IYV 2001.

### **IYV 2001 Secretariat in Indonesia**

On 4 August 2000, the National Committee Secretariat IYV 2001 (NCS-2001) was officially inaugurated by the Minister of Manpower of the Republic of Indonesia, H.E. Bomer Pasaribu (now former Minister of Manpower). A press conference was held before the inauguration of the National Committee Secretariat. Representatives from both the electronic and print media were present to ask questions on IYV 2001. The UNV/UNDP Office was represented by Mr. Keith Hargreaves (Programme Coordinator Community Recovery Programme), Menchita O. Caramat (UNV Programme Officer) and Adila Arief Djali (IYV Focal Person-NUNV Promotion Specialist).

The Founders TKS (Tenaga Kerja Sukarela—Volunteer Workers) BUTSI (Badan Urusan Tenaga Kerja Sukarela Indonesia—The Indonesian Voluntary Worker Service), one of the first government volunteer-sending agencies handled by the Department of Manpower, also attended the press conference and the opening of the Secretariat. They are the pioneers to promote the volunteer work in Indonesia in cooperation with the International Secretariat Volunteer Service.

A number of activities have been programmed: Revitalization of the BUTSI; initiation of corporate and youth volunteerism, and an effort to decentralize IYV promotional campaigns.

During the press conference, the parent founding members shared stories, their experience of the difficulties encountered and many other aspects of their volunteer lives during their time. They also mentioned that today, Indonesia needs volunteers to re-build this huge nation.

### **Lasting Legacies: A New Zealand Perspective**

**K. Roberts**, Manager, Ministerial Reference Group, New Zealand

**Karen Roberts** is a member of the Ministerial Reference Group for the International Year of Volunteers. The group comprises eleven individual volunteers from throughout New Zealand. It was established in November 2000 and runs until March 2002. The two interrelated projects covered in the presentation arose from the recommendations made to the Government by the Group.

This presentation examines two interrelated projects, established to learn more about volunteering in New Zealand, and facilitate future volunteering. A volunteers and Volunteering Policy Project has been established by the Ministry of Social Policy. This project is seeking to identify barriers to volunteering, particularly in government legislation, policy and practice, to recommend appropriate changes, and to identify government actions to enhance the ability of people to volunteer.

The Group is particularly pleased with this project as it is not frequent for a particular project to encompass ALL Government Departments. A Ministry of Internal Affairs research project is undertaking to build a picture of volunteering within New Zealand. Elements include ascertaining how much time people spend volunteering, the range of activities people undertake as volunteers, reasons people volunteer, the support they receive and the possibilities of reducing barriers to volunteering. Findings from this research project will in turn provide material for the policy project run by the Ministry of Social Policy.

One of the interesting aspects arising from these projects is the cultural specificity of the concept of volunteering - volunteering is a predominantly European concept. Maori, New Zealand's recognized indigenous people, and Pacific people, who make up about eight percent of the population, participate in "volunteer" activities to a disproportionately high degree, yet perceive this participation differently from European volunteers. In a European context, volunteering is of-

ten defined as an activity involving free choice. Maori and Pacific peoples do not have a word for volunteering, and generally see it as part of their duty or obligation to family and the community.

## Abstracts from Session 3-51

### Workshop - Economy and Volunteerism 3: Funding and Fundraising

#### Lasting Impact of an International Year depends on Capacity Building

**K. Phillips**, President, NGO Futures, USA

Lasting impact of an international year depends on the capacity building efforts which will carry over into future years. Some years have had lasting impact; some have simply disappeared. How to sustain the International Year of Volunteers is now the most important question facing all those involved in its activities.

This presentation will outline specific steps to take to build capacity to make the IYV a durable event with ongoing impact. These are the essential issues which organizations need to address:

#### 1. Strategic Thinking

I will focus on strategic positioning (uniqueness, value added and who you are in the marketplace), constituent analysis (what your constituents want from you and how you satisfy them), organizational culture (internal beliefs and behavior about meeting constituency needs), critical issues (what you must solve to serve constituents better), strategies (institutional, fundraising and programming), and capacity building (board and executive development, learning processes and extending the boundaries of your influence). These are the issues that will propel an organization to new levels of effectiveness, influence, revenue and results. NGO leaders must think strategically (not just do strategic planning) to succeed.

#### 2. Strategic Fundraising

I will describe Total Organizational Fundraising© as an approach to the core capabilities of an organization for effective fundraising—principles, culture, strategy, ethics, evaluation, and involvement. Strategy, uniqueness, value added, diversification, donor expectations, board involvement, organizational culture, sustainability and other principles of fundraising must be addressed. Money is not the problem; what is in short supply is organizational planning, know-how and resolve.

#### 3. Strategic Evaluation

I am building on my research and my experience to develop a new model of strategic evaluation as a means of capacity building. It shows how to assure evaluation is done and used strategically to build the organization's capacity. In this strategic model of evaluation, a strategic priority for evaluation and learning, new communications systems for evaluation results, and five separate disciplines used in evaluation are combined into a powerful new tool for learning and capacity building to enable an NGO to achieve its mission better. My experience as fundraiser, executive director, board member, and donor lends credibility to my views on NGOs.

### Fundraising Strategies Adapted to the Non-Profit Sector

**E. Sweeney**, Chief Executive Officer, Inkindex and Member of the IYV 2001 National Committee USA

Funding and Fundraising is a core issue for voluntary groups and NGOs. Money is always available, and those who learn to adapt to the corporations' funding principles will be successful in corporate fundraising.

In the USA—in contrast with European countries, where it is the government's role to offer broad social services to the population—NGOs and volunteers play a huge role in providing a wide variety of social services to the communities. The necessary financial resources are largely provided by the private sector through corporate funding.

A few rules for NGOs when raising funds:

- The necessity to respect corporate guidelines and criteria for donations
- The importance of presenting a credible budget
- Transparency
- The importance of sending adequate information material to the corporations considering that they have little time to spend on each proposal.

US corporations prefer donating to a network rather than to individuals and that privilege long-term relations with a partner.

Since the terrorist attacks of September 11th, 2001, when companies were intensively solicited for donations, the corporate world still has not developed a plan for disaster response—it could be a good strategy for NGOs to fill this gap.

## Abstracts from Session 3-52

### Discussion / Debate - Education and Volunteering

#### Volunteering for School Children in Samoa

**S. Vaimili**, IYV 2001 National Committee Samoa

#### IYV 2001 in Samoa

As Samoa's Prime Minister, HE Susuga Tuilaepa Sailele Malielegaoi, stressed in his speech officially opening the IYV2001, also in Samoa, the International Year of Volunteers is the opportunity Government has taken to recognize and promote volunteer activity in the heart of Polynesia. In Samoa's tropical botanical-garden-like islands the villagers live volunteerism in their ancestral culture, between the rainforests and the coral reefs.

Samoa has designated The Head of State, His Highness, Malietoa Tanumafili II as the Patron for the 2001 International Year of Volunteers in Samoa. His highness demonstrates long services to His Country and His People.

The Samoa theme for the Year is "With Peace We Can Build —I le Filemu E Maua Ai Sootaga"

#### Youth Volunteering and Education in Samoa

Volunteers can help support the educational activities of youth, from volunteers supporting school-based activities, to volunteers engaging in service learning activities, to universities studying volunteering.

There are a number of challenges for the success of youth volunteering. This presentation will address some of them.

Volunteers helped ease the financial constraints in Samoan schools for young children. Many teachers and parents volunteered to help make a large gathering of youth, called "a rally", a successful event and this is an example of why volunteers are so important.

### IYV 2001 in Trinidad: The Religious Youth Service

**R. Burr**, Senior Advisor, Religious Youth Service

**S. Hartman**, Senior Advisor, Religious Youth Service

**M. Trombin**, Europe & Int. Field Director, Religious Youth Service

The Religious Youth Service (RYS) is a social service learning project, promoting the central human value of peaceful, non-violent resolution of conflict. The RYS in Trinidad, August 2001, marked the 94<sup>th</sup> RYS project in its 37<sup>th</sup> country, since 1987. The RYS, whose motto is "Interreligious Action for World Peace, particularly focuses on the following objectives of the IYV theme of Recognition-of Human Values: Strengthening civil society participation through volunteering; Raising awareness at community level; Enhancing self-empowerment; Enhancing spiritual values through action.

We particularly focus on the conflict that occurs as result of religious dogma. Our main population of volunteers is youth ages 18 - 30 from around the globe who represent the various cultures and religions of the world. We will present a

video highlighting our Trinidad project. The heart of this video is an interview conducted on Trinidad National Television, which highlights the RYS collaboration with Habitat for Humanity in the IYV. In our oral presentation we will introduce some details our organization's unique approach to peace through grass roots, social service learning among youth of various religious traditions. We will also discuss our emphasis of another IYV objective: Improving volunteer administration (e.g. identifying needs, training volunteers, evaluating projects, etc.).

The lessons learned from sharing administrative responsibility and tasks with two other organizations during the recent Trinidad project will be illustrative. After our introduction, we will show approximately 10 minutes of our video, and then encourage discussion.

### **Le bénévolat: une stratégie de développement personnel**

**E. Gitta**, Jeune Chambre Economique Suisse

Lorsque l'accès à la formation fait défaut, que l'évolution personnelle est bloquée faute d'un environnement didactique ou professionnalisant adéquat, l'action volontaire ou bénévole apparaît comme la terre d'élection du développement pour l'acquisition de compétences les plus diverses.

La terminologie francophone permet de distinguer le bénévolat, qui met l'accent sur la gratuité de l'action, du volontariat qui souligne la notion d'engagement personnel de l'acteur. Une polysémie qui déconcerte d'emblée le chercheur. Abordé au détour d'études centrées sur la vie associative, l'action collective ou le tiers secteur, le bénévolat est souvent analysé à partir de cadres théoriques préexistants qui l'envisagent tour à tour dans une problématique de l'autogestion, comme expression de solidarité ou de minorités politisées, comme mouvement de déprofessionnalisation et de reconquête des espaces vitaux, au carrefour d'un nouveau potlatch et de l'émergence d'une civilisation du service, pour une société réinventée. C'est pourtant à sa vocation de "tremplin" et de voie de (re)professionnalisation qu'il doit son succès auprès de ses adeptes. Tous s'accordent à reconnaître qu'il est espace privilégié d'émergence de compétences et de savoir-faire les plus variés. Il était grand temps de l'appréhender dans le champ des Sciences de l'Education.

Forme d'activité humaine produite dans des circonstances sociales, politiques et économiques particulières, le bénévolat, révélateur du changement social, en est aussi tributaire. Saisi au cœur d'un débat dont les enjeux sont une remise en cause de l'Etat social et du concept travail, l'auteur du mémoire met en lumière les stratégies d'acteurs qui délimitent l'objet. Laïcisation, professionnalisation et individualisation contribuent à l'émergence d'un néo-bénévolat ou volontariat qui se distingue de moins en moins de l'emploi rémunéré. Il est travail et non loisir.

On y retrouve les aspirations de l'adulte au travail: croître en compétence. Combinaison de savoirs-ressources en acte, la compétence est la résultante d'un savoir agir, pouvoir agir et vouloir agir, inaliénable à la motivation parce que liée à la situation significative construite par l'acteur. Entré dans un processus de développement continu, c'est dans la mobilisation et recombinaison incessante des savoirs, dans la participation à des projets transversaux visant l'amélioration des performances que s'accroît le potentiel de l'individu. Parce que les structures et stratégies d'acteurs à l'œuvre dans un contexte de travail rémunéré (polyvalence vs spécialisation) ne permettent pas de développer certaines actions, faute d'un "pouvoir agir", le "vouloir agir" fait de l'action bénévole sa terre d'élection, où se cristallisent de nouvelles compétences.

Dans son mémoire, l'auteur ne se contente pas de démontrer que le bénévolat est une stratégie de développement personnelle. Huit ans d'enquête ont permis de mettre en lumière deux modalités d'emploi du bénévolat, l'une relevant d'une stratégie masculine et l'autre d'une stratégie féminine. De plus, la pertinence de l'approche motivationnelle est

corroborée par la corrélation observée entre motifs (raisons présidant à l'action) et savoirs acquis dans l'action. Chaque motif a sa structure propre quant au nombre de savoirs par catégorie (on en distingue 8) développés en 2 ans. Les cinq motifs permettent alors d'établir une typologie des acteurs sur la base de leur motivation.

## **Abstracts from Session 3-53**

### **Discussion / Debate - Declarations and Agendas: How can we best use these tools in the future?**

#### **From IYV 2001 to the Thai Volunteers Declaration**

**S. Thepsittha**, TNC Deputy Chairperson and Executive Director of the National Council on Social Welfare of Thailand, Executive Director Royal Patronage, National Council on Social Welfare of Thailand

The United Nations General assembly declared the year 2001 as the International Year of the Volunteers. Thailand, as an active member of the United Nations, realized and recognized that volunteer service has been an integral part of every civilization and society. Thus, the Thai National Committee was formed by the Government for the purposes of planning and organizing activities which led to celebration of the International Year of Volunteers in Thailand. The IYV objectives were successfully accomplished due to the activities organized by the Thai National Committee and strong support from both NGO and private sector. The Thai Government will proclaim the year 2002 as a Thai Volunteers Year. Consequently, Thai Volunteers Declaration will proceed with support from the Royal Thai Government.

#### **AVA Declaration**

**T. Gardner-Williams**, CVA, Association for Volunteer Administration (AVA) and Member, IYV 2001 National Committee USA

Presentation of a Declaration on the Future of the Profession which is being developed by an International Working Group at the AVA International Conference on Volunteer Administration in October 2001. This group of leaders of volunteers from several countries has developed a document which addresses goals and strategies for strengthening the development of this profession globally. Symposium participants The Declaration will serve as a guide for AVA's priorities in the future, and Symposium participants will have the opportunity to discuss this document and suggest any modifications.

#### **The Arab Declaration on Volunteering**

**G. Shahrouf**, IYV National Committee Representative, Yarmouk, Syria

The International Year of Volunteers 2001, has been a good opportunity to highlight the role of voluntary service in the social, economic, cultural, humanitarian and peace-building fields and that more people are needed to offer their service as volunteers. The civilization of any nation or society is derived from its history and documents. As all of us know that Documents are of great value in many fields including education, culture and development as well as in modifying the public opinion and attitude.

I believe that issuing an Arab Declaration on Volunteering, ADV, will help to raise awareness among people and governments on the role and the need of voluntary sectors in building and developing our communities, that will enhance recognition, facilitation, networking as well as promotion of voluntary services.

Before the launch of the International Year of Volunteers, I started drafting the proposed ADV taking into consideration many factors related to our communities including their heritage and situations and making use of other declarations. I shared the content of the draft with many colleagues who were involved on IYV and voluntary organizations in order to reflect the different dimensions of volunteering. They

helped to add ADV to our plan of action for the IYV in Syria.

The draft of ADV has been circulated in many Arab events and meetings to enable our Arab colleagues to put their comments that helped me to revise it. The Syrian Government officials as well as many Arab NGOs and volunteers have recognized these efforts and the importance of ADV. The most important thing in ADV that it was initiated, proposed and has been followed-up by volunteers who are enthusiastic to get more and more recognition and promotion.

### **Presentation of the IAVE Universal Declaration**

**K. Allen**, World President, International Association for Volunteer Effort (IAVE)

IAVE's Universal Declaration on Volunteering was conceived in 1988 and adopted in Paris in 1990. In 1998, the decision was taken to review the Declaration under a process of consultation that was completed at the 2001 IAVE World Conference. The Declaration was finalized by the International IAVE Council, which represents more than 20 different countries. The preamble discusses the values of volunteering. The Declaration defines the rights of volunteers and urges the United Nations to declare a "Decade of Volunteers and Civil Society."

## **Abstracts from Session 3-54**

### **Discussion / Debate - Volunteering and Development / Poverty Alleviation**

#### **Volunteering & Social Development in Papua New Guinea**

**B. Masike**, Community Relations Coordinator, National Volunteer Service

##### **November 2000**

National IYV Committee Formed

##### **December 5, 2000**

Launching of IYV 2001, and IVD Day

##### **January 2001**

- a. Cross Cultural Training for Volunteers by NVS
- b. Media awareness with articles about volunteer work

##### **March, 2001**

National Youth Forum on Volunteerism b. Port Moresby International School observance of IYV 2001 through school conduct of programme

##### **May 2001**

Regional NGO Empowerment Workshop

- a. NVS Mid Service Conference for Volunteers
- b. End of Service for Volunteers f. National Youth Forum on Role of Youth on Safer Cities

##### **June 5, 2001**

World Environment Day (Tree Planting)

##### **August 2001**

NVS 10th Anniversary

##### **September 2001**

Regional NGO Empowerment - Community Funding h. Community Clean up of beaches in Port Moresby

##### **October 2001**

Community Clean up of beaches in Alotau, Milne Bay

##### **November, 12 - 16, 2001**

- a. Effective Writing Workshop (to produce Manual on Volunteerism)
- b. IYV Promotion on different media (print and radio)
- c. National IYV Committee member participating in ISV in Geneva.

##### **December 5, 2001**

International Volunteers Day / IYV 2001

## **IYV in Ethiopia**

**R. Melaku**, IYV 2001 National Coordinator, IYV 2001 National Committee Ethiopia

Voluntary work has been part of Ethiopian life for many centuries. Farmers in rural areas, urban dwellers, religious institutions and the faithful all practise different and unique form of volunteering.

**DEDO** or **JIGHE** is a system which permits an individual farmer to call upon his neighbours to contribute labour during ploughing, planting, weeding, and harvesting. The pooled labour principle also applies in situations other than farm work. For example, the same labour force arrangement is invoked when people want to build houses, which can be a precursor of a housing project with community participation in low-income areas.

Another unique form of volunteering in Ethiopia in terms of its entrepreneurial spirit is **IKUB**. It is a traditional credit association where people make weekly or monthly contribution to a common pool. The value of this is that it permits a person to access a significant amount of money to be invested in business, building a house or some contingencies.

**IDIR** (Burial Societies) is the other form of community support system based on volunteerism. Its sole objective is to provide members and their families dignified funeral and bearing expenses associated with with a rendering necessary services in time of weeding, playing a conciliatory role in the community in time of differences of any sort and giving a helping hand to sick people are other aspects of the activity of Idir.

The other forms of voluntary associations basically of a religious influence are known as **MAHIBER** and **SENBETE**. The Mahibers are named after a particular saint or angel and meetings are conducted every month on that particular saint or angel's day usually in the presence of a clergyman. While getting together is the prominent feature of the Mahiber, it also comes to the assistance of the members facing difficulties. Members of the Senbete hold their meetings weekly and have more or less similar objectives to that of the Mahiber.

Monks and Nuns practise the oldest traditional form of volunteering in Ethiopia in the Monasteries since 3<sup>rd</sup> century AD. As a general rule the Monastic tradition strictly segregate Monks and Nuns on gender lines. But beyond the perimeters of the Monastery proper, Monks and Nuns form an integrated and effective productive force towards the discharge of economic functions. This well structured system of organisation strictly based on communal voluntary service is not only a self-contained and self-help community for it self, but also takes care of orphans and the destitute that come from around the Monastery and elsewhere.

Most of the traditional voluntary associations except that of the Monasteries have transformed themselves in time to fit into the modern structure of volunteering for an effective service. Different age groups from both genders with diversified professional backgrounds participate in voluntary activities in Ethiopia.

A number of events organised by the National Committee to commemorate the International Year of Volunteers attracted most of the voluntary associations in the country.

"The role of Art in the development of Youth Volunteerism" launched at Yared Music School. Young volunteers from different organisations and clubs came together to express their ideas and exchange experiences on volunteerism.

To highlight the issue of environmental protection within all groups of the community, a tree planting activity took place at Mukuyu. Volunteers form different associations together with other participants planted 10,000 seedlings.

An expedition was conducted to profile and document the oldest traditional volunteering in Ethiopia. Debre Wogeg Monastery (350 KM South of Addis) with the history dated back 800 years, was the site for the historical findings on volunteerism as practised by Monks and Nuns in Ethiopia.

An exhibition and bazaar were organised for voluntary organisations and associations working on poverty alleviation, HIV/AIDS, Education, Health etc; to display their activities to visitors.

The visit to Ethiopia of the former president of Ghana, H.E. Mr. J.J. Rawlings was yet another opportunity for Volunteers to come in an "Interface", a workshop organised in the form of an exhibition. Anti-AIDS clubs, Counsellors, Caregivers and other organisations express their ideas to the guest of honour and to many visitors. All participants of the event and the public benefited a great deal from the interaction and the fruitful message delivered by the former president.

