



evars

Elderly volunteers - A Resource for the Society

# State of the Art Final report



Education and Culture DG

Lifelong Learning Programme

# *State of the Art*

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# 1 European Level

## 1.1 Definitions

When it comes to volunteering every country has its own notions, definitions and traditions. Before defining volunteering work for the countries: Denmark, Slovakia, Austria and Germany, a general conception, based on the European Commission (2011) of volunteering work will be quoted:

”Volunteering is defined as all forms of voluntary activity, whether formal or informal. Volunteers act under their own free will, according to their own choices and motivations and do not seek financial gain. Volunteering is a journey of solidarity and a way for individuals and associations to identify and address human, social or environmental needs and concerns”<sup>1</sup>

According to the Danish Ministry of Children, Gender, Equality, Integration and Social Affairs volunteering work is an optional and unpaid effort, which is carried out for persons outside the volunteer’s family and relatives, for the benefit of others than oneself and one’s family. Furthermore it is formally organized and active.

On the basis of the Slovakian law a volunteer is a person who from his/her free own decision without a requirement to be paid, performs a voluntary activity, based on his/her knowledge, abilities and skill for another person with her/his agreement or for the public good.

For the Austrian Federal Ministry of Labor, Social and Consumer Protection volunteering work is defined as a service that is provided voluntarily (without any pressure or bondage) and without any payment for people outside the home.

In Germany following definition of voluntary work is used: voluntary work that includes all kind of voluntary, non-paid involvement people are spending to others like neighbourly help or mutual aid. The common criteria are: voluntary, common welfare orientated and non-paid. The definition of non-paid is that the volunteers are working without expecting any money in return. Sometimes they

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<sup>1</sup> European Commission, 2011, p. 2.

get a representation allowance or their social insurance will be paid by the organization they are working for. People involved in the "Bundesfreiwilligendienst" get a pocket money.

## 1.2 Policy Contexts

In *Denmark* local authorities have a statutory obligation to cooperate with social associations and organizations. The local council has an obligation to reserve an amount (so called block grants) of the yearly budget to support voluntary social work. Since 2010 there also exists a National Civil Society Strategy to promote the relevance and increase of the volunteering social work, strength the innovation and development of social work, strength the performance of volunteering organizations and to foster the interdisciplinary collaboration. Each year the Ministry of Children, Gender Equality, Integration and Social Affairs is releasing a special pool for the social area particularly targeted NGOs working voluntarily within in this sector. The pool addresses current issues within the social sector. In 2012<sup>1</sup> the Council presented their strategy for 2012 – 2015, named “Co-creating better welfare.” In light of economic recession, it aims at promoting ways of improving the quality of Danish welfare society. Further it calls for a new definition of citizenship with focus on contribution and empowerment. The strategy is completing the strategy of civil society (addressing the economic recession, rethink the welfare sector; focus on democracy, citizenship, social inclusion etc.). In 2013 the latest Charter of Interaction between the volunteer World and the public sector was launched, which is a result of collaboration between five different ministries (Ministry of Children, Gender, Equality, Integration and Social Affairs, Ministry of Culture, Ministry of Health and Prevention, Ministry of Economic Affairs and the Interior and the Ministry of the Environment), several associations, organizations, councils, as well as the representatives from local and regional authorities.

In *Slovakia* there is no national strategy concerning volunteering. There just exist a few public documents which refer to this topic. For the Slovakian policy volunteering has not the highest priority, though it is considered by the government as a relevant matter.

Following the recommendations of the *Austrian* National Committee concerning the needs and requirements of volunteers, summarized in the “Volunteering Manifest”, four work groups developed specific recommendations that were brought together in the “Volunteers” Action Program”. This program is the main policy document for promoting volunteering in Austria and

was unanimously accepted by the Council in 2004. This program consists of actions in three consecutive priority levels. It outlines the necessity to develop a legally valid definition of volunteering and honorary office. This definition would allow the improvement of the legal protection for volunteers with regard to liability and accident insurance as well as being within the scope of labor law. Once the recommended measures to improve the framework of volunteering have been implemented, the program foresaw running an image campaign to boost the voluntary involvement of Austrian citizens of all ages.<sup>2</sup>

The honorary office in *Germany* is well established since 200 years mostly in traditional structures. Additional to the well established voluntary work there is a new development. Active citizenship is more a modern term and means a broader basis of enabling citizen to involve in projects and social needs. The Law of strengthening honorary office is a kind of national strategy to support historical grown and new structures. On the country wide level in Schleswig-Holstein the strategy for honorary work is established as EhrenamtMesse (Exhibition of Honorary office) or EhrenamtNetzwerk (Network for all active citizens and institutions or organisations) to support voluntary work. (q.w. 1.3) All this support, networks and initiatives are expressions for directions concerning voluntary work.