All the above - mentioned events had media coverage which enhances the effort of disseminating information on volunteerism to the Nation at large. To encourage voluntary activities within the different organisations and among the community, certificates of merit and participation were also handed over during all events that took place.

## Abstracts from Session 3-55

### Discussion / Debate - Volunteer Networks Volunteer Networks and IYV 2001 in Iran

**A. Farmanesh**, President, Iran Future Studies Society (Future Club)

- History of volunteerism in Iran
- Influence of tradition and religion in volunteerism in Iran
- Current traditional activities of volunteers in Iran
- Modern NGOs in Iran
- Correlate governmental organizations with volunteerism in Iran
- Current situation of IYV and UNV in Iran
- The brilliant future of UNV in Iran

### Volunteer Networks

**A. Walbecq**, IYV 2001 Project Officer, IYV 2001 Joint Campaign

For the International Year of Volunteers (IYV 2001), six international volunteer organisations organized a one year Joint Campaign. Part of this initiative are:

- Coordinating Committee for International Voluntary Service (CCIVS), [www.unesco.org/ccivs/](http://www.unesco.org/ccivs/)
- Association of Voluntary Service
- Organisations (AVSO) Alliance of European Voluntary Service Organisations (Alliance)
- International Christian Youth Exchange (ICYE)
- Service Civil International (SCI)
- Youth Action for Peace (YAP)

The aim of this presentation is to provide an overview of the work done within this Joint Campaign and to launch a discussion about the future of the volunteer network.

The UNESCO Youth Coordination Unit (UCJ) and the United Nations Volunteers Programme (UNV) support this joint initiative.

The Campaign aims to highlight the concept of voluntary service, in all its various guises and to facilitate thematic debates throughout the entire year.

The targets are public and private institutions and organisations, local governments and municipalities new to voluntary service, and those already active in the domain.

Wishing to engage as many people and organisations as possible, the Joint Campaign seeks to raise awareness among the millions of active and potentially active volunteers about the voluntary service movement.

The recommendations resulting from the campaign shall be submitted to the UNV as a contribution to the final results of the overall IYV presented at the UN GA 2002.

Apart from being an opportunity to raise awareness on voluntary service and to address particularly topical issues, this

Joint Campaign also represents a chance to reflect internally on the past, present and future direction of our work and define possible partnerships with intergovernmental institutions. We not only want to show the world how great volunteering is, but also to ask ourselves some critical questions after almost 80 years of existence of our movement. For example, how can voluntary service balance the personal benefit and training interests of the volunteer with the service aspect for the community? As a matter of fact, this last question which inspired the title for the launching event on International Volunteer Day on December 5<sup>th</sup> 2000.

## Abstracts from Session 3-56

### Workshop - "Innovation" & "Celebration": Creative International Year IYV 2001 in Holland: A Source of Creativity

**D. Kruithof**, IYV National Committee Representative, NOV

**T. Van Loon**, IYV National Committee Representative, Committee Member, Director, The Netherlands Organizations for Voluntary Workers (NOV) and International Association for Volunteer Effort

Please see page 87 for more information.

### The Danish 2001 Caravan: An Innovative Example of Promoting the Work of Local Volunteer Organizations

**T. Andersen**, IYV National Committee Representative, IYV 2001 National Committee Denmark

**M. Brahtz**, IYV National Committee Representative, Project Coordinator, IYV 2001 National Committee Denmark

*The topic will be a presentation of the Danish 2001-Caravane, a project including an English double-decker (bus), which has been transformed into a small exhibition hall. The purpose: to give local organizations a possibility to promote their work on a local level. The Caravan has visited more than 70 cities in Denmark and has generated networking, co-operation and a huge amount of interest from the media.*

As in a lot of other countries, Denmark, in order to prepare the International Year of Volunteers has established a National 2001 Committee to plan and monitor the Danish activities. The daily tasks of coordinating and managing the different activities and initiatives have been placed at the 2001 Department, situated within the Volunteer Centre in Denmark, which works for promotion and support of the volunteer sector in Denmark.

The Danish government has allocated DKK 2.5 mio (approximately \$300.000) to local activities. Also, in each county a local office has been established to coordinate activities on a local level—with special focus on activities in relation to the 2001-Caravan.

The 2001-Caravan was named after a traditional caravan, that is a group of people and/or vehicles carrying goods and travelling through different cities to do business and to enable people from different communities to share the best parts of their products. The 2001-Caravan has done exactly this, but the "product" in this case has been human values: the whole meaning of volunteer efforts and the special qualities in volunteer work that cannot be replaced by any professional efforts.

Physically, the 2001-Caravan has consisted of an English double-decker bus, re-decorated for the purpose, and working as a small and mobile exhibition hall. The 2001-Caravan has been carrying different posters and exhibitions about the International Year of Volunteers generally, and about the Danish activities specifically.

One of the ideas of the 2001-Caravan has been to decentralize the initiative and the responsibility for certain projects and activities. Furthermore, the 2001-Caravan has been a strong encouragement for local organisations to cooperate certain events in relation to a visit by the Caravan. All over Denmark new networks and partnerships have been made,

and organisations earlier unknown to each other have taken this possibility to establish partnerships within the volunteer area.

During the time of the project from May to September, the Caravan participated in more than 70 volunteer festivals, markets and shows, creating visibility and stimulating cooperation between organisations on a local level. Local politicians have been obliged to address the issue of volunteer involvement. The Caravan has been able to give an aspect of great variety between different activities, and at the same time connecting these local activities, making them a part of a single project on a national level.

The presentation will give more details about the project, and a lot of photos from the project will be shown.

### **Special IYV 2001 Campaign: "Being Miss South-Pacific and Volunteering"**

**M. Apelu**, IYV 2001 Coordinator for Samoa, UNDP / UNV Samoa

What does working as a National United Nations' volunteer and being a Miss Samoa have in common? "Serving the community" would be the answer if you asked the newly crowned Miss Samoa, **Manamea Apelu**. Before Ms. Apelu was crowned Miss Samoa 2001/2002, she was already serving the community. At one time, the 26 year-old national UN Volunteer from Tiapapata was seen on national television hammering nails to the first home built in Samoa by Habitat for Humanity Samoa Fusi Safata. But that was just a part of her service.

Now that she's Miss Samoa, another important role has been bestowed on her: Ms. Apelu has become a role model to younger Samoans. She works as an advocate on issues related to tourism and cleaning up the world. In Samoa, help improve poor accommodation, insufficient food supply and education. More than three hundred volunteers are currently in Samoa helping out in each respective department. Newly crowned Miss Samoa, **Manamea Apelu**, is one of these volunteers.

Away from the glamour, spotlight and the attention, Manamea devotes her time freely. "The rewards are unique and I get my biggest contentment from seeing the people we help go on to live better lives," Miss Apelu reflected on her job. As a National United Nations Volunteer, Miss Apelu's job is to promote, facilitate, network and raise the awareness level in volunteerism. While it may sound easy, there are many complications involved. One of the problems is the apparent lack of awareness about volunteerism in Samoa.

"We need to get the message out that volunteering is fun. It is good for you. It provides skills and experience. It opens up countless opportunities," the University of the South Pacific student said. "A lot of people in Samoa do not realize that volunteerism does exist in our country. We sometimes take volunteerism for granted and it is rarely acknowledged." But in Samoa, volunteerism is reflected in everyday life whether it's in town or out in the villages.

Women's committees are a very good example. Women involved with these organisations give their time freely to help improve the lifestyles of many in their community. Take the village councils for instance. Matai (chiefs) don't get paid to be in the councils. They do it freely and their main objectives is to ensure that the villagers are taken care of."

Miss Apelu believes volunteerism needs to figure more prominently in public policy and gain recognition as a valued form of activity. To do this, the younger generations must be encouraged and be taught about their ability to contribute to volunteerism. This is an area Miss Apelu will be working on during her reign as Miss Samoa.

"It's one of my priorities as Miss Samoa. Having been crowned Miss Samoa has given me a lot of confidence about my job. I know the youth of Samoa have got a lot to offer, to help their neighbours," Miss Apelu said.

"It's nice to know that your work as a volunteer is being honoured internationally. It's a real thrill," Miss Apelu said.

See also: *Miss Samoa Preaches Volunteerism*, [www.miss Samoa.ws/press.htm](http://www.miss Samoa.ws/press.htm), Courtesy of: *Sunday Observer*, 16 September 2001

## **Abstracts from Session 3-57**

### **Discussion / Debate - Volunteering for the Environment**

#### **The "We for Yamuna" Volunteer Project in India**

**R. Singh**, IYV 2001 National UNV (NUNV), UNDP / UNV India

The "We for Yamuna" project in India brought young volunteers to clean the highly polluted Yamuna River running through Delhi. Within a relatively short time, this small initiative developed into a large movement involved in other sectors, including the government.

#### **Ações e Projectos no Ano Internacional do Voluntariado 2001**

**M. Avena**, Coordinator of International Relations, Terra Mirim Foundation

##### **Histórico Síntese Da Instituição**

A Fundação Terra Mirim é uma instituição do Terceiro Setor, criada em maio de 1992 e oficializada em dezembro de 1994 através da publicação no Diário Oficial de 21/12/94. É reconhecida de Utilidade Pública Municipal conforme lei nº 553/98 e Estadual conforme lei 7726/2000, em diário oficial de 1/12/2000. "Tem como finalidade principal desenvolver ações ecológicas integrativas, sustentáveis, orientadas para recriação, preservação e respeito à vida, o que se cumprirá através de programas de recuperação, conservação e educação ambiental." (Art. 3º do Estatuto).

Situada na BA 093, no município de Simões Filho- Ba, Região Metropolitana de Salvador, a sede da Fundação Terra Mirim ocupa uma área de 2,5 ha, está localizada no centro de um triângulo industrial formado pelo Complexo Industrial de Aratu em Simões Filho, Polo Petroquímico de Camaçari, e Refinaria Landulfo Alves em Candeias. É uma área remanescente da Mata Atlântica, onde se concentram poluentes atmosféricos e hídricos, e sofre uma ocupação populacional desenfreada e desestruturada. Grande parte da população local vive em estado de miséria e ignorância. Tal situação sinaliza a necessidade de práticas educativas que ampliem a consciência, a ação eco-ambiental local e o exercício da cidadania. A Fundação Terra Mirim, em seus 9 anos de atuação, constituiu uma eficie

##### **Concepção De Voluntariado**

A causa que guia toda atuação da Fundação Terra Mirim tem como base a espiritualidade, compreendida aqui como uma ação consciente de transformação de si mesmo e realidade, inspirada no profundo sentido de unidade.

A nossa concepção de voluntariado foi sendo construída no decorrer de vários anos de serviço ininterrupto. Comumente se chama trabalho voluntário, aqui no Brasil, as ações de caráter assistencialista. Aquelas em que os "excluídos" são atendidos por campanhas ou projetos de doações que atendem provisoriamente as necessidades básicas; novas demandas se criam infinitamente. Acreditamos que essas ações ainda não são o serviço voluntário essencial, é simplesmente quem tem mais dar algo aqueles que não têm ou têm menos. Isso nada mais é do que um dever social natural. A partilha deve ser uma atitude comum daqueles que tem em demasia, já que a humanidade, até agora, fez a opção de não realizar a grande partilha.

Para nós da Fundação Terra Mirim o sentido profundo de ser voluntário significa um caminho vivencial de construção de novos modos de vida. A dedicação cotidiana à descoberta e implementação de soluções criativas para uma vida mais essencial.

Esse é um caminho já trilhado por muitos buscadores no mundo inteiro, a própria vida do buscador, toda ela, é colocada à disposição da construção da experiência. Tomados

pelo espírito de causa entrega-se tudo, e o espírito coletivo da causa sagrada e o buscador tornam-se um só.

Ocorre nessas pessoas uma profunda auto-construção individual e coletiva. A inteireza da ação, a capacidade de renúncia à vida comum trazem uma grande ampliação da consciência. A vida consciente e dedicada verdadeiramente cria possibilidades antes inimagináveis. A dedicação por devoção quebra conceito de tempo, de se estar ou não prontos para o serviço que o propósito indica. A multiplicidade de talentos se apresenta como uma fonte inesgotável.

É possível! O próprio caminho diz e impulsiona os buscadores a irem cada vez mais adiante.

Novas micro sociedades auto-sustentáveis se criam pelo serviço intenso, diário e devocional. Naturalmente essas comunidades intencionais tornam-se núcleos geradores e multiplicadores de uma nova vida; seus criadores, meros instrumentos do Criador, são ousados sonhadores e realizadores, muitas vezes chamados de loucos. Só aqueles que são capazes de nada esperar podem se lançar no desconhecido da busca e dedicar suas vidas à uma causa, tornar-se um só com ela. Estes são os voluntários essenciais, estão completamente disponíveis para concretizar e compartilhar a diversidade da abundância de Deus no amado Planeta Terra.

Nessa perspectiva, através de um voluntariado criativo e devoto, muitos projetos são desenvolvidos pela Fundação Terra Mirim, entre eles o Projeto Águas Puras que descrevemos a seguir:

#### **O Projeto Águas Puras**

As terras da Fundação Terra Mirim são banhadas pelo rio Itamboató, afluente do rio Joanes que abastece a região metropolitana de Salvador. Por muito tempo o rio Itamboató esteve doente, isto é, suas águas não fluíam, seu leito estava assoreado, o que provocava inundações tanto na Comunidade da Fundação Terra Mirim quanto nas comunidades vizinhas. Os órgãos públicos, por mais que se solicitasse, não tomaram providências; alegava-se o alto custo dos maquinários necessários para efetuar a operação de limpeza do rio. Os residentes da Fundação decidiram então começar mutirões semanais de limpeza do rio. Todos os sábados, ao amanhecer do dia, a comunidade entra no rio, faz contato consciente com suas águas, seu significado, suas memórias...

#### **Fighting for Recognition: The Case of Egerton University Youth Wildlife and Environmental Movement (YWEM) Club**

**P. Okello**, IAVE Youth Member, International Association for Volunteer Effort (IAVE) Kenya

Volunteering is fun and should be a way of life particularly for the youth on whom the future of volunteerism depends. Unfortunately, many do not know this simple fact.

Youths in Kenyan public universities have great interest in volunteering but like others elsewhere have found it challenging. The universities' calendar coupled with lecture timetabling has made volunteering but a dream to many students. The uncooperative administrations at some public universities is yet another obstacle in the quest of students volunteerism. Lack of adequate funds or sponsorship, common with many groups is too a constraining factor.

But the story of an environment club at Egerton University, a Kenyan public university shows a case of youths who nurtured their volunteer efforts to fruition. The youths nurtured their seeds of volunteering on unfertile grounds. On those grounds others had their volunteer flowers plucked off and some forced to wither, as they could not adapt to the harsh environment.

This paper presents the case of Egerton University Youth Wildlife and Environmental Movement (YWEM) club. At the initial stages of its establishment, this environmental club had to wage a survival war, fighting for recognition. This was necessitated by numerous challenges that crossed its operation track. The battle was fierce and at one point the youths at the battlefield had a choice to make- to continue

with the war or to surrender. A few chose to continue as others threw in the towel. With the dawn of the 21<sup>st</sup> century and declaration of the year 2001 as the International Year of Volunteers, the war has eventually been won. The results have brought a tangible change and goaded many youths to embrace volunteerism spirit.

#### **The Role of Volunteers in Ecology: The Example of Argentina—"It was not so difficult"**

**V. Mariezcurrena**, External Representor, International Relations, Asociación Acuerdo Ambiental

The organization I volunteer for is called Acuerdo Ambiental. It is a non-governmental and non-profit organization without any political or religious inclination, funded in June 1999. Its only driving force is to volunteer for preserving Argentinean's natural and cultural resources. It was founded in San Nicolas de los Arroyos, Argentina.

Its funding is only based in the monthly payments of its members. No governmental support is received. All its members volunteer in it, none of them receive any salary. Among its members there are architectures, engineers, anthropologists, biologists, teachers, economists, lawyers, practiced people, and students from the primary school to Universities.

Nine persons belong to the Decision Committee, and more than a hundred take part in different campaigns. The organization also takes part in 12 advisory and decision-making bodies in San Nicolas' town hall, as for example, the advisory committee for natural protected areas management, the environmental forum, and the cultural heritage commission. We also were representatives of our region for the IVY 2001.

I would like to share with you our experience simply like a grass root level association, and how we started, the gaps we faced, all within the particularities of our Argentinean context, a country that does not have a long history of environmental awareness and/or training.

## **Abstracts from Session 3-58**

### **Workshop - Social Marketing and Volunteerism**

#### **The Benetton Poster Campaign: A Private Sector Initiative for IYV2001**

**N. Joffre**, Benetton IYV 2001 Campaign / IC Volunteers

**J. Mollison**, Photographer of the Benetton UNV Poster Campaign, Benetton

BERLIN/BONN, 25 September 2001—A former member of a street gang, who still bears the signs of his past life tattooed on his skin, now fights against violence; a young lawyer promotes and defends human rights; a transvestite distributes condoms amongst prostitutes; an elderly tap dancer entertains residents in old people's homes. They come from every nation around the world, they have diverse backgrounds, they are young or not-so-young but they have in common the same feeling of commitment to the weak and suffering. They are the endorsers for United Colors of Benetton's communication campaign for autumn 2001 produced in collaboration with United Nations Volunteers Programme (the United Nations' programme that has been dealing with voluntary action around the world for the past thirty years) for the International Year of Volunteers, whose celebrations will culminate on 5 December 2001 with International Volunteer Day.

In this new press and billboard campaign, photographed by **James Mollison**, one of the young creative talents of Fabrica, Benetton deals with a subject that is typical of its communication strategy and, once again, talks about 'real people', touching on important issues for a civilised society. During the campaign's conception stage Fabrica (Benetton's Communication Research Centre) studied various ways of being a volunteer in today's world, focusing on the more unusual aspects and showing that devoting one's time and energy to others also leads the way to self-improvement and to achiev-



ing a better quality of life.

A special issue of Colors will be published for the campaign, devoted entirely to voluntary effort. On 5 December in Rome Fabrica Musica will perform music composed especially for International Volunteer Day.

'With our new campaign we have chosen to come out in favour of the voluntary effort', said Luciano Benetton, 'and of all those who elect to work for the good of others, without prejudice. Our partnership with such a prestigious body as the United Nations has taught us that there are many ways of being a volunteer. Our aim is to give greater visibility to a multi-faceted reality which many people underestimate or of which they are often totally unaware. In actual fact the volunteer effort constitutes a real opportunity to give a deeper meaning to our life and is one of the most vital and positive examples to young people around the world.'

According to United Nations Volunteers, whose headquarters are in Bonn, Germany, and which every year mobilizes 5,000 people from all over the world to serve the causes of peace and development, so far not enough attention has been given to the social and economic value of voluntary work, even though it is the most common form of human solidarity in developed as well as in developing countries. Suffice it to say that in the few countries where volunteerism has been measured, volunteer activities make up between 8 and 14 percent of the gross domestic product (GDP). A study conducted in nine European countries estimates an annual volunteer input which equals almost two million jobs. In particular, in Germany, 34 percent of the population over 14 years (22 million people) are regularly involved in volunteer activities. In the United States, the volunteer workforce represents a value of \$225 billion every year.

'The International Year of Volunteers was declared to highlight this enormous force,' explains, the UNV Executive Coordinator **Sharon Capeling-Alakija**. 'The Benetton campaign makes an important contribution to getting volunteers off the sidelines and into the centre of public attention. It shows volunteers for what they are: the glue that holds society together.'

Benetton and the United Nations started collaborating in 1996 with the first big communication campaign for the World Food Summit organised by the FAO (Food and Agriculture Organisation of the United Nations) to discuss the problem of hunger in developing countries. In 1997 the United Nations and Benetton joined forces yet again with a worldwide campaign celebrating the 50th Anniversary of the Declaration of Human Rights, and again in 1999 for the fundraising campaign for Kosovo with the collaboration of UNHCR (United Nations High Commission for Refugees).

The Benetton-UNV campaign will be seen throughout Europe, the United States, South America and the Far East, in newspapers, weekly magazines, women's and lifestyle magazines and on billboards located in the world's major capitals.

## **Communications as a Means of Social Marketing: The Volunteer Odyssey**

**G. Drouet**, Prospective Internationale

### **Activity Framework**

The United Nations has proclaimed 2001 as the International Year of Volunteers. The year will focus on the key objectives of promotion, recognition, facilitation and networking.

A large part of world population is not aware of the efforts and achievements that volunteers assume day by day. Tens of human activity sectors are supported through their constant work: health, education, democratization, environment, infrastructure, human development, etc.

PI, Prospective Internationale, is producing the "Volunteers' Odyssey" in order to sensitize young generations to sustainable development.

### **Goals**

The main goal of the "Volunteers' Odyssey" is to encourage people to get involved in volunteers activities and most spe-

cifically young generations thanks to its dynamic and contemporaneous format.

The Odyssey will allow people from several countries and backgrounds to meet on a common theme. Looking ahead, we are convinced that the Odyssey's concept is a key element of developmental policies success and promotion in the 21<sup>st</sup> century thanks to its constant realization on coming UN international year themes.

### **Media**

Television is the media format chosen by PI because its wide diffusion and immediate impact permits us to reach a large audience of different ages.

The Odyssey will also be accessible through a website with links from sectors involved in the project: governmental and non-governmental organizations, TV channels, sponsors, cinema, and video schools, etc. Visitors will also find concrete information about each one of the visited volunteers' projects. The site will develop an active cooperation between volunteers, TV viewers and Internet users.

### **Principle**

The principle of this game is to encourage the exchanges of information between the young reporters and the television audience. The idea is to develop a close symbiosis between the young reporter and the TV viewer as they discover every volunteer site, filmed on a positive way.

TV viewers are encouraged to participate in two ways: they can vote for each team in the program and answer the enigma to join the contest to win a trip to a volunteer site.

### **Audiovisual products**

- Seven 52 minute-long programs in three language versions, plus an international version.
- + a 52 minute-long documentary in three different versions, plus an international version.
- with seven interviews of famous volunteer personalities
- and seven enigmas to attract and intrigue the audience
- 49 volunteers' sites discovered through an exciting trip around the world
- 21 young future communication decision makers sensitized to sustainable growth
- millions of TV viewers who will discover how easy it is to be generous

### **Broadcast**

The Odyssey broadcast through:

- National channels in developed and developing countries  
Thematic channels (youth, discovery and games...)
- Local channels
- Cable and satellite channels
- Channels producing their own programs in their own language and studios with their presenters, thus we will provide them with the concept and the reports.
- Pedagogic and continuing education services from the public and private sector.

### **Budget**

The global budget for the Volunteers' Odyssey is 600,000 Euros.

Thanks to its highly efficient design, The Odyssey of Voluntarism requires a relatively small budget to produce a series of programs in which quality, diversity and originality are combined.

Only 10 sponsors will appear in a single program, maintaining exclusivity on each activity sector. Sponsorship could consist of either financial support or the providing of services:

- Main sponsor (8 programs / all languages) 50,000 Euros
- Structural sponsor (1 program / all languages) 10,000 Euros
- TV channel broadcasting rights (8 programs / 1 version) according to quotas

### **Sponsoring**

#### *A category Main Sponsor*

- Provide: 50,000 Euros as financial or service support
- Receive: appearance in all programs, in all channels
  1. logo appearance in the credits of all broadcasts in all channels
  2. link from home page and sponsorship page in the Odyssey web
  3. logo appearance in all written documents of the Odyssey
  4. publicity info and demo stand during public relation events

#### *B category Structural sponsors*

- Provide: 10,000 Euros as financial or service support
- Receive: appearance in one programme, in all channels
  1. logo appearance in the credits of all broadcasts in all channels
  2. link from the home page and sponsorship page in the Odyssey web

#### **Television channels**

- Provide: broadcasting rights according to quotas also in charge of receiving answering phone calls from the audience.
- Receive: appearance in all programs, on its own channels
  1. logo appearance in the credits of all broadcasts it transmits
  2. link from sponsorship page in the Odyssey web.

The Odyssey can be broadcast either once a week during 7 weeks or once a day during one week.

#### **Budget Distribution**

The total budget is 600,000 Euros, which are distributed as follows: 330,000 Euros in financial resources, i.e. 55% of global budget 270,000 Euros in services, i.e. 45% of global budget

#### **Requested Services**

##### *Air transport*

- Single trips for the 21 young reporters' Home > start point > seven stages > home (21 x 9 / 7 = 27 single trips)
- Return trips for the 3 winning reporters Home > script point > filming point > edition point > home
- Return trip for the winning TV viewers 4 winners for each channel (yet to define)
- Return trips for the Odyssey coordinators

##### *Airplane sponsorship*

- consist on 27 single trips and from 8 to 24 return trips for a airline to be present in all broadcasting television channels for one program

##### *Video equipment (provided or lent)*

- DV video camera
- Portable cut-to-cut editing bank
- External microphone
- Extra batteries
- Tripod Lights
- Video tapes
- Transport sack
- Global repairing service

During the Odyssey, video equipment manufacturers will supply 21 future professional reporters, filmmakers and decision-makers of production companies who are now beginning their careers. A contact with an extraordinary exponential effect because these young professionals are to be the communications leaders of tomorrow.

##### *Insurance*

- Organizer's responsibility
- Event cancellation
- Reporters and equipment travel

- Reports and programs transport and video transfer

##### *Telecommunications*

- Providing of national and international telephone services

##### *Courier service*

- Sending of promotion video tapes
- Receiving reports from the teams
- Sending of programs to television channels. Equipment transports.

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#### **Social Marketing, the Internet and Volunteerism**

**B. Cugelman**, IYV 2001 Web Master, United Nations Volunteers (UNV)

According to CHAOS theory, the wings of a butterfly can cause a storm on the other side of the world. But in terms of social marketing, one web master or organisation, can inspire a world of volunteers to cause a storm of social change on the other side of the world.

During this presentation, IYV web master **Brian Cugelman** will discuss social marketing, the Internet and volunteerism. He will discuss what social marketing is, while looking at common elements in social marketing strategies. He will try to provide an explanation of what the "power of the Internet" really means. And this will happen by looking at the advantages of Internet communications over other communications media while comparing the Internet revolution to the Protestant revolution. And to bring it all together, he will propose a model for how to better unifying the sum of the world's volunteer potential by the development on Internet based social marketing campaigns.

## **Abstracts from Session 3-59**

### **Workshop - Commitment and Volunteerism Commitment and Volunteerism**

**C. Archer**, Secretary-General, International Peace Bureau (IPB)

**D. Arnott**, Secretary, Burma Peace Foundation, Librarian, Online Burma Library

**A. Babey**, ATTAC

**K. Krause**, Institut des Hautes Etudes Internationales

Little has been said during IYV 2001 about the link between volunteerism and activism, yet it seems that definitions and the understanding of links and differences are an important element in the strive for more recognition and facilitation of volunteer work.

This presentation is part of a discussion / debate panel on volunteerism, commitment and activism. All panel participants are working as or with volunteers, defending a cause such as human rights, disarmament and peace. Some do not see themselves as volunteers, but rather activists, yet they act out of free will and, for many projects, without financial retribution.

## **Abstracts from Session 4-21**

### **Plenary - IYV 2001 and Beyond**

#### **Statement From The International Symposium on Volunteering held on 18 to 21 November to the 56<sup>th</sup> Session of The United Nations General Assembly**

We, members of National Committees for the International Year of Volunteers, representing ninety eight countries from every region of the world, constituted jointly by governments and civil society, have met for three days to share experiences and lessons learned through IYV 2001 and to prepare for the future.

We conclude that voluntary action, which is deeply embedded in every society, has never been more central to our

communities and nations than at the present time. We note that there are serious limits to the extent to which institutions and organizations are able to reach the poor and the marginalized. It is vital, therefore, that full recognition be given to the enormous impact which millions of people make, through volunteering, to building social cohesion and promoting economic development.

The designation by the General Assembly of 2001 as the International Year of Volunteers has provided tremendous impetus to what is fast becoming a worldwide movement. IYV is already a milestone in the history of volunteering it must also be a stepping-stone to the future. It has provided space for government and civil society to work together and to map out ways in which volunteering can be supported in coming years. The decision of the General Assembly to dedicate a full day to discussion on how government and the United Nations can best promote volunteering is enormously significant.

We embrace the values and principles of the United Nations Millennium Declaration, particularly as regards our common duty to the most vulnerable of the world's people. Volunteers will be vital in meeting your goals and the volunteer movement is your ally and partner in the quest to meet the challenges of our times. We look to the General Assembly and Member States for further leadership in this regard.

### **Closing Remarks from the Swiss National Committee**

**J. Stamm**, IYV National Committee Representative, President, IYV 2001 National Committee Switzerland, iyv-forum.ch

Final words closing remarks and impressions of the Symposium.

### **Towards an African Volunteer Corps for Peace**

**S. Niasse**, UNDP / UNV Senegal

Considering the increase of violence, conflicts and mutilation that are destabilizing the African continent, an African corps of volunteers more than ever has become a necessity.

Since 1972, more than 30 wars—often, internal conflicts—have split communities and destroyed the stability of countries. As many of these conflicts are internal, governments, parliaments, but also civil society are key actors in the peace process.

IYV 2001 has been an opportunity for volunteers to network and to help reconstruct many conflict-torn countries. This presentation introduces the project for an African Peace Corps and highlights the role of women volunteers in Senegal. The African Peace Volunteer Corps is being founded on the bases of articles 52/53 of the UN Charter of San Francisco. Set up with the support of UNDP and UNV, it must remain completely independent, founded on the spirit of tolerance, cultural respect and peace. Women have played a key role in the creation of the Corps.

### **Le Rôle des Volontaires et Activités du Comité National AIV 2001 au Congo**

**J. Ebamba**, Ministry for Social Affairs

The Republic of Congo has faced many challenges since 1998, when a civil war broke out, hindering the development of the country. Currently, however, there is hope that peace can be restored. IYV 2001 was launched by the Ministers of Foreign and Social Affairs and has been an opportunity to mobilize people from the grassroots level to embrace peace.

A seminar on IYV 2001 activities was organized under the auspice of President Kabila. This seminar allowed volunteers and volunteer organizations to prepare the Year, for which 40 NGOs, private sector organizations, religious movements and government agencies joined forces, forming a national committee to improve social integration and obtain better recognition for volunteer work at both legal and functional levels.

Volunteering is an essential element in Congolese society, a

society of service, sharing and solidarity, where human beings can only exist through interaction with other human beings, communities and families. Different names are given to these services, ranging from "conviviality", "tolerance", "generosity", "mutual help" to actual "volunteer services". As such, volunteering is a very effective tool against poverty and social exclusion.

For the future, it is important to create structures, such as Volunteer Centers, to promote and reinforce volunteering, offer training, improve research and consolidate volunteer efforts, creating synergies between local, national and international partners.

### **IYV 2001 National Committee Guinea-Conakry**

**B. Kouyate**, IYV 2001 National UNV (NUNV), Guinea

This presentation introduces a peace volunteer movement led by women to restore peace in Guinea, Sierra Leone, and Liberia. This women's movement was initiated during IYV 2001 by Ms. Sana Garaba, Ex-Minister of Guinea, to bring about an indispensable change in attitude of the political leaders towards both volunteers and the peace process. On 25 June 2001, a National Symposium on the Culture of Peace was organized in Guinea, which led to the creation of an interdisciplinary committee, aiming to elaborate a strategy for peace. The Committee has already made great progress, striving to improve exchanges within the country.

## **Abstracts from Session 4-31**

### **Discussion / Debate - Volunteering and Social Inclusion**

#### **Volunteering and Social Inclusion: The South African Example**

**B. Mogashwa**, IYV National Committee Representative, University of Pretoria Campus

This presentation focuses on methods for involving community members and concretizing the spirit of volunteerism. Volunteerism tends to be geared towards young people, adults, and the elderly; the practice should begin at an even younger age. Teaching children the spirit of volunteerism early on encourages responsibility and respect for the poor and underprivileged. Rather than going into communities and doing the coordination of the volunteer work, it is more efficient to involve community members themselves and allow them to assume responsibilities. The IYV 2001 National Committee of South Africa has launched a campaign called "Care for the Elderly, They've Cared for you."

#### **Social Inclusion of Disabled Children in India**

**V. Kundu**, IYV 2001 National UNV (NUNV) / IYV Project Officer, IYV 2001 National Committee India

In India, the situation for disabled persons is difficult. Almost all public buildings and places continue to be inaccessible and non-negotiable for a person with disability, like special toilets, ramps, special signals etc. There is a lack of proper education and vocational training opportunities for children with disability. Disabled persons are a socially excluded lot, as there is a general pervasive attitude of discrimination and pity towards the differently abled rather than an empathetic attitude to their needs. Rehabilitation Services are almost negligible in rural areas. There is a lack of adequate human power to work in different areas pertaining to the differently abled. Employment opportunities for persons with disability are poor.

In India, initiatives of the International Year of Volunteers for persons with disability included five main aspects:

1. Young volunteers for the Persons with Disability in partnership with 'BROTHERHOOD'.
2. An action study on coverage of disability by the Media in partnership with 'SAMATVAM'. Samatvam is an initiative of Team IYV India and comprises of media persons, researchers and other concerned individuals working for

the disadvantaged). A website on disability was also launched by EmpathyIndia that is being projected as an information clearinghouse.

3. Efforts to making hospitals friendly to persons with disability
4. Alternatives to mental asylum—An Action Study
5. Schizophrenia Support Group

### **IYV en Ecuador: El voluntariado como motor del desarrollo social**

**M. Delgado Chávez**, Volunteer, Coordinator, National Youth Forum, Representative of the National Committee of IYV-Ecuador

El Comité Ejecutivo Nacional del Año Internacional de los Voluntarios fue creado en el mes de junio del 2000 con el propósito de ser el encargado de todo lo referente con la celebración. La conformación del mismo es el producto de la unión de varias instituciones voluntarias, así como de organizaciones gubernamentales y no gubernamentales.

El Comité Nacional AIV 2001- Ecuador, que impulsa el tema de voluntariado en las diferentes áreas; considera importante fortalecer un espacio de participación intergeneracional, a nivel nacional, toda vez que el voluntariado ha sido siempre entendido por el denominador común de la población como un espacio muy limitado.

En el desarrollo de las distintas actividades, los actores pasivos se han convertido en gestores de cambio, es así que el voluntariado, en su correcto entendimiento, colabora en el desarrollo social.

### **Volontariat et cohesion sociale**

**H. Redegeld**, ATD Quart Monde

Les personnes et familles vivant dans l'extrême pauvreté sont les premières à agir au quotidien pour se libérer de la misère. Leurs gestes, leurs actions, leurs pensées ne sont pas toujours visibles et sont insuffisamment pris en compte dans les stratégies de lutte contre la pauvreté. Comme sont insuffisamment connus, reconnus et soutenus les engagements d'autres personnes à leurs côtés, dans la durée. A partir d'exemples concrets, la présentation s'attachera à mettre en lumière l'indispensable partenariat des personnes et familles subissant la misère et l'indispensable partenariat de ceux qui ne connaissent pas la misère. C'est en s'engageant ensemble, en apprenant les uns des autres, en respectant l'histoire et les savoir-faire de chacun, que peut se créer un "monde libéré de la terreur et de la misère", comme l'affirme le préambule de la Déclaration universelle des Droits de l'Homme.

## **Abstracts from Session 4-32**

### **Workshop - Government Support Examples 2**

#### **United States Census 2000: Motivating Public Participation through Volunteer Partnerships**

**B. August**, Chief of Partnership and data services, United States Bureau of the Census

The United States Census Bureau has conducted a census of the national population and households every ten years since 1790, providing a statistical portrait of America. The purpose of the census is to apportion seats in the U.S. House of Representatives and to determine legislative district boundaries within states. The data gathered also become the cornerstone for the allocation of federal funds to states and local communities. Agencies, organizations, and people from all walks of life use census data. Some use the information to advocate causes, research markets, target advertising, and locate skilled workers; others use it to help prevent diseases, resolve social problems, and aid disaster victims.

In recent decades, public concerns about the incompleteness and inaccuracies in the census have grown. Over the past three decades the mail response rate has been on a

historical decline and there has been a significant increase in the undercount of certain segments of the population. Our challenges then were: reversing the decline of response rates, achieving a complete count, and developing a strategy to motivate people who tend not to be persuaded by advertising, nor any other conventional means.

The Census Bureau's strategy for addressing these challenges was to develop partnerships with national and local leaders and organizations. Recognizing the value of local knowledge and influence, the Census Bureau formed volunteer partnerships with state, local, and tribal governments, community groups, nongovernmental organizations, the media, and private sector industries. The Census 2000 Partnership Program was the vehicle for local outreach, education and awareness nationwide. The purpose of the Program was to:

- Increase the overall response rate for Census 2000. Reduce the historical undercount of racial and ethnic groups and other hard-to-count populations.
- Communicate a consistent census message to all Americans.

The key phases of the Partnership Program included planning, awareness and education, motivating communities, a thank you campaign, and debriefing and evaluation.

The Partnership Program was the Census Bureau's clear and constant voice to the American public, allowing volunteer organizations and community leaders to implement innovative census activities with their constituencies. Promotional volunteer committees were established in every major city, county, and state and thousands of smaller communities. Grass-root local and national organizations were persuaded to promote the census among their constituency. Large corporations and small businesses promoted Census 2000 through customers and employees. An aggressive media campaign was spearheaded regionally and at the national level. Schools and religious organizations partnered to develop and implement programs to motivate participation in their communities. National specialized initiatives were developed to reach special populations. This program marshaled volunteers throughout the country to implement creative and innovative activities reaching all segments of the population.

The effective collaboration of 140,000 volunteer community groups and leaders with the Census Bureau resulted in the program's success. Producing a historic increase in response rates and reversing a two-decade decline. The underlying message focused on the benefit to local communities of having a complete count in terms of equitable funding and fair representation. Many methods were used to motivate the public in a 3-year-long quest that involved people across the country in a heightened sense of civic engagement and celebration.

### **Government Support in India**

**R. Mishra**, Ministry of Youth Affairs and Sports

In Asia, officials from the Government of India helped mobilize youth, which represented a population of 10 million people to carry out activities in projects for street children and disaster relief in 2001. The International Year of Volunteers created a partnership coalition between UN agencies, voluntary groups, private companies and government institutions to respond to social and economic needs.

### **IYV 2001 Activities in Lao PDR**

**S. Sakonhnhom**, Ministry of Foreign Affairs

In the Lao People's Democratic Republic, the Social Affairs Ministry is a member of the IYV 2001 Committee and coordinates several government initiatives involving volunteers. These range from street cleaning and tree planting programs to exhibitions, and from meetings and conferences bringing together government and NGO representatives to work on the international recognition of volunteer work to social inclusion programs.

The presentation includes an overview of the content includes:

1. Establishment and composition of the IYV 2001 Committee

in Lao PDR

2. Events to date Environment (tree planting) Awareness raising (mini-marathon, IYV 2001 T-shirt distribution)
3. Survey of Volunteerism in Lao PDR
4. Planned (26 Nov) discussion meeting on volunteerism in Lao PDR (Government of Lao plus volunteer/development organizations)

## Abstracts from Session 4-33

### Workshop - IYV 2001: Youth Report Young Volunteers Report: International Symposium on Volunteering

**N. Mistry**, United Nations Volunteers (UNV)

This brainstorming session is the continuation of Pre-Symposium 1-11: Youth Forum, addressing the future of volunteering and youth.

## Abstracts from Session 4-34

### Discussion / Debate - National Committees 1: Transforming National Committees An Operational Framework For Institutionalizing Volunteerism And Founding A Volunteer Research Center In Kenya

**C. Makunja**, IYV 2001 Focal Point, IYV 2001 National Committee Kenya

Kenya is experiencing difficulties in financing the national volunteer budget. The experience of the activities of the IYV 2001 indicate that a new global strategy for strengthening volunteerism—with more resources, a sharper focus and a stronger commitment—could be the panacea to a myriad of problems afflicting Kenya and other developing countries.

Recognizing that volunteerism can not succeed in a vacuum, the paper proposes an operational framework for institutionalizing volunteerism in Kenya by examining essential institutional structures and mechanisms (both structural and systemic) that make volunteerism genuine and sustainable. It presents the argument that the 'missing link' between volunteerism and its sustainability in Kenya is lack of a policy framework and an institution that can be used as a nerve center or a focal point to strengthen, document, mitigate the value, facilitate and promote volunteerism and the ingredients that go along with such a proposition.

### Irish Poets Volunteer

**H. Lahert**, IYV 2001 National Co-ordinator, IYV 2001 National Committee Ireland

The presentation brings delegates on a visual journey through the work of the National Committee on Volunteering Ireland's promotion of volunteering for IYV 2001, through the medium of arts, poetry, photography, visual and literary arts at a national and local level.

Ireland renowned for both its literary and volunteering traditions, will marry both passions in a **series of poetry**, celebrating UN International Year of Volunteers.

2001 is the UN International Year of Volunteers and five of Ireland's leading poets have been put to the challenge. **Rita Anne Higgins, Mairead Mebh, Denis O'Driscoll**, Irish language poet **Louis de Paor** and the award winning young poet, **David Maybury** (aged 17) were asked to put pen to paper and reflect on volunteering, the act of 'giving freely of one's time'.