On both levels there is a culture of appreciation with ideal honour e.g. “Awardees of the Ehrenamt” national wide and “Ehrenamtskarte” in Schleswig-Holstein for every volunteer with benefits like free entrance e.g.

### 1.3 Legislations

There is no uniform way of regulating volunteering, primarily because of the diverse nature of volunteering together with the complexity and diversity of the voluntary sector across the EU Member States. There can be made on distinction between Denmark, Slovakia, Austria and Germany: they do not have a legal framework for volunteering, but it is regulated by or implicit within other existing general laws. Only Slovakia is in progress for the development of a legal framework for volunteering<sup>3</sup>.

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<sup>2</sup> GHK, 2010, S. 15

<sup>3</sup> GHK, 2010, S. 10

In Denmark, there is no legislation that defines and governs volunteering and voluntary organisations, but there are a number of laws and rules that together do so by specifying the requirements that voluntary organisations need to meet. Instead the responsibility for volunteering is split between different ministries according to their area of responsibility. This topic is regulated within other general laws (Danish Constitutions 1849, the Act on Social Service 1998, Danish Act on Popular Education 2000 and the Gambling Act 2006). In general the Danish law distinguish between the definition of voluntary work and voluntary social work.

In Slovakia the different aspects of volunteering are regulated within different laws. The main legal acts that address volunteering are the Employment Relationship Act (covers unclear and voluntary work) and Law on Youth and Policy on Youth that addresses volunteering in schools. Slovakia legislation does not cover the term “non-governmental organization - NGO” instead there exist 3 entities: associations, foundations and private institutions, each of them is covered by another legal act. The web portal ([www.dobrovolnictvo.sk](http://www.dobrovolnictvo.sk)), which was launched as a virtual volunteer centre, provides service and information to volunteers and voluntary organizations at local, national as well as the international level. Thanks to the Law on Volunteering, valid since 1 December 2011, Slovakia now has an official definition of a volunteer. This law states that “A volunteer is a person who from his/her free own decision without a requirement to be paid, performs a voluntary activity , based on his/her knowledge, abilities and skills for another person with her/his agreement or for the public good.“

In Austria the Federal Act on the promotion of volunteering (Volunteer Act) was determined in 2012. The key points of the Act are: Promotion of volunteering, Voluntary social year (combines educational and vocational orientation elements important form of corporate social responsibility and the common good and for the development of personality), Voluntary environmental protection years, Memorial service, peace and social service abroad, Austrian Council for Voluntary Work, Family Compensation Act, and General Social Insurance Act.

In Germany there exists amongst the Law of Strengthening honorary office a list of legal provisions that are relevant to volunteering. This legal Provision establishes the rights for unemployed benefits, provided the voluntary activities do not interfere with the individual’s efforts to re-integrate in the labour market. The German federal Government also adopted several new

regulations on civic services, e.g. tax free amount on donations for voluntary activities, time structures more flexible and allowance of combining service in Germany and abroad.

## 1.4 Research reports

This point includes any relevant Literature or Study we can learn from or use within this project.

- Ehlers, A., et al, 2011, "**Volunteering by older people in Europe**", European Foundation for the Improvement of Living and Working Conditions, Luxembourg.

This report is based in 30 case studies from 11 Member States of the European Union in which volunteers, not always include older people. This report includes any relevant context when it comes to volunteering by older people, e.g. shows the differences between the countries, constitutes political context etc.