The resulting collection, both humorous and serious, gives a thought provoking insight into everyday life in Ireland's villages, towns and cities.

From Grettie the cutting the towns toenails of a Saturday night to wonderful, healing tales from Kosovo.

Each poem was mounted on a specially designed card and distributed freely to volunteers in Ireland and around the world, in acknowledgement of their enormous contribution to shaping the future of their village, town or country.

The cards were designed on 6 November 2001 by leading New York based, Irish artist and illustrator **Brian Cronin**.

For photos and additional information contact Marguerite Bourke, Information/Media Officer, National Committee on Volunteering. Tel 8146103 or 086/850796; Email [marguerite.bourke@comhairle.ie](mailto:marguerite.bourke@comhairle.ie).

### The Future of Volunteering in Honduras

**M. Guardado**, IYV 2001 National UNV (NUNV), Focal Point, UNDP / UNV Honduras

- Beginning of the process in Honduras.
- Basic Features included in the process.
- Actual volunteer initiatives in the country.
- Building social capital, the future of IYV 2001 in Honduras.

### Strategies for Sustaining the Impact of IYV 2001

**D. Styers**, Director, Technical Assistance and Capacity Building, Points of Light Foundation, USA

Mr. Styers will present the IYV 2001 United States Committee's future strategy for the initiatives begun during IYV 2001. The presentation will include a description of the committee's planned year-end event (with participation by elected and appointed government officials); plans to sustain the networks established during the year; the methods for dissemination of the information gathered during the year; and a summary of the Committee's year-end report on partners' activities. This strategy can be used as a model for other national committees desiring to inform the public and make the gains of IYV 2001 last into the future.

### Tanzania after 2001: Transforming a National Committee into an NGO

**A. Kipeja**, IYV 2001 National UNV (NUNV), Coordinator, IYV 2001 National Committee Tanzania

**R. Mwaimu**, Councillor, Dar es Salaam City Council

**Please see page 76 for more information.**

## Abstracts from Session 4-35

### Discussion / Debate - National Committees 2: Learning from both Successes & Failures Las Acciones Voluntarias en el Uruguay

**G. Inda**, Gerente, Banco de Previsión Social - B.P.S.

*Sorry, no abstract is available.*

### IYV 2001 in Bahrain

**S. Al-Faihani**, Ambassador, Permanent Representative, Permanent Mission of Bahrain

*Sorry, no abstract is available.*

### El futuro del voluntariado en Mexico

**S. Baretche**, Miembro del Consejo Directivo, Asociación Mexicana de Voluntarios A.C.

**C. Romo**, Miembro del Consejo Directivo, Asociación Mexicana de Voluntarios A.C.

**Please see page 70 for more information.**

### IYV 2001 in Japan: Country Report

**T. Aoki**, IYV 2001 Consortium Japan

#### 1. Awareness of Volunteering

*Publication of White Paper on the National Lifestyle Fiscal Year 2000 by the Cabinet Office:* For the first time, the government referred to the relationship between volunteering and NPOs and gave a positive evaluation to civic organizations. The data on volunteering in the White Paper doesn't give us an entire profile of volunteering in Japan. We need to develop a monitoring system which will periodically measure volunteering in this country.

#### 2. Facilitation

*Enactment of the NPO Law and Introduction of the Tax Incentive Law:* Unlike traditional NPOs such as foundations

and social welfare corporations, newly born NPOs which are given legal status under the NPO Law enacted in 1998 are characteristic in that they are guaranteed citizenship. This year tax incentive measure was introduced to the NPOs. However, it put a lot of restraints for NPOs to be qualified for the tax-deductible status.

*Incorporation of volunteering into school curricula:* From next year, all the public school-primary and junior high, are required to put 'Period of Integrated Study' into their school curricula by the Ministry of Education to foster civic and participatory mind in children's heart. Volunteering is one of the choices to foster civic and participatory mind. In the future, more and more children will have chances to experience volunteering.

*Volunteer Centers:* The number of volunteer centers has tripled in the past several years. It has reached over 3000. The infrastructure that encourages volunteering and civic activities are now being built up.

### 3. Networking

*World Youth Volunteer Summit:* The Youth Summit, the first worldwide conference of this kind, will bring about a new alliance of youth volunteers across the world based upon flexible networks of individuals and groups.

*Do-Vo, Alliance of corporate volunteers:* Do-Vo is formed to promote cooperation between corporations and NPOs in commemoration of the IYV. The volunteers are now carrying out a program, which will help conserve green forests by the volunteer works and raising fund.

*IYVJ, IYV Consortium Japan:* The national committee is run by 16 major volunteer organizations. The number of the members is over 130.

### 4. Promotion

*IYVJ activities:* In addition to seminars, symposiums, dissemination of IYV logo, recruitment of Volunteer Supporters from celebrities, registration of various programs in Volunteer Action Program, we are now launching Message Card Campaign. We are distributing 1.5 million message cards to schools, post offices, volunteer groups and corporations and ask them to make 10 thousand volunteer trees. These trees will be decorated with the collected message cards. In the coming December love and peace, prayers and hopes from so many messages on the trees will prevail across Japan.

### 5. Proposal for promoting volunteering in Japan

The Forum for strengthening volunteer's network founded in 1994 has worked out a proposal entitled 'Creating a New Century of Volunteering and Voluntary Action'. I will show you a main part of the proposal: Specific Goals and Challenges.

The pool of participants should be extended. Introduction of an education system that promotes participation among young people from their childhood. The civic society should be an independent sector. Volunteer promotion agencies' role should be extended and personal donation should be increased.

### IYV 2001 in Vietnam

**B. Linh**, IYV 2001 Coordinator for Vietnam and IYV 2001 National UNV (NUNV), UNDP / UNV Vietnam

#### Launch of National Steering Committee and IYV 2001 Commemorative Activities in Vietnam

In response to IYV, Viet Nam established an IYV Steering Committee on 28 March 2001, under Decision 97/2001/QD-BKH, signed by the Minister of Planning and Investment H.E. Mr. Tran Xuan Gia. Representatives from UNDP, UNESCO, UNV, embassies, mass organizations, international NGOs/Volunteer Sending agencies and volunteers themselves attended the launch. Mr. Phan Quang Trung, a Vice Minister of Ministry of Planning and Investment (MPI), has been appointed Chairperson of the Committee. Mr. Trung, on behalf of the Vietnamese Government, officially announced its response to IYV 2001 by forming up the IYV Steering Committee to the public. The first activity undertaken by the Committee was to formulate a comprehensive plan of

action to accomplish the objectives of IYV 2001.

The presentation introduces the activities carried out by the Steering Committee, demonstrates its achievements, lessons learned from actual practices as well as experiences gained during this special year. The presentation follows with detailed recommendations for the consideration of the international community. These included:

1. Meeting with press community and other organisations to introduce IYV and launch National Steering Committee for IYV commemorative activities
2. A writing competition about "Volunteers in action"
3. A book publication: "Volunteers in Viet Nam"
4. A documentary "Volunteerism in Viet Nam"
5. Integration of IYV objectives into individual ministries' and organisations' workplan
6. Action plan with regard to volunteer status: volunteer concept definition, supporting regulations.
7. Visits to volunteers at duty stations
8. Volunteers with children in difficult circumstances
9. International review and evaluation conference on IYV review and workshop

#### Summary of IYV Activity Implementation / Award Giving Ceremony

On behalf of the committee, Dr. Phuong appealed participants and society at large to warmly respond to the UN initiative by concrete action, such as responding to the committee's proposed activities. To answer a couple of questions raised by participants, Mr. Phan Quang Trung said Vietnam would have a list of volunteers at the end of the year. Also the committee hoped to receive more support from the international partners, including INGO, to give more resource and energy to the observation of the year.

With the intention to develop the much-wanted sector through learning from other IYV 2001 National Committees, we hope that our concerns about how to set up and maintain a volunteer network will be fully discussed during the symposium's workshops.

## Abstracts from Session 4-36

### Discussion / Debate - National Committees 3: Multi-Stakeholder Volunteerism and Partnerships: Building Coalitions Connecting Society and the State with Volunteerism

**P. Cruz**, IYV 2001 National Committee Brazil

**M. Villela**, IYV National Committee Representative, President, IYV 2001 National Committee Brazil, Centro de Voluntariado de São Paulo

In this International Year of Volunteers, the Brazilian Committee had the opportunity to show to the whole nation the importance of volunteering for building a stronger country. The support given by the President was crucial for stressing this importance.

All efforts to bring to discussion the theme of volunteering, from the Republic backstage to the Congress plenary, was rewarded by numerous spontaneous actions that came up in all parts of the country, increasing the media interest, informing the population and promoting the volunteer work. This has been good for the Government and good for the people; the volunteering became a link between the society and state. In this International Year of Volunteer, the Brazilian Committee had the opportunity to show to the whole nation the importance of volunteering for building a stronger country. The support given by the President was crucial for spreading this importance.

All efforts to bring to discussion the theme volunteering, from the Republic backstage to the Congress plenary, was rewarded by all spontaneous actions that came up in all parts of the country, increasing the media interest, informing the population and promoting the volunteer work. That has been

good for the Government and good for the people; the volunteering became a link between the society and state.

### **Creating Partnerships and Facilitating Volunteering**

**S. Cordingley**, Chief Executive Officer, Volunteering Australia

**Please see page 83 for more information.**

### **Multi-Stakeholder Volunteerism**

**P. Bowen**, Executive Director, Volunteer Canada

The aim of this presentation is to assess the impact of IYV 2001 throughout Canada and explore how to use the momentum of the year to continue recognizing and promoting volunteering beyond IYV 2001.

IYV 2001 in Canada helped to draw attention to the invaluable efforts expended by the 6.5 million people who volunteer their time and energy in this country each year.

Building on IYV's momentum, Volunteer Canada is partnering with the Government of Canada to kick off the 'I WILL Volunteer 2002' campaign, starting on 5 December 2001. As 2002 begins, Canadians are being encouraged to make a difference by volunteering. Volunteer centres and organizations across the country are at the ready to receive pledges of volunteer hours from Canadians and to get them involved in volunteer work in their communities and around the world.

The Government is investing \$50 million in the voluntary sector over the next five years under a new Canada Volunteerism Initiative. The Government and the voluntary sector also are co-signing "An Accord between the Government of Canada and the Voluntary Sector", a statement of commitment that clarifies the principles that will guide future relations and partnerships between the federal government and the sector.

## **Abstracts from Session 4-37**

### **Discussion / Debate - Role of Volunteers in Health 2**

#### **Role of Volunteering in Health in Maldives**

**M. Zuhair**, Representative, IYV 2001 National Committee Maldives

Maldives is often cited as a country without absolute poverty. Even if the prevalence of poverty could be detected by applying refined analytical tools, the common poverty features exhibited by other developing countries had never prevailed in Maldives. This achievement is partly credited to community norms that had promoted solidarity, kinship, and voluntary support in times of hardship, natural disasters and food shortages. Further, prevailing extended family norms and community spirit had provided an effective safety net for centuries. These positive features in voluntarism gained formal recognition in the late 1970s, and major contributors had been receiving national awards, annually, since 1979.

Volunteerism in Maldives, entered a new phase with the increasing involvement of NGOs in development. At present, the number of registered NGOs exceeds 400. Almost every island community—numbering 200—has at least one NGO. Although most of them may lack the capacity to provide substantial support to development programmes, their potential strength cannot be ignored. Recently, NGOs that provide direct support to development initiatives had increased significantly. Areas in which the involvement of local NGOs remain prominent include sports, recreation and entertainment, education (pre-school in particular), health promotion, electrification of small communities, environment, and welfare services.

Volunteers play a particularly important role in health, as the population pressure in terms of growth, spread, concentration, and composition create entry points for voluntary support. For example, some of the problems associated with the high proportion of youth (around 45%) could effectively be addressed by volunteers and non-governmental organisations. Such demands for voluntary support are also

being generated by the prevailing high fertility rate and associated parity levels. As in most cultures, sensitivities associated with the promotion of small families and contraception, could best be addressed by the non-governmental sector. Other factors that support involvement of volunteers include the high prevalence of some genetic disorders like *thalassaemia*, potential risks of HIV/AIDS pandemic, unabated increase in substance abuse. In addition, failure in improving nutritional situation, despite improvements in many social indicators, demands a paradigm shift that could be supported by direct involvement of volunteers.

### **Role of Volunteers in Health in Yemen**

**J. Al-Ansy**, Director, Charitable Society For Social Welfare

The republic of Yemen is located on the southwestern part of the Arabian Peninsula. Its area is about 527,970 Km<sup>2</sup> with a population of about 16,387,963 distributed among 106,332 population centers and divided into 25.6% living in the urban areas and 74.4% living in the rural areas. Illiterate Ratio (both sexes) 47.3%, and poverty average is around 32%. And, by the end of the year 2000, health services covered only about 45% of the total population.

Voluntary Work is considered to be one of the most important factors that is participating in health and educational coverage services as well as in the multiple Social Development and Poverty Control Programs. It is taken as the cradle development of successful models of NGOs. The Charitable Society for Social Welfare, since its establishment in 1990, comes first among these models. It has 22 branches and 277 committees, which are spread all over the Republic. Its works are concentrating on four main fields—Relief and Health Services, Education, Orphan Sponsorship, and Social Development Program.

The most important health activities of which the Society concerns with are:

1. Health Centers with District and Specialized Hospitals
2. Health Outreach and Mobile Clinics
3. Endemic Diseases Control such as Malaria, Onchocerciasis, and Bilharzias
4. Health Enlightenment Programs
5. Chronic Diseases Care
6. Special Categories Health Care
7. Health Care for Refugees
8. Mental Health

On regards of the above, the Society indulged in achieving distinguished experiments, having partnerships with international organizations like UNFPA, UNDP, UNCHR, W.B., etc.

Under the IYV Celebration, The Charitable Society for Social Welfare took the initiative of contacting the UNV Program Office—Sana'a, and brought to their notice some of the steps and activities that the Society can undertake through this year. A lot of mutual meetings and visits were held. Also, the Society printed the IYV logo on its formal papers, distributed lots of document, publications, and posters with some IYV's forms, and contributed in some of the logos and invitation cards designing.

Under IYV theme and objectives the Society promoted the Voluntary activities among the different social classes through its headquartering and branches. It participated on putting the plan of the Voluntary Work affirmation and promoting it in the community with honoring the volunteers and the first leaders.

Within the Society's Ten Years of Success Celebration, the UNV Executive Coordinator —was invited to participate, where a seminar titled "Voluntarism Role in Development" was executed. In this seminar, more than 250 people of the Voluntary Work leaders inside and outside Yemen with a big number of Government Depts., International Organizations, and NGOs were presented. A lot of work documents and discussions were produced, and conclude with some recommendations that tackled the Voluntary Work—its positives and negatives, Benefits of Voluntary Work Lessons, and the Official efforts role in improving and promoting it. All of what mentioned above are considered to be some of the Society's distinguished participation in the Voluntary Work.

As a result of a number of mutual meetings, discussions, and visits between the UNV Program's and the Society's responsible people, a future issue for the Collaboration Work was formed on two basis. The first is promoting Voluntary Work among the different Community Classes through:

1. Honoring the Voluntary Work leaders in Yemen.
2. The IDV Celebration Project that will be affected on the 5<sup>th</sup> of December of every year with encouraging all parties to participate in its implementation.
3. Programs and activities designing for taking in all Voluntary Efforts in the fields of: a. Environmental and Health Enlightenment. b. Diseases and Epidemic Control. c. Training and Rehabilitation. d. Collecting the families over needed items and distributing them among the needy. e. Youth and Students Summer Centers.
4. Calling up the official parliamentary and governmental efforts for supporting this Issue and providing what it lacks of organized regulations, support, and promotion.

Secondly, signing a partnership agreement for developing the capacity building for the Society and other similar organizations in order to originate a successful typical leader of which other conventional assemblies can benefit from its experiments through:

1. Supporting the Orphan Rehabilitation Centers with the necessary technical Expertise.
2. Good Administrative Qualifying for the Voluntary Work leaders in the Society and other prominent societies.

### **The Role of Volunteers in Disease Prevention and Health Promotion**

**S. Sapkota**, World Health Organization

The role of volunteers in the health sector has been well established and well reputed.

Volunteer around the world have been providing tremendous contribution in:

- Health promotion;
- Health advocacy including health education;
- Building health infrastructure;
- Providing health counselling and consultation.

The examples of such activities are:

- Volunteer help in mass vaccination programme such as in the fight to eradicate polio blood donation; Maintaining help-lines for counselling HIV/AIDS;
- Diabetes and other diseases;
- School visits to promote healthy behaviours among children and adolescence;
- Organising events such health rallies, festivals, camps, etc..

For the year ahead, there is a tremendous prospect for volunteers to make major contribution to promote health and to prevent disease.

Each year World Health Organization celebrates World Health Day on 7 April, its birth anniversary, with special theme that matters the world most. The theme of the World Health Day 2002 is Physical Activity and the slogan is 'Agita Mundo-Mundo- Move for health. *Agita Mundo* a Portuguese Phrase, which means 'Move the World.'

Physical Activity can prevent or significantly reduce the death tolls from the number one killer of the world—the heart disease.

Almost one third of all global deaths is attributed to cardiovascular diseases of which 77 percents occur in the developing countries. Lack of physical activity is also strongly related to major type of diabetes, diabetes II, and the cancer of large intestine.

It has been shown that Physical Activity can significantly bring down the rates of violence among young people, promote smoke-free lifestyles, including decreasing risky behaviour like unsafe sex. It also reduce the feeling of isolation and loneliness among the elderly and increases their physical and mental capacity.

Physical Activity can bring economics benefits in terms of

reduced health care cost, increased productivity, healthy physical and social environment, better performing schools and work places.

The regular practice of appropriate Physical Activity helps to prevent reduce disease and premature deaths of economically active people in developing countries at the same time it helps to prevent and reduce diseases of dependent people. This will significantly help in reducing the poverty level. Informing your peers about the positive health behaviour is one the most effective voluntary services you can provide to the humankind to prevent disease and promote health.

Regular physical activity, along with healthy nutrition and refraining from tobacco use is one of the key messages that could be shared with youth around the world.

### **Role of Volunteers in the Fight Against AIDS**

**B. Chilufya**, IYV Government Focal Point, Planner for the Ministry of Community Development, IYV 2001 National Committee Zambia

The paper will discuss how the main objectives of the IYV 2001 have been pursued in **Zambia**, highlighting the successes and failures encountered and the lessons learnt.

Areas that will be covered under each objective are as follows:

#### **Recognition:**

1. Presentation of awards to organisations and individuals with outstanding volunteer performance
2. Government's provision of grants to charitable and other volunteer based organisations

#### **Facilitation:**

1. IYV National Committee organized a capacity building workshop for volunteers
2. Government funds projects initiated by volunteer based organisations

#### **Networking:**

1. Documentaries are time and again run on Volunteer Based Organisations
2. Many Volunteer Organisations closely work government and the donor communities with regards to their various areas of interest

#### **Promotion:**

Compilation of information to include in a **booklet** which will be entitled "Volunteerism: Its understanding and Contribution to National Development in Zambia," is currently being done.

### **Code for National Defense Service and Red Crescent Society: Examples of National Working Groups in Saudi Arabia**

**M. El-Hazmi**, Professor, Prince Salman Center for Disability Research & College of Medicine

Two areas for voluntary works i.e. promotion of health and prevention of disaster, have developed during the International year of Volunteerism. The code for volunteerism and its integration in the National Defense Services has been approved by the relevant authorities in the year 2001. Likewise, the Red Crescent related Volunteerism has been depicted by Professional team and being scrutinized by relevant bodies governmental and non-governmental.

On the other hand, Advocacy and Volunteering groups in health related areas caring for patients affected by chronic disorders and disability incorporating professional workers, families and individuals drawn from a wide spectrum of the Community, has been working for many years.

The main objectives of these groups involve

1. Awareness and preventive measures
2. Rehabilitation and employment
3. Draw support from Government and non-government organizations and individual members of the community for the welfare of the affected individuals.

This paper will present the framework of the Code for the Volunteerism in relation to National Defense Services and Red Crescent, and will layout examples of the National Work-



ing Groups as volunteering members of the community and will draw a picture of their achievements.

## Abstracts from Session 4-41

### Plenary - IYV 2001 National Committee Wrap-up Session

#### The Future of National Committees

**P. Bowen**, Executive Director, Volunteer Canada

It is important to continue of the work that has been started many years ago and enhanced and fostered through IYV 2001. Volunteering is a spirit. Volunteers want to contribute, they want to exchange and interact. Volunteers, driven by individual love, all have skills and time. Through volunteering, they offer a human capital. Volunteering is highly complex and very simple at the same time. It includes activities all from brain surgery to stuffing envelopes. The phenomenon of volunteering can only be understood right there, from the middle of it all. The Canadian slogan for IYV 2001 is an attempt to summarize this: "I volunteer" (in French "Je suis là"), because it reflects, "Who I am".

#### Intergenerational Links

**A. Stuckelberger**, Geneva International Network on Ageing

Older persons are an important resource that is not to be underestimated. Today four to five generations live together, which also makes intergenerational exchanges important. The World Assembly on Aging will be held in April 2002 in Madrid.

#### Lessons Learned and Challenges to be Addressed in the Future

**R. Peroune**, IYV 2001 National UNV (NUNV), Guyana

This wrap-up presentation provides a synthesis and results of the various formal and informal national committee meetings. The presentation focuses on the following three points:

- Weaknesses and challenges
- Strengths
- Recommendations for the future

#### Digital Networks to Support Human Networks

**N. Naidoo**, Secretary General and CEO, Vision International Africa, South Africa

In South Africa, like elsewhere in the African continent, Voluntarism has been part of our philosophical and spiritual understanding because of its role in demonstrating one's belief in the Interconnectedness of all Life forms.

It has provided a rational premise when the individual has asked that age-old question in the desire to find the meaning of Life and Being Alive...

#### The Volunteers' Odyssey

**G. Drouet**, Prospective Internationale

At last, a game combining the pleasure of taking part in a quiz with the discovery of voluntary action

The Volunteers' Odyssey© is conceived as a ludic and didactic event aimed at forging a greater understanding of voluntary actions using television as its means of communication.

The Volunteers' Odyssey© is part of the 2001 UN International Year of Volunteers and is financially supported by the United Nations Volunteers and by its director, Miss Sharon Capeling Alakija.

The Volunteers' Odyssey© is a televised game composed of seven programmes which participants consist of 7 teams of 3 film students from 18 to 28 years of age from different countries. The Jury is made up by the ensemble of the viewers of the television stations participating in the game, they are invited to vote by phone or e-mail after each programme, giving from 1 to 3 points to each team. At the end of the seven legs, the team with most points will produce a 52 minutes-long film on voluntary activities.

The idea of the game is that the seven teams shall make a world round trip in seven stages. During each stage, each team will film and edit a short film five-minutes long about the voluntary project they are visiting. Each stage will thus be edited on a 52 minute-long programme to be broadcast during a peak family viewing-period. Hosted by TV presenters, it will include the seven short films and an interview of a Volunteers' world key figure as an enigma shot by one of the teams. The correct answers to all seven enigmas will allow the TV viewers to win a trip to a voluntary projects.

Throughout the Volunteers' Odyssey©, a wide range of the world population will discover 49 volunteering projects in different countries and sectors by participating actively in the quiz show.

Prospective Internationale manages and produces The Volunteers' Odyssey© and coordinates the participation of television stations and public, structural and service sponsors.

Participants, television stations and sponsors will mark the starting point of the Odyssey's world trip, from the Headquarters of the United Nations Volunteers in Bonn, on the Volunteer's Day of the International Year of Volunteers, this is to say December 5, 2001. High representatives of the UN and the international mass media will be present at this prestigious event.

#### Volunteering Beyond IYV 2001: The New IAVE Conference in Seoul, South Korea

The 17<sup>th</sup> IAVE Conference will be held from 29 September to 3 October 2002 at the Convention and Exhibition Center (COEX) in Seoul.

The teams of the Conference include volunteering for conflict resolution and peace, media volunteer promotion, women and youth volunteering, immigrants and refugees and volunteering, volunteer management, volunteering and civil society, new technologies and volunteering, and government policies. More information is available on the Conference Web Site.

The conference will discuss ways to strengthen volunteering in contributing to settling social problems and particularly to enhancing reconciliation and peace in disputed areas like the Korean Peninsula.

About 1,500 people are expected to take part in the meeting, which will include lectures, workshops and programs to experience Korean culture.

The organizing committee was jointly established by 16 organizations, including the Korean National Red Cross and Korea Volunteer Center, in March to introduce the conference.

The Washington-headquartered agency approved last Thursday the committee's June 7 application for the hosting of the 2003 IAVE meeting.

IAVE was created in 1970 by a small group of women from around the world who shared a common vision of how volunteers can contribute to the solution of human and social problems.

They recognized the importance of international exchange of information, best practices and mutual support as a way of encouraging and strengthening volunteering worldwide.

## Abstracts from Session 4-51

### Plenary - Closing Ceremony

#### Closing Words of the Volunteers with Participatory of Volunteers of all Ages

**V. Krebs**, Director, International Conference Volunteers (ICV)

Today, the Symposium is coming to a close. It was a time to cross-fertilize ideas, network and think about the future.

The event would not have been possible without the help of the 100 International Conference Volunteers who were involved in almost all aspects of the Conference and truly reflect the essence of it. This presentation invites some of the volunteers to share their impressions of the Symposium.

## From Vision to Action

**B. Piccard**, Foundation Winds of Hope, Switzerland

Starting with a slide show, the presentation draws a parallel between my balloon flights and project realization: If we want to be effective, we need to go with the wind. This may mean that we have to change altitude, in order to change direction.

## Cellier-Duperrex: Voyage au bout des notes

**A. Cellier, J. Duperrex**, Switzerland

Passionnés de voyages Alexandre Cellier et Jean Duperrex jouent depuis plus de dix ans en Suisse et à l'étranger. Leur spectacle est un voyage musical et imaginaire entre les Balkans, le Brésil, l'Afrique et la Louisiane avec des thèmes inspirés du folklore traditionnel et des compositions personnelles, reflets des émotions très fortes qu'ils ont pu partager, avec des artistes de tous horizons dont la musique, nourriture de l'âme, fait partie intégrante de la vie sociale. ALEXANDRE et JEAN se rencontrent en 1986 au théâtre Diggelmann. Ils y créent des musiques originales et improvisent directement sur scène avec les comédiens. Depuis, leur complicité, la diversité de leur répertoire et de leurs instruments n'a cessé de se développer... Que le voyage commence!

Lors de notre spectacle "Voyage au bout des notes", nous proposons une découverte d'une vingtaine d'instruments insolites tels que fuyara slovaque, steel pan de Trinidad, claviola, balafon du Burkina-Faso, udu, darbouka, marimbula, saxophones, flûte de Pan, flûtes irlandaises, percussions brésiliennes, angklung de Bali, mélodica, harmonica, synthés, orgue, piano, chant et aussi des instruments que nous confectionnons nous mêmes sur place avec des guidons de vélo, des carottes des balais et autres bricolages interactifs... Il y a aussi des moments où nous faisons participer le public dans des créations collectives spontanées. [www.madeinmusic.com](http://www.madeinmusic.com).

## Closing Remarks from UNV

**S. Capeling-Alakija**, Executive Coordinator, United Nations Volunteers (UNV)

Final words, closing remarks and impressions of the Symposium.

**Speeches are available on the CD ROM version of this report.**

## Vision for the Future: International Labor Organization

**C. Cornwell**, Director, International Labor Organization (ILO)

**Christine Cornwell**, Director of the Development and Cooperation Unit of the International Labor Organization (ILO) links volunteering and labor: today, one billion people are unemployed or underemployed and working in poor conditions in developing countries. 80% of them do not have access to education. According to Ms. Cornwell, volunteer organizations play an important role in the fight for better living and working conditions worldwide, and stressed that the child labor issue is of high priority for the International Labor Organization, with more than 600 projects around the world.

## Vision for the Future

**(Note: this presentation was not delivered)**

**L. Muller**, World Health Organization

The World Health Organization, one of four core partner agencies of the Global Polio Eradication Initiative, applauds all those involved in the International Year of Volunteers' efforts to enhance the recognition, facilitation, networking and promotion of volunteer service.

The Global Polio Eradication Initiative, the largest public health initiative in history, is an example of the value of voluntary action.

In May 1999, the World Health Assembly called for the acceleration of the initiative, to achieve global certification of eradication by 2005. More than 10 million volunteers from

around the world—many of them Rotarians—responded, and ensured that 550 million children received oral polio vaccine last year. Thanks in large part to these volunteer efforts, the number of reported polio cases is now at an all-time low and polio is poised to become only the second disease ever to have been eradicated.

Our immunization campaigns simply could not be undertaken without volunteers. One in 250 people in polio-endemic countries take part in polio immunization campaigns in their neighbourhoods. During National Immunization Days, local volunteers work alongside government health officials and UN agency staff, going door-to-door in their communities, with a goal of immunizing every child under five against polio. In January of this year, volunteers in India immunized 152 million children in a single day.

Community-based volunteers who encourage mothers to have their children immunized, world business leaders such as Bill Gates, who took part in public service announcements during his participation in a National Immunization Day in India, and celebrities such as super-model Claudia Schiffer, who participated in polio eradication activities in Bangladesh, all demonstrate the power of volunteer action.

Looking forward, WHO is working to identify how we—UN agencies, national governments, and volunteers—can ensure that the tremendous volunteer capacity of the polio eradication effort is best transitioned to address other pressing health problems and to improve the health of the world's communities.



# Countries Participating in the International Symposium on Volunteering



# Countries Present at ISV 2001

**Left: Darkly shaded  
areas indicate  
countries that  
participated in ISV  
2001.**

## Algeria

### Symposium Participants:

**Mohamed Sofiane Berrah**, UNDP / UNV Algeria

**Farid Boukhalfa**

**Mohamed Khandriche**, Webmaster, Touiza - Solidarité

**Mohamed Mellah**, Webmaster, Ministère des Affaires Etrangères

**There are 2 documents associated with participants from Algeria as well as images of Algeria's exhibition at ISV 2001 on the CD ROM version of this report.**

## Argentina

### Symposium Participants:

**Virginia Mariezcurrena**, External Representer, International Relations, Asociación Acuerdo Ambiental

**María Catalina Nosiglia**, Coordinadora CENOC, Ministerio de Desarrollo Social y Medio Ambiente

**There are 4 documents associated with participants from Argentina on the CD ROM version of this report.**

## Australia

### IYV Websites:

[www.iyv2001.gov.au](http://www.iyv2001.gov.au), [www.iyv2001.net](http://www.iyv2001.net),  
[www.communitybuilders.nsw.gov.au/iyv](http://www.communitybuilders.nsw.gov.au/iyv)

### Symposium Participants:

**Kylee Bates**, IYV 2001 Manager, Volunteering Australia

**Sha Cordingley**, Chief Executive Officer, Volunteering Australia

**Martin Cowling**, Senior Manager, AFS Australia Intercultural Programs

**Michelle Johnson**, Volunteer and Coach Education Coordinator, Office for Recreation, Sport & Racing

**Norvân Vogt**, Youth Action Monitoring (YAM) and Scout Association

**There are 11 documents associated with participants from Australia as well as images of Australia's exhibition at ISV 2001 on the CD ROM version of this report.**

## Austria

### IYV Website:

[www.ngo.at/iyv/](http://www.ngo.at/iyv/), [www.freiwilligenweb.at](http://www.freiwilligenweb.at)

### Symposium Participants:

**Gerry Foitik**, Austrian Red Cross

**Ursula Fraisl**, Austrian Red Cross

**Erika Hintermayr**, HRM, Volunteer-Coordinator, Human Resources Manager, Austrian Red Cross

**Erika Winkler**, Oberrätin, Deputy Director, Federal Ministry for Social Security and Generations

**Linda Rothenberg**, International Conference Volunteers (ICV)

**There are 4 documents associated with participants from Austria on the CD ROM version of this report.**

## Azerbaijan

### Symposium Participants:

**Samira Allahverdiyeva**, Resource Mobilisation and External Relations Specialist, United Nations Volunteers (UNV)

**Images of Azerbaijan's exhibition at ISV 2001 are available on the CD ROM.**

## Bahrain

### IYV Website:

[www.bah-molsa.com/english/index.htm](http://www.bah-molsa.com/english/index.htm)

### Symposium Participants:

**Farooq Ahmed Abdulla**, First Secretary, Permanent Mission of Bahrain

**Ali Abdulla Al-Aradi**, Third Secretary, Permanent Mission of Bahrain

**Saeed Mohamed Al-Faihani**, Ambassador, Permanent Representative, Permanent Mission of Bahrain

**Khalid Al-Khalifa**, Second Secretary, Permanent Mission of Bahrain

**There are 3 documents associated with participants from Bahrain as well as images of Bahrain's exhibition at ISV 2001 on the CD ROM version of this report.**

## Bangladesh

### Symposium Participants:

**Dulal Biswas**, Chief Executive, National Federation of Youth Organisations in Bangladesh

**Golam Rabbany Hiru**, IYV 2001 National UNV (NUNV), UNDP / UNV Bangladesh

**Arifur Rahman**, Chief Executive and Volunteer, Young Power in Social Action (YPSA)

**Manik Lal Somaddar**, IYV 2001 National Committee Chairman, Secretary of the Ministry of Youth and Sports

**There are 3 documents associated with participants from Bangladesh as well as images of Bangladesh's exhibition at ISV 2001 on the CD ROM version of this report.**

## Algeria

- IYV Committee
- UN Member

## Argentina

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Australia

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Austria

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Azerbaijan

- IYV Committee
- UN Member

## Bahrain

- IYV Committee
- UN Member
- Volunteer Policy

## Bangladesh

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

### Note:

52/17: UN General Assembly resolution recommending starting an International Year of Volunteers

56/38: UN General Assembly resolution recommending continuing an International Year of Volunteers

## Barbados

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Belgium

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Benin

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Bhutan

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Bosnia and Herzegovina

- IYV Committee
- Signed 56/38
- UN Member

## Botswana

- IYV Committee
- Signed 56/38
- UN Member

## Brazil

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Burkina Faso

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Burundi

- IYV Committee
- Signed 56/38
- UN Member

## Cambodia

- IYV Committee
- Signed 56/38
- UN Member

## Cameroon

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Canada

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member



## Barbados

### Symposium Participants:

**Nigel Harper**, Government Representative, IYV 2001 National Committee Barbados

**There are 2 documents associated with participants from Barbados as well as images of Barbados's exhibition at ISV 2001 on the CD ROM version of this report.**



## Belgium

### IYV Website:

[www.vangool.fgov.be/Zframe11.htm](http://www.vangool.fgov.be/Zframe11.htm)

### Symposium Participants:

**Georges Drouet**, Prospective Internationale

**Ann Duysens**, International Conference Volunteers (ICV)

**Reka Juncker**, International Conference Volunteers (ICV)

**Laura Gil Gonzalez**, Responsable de Active Citizenship & Life-long Learning y Políticas de Juventud, Bureau Member, European Youth Forum

**Wanda Verhagen**, International Conference Volunteers (ICV)

**Martin Weightman**

**Hilde Wynandt**, Platform voor Voluntariaat VZW

**There are 5 documents associated with participants from Belgium on the CD ROM version of this report.**



## Benin

### IYV Website:

[planben.intnet.bj/meccag/aiv.htm](http://planben.intnet.bj/meccag/aiv.htm)

### Symposium Participants:

**Pierre Claver Tokplo**, IYV Government Focal Point, Chef Service, Ministère d'Etat Chargé de la Coordination de l'Action Gouvernementale, de la Prospection et du Développement



## Bhutan

### IYV Website:

<http://www.undp.org.bt/unv/vols.html>

### Symposium Participants:

**Thinley Tshering**, IYV 2001 National Committee Bhutan

**There are 3 documents associated with participants from Bhutan as well as images of Bhutan's exhibition at ISV 2001 on the CD ROM version of this report.**



## Bosnia and Herzegovina

### Symposium Participants:

**Nera Nazecic**

**Ethel Obordo**, UNV Programme Officer, United Nations Volunteers (UNV)

**Images of Bosnia and Herzegovina's exhibition at ISV 2001 are available on the CD ROM.**



## Botswana

### Symposium Participants:

**Lesang Norah Motlhabane**, IYV 2001 National Committee Chairperson, NGO Coordinator, Botswana Ministry of Health

**There are 3 documents associated with participants from Botswana as well as images of Botswana's exhibition at ISV 2001 on the CD ROM version of this report.**



## Brazil

### IYV Website:

[www.voluntario2001.org.br](http://www.voluntario2001.org.br)

### Symposium Participants:

**Ellen Apostol**, IYV 2001 National Committee Brazil

**Maria Helena Avena**, Coordinator of International Relations, Terra Mirim Foundation

**Priscila Cruz**, IYV 2001 National Committee Brazil

**Ricardo Kotscho**, IYV 2001 National Committee Brazil

**Milu Villela**, IYV National Committee Representative, President, IYV 2001 National Committee Brazil, Centro de Voluntariado de São Paulo

**There are 4 documents associated with participants from Brazil on the CD ROM version of this report.**



## Burkina Faso

### Symposium Participants:

**Patrice Syan**, UNDP Burkina Faso



## Burundi

### Symposium Participants:

**Victor Balimotubiri**, International Conference Volunteers (ICV)

**Pascal Kamo**, President, Government of Burundi

**Soumare Oumaz Samba**, President, UNDP / UNV Burundi

**Images of Burundi's exhibition at ISV 2001 are on the CD ROM version of this report.**



## Cambodia

### Symposium Participants:

**Suon Bun Rith**, IYV 2001 National UNV (NUNV), United Nations Volunteers (UNV)

**There is a document from Cambodia as well as images of Cambodia's exhibition at ISV 2001 on the CD ROM version of this report.**



## Cameroon

### Symposium Participants:

**Georges Ayuk**, National President, National Students Union for the Control of AIDS Cameroon

**Serge Ebanga Manga**, International Conference Volunteers (ICV)

**Adelbert Nougua**, International Conference Volunteers (ICV)

**Patricia Mewoli Nguete**

**There are 2 documents associated with participants from Cameroon on the CD ROM version of this report.**



## Canada

### IYV Websites:

[www.iyvcanada.org](http://www.iyvcanada.org), [www.iyvontario.on.ca](http://www.iyvontario.on.ca), [www.aibq2001.org](http://www.aibq2001.org), [www.iyvnovascotia.org](http://www.iyvnovascotia.org)

### Symposium Participants:

**Paddy Bowen**, Executive Director, Volunteer Canada

**Michel Charette**, Canadian International Volunteer Coalition (CIVC) and Executive Director of the Canadian Centre for International Studies and Cooperation (CECI)

**Susan Fletcher**, Executive Director, Privy Council Office

**Matthew Pearce**, President and CEO, Canada World Youth

**Michael Simpson**, International Conference Volunteers (ICV)

**Kristin Smith**, Director of Corporate Relations, Volunteer Canada

**There are 9 documents associated with participants**

from Canada as well as images of Canada's exhibition at ISV 2001 on the CD ROM version of this report.