This paper can help the Projects because it highlights different elements for the recruitment and retention of older volunteers. The key messages for local authorities (LA) and for organizations could give support for the development of the training materials, as well as for the awareness rising between local authorities and training institutions. Some findings are:

- Older volunteers should be included in the development of municipal policy
- LA should promote initiatives to older people as volunteers by tendering grants or awarding prizes
- Volunteering requires acknowledgement
- Volunteers support salaried employees but do not replace them.
- Transnational networking with regard to voluntary engagement can promote the exchange of best practice
- the involvement of senior volunteers requires tailored strategies that take their different problems and demands into account
- Experiences of relevant stakeholders should be taken into account for the recruitment and retention of risk groups

and many more.

- Erlinghagen, M., Hank, K., 2005, "**Participation of older Europeans in Volunteer Work.**"

This report explores cross national patterns of volunteering and the relationship between selected socio-demographic characteristics and participation in voluntary work among the population aged 50 and older.

This paper could serve as an orientation for the EVARS project when it comes to questions what kind of characteristics and other factors are important, concerning senior volunteers. Because this paper shows that particularly age, education, health, and involvement in other social activities matter greatly for the individual's propensity to engage in volunteer work. It can also be used as a reference, because the main findings of this paper show the need and importance of further studies within this topic.

- Korosec, I., Liegler, M., 2014, "**Seniorenbund-Presskonferenz: Starke Senioren-Leistung: Ergebnisse der top aktuellen Senioren-Studie zur Freiwilligenarbeit der Älteren** (Senior Citizens' Association Press Conference: Strong senior performance: results of the top current seniors study on volunteering of older)", Österreichischer Seniorenbund.

The Austrian Seniorenbund commissioned this year a senior study on voluntary work. Therefore 1.600 people aged 50+ were interviewed. Of the respondents 60% receive a pension based on their own insurance, 27 % were still working and can expect later a pension based on their own insurance, 13 % were "others" (e.g. receiving widow's pensions etc.). The main results of this study could be taken into account for EVARS. For instance 18 % of the respondents are not active as volunteers but they would be very interested in it. What they wish to be more motivated is to be much more informed about possible activities and much more social recognition for the effort they are bringing. The link to this study can be found in Chapter 4.

- Cox, A., 2011, "**Age of Opportunity - Older people, volunteering and the Big Society**", ResPublica.

This paper demonstrates the characteristics of older people, the motivation factors of them to volunteer and the barriers preventing them to do more. For that reason this paper could be helpful to find ideas to attract more seniors to volunteering work and to recruit them.

- GHK, 2010, "**VOLUNTEERING IN THE EUROPEAN UNION**", Final Report.

This paper provides general information about volunteering within the EU, focus on the challenges and opportunities of volunteering, shows the lacks within the legal and regulatory



framework, the financial aspects and finally gives recommendations. For the EVARS Project this paper could be a kind of guide providing general information of this topic and political context.

- Federal ministry of labor, social and consumer protection, “**Guideline for the development of training activities for volunteers**” and “**Guideline for the development of training courses of voluntary**”

(Please see more information in the chapter 1.5)

Following *platforms* provide useful materials, tips and instruments the EVARS project could use for the development of the training materials (closer explanation see chapter 1.5):

- **Senior European Volunteers Exchange Network ([www.Seven-network.eu](http://www.Seven-network.eu))**

This platform is a network for organizations, institutions and volunteers for promoting senior volunteers’ exchanges on an international basis. This website provides a handbook (EN, GE and FR) and explains exactly how to train elderly volunteers. There are lots of tools provided which the EVARS Project could use for the development of the different training materials.

- **Volunteers at School ([www.volunteersatschool.eu](http://www.volunteersatschool.eu))**

Volunteers at School (VAS), a student-centered Comenius multilateral project, is a learning experience designed to promote volunteer work among secondary school students, aimed at raising their awareness and involvement in environmental and social areas according to their interests and needs in a multicultural European partnership which favors their communication in foreign languages, enhances their training in ITC tools and promotes collaborative work.

This platform is for the EVARS project less relevant in terms of the content. However, it provides a link to questionnaires, which were created in the course of this project to find out how the access to volunteering in general is, the experiences which made with it and the benefits the volunteers seek by participating.

- **Best Agers ([www.best-agers-project.eu](http://www.best-agers-project.eu))**

In the EU Project “Best agers” financed by the Baltic Sea Region Programme 2007 – 2013, part-financed by the European Union ERDF there have been amongst others two Toolboxes developed useful for the EVARS project. Both boxes are dealing with senior volunteers.

The first toolbox is named **Toolbox for organizations for winning best ager volunteers** compiled by Research Association Mecklenburg Vorpommern e.V.

The second toolbox is **Toolbox for the activation of citizen engagement** compiled by The Paritätische Schleswig-Holstein

- **SeniorTrainer(in) (<http://www.efi-sh.de/>)**

The concept of "senior trainer, Experience for Initiatives (EFI)" creates in the municipalities responsibility roles for older people. These new roles open up new perspectives and ways of sustainably put the knowledge and experience gained in work, family and volunteer work in the community as a senior trainer.

Key objectives of the program are: New Responsible "senior trainer" and promoting a positive image of old age, Civic engagement in all sectors of society, strengthening of solidarity between generations and so on.

## 1.5 Relevant material for the training material

Austria cannot provide any specific for seniors aimed guidelines, workshops etc. Denmark already contacted a couple of institutions to get an access to such guidelines. Nevertheless, both countries can provide general information and materials concerning general training activities. In Slovakia there is the same situation, but, it would be possible to provide education and training of volunteers to every important and needed topic, because of a very well cooperation with the Minister of internal affairs, justice, economy etc. Germany is able to provide senior aimed toolboxes which can be re-used in the EVARS project.

In Germany we have the possibility to learn from the following materials, which are especially for seniors aimed guidelines:

- **Methodological manual of honorary office**

To realize local EhrenamtMessen (Exhibitions for honorary office and active citizenship) the federal state of Schleswig-Holstein provides a methodological manual in two books. The “Methodenhandbuch EhrenamtMesse” (“Methodological manual of honorary office“) is a general overview about what to be done. The “Anlageband zum Methodenhandbuch” (“facility of Methodological manual of honorary office“) is a practical guide from the first idea to evaluation regarding following topics:

- Project management
- Press work and public relations activities
- Room planning
- Event management
- Finding partners and exhibitors
- Fundraising
- Social program
- Evaluation

- The concept "**seniorTrainer** - Erfahrungswissen für Initiativen EFI" (seniorTrainer - know-how for initiatives) tries to create new roles with responsibility for senior citizen on communal level. People who are involved in the initiative seniorTrainer are so called “free” volunteers. Most of them are committed as adviser or disseminator for initiatives or to realize own ideas. A trial phase is important to become seniorTrainer to find out if and how the field of involvement and the participation in the group matches to the volunteer. In the active phase every volunteer is related to a local team of experts. It is also relevant to find out how the new volunteer will fit with the group during the trial phase. After this trial phases a qualification training starts with 2 modules over three days. The understanding of the competence is to get support from colleagues, to organize advanced training and to be supported by professionals.

SeniorTrainers are ...	... “free” volunteers .... committed as adviser / disseminator .... to realize own ideas
Trial Phase	.... to become a SeniorTrainer .... to find out if and how the field fits .... volunteers are related to local experts
Qualification training	.... after the trial phase .... consists of 2 modules over 3 days .... to get support .... to organize advanced trainings .... to be supported by experts

In the EU-Project “**Best agers**” financed by the Baltic Sea Region Program 2007-2013, there have been amongst others two Toolboxes developed useful for the EVARS project.

Both boxes are dealing with senior volunteers (more details see below).

### **1. Toolbox for organisations for winning best ager volunteers**

#### **Initial situation:**

Your organization plans to integrate Best Agers as volunteers within their structures.

#### **Goals:**

This toolbox is intended to support organizations and associations seeking Best Agers as volunteers to work with or who are already working with volunteers, and it serves as the basis for a qualified management of volunteers.

In addition, the toolbox should encourage, provide transparent ways of access, and help to attract new volunteers. Furthermore, the toolbox may guide future volunteer managers in their daily work.

#### **Activities:**

To meet its goals, the toolbox provides detailed basic principles for enlisting, training, and dealing with Best Agers as volunteers. The toolbox should support volunteer managers in their daily work and resolve any pending issues in dealing with volunteers quickly and easily. This clearly shows that a success-full integration of volunteers cannot be obtained by the way.