## Chad

### Symposium Participants:

**Ngar-Ygam Mouldjidé**, IYV 2001 National Committee Chad

**There is a document from Chad on the CD ROM version of this report.**

## Chile

### IYV Website:

[www.chilevoluntario.cl](http://www.chilevoluntario.cl)

### Symposium Participants:

**Andrew Chadwick**, Webmaster, IYV 2001 National Committee Chile

**There are 2 documents associated with participants from Chile as well as images of Chile's exhibition at ISV 2001 on the CD ROM version of this report.**

## China

### IYV Website:

[www.civa.org.cn](http://www.civa.org.cn)

### Symposium Participants:

**Liu Jun**, Division Chief of CICETE, Ministry of Foreign Affairs

**There are 2 documents associated with participants from China on the CD ROM version of this report.**

## Colombia

### Symposium Participants:

**Luz Stella Alvarez**, IYV National Committee Representative and Coordinator, IYV 2001 National Committee and IAVE Colombia

**Irma Erb**, Spanish UN Book Club

**Argelia Melo**, Vice-President, International Association for Volunteer Effort (IAVE) Colombia

**María Claudia Mora-Calderon**, International Conference Volunteers (ICV)

**José Robles**, IYV 2001 National UNV (NUNV), UNDP / UNV Colombia

**There are 3 documents associated with participants from Colombia, as well as images of Colombia's exhibition at ISV 2001 on the CD ROM version of this report.**

## Congo, Democratic Republic of the

### Symposium Participants:

**Jeanne Ebamba**, Ministry for Social Affairs

**Kakuli Kisubi**, Directeur, Association des femmes en coopération pour le développement de l'Afrique (AFCD)

**Jacques Mbuy Ntumba**, IYV 2001 National UNV (NUNV), UNDP / UNV Congo

**Lebu Victor Mesongolu**, International Conference Volunteers (ICV)

**Françoise Ngoie Muisange**, Educatrice, Directrice Chargé de l'Enseignement, Association des femmes en coopération pour le développement de l'Afrique (AFCD)

**Richard Mukundji**, International Conference Volunteers (ICV)

**Sebastien Mutomb Mujing**, Conseiller, Mission Permanente RDC à Genève, Suisse

**Buloba Tumba**, Chargé de la Communication, Directrice, Association des femmes en coopération pour le développement

de l'Afrique (AFCD)

**There is a document from Congo, as well as images of Congo's exhibition at ISV 2001 on the CD ROM version of this report.**

## Côte d'Ivoire

### Symposium Participants:

**Ladji Kalika Fadika**, Chargé des affaires sociales adjoint, RJR

**Yao Maxime Konan**, International Officer of RJR, RJR

## Croatia

### Symposium Participants:

**Marija Boltek**, Advisor for Program Activities and Information, Government Office for Cooperation with NGOs

**Branka Drabek Milekic**, Executive Director, ECO-Centre Caput Insulae - Beli

**Nives Ivelja**, IYV 2001 National Committee Croatia

**Katarina Jagic**, President, National Counsellor Croatia in Europarteneriat and Interprise, Small and Medium Entrepreneurs' Association BRE1091, Croatia

**Tea Perincic**, Executive Director, ECO-Centre Caput Insulae - Beli

**Cvjetana Plavska-Matic**, Head of Office, Government Office for Cooperation with NGOs

**Smiljana Rada**, Economist, ECO-Centre Caput Insulae - Beli

**Slobodan Skopelja**, President, Association "MI"

**There are 2 documents associated with participants from Croatia on the CD ROM version of this report.**

## Cyprus

### Symposium Participants:

**Michalakis Theodotou**, IYV 2001 National Committee Member, IYV 2001 National Committee Cyprus

## Denmark

### IYV Website:

[www.2001.frivillighed.dk](http://www.2001.frivillighed.dk)

### Symposium Participants:

**Terkel Andersen**, IYV National Committee Representative, IYV 2001 National Committee Denmark

**Martin Brahtz**, IYV National Committee Representative, Project Coordinator, IYV 2001 National Committee Denmark

**Jan Meijer**, President I HELP EUR, IYV 2001 National Committee Denmark

**Louise Rasmussen**, Project Coordinator, IYV 2001 National Committee Denmark

**There is a document from Denmark as well as images of Denmark's exhibition at ISV 2001 on the CD ROM version of this report.**

## Dominican Republic

### Symposium Participants:

**Andy Rodriguez**, Director Ejecutivo, Fundación Foro Juventud y Política

## Ecuador

### Symposium Participants:

**Miriam Alejandra Delgado Chávez**, Volunteer, Coordinator, National Youth Forum, Representative of the National Committee of IYV-Ecuador

**Carla Rossignoli**, IYV 2001 National UNV (NUNV), UNDP /

## Chad

- IYV Committee
- Signed 52/17
- UN Member

## Chile

- IYV Committee
- Signed 56/38
- UN Member

## China

- IYV Committee
- Signed 56/38
- UN Member

## Colombia

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member
- Volunteer Policy

## Congo, DR

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Côte d'Ivoire

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Croatia

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Cyprus

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Denmark

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Dominican Republic

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Ecuador

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Egypt

- IYV Committee
- UN Member



From Web submission

## El Salvador

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member
- Volunteer Policy

## Ethiopia

- IYV Committee
- Signed 56/38
- UN Member

## Finland

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## France

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Gambia

- IYV Committee
- UN Member

## Germany

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member
- Volunteer Policy

## Ghana

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Greece

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member
- Volunteer Policy

## Guatemala

- IYV Committee
- Signed 56/38
- UN Member

UNV Ecuador

**There are 4 documents associated with participants from Ecuador as well as images of Ecuador's exhibition at ISV 2001 on the CD ROM version of this report.**

## Egypt

### Symposium Participants:

- Dalia Hassan**, Alliance for Arab Women
- Karim Kasim**, UNDP / UNV Egypt
- Dina Safwat**, IYV Government Focal Point, UNDP / UNV Egypt

**There is a document from Egypt as well as images of Egypt's exhibition at ISV 2001 on the CD ROM version of this report.**

## El Salvador

### Symposium Participants:

- Félix Arévalo**, IYV 2001 National UNV (NUNV), UNDP / UNV El Salvador
- Jose Miguel Hernandez**, IYV 2001 National Committee El Salvador / ACI-YMCA

**There are 7 documents associated with participants from El Salvador as well as images of El Salvador's exhibition at ISV 2001 on the CD ROM version of this report.**

## Ethiopia

### Symposium Participants:

- Rufael Melaku**, IYV 2001 National Coordinator, IYV 2001 National Committee Ethiopia
- Emiliana Tapia**, IYV 2001 National Committee Ethiopia
- Mandinda Zimba**, IYV 2001 National Chairperson, UNV Ethiopia

**There is a document from Ethiopia as well as images of Ethiopia's exhibition at ISV 2001 on the CD ROM version of this report.**

## Finland

### IYV Website:

[www.vapaaehtoiset.org](http://www.vapaaehtoiset.org)

### Symposium Participants:

- Pieta Hytti**, IYV National Committee Representative, The Association of Voluntary Health, The Finnish Federation for Social Welfare and Health

**There is a document from Finland as well as images of Finland's exhibition at ISV 2001 on the CD ROM version of this report.**

## France

### Symposium Participants:

- Bernard Allemand**, International Conference Volunteers (ICV)
- Christiane Benassy-Faure**, International Conference Volunteers (ICV)
- Fabienne Copin**, United Nations Volunteers (UNV)
- Jacqueline Cousté**, Présidente d'honneur, Centre National du Volontariat
- Henri Daniel**, International Conference Volunteers (ICV)
- Magali Docteur**, International Conference Volunteers (ICV)
- Marie-Françoise Girardin**, International Conference Volunteers (ICV)
- Christine Marest**, International Conference Volunteers (ICV)

**Valérie Noël**, International Conference Volunteers (ICV)

**Huguette Redegeld**, ATD Quart Monde

**Fabienne Regard**, Audio-Visual Unit of Hautes Etudes Internationales (HEI)

**Arnaud Walbecq**, IYV 2001 Project Officer, IYV 2001 Joint Campaign

**There are 7 documents associated with participants from France on the CD ROM version of this report.**

## Gambia

### Symposium Participants:

- Sheikh A T Nyang**, UNDP / UNV Gambia

**There is a document from Gambia as well as images of Gambia's exhibition at ISV 2001 on the CD ROM version of this report.**

## Germany

### IYV Website:

[www.ijf2001.de](http://www.ijf2001.de)

### Symposium Participants:

- Kwabena Asante-Ntianoah**, UNV Research and Development, United Nations Volunteers (UNV)
- Gertrud Casel**, Head of the Volunteering and Participation Section, Federal Ministry for Family Affairs, Senior Citizens, Women and Youth

**Inga Drossart**, International Conference Volunteers (ICV)

**Ingrid Kleinhans**, International Conference Volunteers (ICV)

**Michael Kreisel**, IYV National Committee Representative, Manager of IYV-Office, Deutschen Verein für Oeffentliche U-Private Fürsorge

**Fátima Sanz de León**, Volunteer Resources Assistant, UNDP / UNV

**Marianne Seger**, NGO and EU Consultative, EURAG

**Heidi Thiemann**, Geschäftsführerin, AIC Lernen & Helfen in Uebersee

**There are 3 documents associated with participants from Germany as well as images of Germany's exhibition at ISV 2001 on the CD ROM version of this report.**

## Ghana

### Symposium Participants:

- Amoo-Matthew Oluwaremilekun Ayokunle**, National UNV, United Nations Volunteers (UNV)

## Greece

### IYV Website:

[www.unic.gr/volunteerism/IYV.htm](http://www.unic.gr/volunteerism/IYV.htm)

### Symposium Participants:

- George Charalampidis**, General Secretariat of Adult Education
- Sophy Cotis**, Trainer, Greek Girl Guides Association
- Ioanna Dionysiou**, Staff Officer - Person in charge for General Secretariat for Volunteers Civil Protection, Ministry of Interior, Public Administration & Decentralization
- Christos Doukas**, Secretary General, Greek Secretary General of Adult Education
- Sotirios Georgakopoulos**, Fire Corps Headquarters
- Stylianios Ioannidis**, Fire Corps Headquarters
- Eleftheria Koutsiouli**
- Panagiota Mandi**, Ministry of Health & Social Welfare
- Maria Mila**, Person responsable pour les incendies forestier, European Expression



**Kallirrois Nicolis**, Social Aid of Hellas

**Eirini Panagiotidu**, Associate, Hellenic Ministry of Foreign Affairs

**Sotiris Papasriropoulos**, Advisor to the Minister, Ministry of Internal Affairs

**Stelios Vernikos**, Coordinator, General Secretariat of Adult Education

**There are 4 documents associated with participants from Greece as well as images of Greece's exhibition at ISV 2001 on the CD ROM version of this report.**

## Guatemala

### Symposium Participants:

**Gloria Barrios**, IYV 2001 National UNV (NUNV), UNDP / UNV Guatemala

**Maria Regina Recinos Leal**, President, IYV 2001 National Committee Guatemala

**Images of Guatemala's exhibition at ISV 2001 are on the CD ROM version of this report.**

## Guinea

### IYV Website:

[www.snu-gn.org/Vnugn/guipho00.htm](http://www.snu-gn.org/Vnugn/guipho00.htm)

### Symposium Participants:

**Macauley Ousmane Afia Diallo**

**Abdulai Conte**, Secretary, College

**Anthony Arnold George**, Social Worker, Youth Coordinator, Children's Call International (CCI)

**Ayo Ebenezer Kenny**, Coordinator, Children's Call International (CCI)

**Bengaly Kouyate**, IYV 2001 National UNV (NUNV), UNDP / UNV Guinea

**Augustine Mends**, Project Officer, Community Development, Children's Call International (CCI)

**There is a document from Guinea as well as images of Guinea's exhibition at ISV 2001 on the CD ROM version of this report.**

## Guyana

### IYV Website:

[www.iyv2001.org.gy](http://www.iyv2001.org.gy)

### Symposium Participants:

**Beverley Edwards**, IYV 2001 National Committee Guyana

**Vidyaratha Kissoon**, Coordinator, Webmaster, IYV 2001 National Committee - Sustainable Development Networking Programme (SDNP) - Guyana

**Renée Peroune**, IYV 2001 National UNV (NUNV), UNDP / UNV Guyana

**There are 2 documents associated with participants from Guyana on the CD ROM version of this report.**

## Haiti

### Symposium Participants:

**Marie-Josette Josué**, Comité National pour l'AIV 2001 Haiti

**There is a document from Haiti on the CD ROM version of this report.**

## Honduras

### Symposium Participants:

**María del Carmen Guardado**, IYV 2001 National UNV (NUNV), Focal Point, UNDP / UNV Honduras

**There is a document from Honduras as well as images**

**of Honduras's exhibition at ISV 2001 on the CD ROM version of this report.**

## Hong Kong Administrative Region of China

### Symposium Participants:

**Jark Pui Lee**, Chairman, IYV 2001 Committee / Agency for Volunteer Service

**There are 3 documents associated with participants from Hong Kong as well as images of Hong Kong's exhibition at ISV 2001 on the CD ROM version of this report.**

## Hungary

### IYV Website:

[www.onkentes.hu](http://www.onkentes.hu)

### Symposium Participants:

**Andrásné Béneyi**, Executive Director, Association of Non-profit Human Services of Hungary

**Magdalene Boon-Dénes**, International Conference Volunteers (ICV)

**Noémi Grenak**, International Conference Volunteers (ICV)

**Monika Muralivi**

## Iceland

### Symposium Participants:

**Anna Hauksdottir**, International Conference Volunteers (ICV)

## India

### IYV Website:

[www.undp.org.in/unv/iyvin.htm](http://www.undp.org.in/unv/iyvin.htm)

### Symposium Participants:

**Vedabhyas Kundu**, IYV 2001 National UNV (NUNV) / IYV Project Officer, IYV 2001 National Committee India

**Raj Kishore Mishra**, Ministry of Youth Affairs and Sports

**Rita Missal**, IYV 2001 National UNV (NUNV), UNDP / UNV India

**Sunder Raj Robinson Doss**, Engineer, Director - Projects

**Shantum Seth**, United Nations Volunteers Focal Point, UNDP / IYV 2001 National Committee - India

**Rajeev Singh**, IYV 2001 National UNV (NUNV), UNDP / UNV India

**There are 13 documents associated with participants from India as well as images of India's exhibition at ISV 2001 on the CD ROM version of this report.**

## Indonesia

### IYV Website:

[www.un.or.id/unv/IYV2001\\_en.htm](http://www.un.or.id/unv/IYV2001_en.htm)

### Symposium Participants:

**Adang Farid Kantaprawira**, Director General, Ministry of Manpower and Transmigration

**Agus Soewandi**, Head, Ministry of Manpower and Transmigration

**There are 2 documents associated with participants from Indonesia as well as images of Indonesia's exhibition at ISV 2001 on the CD ROM version of this report.**

## Iran

### Symposium Participants:

**Amir Farmanesh**, President, Iran Future Studies Society (Fu-



Brian Cugelmann, UNV

**Guatemala's exhibit at the International Symposium on Volunteering**

## Guinea

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Guyana

- IYV Committee
- Signed 56/38

## Haiti

- IYV Committee
- Signed 56/38
- UN Member

## Honduras

- IYV Committee
- Signed 52/17
- UN Member

## Hong Kong

- IYV Committee

## Hungary

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Iceland

- Signed 56/38
- UN Member

## India

- IYV Committee
- Signed 56/38
- UN Member

## Indonesia

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Iran

- Signed 52/17
- UN Member

## Ireland

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

ture Club)

**Marjaneh Foyouzi**, International Conference Volunteers (ICV)

**There is a document from Iran on the CD ROM version of this report.**

## Ireland

### **IYV Website:**

[www.iyv2001-ncvireland.org](http://www.iyv2001-ncvireland.org)

### **Symposium Participants:**

**Paddy Behan**, Member, IYV 2001 National Committee Ireland

**Tony Fallon**, Assistant Principal Officer, Department of Social Community and Family Affairs

**Fidelma Finch**, Member, IYV 2001 National Committee Ireland

**Helen Lahert**, IYV 2001 National Co-ordinator, IYV 2001 National Committee Ireland

**Charles McDonald**, Member, IYV 2001 National Committee Ireland

**There are 2 documents associated with participants from Ireland on the CD ROM version of this report.**

## Israel

### **Symposium Participants:**

**Karni Kav**, IYV National Committee Representative, National Council for Voluntarism, Israel

**Eli Levine**, General Manager, National Council for Voluntarism, Israel

**Gal Saar**, Chairman and Member of IAVE, Youth Directorate

**There are 5 documents associated with participants from Israel as well as images of Israel's exhibition at ISV 2001 on the CD ROM version of this report.**

## Italy

### **IYV Website:**

[www.aiv2001.live.it](http://www.aiv2001.live.it)

### **Symposium Participants:**

**Guendo Bailo**, International Conference Volunteers (ICV)

**Paola Budini**, Coordinator, FOCSIV

**Mario Gay**, President, COCIS

**Sergio Marelli**, President, NGO's Italian Association

**Laila Petrone**, International Conference Volunteers (ICV)

## Jamaica

### **Symposium Participants:**

**Roylan Barrett Custos**, Chairman, IYV 2001 National Committee Jamaica

**Adenike Stephenson**, IYV 2001 National UNV (NUNV) Focal Person for IYV Activities, UNDP / UNV Jamaica

**There are 2 documents associated with participants from Jamaica as well as images of Jamaica's exhibition at ISV 2001 on the CD ROM version of this report.**

## Japan

### **IYV Website:**

[www.iyvj2001.org](http://www.iyvj2001.org)

### **Symposium Participants:**

**Toshiyuki Aoki**, IYV 2001 Consortium Japan

**Makoto Fujiwara**, International Conference Volunteers (ICV)

**Masato Futaishi**, First Secretary, Permanent Mission of Ja-

pan to Geneva

**Keiichi Furuhashi**, Nagoya Gakuin University

**Koichi Haraguchi**, Ambassador of Japan, Mission of Japan in Geneva

**Toru Suwa**, Japanese Council of Social Welfare

**There are 2 documents associated with participants from Japan as well as images of Japan's exhibition at ISV 2001 on the CD ROM version of this report.**

## Jordan

### **Symposium Participants:**

**Tania Jordan**, IYV National Committee Representative, IYV 2001 National Committee Jordan

**There is a document from Jordan as well as images of Jordan's exhibition at ISV 2001 on the CD ROM version of this report.**

## Kazakhstan

### **IYV Website:**

[www.undp.kz/iyv2001](http://www.undp.kz/iyv2001)

### **Symposium Participants:**

**Dana Askarbekova**, IYV 2001 National UNV (NUNV), Volunteerism Promotion Officer, UNDP / UNV Kazakhstan

**There is a document from Kazakhstan as well as images of Kazakhstan's exhibition at ISV 2001 on the CD ROM version of this report.**

## Kenya

### **Symposium Participants:**

**Nicholas Kunga Ngece**, Chief Executive Officer, Volunteers for Africa

**Charles Makunja**, IYV 2001 Focal Point, IYV 2001 National Committee Kenya

**Tereza Njeri**, Volunteers for Africa

**Paul Okello**, IAVE Youth Member, International Association for Volunteer Effort (IAVE) Kenya

**There are 4 documents associated with participants from Kenya as well as images of Kenya's exhibition at ISV 2001 on the CD ROM version of this report.**

## Kuwait

### **Symposium Participants:**

**Mohammad Abu Zafar Siddiqi**, Chairman, Al Noor Islamic Welfare Trust

## Kyrgyz Republic

### **Symposium Participants:**

**Muhaie Parpieva**, IYV 2001 National UNV (NUNV), IYV Focal Point, UNV Kyrgyzstan

**Nina Vekua**, President-Founder, Found of Legal Problems

## Laos

### **Symposium Participants:**

**Okama Brook**, IYV 2001 Toolkit Survey Coordinator and Webmaster in Laos, UNDP / UNV Laos

**Southern Sakonhinhom**, Ministry of Foreign Affairs

**There are 4 documents associated with participants from Laos as well as images of Laos's exhibition at ISV 2001 on the CD ROM version of this report.**

## Lebanon

### **Symposium Participants:**

## Israel

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Italy

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Jamaica

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Japan

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member
- Volunteer Policy

## Jordan

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Kazakhstan

- IYV Committee
- Signed 52/17
- UN Member

## Kenya

- IYV Committee
- Signed 56/38
- UN Member

## Kuwait

- UN Member

## Kyrgyz Republic

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Laos

- IYV Committee
- Signed 52/17
- UN Member

## Lebanon

- IYV Committee
- UN Member

## Lesotho

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

**Dina Abousamra**, UNDP / UNV Lebanon

**Milo K El Ghossein**, IAVE Representative of Lebanon, International Association for Volunteer Effort (IAVE) Lebanon

**Kassem El-Saddik**, IYV 2001 National UNV (NUNV) Coordinator, UNV Lebanon

**Ne'amat Kanaan**, IYV 2001 National Committee Lebanon

**There are 3 documents associated with participants from Lebanon as well as images of Lebanon's exhibition at ISV 2001 on the CD ROM version of this report.**

## Lesotho

### Symposium Participants:

**Kholu Matete**, IYV 2001 National UNV (NUNV), IYV 2001 National Committee Lesotho

**Evelyn B Mokhosi**, Co-Chair, IYV 2001 National Committee Lesotho

**There are 2 documents associated with participants from Lesotho as well as images of Lesotho's exhibition at ISV 2001 on the CD ROM version of this report.**

## Liberia

### Symposium Participants:

**Joseph Massaquoi**, Webmaster

## Luxembourg

### Symposium Participants:

**Mill Majerus**, IYV National Committee Representative, Conseiller de gouvernement 1ère classe, Ministère de la Famille et de la Solidarité

**Massimo Trombin**, Europe & Int. Field Director, Religious Youth Service

**There are 2 documents associated with participants from Luxembourg on the CD ROM version of this report.**

## Madagascar

### IYV Website:

[www.onu.dts.mg/aiv/index.htm](http://www.onu.dts.mg/aiv/index.htm)

### Symposium Participants:

**Frédérique Hery-Jaona**, International Conference Volunteers (ICV)

**Jennie Hery-Jaona**, International Conference Volunteers (ICV)

**Bruno Ratsimbazafy**, IYV 2001 National UNV (NUNV), UNDP / UNV Madagascar

**There are 3 documents associated with participants from Madagascar as well as images of Madagascar's exhibition at ISV 2001 on the CD ROM version of this report.**