In terms of volunteer work, a planned, invented, designed, and evaluated structural change within the organization is necessary. This is based on a qualified management of volunteers.

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This book shows the most important tools of a volunteer management pro-cess. Many practical hints are given on the implementation of an initial interview with potential volunteers to the exclusion of volunteers. The toolbox allows starting with volunteering directly.

<p><b>Developing a strategy for working with Best Agers as volunteers</b></p>	<ul style="list-style-type: none"> <li>• Analysis of the organization - SWOT</li> <li>• Task scheduling and project planning</li> <li>• Project kick-off meeting</li> <li>• Action plan</li> <li>• Checklist project planning</li> <li>• Guidelines for working with volunteers</li> </ul>
<p><b>Rules and standards for working with Best Agers as volunteers</b></p>	<ul style="list-style-type: none"> <li>• Financial and personnel resources for volunteering</li> <li>• Activities, tasks, and responsibilities for working with volunteers</li> <li>• Checklist initial meeting</li> <li>• Query form for volunteers interested</li> <li>• Form for organizational monitoring</li> <li>• General checklist for task and job description</li> <li>• Volunteering agreement</li> <li>• Example of a volunteering agreement</li> <li>• Appreciation interview</li> <li>• Proof of commitment and certification</li> <li>• Example of proof of commitment</li> <li>• Voluntary withdrawal and exclusion from participation</li> <li>• Dismissal of volunteers by the organization</li> </ul>
<p><b>Enlisting Best Agers as volunteers 30</b></p>	<ul style="list-style-type: none"> <li>• Attracting volunteers using satisfied volunteers</li> <li>• Attracting volunteers using in-house media and events</li> <li>• Attracting volunteers using classic marketing tools</li> <li>• Attracting volunteers using external media</li> <li>• Attracting volunteers using the internet</li> </ul>

## 2. Toolbox for the activation of citizen engagement

### Introduction

#### The institution

The Paritätische Welfare Organisation is an umbrella organisation of more than 500 non-profit organisations, associations and support groups for the self- determination of people in the need of social assistance.

#### The objective

Paritätische Schleswig-Holstein is one of 19 Partner organisations, which have set themselves the task of finding and developing ways of preserving the knowledge and experiences of people over 55 and making these accessible to society. The pilot initiatives of the partner organisations of the Best Agers project are trying to make the potentials of older people accessible to the economy. With its sub-project, Paritätische is expanding this line of action to the community overall. In this, the economy is regarded as just part of a whole scene, which the potential of older people should be made accessible to. Essentially, the project is aimed at increasing the willingness of society to engage by making use of the potentials of people over 55 years.

### **The project**

In Germany there are a large number of single people, groups, projects or initiatives, which want to assume responsibility and give their time and energy free-of-charge for a meaningful cause. The intention often fails due to a lack of knowledge about how to plan and implement projects, form net-works, establish associations, attract financing or overcome crises. This requires a support structure, which supports, advises and accompanies the citizens committed to their respective intention. It therefore needs people, who have the potential and the time to voluntarily support committed citizens to realise a particular interest or solve a problem. Most men and women of advanced years, who have left working life, whether due to unemployment or retirement, are looking for an alternative and meaningful occupation. Above all, those who held responsible positions in their professional life are now increasingly looking to engage in opportunities in the social sector, where they will have a large degree of individual responsibility and freedom of scope. PARITÄTISCHE Schleswig-Holstein is, with its 'citizen coach' line of action offering these people an interesting and varied field of engagement. Citizen coaches support committed citizens, associations and social organisations to realise an interest or solve a problem.

### **Activation of volunteers**

Politics has discovered the civil society. Nearly every speech made, refers to it. Politics wants, with its drumbeat for honorary office, "to strengthen the willingness to engage, nationally and internationally, and to develop the abilities of those engaged", the Federal Ministry of Family Affairs, Senior Citizens, Women and Youth established in a benchmark paper in 2009.

It maintains that the potential of people to engage voluntarily is unlimited. It is just a matter of finding the knack of how to motivate them.