## Malawi

### Symposium Participants:

**Stella Masangano**, IYV 2001 National UNV (NUNV), UNDP / UNV Malawi

**Kennedy Warren**, IYV 2001 National Steering Committee Member, Deputy Executive Director, National Youth Council of Malawi

**Images of Malawi's exhibition at ISV 2001 are on the CD ROM version of this report.**

## Maldives

### Symposium Participants:

**Mohamed Zuhair**, Representative, IYV 2001 National Com-

mittee Maldives

**There are 3 documents associated with participants from Maldives on the CD ROM version of this report.**

## Mali

### Symposium Participants:

**Moussa Balla Diakite**, AIV 2001 Comité National Point Focal, Chargé de Mission, Ministère de la Jeunesse et des Sports

**Salifou Yaya**, United Nations Volunteers Country Office, UNDP / UNV Mali

## Mexico

### Symposium Participants:

**Ruby Aldana**, International Conference Volunteers (ICV)

**Ma Teresa Alfaro de Calvo**, Coordinadora General, Asociación Mexicana de Voluntarios A.C.

**Susana Barnetche**, Miembro del Consejo Directivo, Asociación Mexicana de Voluntarios A.C.

**Jorge A Castro Ramírez**, Director General, Medicina y Asistencia Social, A.C.

**María de los Angeles Errisúriz Alarcón**, Profesora, Voluntariado Coahuila, México

**María Guadalupe Morales de Martínez**, Presidenta, Voluntariado Coahuila, México

**C P Raúl Ortiz Flores**, Secretario, Voluntariado Coahuila, México

**María Eugenia Ramirez Espana De Guajardo**, Presidenta, Asociación Mexicana de Voluntarios A.C.

**Luisa Reyes**, Voluntaria del Consejo Nacional de Cuerpos de Conservación Mexicanos y Cuerpos de Conservación Xitle

**Clorinda Romo**, Miembro del Consejo Directivo, Asociación Mexicana de Voluntarios A.C.

**There are 7 documents associated with participants from Mexico as well as images of Mexico's exhibition at ISV 2001 on the CD ROM version of this report.**

## Mongolia

### Symposium Participants:

**Bayartsetseg Terbish**, IYV 2001 Coordinator for Mongolia, UNDP / UNV Mongolia

**There is a document from Mongolia on the CD ROM version of this report.**

## Morocco

### Symposium Participants:

**Amid-Mohammed Benjamaa**, International Conference Volunteers (ICV)

## Mozambique

### Symposium Participants:

**Anabela Ferreira**, IYV 2001 Facilitator, United Nations Volunteers (UNV)

**Fernanda Teixeira**, IYV 2001 National Committee Head, Secretary General, Mozambique Red Cross

**There are 4 documents associated with participants from Mozambique on the CD ROM version of this report.**

## Namibia

### Symposium Participants:

**Benjamin Affolter**, Member National IYV Committee, Resident Co-ordinator Namibia, Unité / Interteam

## Liberia

- IYV Committee
- Signed 52/17
- UN Member

## Luxembourg

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Madagascar

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member
- Volunteer Policy

## Malawi

- IYV Committee
- Signed 52/17
- UN Member

## Maldives

- IYV Committee
- Signed 52/17
- UN Member

## Mali

- IYV Committee
- Signed 52/17
- UN Member

## Mexico

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Mongolia

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Mozambique

- IYV Committee
- Signed 52/17
- Signed 56/38

## Namibia

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Nepal

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Netherlands

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

**Hilma Enkali**, IYV 2001 National UNV (NUNV), UNDP / UNV Namibia

**Penda Kilyala**, IYV 2001 National Committee Chairperson, Director NPC, National Planning Commission

**Images of Namibia's exhibition at ISV 2001 are on the CD ROM version of this report.**

## Nepal

### IYV Website:

www.nepalvolunteer.org

### Symposium Participants:

**Jagadish Chandra Pokharel**, IYV 2001 National Steering Committee Chairperson, Nepal, Honorable Member of National Planning Commission, Nepal

**Bhuvan Silwal**, IYV 2001 National UNV (NUNV), IYV 2001 National Committee Nepal

**Pradip P Upadhyay**, Director of NDVS and Member-Secretary of IYV 2001 National Steering Committee for Nepal, NPC / National Development Volunteer Service (NDVS)

**There are 5 documents associated with participants from Nepal as well as images of Nepal's exhibition at ISV 2001 on the CD ROM version of this report.**

## Netherlands

### IYV Website:

www.vrijwilligerswerk.nl

### Symposium Participants:

**Daniel Kruithof**, IYV National Committee Representative, NOV

**PC Ladders-Elfferich**, Bestuur Stichting IJV 2001

**Th J Loon**, Bestuur Stichting IJV 2001

**Angelica Munz**, Kind's Community Partner

**Robert Schemmel**, Help e.V.

**Florian Sommer**, President, Latisana

**Bram Troost**, Bestuur Stichting IJV 2001

**Victor van Cleeff**, International Conference Volunteers (ICV)

**Theo Van Loon**, IYV National Committee Representative, Committee Member, Director, The Netherlands Organizations for Voluntary Workers (NOV) and International Association for Volunteer Effort

**There are 8 documents associated with participants from Netherlands as well as images of Netherlands's exhibition at ISV 2001 on the CD ROM version of this report.**

## New Zealand

### IYV Website:

www.dia.govt.nz

### Symposium Participants:

**Ekara Lewis**, International Conference Volunteers (ICV)

**Karen Roberts**, Manager, Ministerial Reference Group

**There are 3 documents associated with participants from New Zealand on the CD ROM version of this report.**

## Nicaragua

### IYV Website:

www.undp.org.ni/AIV2001

### Symposium Participants:

**Carmen Herrera**, IYV 2001 National UNV (NUNV), UNDP / UNV Nicaragua

**Alfredo Wilson Vázquez**, Webmaster, IYV 2001 National Committee Nicaragua

**There is a document from Nicaragua as well as images of Nicaragua's exhibition at ISV 2001 on the CD ROM version of this report.**

## Niger

### Symposium Participants:

**Lorren O Andrew Abusomwan**, President and CEO, NGO Love of Christ Community

**Aïchatou Mindaoudou Souleymane**, IYV Government Focal Point, Ministre des Affaires étrangères du Niger et Vice-Présidente du Comité National AIV, Gouvernement du Niger

## Nigeria

### Symposium Participants:

**Adebayo Adedeji**, IYV 2001 National Committee Representative, IYV 2001 National Committee Nigeria

**Joseph Oji**, United Nations Volunteers Focal Point, UNDP / UNV Nigeria

**Abel Akintola Oyewole**, International Conference Volunteers (ICV)

**Images of Nigeria's exhibition at ISV 2001 are on the CD ROM version of this report.**

## Pakistan

### Symposium Participants:

**Anwar Mudassara**, General Secretary, Association for Human Development

**Nafis Sadik**, Special Adviser to the UN Secretary-General and former Executive Director of United Nations Population Fund (UNFPA), IYV 2001 Eminent Person, United Nations Population Fund (UNFPA)

**There are 3 documents associated with participants from Pakistan on the CD ROM version of this report.**

## Papua New Guinea

### Symposium Participants:

**Barbara Masike**, Community Relations Coordinator, National Volunteer Service

**There is a document from Papua New Guinea on the CD ROM version of this report.**

## Paraguay

### Symposium Participants:

**Astrid Gustafson Candia**, Webmaster, IYV 2001 National Committee Paraguay

## Peru

### Symposium Participants:

**César Guedes**, United Nations Volunteers (UNV)

**Charlotte Krüger de Larco**, Coordinadora, IYV 2001 National Committee Peru

**There are 4 documents associated with participants from Peru as well as images of Peru's exhibition at ISV 2001 on the CD ROM version of this report.**

## Philippines

### Symposium Participants:

**Serafin A Arviola Jr.**, Coordinator, Philippine Youth Peace Advocates (UNESCO-ASPnet) and Youth for a United World of the Focolare Movement

**Joselito de Vera**, UNDP / UNV Philippines

**Emy Dula**, Society for Human and Ecological Security

**Merlin Espeso**, IYV 2001 National UNV (NUNV), UNDP /

## New Zealand

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Nicaragua

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Niger

- IYV Committee
- Signed 56/38
- UN Member

## Nigeria

- IYV Committee
- Signed 56/38
- UN Member

## Pakistan

- IYV Committee
- Signed 52/17
- UN Member

## Papua New Guinea

- IYV Committee
- UN Member

## Paraguay

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Peru

- IYV Committee
- Signed 52/17
- Signed 56/38

## Philippines

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## Poland

- IYV Committee
- Signed 56/38
- UN Member

## Portugal

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member
- Volunteer Policy

UNV Philippines

**Rosalyn Malines**, Society for Human and Ecological Security

**There is a document from Philippines as well as images of Philippines's exhibition at ISV 2001 on the CD ROM version of this report.**

## Poland

**IYV Website:**

[www.unic.un.org.pl/iyv](http://www.unic.un.org.pl/iyv)

**Symposium Participants:**

**Marcin Dadel**, Webmaster and Database Engineer, Klon / Jawor Association, NGO Poland

**Stanislas Mijak**, Fundacja "plus"

## Portugal

**IYV Website:**

[www.voluntarios.com.pt](http://www.voluntarios.com.pt)

**Symposium Participants:**

**Viviane Ameid**a, Volunteering Coordinator, OIKOS - Cooperaçao e Desenvolvimento

**Maria Rosa Carneiro**, International Conference Volunteers (ICV)

**Germana Magalhães**

**Rosa Sampaio**, IYV National Committee Representative, Director, Instituto para o Desenvolvimento Social

**Sofia Santos**, Coordinator, Santa Casa da Misericordia de Lisboa

**There are 6 documents associated with participants from Portugal as well as images of Portugal's exhibition at ISV 2001 on the CD ROM version of this report.**

## Russian Federation

**Symposium Participants:**

**Julia El-Tawil**, International Conference Volunteers (ICV)

## Rwanda

**Symposium Participants:**

**William Ntidendereza**, IYV Government Focal Point IYV Government Focal Point, AIV Rwanda

## Samoa

**Symposium Participants:**

**Manamea Apelu**, IYV 2001 Coordinator for Samoa, UNDP / UNV Samoa

**Vaimili Salà**, President, Western Samoa Preschool Association

**Sala Vaimili**, IYV 2001 National Committee Samoa

**There are 2 documents associated with participants from Samoa as well as images of Samoa's exhibition at ISV 2001 on the CD ROM version of this report.**

## Saudi Arabia

**Symposium Participants:**

**Mohsen El-Hazmi**, Professor, Prince Salman Center for Disability Research & College of Medicine

**There are 2 documents associated with participants from Saudi Arabia on the CD ROM version of this report.**

## Scotland

**Symposium Participants:**

**Sheenagh Adams**, Scottish Executive

**Isabel Bryce**, Scottish Executive

**Elizabeth Burns**, Director and New World President of IAVE, IYV 2001 National Committee Scotland, Volunteers Development Scotland

**There are 8 documents associated with participants from Scotland on the CD ROM version of this report.**

## Senegal

**Symposium Participants:**

**Papa Birama Thiam**, IYV 2001 National Committee Senegal

**El Hadji Gorgui Ndoye**, International Conference Volunteers (ICV)

**Sokhna Niase**, UNDP / UNV Senegal

**There are 2 documents associated with participants from Senegal as well as images of Senegal's exhibition at ISV 2001 on the CD ROM version of this report.**

## Sierra Leone

**Symposium Participants:**

**Alpha S Mansary**, Coordinator, Volunteer Youth Service Corps

**John Lionel Tunde**, Secretary, Volunteer Youth Service Corps

**Bola Williams**, President, Voluntariado Coahuila, México

## Singapore

**Symposium Participants:**

**Wei Min Ho**, National Volunteer Center

**There is a document from Singapore on the CD ROM version of this report.**

## Slovakia

**Symposium Participants:**

**Katarina Kostalova**, Executive Director, SAIA-Service Center for the Third Sector

**Anna Mazuchova**, Vice-President, IRFF Slovakia

## Somalia

**Symposium Participants:**

**Kaltun Hassan**, International Conference Volunteers (ICV)

## South Africa

**IYV Website:**

[www.rainbowsa.co.za/volunteer/index.html](http://www.rainbowsa.co.za/volunteer/index.html)

**Symposium Participants:**

**Joan Daries**, IYV National Committee Representative, Chairperson and Director, Cape Town Volunteer Center

**Patrick George**, Development Officer, St Helena Government

**Belinda Mogashwa**, IYV National Committee Representative, University of Pretoria Campus

**Nadine Naidoo**, Secretary General and CEO, Vision International Africa

**Bushang Valley Mokganyetsi**, UNDP / UNV South Africa

**There are 5 documents associated with participants from South Africa as well as images of South Africa's exhibition at ISV 2001 on the CD ROM version of this report.**

## South Korea

**IYV Website:**



From web submission

**Peru opens the International Year of Volunteers in Lima**

### Russia

- IYV Committee
- UN Member

### Rwanda

- IYV Committee
- Signed 56/38
- UN Member

### Samoa

- IYV Committee
- Signed 52/17
- UN Member

### Saudi Arabia

- UN Member

### Scotland

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

### Senegal

- IYV Committee
- Signed 56/38
- UN Member

### Sierra Leone

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

### Singapore

- IYV Committee
- Signed 52/17
- UN Member

### Slovakia

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

### Somalia

- Signed 56/38
- UN Member

### South Africa

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

### South Korea

- IYV Committee
- Signed 52/17

www.iyv-korea.org

### Symposium Participants:

**Kang-Hyun Lee**, Executive Director/Chairman, IYV 2001 National Committee Korea



## Spain

### Symposium Participants:

**M Carreras Barba**, Asociación Española Contra el Cáncer

**Esther Colomer**, International Conference Volunteers (ICV)

**Prince Felipe de Asturias of Spain**, IYV 2001 Eminent Person, Casa Royal Española

**Fernando de Haro Izquierdo**, Gobierno de Madrid

**Victoria Garcia**, International Conference Volunteers (ICV)

**Susana Garcia-Martos**, International Conference Volunteers (ICV)

**Ana Linana-Aguilar**, International Conference Volunteers (ICV)

**Natalia Lopez**, International Conference Volunteers (ICV)

**Gonzalo Manuel Gonzalez de Vega y Pomar**, Televisión Española (TVE)

**José Antonio Ibáñez**, Responsable de Unidad de Voluntariado, Técnico Superior de ONG y Subvenciones, Ministerio de Trabajo y Asuntos Sociales

**Adoración Martínez**, Asociación Española Contra el Cáncer

**Pilar Moreno**, Technical Adviser, Ministry of Education, Culture and Sport

**Pilar Suarez Jordana**, Asociación Española Contra el Cáncer

**There are 9 documents associated with participants from Spain as well as images of Spain's exhibition at ISV 2001 on the CD ROM version of this report.**



## Sri Lanka

### Symposium Participants:

**Lal Ratnaweera**, Project Coordinator (UWFPA), IYV 2001 National Committee Sri Lanka

**Tania Weerasooria**, IYV 2001 National UNV (NUNV), UNDP / UNV Sri Lanka

**There are 5 documents associated with participants from Sri Lanka as well as images of Sri Lanka's exhibition at ISV 2001 on the CD ROM version of this report.**



## Sudan

### Symposium Participants:

**Abdel Rahim Belal**, IYV Civil Society Contact, (SECS), Member of Executive Committee, Director, Friedrich Ebert Stiftung in Sudan

**There is a document from Sudan as well as images of Sudan's exhibition at ISV 2001 on the CD ROM version of this report.**



## Suriname

### IYV Website:

www.iyv-carib.org

### Symposium Participants:

**Sonja Lisse**, IYV National Committee Representative, Administrative Assistant, Koch Exploration International BV

**There are 2 documents associated with participants from Suriname as well as images of Suriname's exhibition at ISV 2001 on the CD ROM version of this report.**



## Sweden

### Symposium Participants:

**Ulla Andersson**, The Salvation Army

**Asa Aronson**, Ericsson

**Jesper Mott**, Ericsson

**Helena Soller**, International Conference Volunteers (ICV)

**There are 3 documents associated with participants from Sweden on the CD ROM version of this report.**



## Switzerland

### IYV Website:

www.iyv-forum.ch

### Symposium Participants:

**Julieta Abrar Lopez**, International Conference Volunteers (ICV)

**André Babey**, ATTAC

**Sabine Baud**, Secrétaire Générale, AGIS

**Marie-Christine Belosnat**, International Conference Volunteers (ICV)

**Eliane Béné**, International Conference Volunteers (ICV)

**Maria Teresa Besson-Casselli**, International Conference Volunteers (ICV)

**Charlotte Biedermann**, International Conference Volunteers (ICV)

**Annelise Bonvin**, Secrétaire, Fédération des Centres de Loisirs et Rencontres

**Elena Bornand**, Animatrice, ASBV

**Jacqueline Bornand**, International Conference Volunteers (ICV)

**Jean-François Buisson**

**Janine Buloz**, International Conference Volunteers (ICV)

**Sabine Caloz**, International Conference Volunteers (ICV)

**Denis Cattin**, Secrétaire Général, Plate forme d'ONG Suisses, Unité

**Valérie Cavin**, Co-President, ICYE Switzerland

**Marianne Chopard**, Hôpital Cantonal de Genève (HUG)

**Marie-Chantal Collaud**, Animatrice, Action Bénévole

**Geneviève Colomb**, Plate-forme Bénévolat - Chablais

**Monique Dahler**, International Conference Volunteers (ICV)

**René Delétroz**, International Conference Volunteers (ICV)

**Joffre Dias**, International Conference Volunteers (ICV)

**Cellier Duperrex**

**Elobaid Elamin**, Student, Ecole P.E.G

**Wally Felder**, Hôpital Cantonal de Genève (HUG)

**Sergio Ferrari**, Independent Journalist, Le Courrier

**Karolina Frischkopf**, Conseil Suisse des Activités de Jeunesse (CSAJ)

**Walter Fust**, Director-General, Swiss Agency for Development and Cooperation (SDC)

**Ghylaine Gantert-Gfeller**, International Conference Volunteers (ICV)

**Claire-Lise Gerber**, Animatrice, Action Bénévole

**Luc Gilhelu**, Association de la Main Tendue

**Marie Gisclard**, International Conference Volunteers (ICV)

**Thierry Gisclard**, International Conference Volunteers (ICV)

**Estelle Gitta**, Jeune Chambre Economique Suisse

**Yael Gozin**, ETH Zurich

**Marion Grimm**, Youth Power in Social Action (YPSA)

**Gabriella Grounauer**, Membre représentatif CVS et membre du Comité IYV Forum Bern, CVS

**Huguette Guisado**, Secrétaire administratif, Hôpital Cantonal de Genève (HUG)

**Anne-Thérèse Guyaz**, Mouvement Scout de Suisse

UN Member

### Spain

IYV Committee

Signed 52/17

Signed 56/38

UN Member

### Sri Lanka

IYV Committee

Signed 52/17

UN Member

**Zahi Haddad**, Media Team of the Symposium  
**Nathalie Hideg**, Secrétariat Administration du Département, Hôpital Cantonal de Genève (HUG)  
**Ferferman Israel**, Audio-Visual Unit of Hautes Etudes Internationales (HEI)  
**Jacqueline Herrera de Seifort**, International Conference Volunteers (ICV)  
**Nicole Jaccard**, International Conference Volunteers (ICV)  
**Anouk Jebejian**, Geneva Music Conservatory  
**Katherin Jebejian**, Geneva Music Conservatory  
**Naya Joffre**, Benetton IYV 2001 Campaign / IC Volunteers  
**Goran Jovanovic**, Audio-Visual Unit of Hautes Etudes Internationales (HEI)  
**Nada Jovanovic**, Geneva Red Cross  
**Keith Krause**, Institut des Hautes Etudes Internationales  
**Viola Krebs**, Director, International Conference Volunteers (ICV)  
**Heidi Kuonen-Goetz**, La Leche International  
**Carlo Lamprecht**, President of the State Council, Republic and Canton of Geneva  
**Sven Lemat**, International Conference Volunteers (ICV)  
**Laura Leoncini**, Volunteer Instructor, World Organisation of Scout Movement  
**Moritz Leuenberger**, President, Swiss Confederation  
**Myriam Lombardi**, Coordinatrice, AGIS  
**Dominique Louis**, Chef du protocole adjoint, Republic and State of Geneva  
**Vilay Luang**, International Conference Volunteers (ICV)  
**Alice Lucke**, International Conference Volunteers (ICV)  
**Birgitta Magnin**, Responsable, Organisation of volunteering work, The Salvation Army  
**Marpessa Magnin**, Coordinatrice, AGIS  
**Raymond Maillefet**, International Conference Volunteers (ICV)  
**Ebba Malher**, Hôpital Cantonal de Genève (HUG)  
**Michinori Mano**, World Alliance of YMCAs  
**Emily Martinoni**, International Federation of Medical Students Association  
**Simone Massan Micciarelli**, International Conference Volunteers (ICV)  
**Roger Mayou**, Director, Red Cross and Red Crescent Museum  
**Juan David Molano**, Geneva Music Conservatory  
**Kathy Monnier**, Project Coordinator, International Conference Volunteers (ICV)  
**Guido Münzel**, Director, IYV 2001 National Committee Switzerland, iyv-forum.ch  
**Valérie Noël**, International Conference Volunteers (ICV)  
**Philippe Noverraz**, animateur socioculturel, Hospice général  
**Bruno Nussbaumer**, International Conference Volunteers (ICV)  
**Russell Oswald**, Pianist  
**Christine Pahud**, International Conference Volunteers (ICV)  
**Christine Perdrizat**, International Conference Volunteers (ICV)  
**Sylviane Petitpierre**, Hôpital Cantonal de Genève (HUG)  
**Bertrand Piccard**, Foundation Winds of Hope  
**Catherine Andrée Pictet**, Hôpital Cantonal de Genève (HUG)  
**Christiane Reverdin**, International Conference Volunteers (ICV)  
**Hélène Rohrer**, Secrétariat Administration du Département,

Hôpital Cantonal de Genève (HUG)  
**Michèle Roulin**, International Conference Volunteers (ICV)  
**Ruth Rufenacht**, International Conference Volunteers (ICV)  
**Yvette Sacco**, International Conference Volunteers (ICV)  
**Annelise Schneider**, Animatrice, Action Bénévole  
**Margrit Schroettenthaler**, La Leche International  
**Rose-Maria Schwarz**, International Conference Volunteers (ICV)  
**Jacqueline Schweiger**, International Conference Volunteers (ICV)  
**Magdeleine Sevrin**, International Conference Volunteers (ICV)  
**Candy Shorrock**, Secrétariat Administration du Département, Hôpital Cantonal de Genève (HUG)  
**Stefan Spahr**, Secrétaire, Benevol Schweiz  
**Judith Stamm**, Swiss IYV National Committee President, iyv-forum.ch  
**Jeanine Stepczynski**, Secrétariat Administration du Département, Hôpital Cantonal de Genève (HUG)  
**Astrid Stuckelberger**, Geneva International Network on Ageing  
**Manuel Tornare**, Mayor, City of Geneva  
**Gidéon Urbach**, International Conference Volunteers (ICV)  
**Xavier Verzat**, Chargé de mission, ATD Quart Monde  
**Liliane Vienne**, International Conference Volunteers (ICV)  
**Gisèle Voegeli-Rossi**, Secrétaire, Fédération des Centres de Loisirs et Rencontres  
**Raymonde Wagner**, International Association of Universities of the Third Age (AIUTA)  
**Felder Wally**, Répondante des Bénévoles, Bénévole, Hôpital Cantonal de Genève (HUG)  
**Rosemarie Weinmann**, International Conference Volunteers (ICV)  
**Luc Wilhelm**, Association de la Main Tendue  
**Elisabeth Windlinger**, Collaboratrice, Koordination Freiwilligen Arbeit  
**Susan Wisniewski**, International Conference Volunteers (ICV)  
**Simone Wyss**, Co-President, ICYE Switzerland  
**Marilyn Zanella**, Coordinatrice responsable, Conferenza del volontariato sociale and Membre du comité national iyv-forum.ch  
**Magda Zanetta**, Hôpital Cantonal de Genève (HUG)  
**Sylvia Zarafyan**, International Conference Volunteers (ICV)  
**Sébastien Ziegler**, Director, Mandat International  
**Anita Zufferey**, Animatrice, ASBV  
**Fazilay Zybach**, International Conference Volunteers (ICV)  
**There are 42 documents associated with participants from Switzerland as well as images of Switzerland's exhibition at ISV 2001 on the CD ROM version of this report.**



## Syrian Arab Republic

### Symposium Participants:

**Ghassan Shahrour**, IYV National Committee Representative, Yarmouk

**There is a document from Syrian Arab Republic as well as images of Syrian Arab Republic's exhibition at ISV 2001 on the CD ROM version of this report.**



Brian Cugelmann, UNV

### Tanzania's exhibit at the International Symposium on Volunteering

#### Sudan

- IYV Committee
- Signed 56/38
- UN Member

#### Suriname

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

#### Sweden

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

#### Switzerland

- IYV Committee
- UN Member

#### Syria

- IYV Committee
- UN Member

#### Thailand

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member
- Volunteer Policy

## Taiwan Province of China

### **Symposium Participants:**

**Chin-Fen Chang**, Assistant Professor, University of Providence, Taiwan

## Tanzania

### **Symposium Participants:**

**Abel Kipeja**, IYV 2001 National UNV (NUNV), Coordinator, IYV 2001 National Committee Tanzania

**Robert Mwaimu**, Councillor, Dar es Salaam City Council

**Jane Paul Ng'Whani**, Secretary, Youth Promotion Auspices

**There are 2 documents associated with participants from Tanzania as well as images of Tanzania's exhibition at ISV 2001 on the CD ROM version of this report.**

## Thailand

### **Symposium Participants:**

**Poonsuk Chotigavanit**, Director of Office, Senior Expert in Social Work, Department of Public Welfare

**Sureerat Kritsanarangsana**, IYV 2001 National UNV (NUNV), UNDP / UNV Thailand

**Utain Lapittisan**, President of Senior Economics Student, Kasetsart University

**Hansarikit Prapa**, Director of Office, Department of Public Welfare

**Somporn Thepsittha**, TNC Deputy Chairperson and Executive Director of the National Council on Social Welfare of Thailand, Executive Director Royal Patronage, National Council on Social Welfare of Thailand

**There are 3 documents associated with participants from Thailand as well as images of Thailand's exhibition at ISV 2001 on the CD ROM version of this report.**

## Togo

### **Symposium Participants:**

**Eklou Mawuli Ediziso**, Animatrice Rurale, Association pour le Développement des Communautés Rurales

**Kossi Goudjo Gbedey**, UNDP / UNV Togo

**Ampah Kodjo Johnson**, Chef, Directeur Adjoint aux Relations Extérieures et à la Coopération, Université de Lomé

**Sylvestre Komla Agbéko Konu**, Coordinateur des programmes, Agent des relations publiques, spécialiste en auto - développement communautaire, Association pour le Développement des Communautés Rurales (ADCR)

**Late Lawson-Annissoh**, Chef, Directeur Adjoint aux Relations Extérieures et à la Coopération, UNDP / UNV Togo

**There is a document from Togo as well as images of Togo's exhibition at ISV 2001 on the CD ROM version of this report.**

## Trinidad and Tobago

### **Symposium Participants:**

**Natasha Nunez**, IYV 2001 National UNV (NUNV), Caribbean Network for Integrated Rural Development (CNIRD)

**Images of Trinidad and Tobago's exhibition at ISV 2001 are on the CD ROM version of this report.**

## Tunisia

### **Symposium Participants:**

**Mohamed Mokni**, Deputy Director General, Tunisian Agency for Technical Cooperation

**Images of Tunisia's exhibition at ISV 2001 are on the CD ROM version of this report.**

## Turkey

### **IYV Website:**

[www.gonulluyum.org](http://www.gonulluyum.org)

### **Symposium Participants:**

**Cenk Emre**, Webmaster, UNDP / UNV Turkey

**Esra Gul**

## Uganda

### **Symposium Participants:**

**Canon Grace Kaiso**, Vice-Chairman, IYV 2001 National Committee Uganda

**Janet Museveni**

**There are 2 documents associated with participants from Uganda as well as images of Uganda's exhibition at ISV 2001 on the CD ROM version of this report.**

## United Kingdom

### **Symposium Participants:**

**Joan Alaoui Lambert**, International Conference Volunteers (ICV)

**David Arnott**, Secretary, Burma Peace Foundation, Librarian, Online Burma Library

**Jacqueline Barth**, International Conference Volunteers (ICV)

**Geoff Brown**, SVP manager, VSO

**Farida Eboo**, International Conference Volunteers (ICV)

**Angela Ellis**, Research Officer, Institute for Volunteering Research

**Beth Follini**, Project Director, Luton Lives

**James Forte**, Director, KPMG

**Rosemary Godio-Brown**, International Conference Volunteers (ICV)

**Steven Howlett**, Senior Research Fellow, Institute for Volunteering Research

**Bill Jackson**, IYV 2001 Consultant, United Nations Volunteers (UNV)

**Sarah Krasker**, International Conference Volunteers (ICV)

**Ruth Lambert**, International Conference Volunteers (ICV)

**Marie-Thérèse Ledoux**, International Conference Volunteers (ICV)

**Alison Lilley**, International Conference Volunteers (ICV)

**James Mollison**, Photographer of the Benetton UNV Poster Campaign, Benetton

**Helen Sayers**, President, Swiss Association for Living Values

**Christopher Spence**, Chief Executive, National Center for Volunteering

**Antoinette Wills**, International Conference Volunteers (ICV)

**David Sunderland**, Coordinator, Internet database providing information about peace initiatives, Peace-Now.info

**There are 9 documents associated with participants from United Kingdom on the CD ROM version of this report.**

## Uruguay

### **IYV Website:**

[www.icd.org.uy/filantropia/voluntariado.html](http://www.icd.org.uy/filantropia/voluntariado.html)

### **Symposium Participants:**

**Jorge Garbino-Pronczuk**, International Conference Volunteers (ICV)

**Gastón Inda**, Gerente, Banco de Previsión Social - B.P.S.

### **Togo**

- IYV Committee
- Signed 56/38
- UN Member

### **Trinidad and Tobago**

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

### **Tunisia**

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

### **Turkey**

- IYV Committee
- Signed 56/38
- UN Member

### **Uganda**

- IYV Committee
- Signed 56/38
- UN Member



**There are 2 documents associated with participants from Uruguay as well as images of Uruguay's exhibition at ISV 2001 on the CD ROM version of this report.**

## USA

### **IYV Website:**

www.iyv2001us.org, www.nyciyv.org

### **Symposium Participants:**

**Kenn Allen**, World President, International Association for Volunteer Effort (IAVE)

**Brenda August**, Chief of Partnership and data services, United States Bureau of the Census

**Janet Bandows Koster**, Director of International Services, Volunteers of America

**Thomas P Benjamin**, President, President of the Environmental Alliance for Senior Involvement (EASI)

**Norman Braden**, International Conference Volunteers (ICV)

**Ronald Burr**, Senior Advisor, Religious Youth Service

**Katie Campbell**, Executive Director, Association for Volunteer Administration (AVA)

**John Copland**, International Conference Volunteers (ICV)

### **Carlo Di Lorenzo**

**David Ford**, IYV Government Focal Point, Head of Raising Awareness, Active Community Unit, US Department of the Interior

**Teresa Gardner-Williams**, CVA, Association for Volunteer Administration (AVA) and Member, IYV 2001 National Committee USA

**Debra Grant**, Co-Director, Young Media Partners

**Sherry Hartman**, Senior Advisor, Religious Youth Service

**Sarah Hayes**, National Manager, KPMG

**Janet H Hiller**, Youth Development Specialist, Washington State University

**Lily-Marie Johnson**, International Conference Volunteers (ICV)

**Jenne Magno**, Director, Peacework Europe

**Hector Moreno**, Intercontinental Group

**Laurie Moy**, Coordinator of Online Volunteers, People With Disabilities Uganda

**Ken Phillips**, President, NGO Futures

**Edward Sackstein**, International Conference Volunteers (ICV)

**Randy Schmieder**, Director, m.c. art design communications

**Lauri Sherfey**, Associate Professor, County Extension Agent, Washington State University

**Carolyn Solomon**, International Conference Volunteers (ICV)

**Wendy Stratton**, Director, Canadian Executive Service Organization (CESO-SACO)

**David Styers**, Director, Technical Assistance and Capacity Building, Points of Light Foundation

**Eileen Sweeney**, Chief Executive Officer, IYV 2001 National Committee USA and Inkindex

**Nancy Troxler**, International Conference Volunteers (ICV)

**Kathleen Wyss**, International Conference Volunteers (ICV)

**There are 31 documents associated with participants from USA on the CD ROM version of this report.**

## Uzbekistan

### **Symposium Participants:**

**Alisher Nizamov**, UNDP Uzbekistan

**Maxwell Sesay**, IYV 2001 Ambassadorial Volunteer in Uzbekistan, IYV 2001 National Committee Uzbekistan

**Images of Uzbekistan's exhibition at ISV 2001 are on**

**the CD ROM version of this report.**

## Venezuela

### **Symposium Participants:**

**Patricia Herde Gutierrez**, IAVE Youth Member, IYV 2001 National Committee Venezuela

**Mariendela Siegert**, IYV 2001 National UNV (NUNV), UNDP / UNV Venezuela

**Images of Venezuela's exhibition at ISV 2001 are on the CD ROM version of this report.**

## Vietnam

### **IYV Website:**

www.un.org.vn/unv/iyv/iyvfra.htm

### **Symposium Participants:**

**Bui Ngoc Linh**, IYV 2001 Coordinator for Vietnam and IYV 2001 National UNV (NUNV), UNDP / UNV Vietnam

**There is a document from Vietnam as well as images of Vietnam's exhibition at ISV 2001 on the CD ROM version of this report.**

## Yemen

### **Symposium Participants:**

**Jameel Al-Ansy**, Director, Charitable Society For Social Welfare

**There is a document from Yemen as well as images of Yemen's exhibition at ISV 2001 on the CD ROM version of this report.**

## Yugoslavia

### **Symposium Participants:**

**Jelena Beronja**, International Cooperation Coordinator, Young Researchers of Serbia - Voluntary Service of Serbia

**Karine Chevrot**, Secretary General, Young Researchers of Serbia - Voluntary Service of Serbia

**Tanja Nikolic**, Secretary General, Young Researchers of Serbia - Voluntary Service of Serbia

**Images of Yugoslavia's exhibition at ISV 2001 are on the CD ROM version of this report.**

## Zambia

### **Symposium Participants:**

**Bwalya Chilufya**, IYV Government Focal Point, Planner for the Ministry of Community Development, IYV 2001 National Committee Zambia

**There is a document from Zambia on the CD ROM version of this report.**

## Zimbabwe

### **Symposium Participants:**

**Solomon Guramantunhu**, IYV 2001 National Committee Zimbabwe

**Catherine Masunda**, Consultant, Chairperson, UNDP / UNV Zimbabwe

**Images of Zimbabwe's exhibition at ISV 2001 are on the CD ROM version of this report.**



Brian Cugelman, UNV

**Yemen's exhibit at the International Symposium on Volunteering**

## **United Kingdom**

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## **Tanzania**

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## **Uruguay**

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## **USA**

- IYV Committee
- Signed 52/17
- Signed 56/38
- UN Member

## **Uzbekistan**

- UN Member

# International Organizations Present



**CERN**

**European Organization for Nuclear Research**

**Symposium Participants:**

**Silvano de Gennaro**



**CIVICUS**

**Symposium Participants:**

**Kumi Naidoo**, Secretary General and CEO

**There is 1 document associated with participants from CIVICUS on the CD ROM version of this report.**



**CONGO**

**Conference of NGOs**

**Symposium Participants:**

**Renate Bloem**, President

**There is 1 document associated with participants from CONGO on the CD ROM version of this report.**



**International Federation of Red Cross and Red Crescent Societies**

**Symposium Participants:**

**Christopher Lamb**, Head, Humanitarian Advocacy Department

**Christer Leopold**

**Ibrahim Osman**, Director, Monitoring and Evaluation Division and Under-Secretary General

**There are 3 documents associated with participants from IFRC on the CD ROM version of this report.**



**ILO**

**International Labor Organization**

**Symposium Participants:**

**Christine Cornwell**, Director

**There is 1 document associated with participants from ILO on the CD ROM version of this report.**



**IOC**

**International Olympic Committee**

**Symposium Participants:**

**Fékrou Kidané**, Director, International Cooperation

**There are 3 documents associated with participants from IOC on the CD ROM version of this report.**



**IPB**

**International Peace Bureau**

**Symposium Participants:**

**Colin Archer**, Secretary-General

**There are 2 documents associated with participants from IPB on the CD ROM version of this report.**



**UICC**

**International Union Against Cancer**

**Symposium Participants:**

**Beryl Carby-Mutambirwa**



**UNESCO**

**Symposium Participants:**

**Sabine Detzel**

**Kirsten Holst**

**There is 1 document associated with participants from UNESCO on the CD ROM version of this report.**



**UNV**

**United Nations Volunteers Programme**

**Symposium Participants:**

**Serge Abramowski**, UNDP / UNV

**Prosper Bani**, Programme Specialist, HRU Geneva, United Nations Volunteers (UNV)

**Jens Behrendt**, Programme Specialist

**Claude Belleau**

**Edmund Bengtsson**

**Alessandro Brunton**

**Sharon Capeling-Alakija**, Executive Coordinator

**Jayne Cravens**, Online Volunteering Specialist

**Brian Cugelman**, IYV 2001 Web Master

**Dirk de Bruyne**, United Nations Volunteers Country Office

**Carolien De Joode**

**Robert Leigh**

**Natasha Mistry**

**Riham Mustafa**

**Richard Nyberg**

**Norah O'Donohue**

**Diana Perez-Buck**, Promotions Specialist

**Julia Rees**

**Stanislao Tarony**, IYV 2001 National UNV (NUNV), AFRICA  
Section, UNDP / UNV

**Henri Valot**, Head of Team IYV

**There are 31 documents associated with participants from UNV on the CD ROM version of this report.**



## **WAGGGS**

### **World Association of Girls Guides and Scouts**

#### **Symposium Participants:**

**Maureen Aba**, Team Coordinator

**Lesley Bulman**, Director

**Silja Schaffstein**, Team Coordinator

**Lili Schurch**, Team Coordinator

**There is 1 document associated with participants from WAGGGS on the CD ROM version of this report.**



## **World Bank**

#### **Symposium Participants:**

**Alfredo Sfeir-Younis**, Special Representative to the United Nations and the World Trade Organization

**There are 2 documents associated with participants from the World Bank on the CD ROM version of this report.**



## **WHO**

### **World Health Organization**

#### **Symposium Participants:**

**Linda Muller**, Vaccines & Biologicals Department, Global Polio Eradication Initiative

**Sanjeeb Sapkota**, Department of Non-Communicable Diseases Prevention and Health Promotion, Physical Activity Group

**There are 2 documents associated with participants from WHO on the CD ROM version of this report.**



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# About the Summaries

The summaries contained in this report are a result of a cross-sectorial partnership—a practice many presenters found to be successful throughout the International Year of Volunteers.

Considering the Symposium would provide a spotlight for many to highlight their work throughout the Year, it could be expected that the diversity and density of information presented would be exceptionally high. And unlike many other gatherings, there would be no established journal where participants could find further information on the experiences presented in the four short days.

To address this challenge, the Symposium organizers worked with a private communications firm to integrate an “online news service” into the planning of the documentation process.

A daily news schedule was built around the program that would integrate both volunteer and professional efforts. A system was carefully designed to assist volunteer writers of varying backgrounds distill the main conclusions into a brief summary. During the Symposium itself, a total of 48 volunteer reporters from ICV and UNV were assigned to each of the 53 sessions to document the presentations.

These summaries form the basis of much of this report.

It is important to bear in mind that the summaries are not intended to serve as a chronology of each session. Instead, they are an attempt to capture the major findings and best practices from the 191 presentations of ISV 2001 as concisely as possible.

It is our hope that while reading the summaries, the reader will keep in mind the many enthusiastic and skilled volunteers who devoted long hours to synthesizing the results of the Symposium and collecting original documents from presenters. While we have edited the summaries for grammatical and stylistic consistency, we regret that we cannot guarantee the accuracy of all facts presented in the summaries. We apologize in advance for any omissions, inaccuracies or misspelled names. The volunteers involved truly should be



Brian Cugeliman, UNV

**César Guedes and other volunteer reporters for the online news relax between summarizing sessions.**

applauded for their efforts to try to give anyone who is interested a chance to learn lessons from every session.

We encourage readers to refer to the CD ROM version of this report for more detailed information on the presentations. The CD ROM contains nearly hundreds of original speeches, presentations, and abstracts, and related documents.

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Brian Cugeliman, UNV

**Nancy Troxler ensured reporters found their sessions.**