The only problem is that this knack doesn't exist. People must want to engage, they won't be forced to engage. Today especially people combine with their engagement the desire to do something responsible for the community and also for themselves. It is only when the engagement conditions and operational areas meet these requirements that we can successfully win more people for an engagement. In the following, PARITÄTISCHE presents some selected methods for the activation of volunteers, some of which were applied and checked for their effectiveness as part of the project.

### The Activation Toolbox

<b>Objective</b>	The objective of this toolbox is to collect methods in order to stimulate players who support civil society (individual people and organisations) to form networks, cooperate and carry out joint campaigns and projects, which will improve the quality of life in the community.
<b>Basic principles</b>	<ul style="list-style-type: none"> <li>• Cooperation as the most important resource</li> <li>• Networks are formed through joint campaigns</li> <li>• A common burning topic of interest</li> <li>• Voluntary Participation</li> <li>• Equal participation of all players</li> <li>• Bringing together players from different social spheres of activity</li> </ul>
<b>Possible methods</b>	<ul style="list-style-type: none"> <li>• Market place method</li> <li>• Target planning method</li> <li>• Activating project development</li> <li>• Eco-mapping</li> <li>• Public spirit workshop</li> <li>• Community Organising</li> <li>• Future workshop</li> <li>• Appreciative Inquiry</li> </ul>

From Austria the project could benefit from the guidelines for development of training courses for attendants, coordinators and managers. The guidelines relate to general information and not directly tailored to seniors. When we start to develop the training materials, we can certainly use some information.

- The **Guideline for the development of training activities for volunteers and for the development of training courses of voluntary**. Both are developed from the Federal ministry of labour, social and consumer protection. The guidelines and more information can be viewed at <http://www.freiwilligenweb.at/index.php?id=CH0586>

Criteria which are not specifically developed for seniors but can be used for the EVARS project are:

Course organisation	Target group	Methodological and didactic principles
The training course should be offered in modules	Interested parties without practical experience must have a prerequisite for entry to the level of education or the Graduate course volunteer accompaniment	The methodological and didactic principles must be based on the standards of modern adult education. This means that theory and practice are consistently related to one another and that in all modules each have different teaching and learning methods (seminar work, group work phases, presentations, exercises, self-awareness, work with case studies and case studies, compare with best practice and worst-practice, etc.) are used.
Clear responsibilities	Other possible criteria for the target groups are: area specific and organisations specific differences	It must be ensured that the Complementary training across generations, that intercultural learning can take place and that gender aspects are taken into account.
Trainers have to have professional and personal competences		
There should be not more than 2 trainers during the modules		
Course structure and the concrete technical content must be clearly indicated		
The seminar place should be reachable with public transports		
The seminar must be tailored to the requirements of modern adult education. For example, the application must be different Teaching and learning methods, group work, exercises, etc. possible be		
The duration of the course for volunteer coordination should not exceed nine days and three		



(extended) weekend		
Finding solutions how participants can make up the learning content when missing one day		
Certificates after the training courses		

Another Guideline is for development of training measures for volunteers: This Guide is a guide to the development of specific courses, in which the volunteers are prepared for their activities. He has two target groups in focus “volunteer organizations” and “training providers.” There are 2 target groups within this guide “the beginners and the advanced volunteers.”

The requirements are also not specifically aimed for seniors but can be considered on the EVARS project:

Organisation and structure	Learning objective description	Methodological and didactic principles
Duration and structure	The learning goals are after the 3 didactics methods: <ul style="list-style-type: none"> <li>• Acquisition of knowledge (cognitive dimension)</li> <li>• Acquisition or strengthening and deepening of skills and abilities (psychomotor-actual dimension)</li> <li>• Clarification of attitudes and attitudes towards members (affective dimension).</li> </ul>	Knowledge transfer based on the international level of knowledge about modern adult education
General training goal		
Learning content		
Training course organisation		
Catch up missing teaching times		
Giving certifications		

The platform **seven** (Senior European Volunteers Exchange Network) is a network of organisations and institutions for promoting senior volunteers’ exchanges. Therefore this platform offers different handbooks and materials within this context. The following table shows an overview of possible training sessions based on the handbook Training Senior volunteers for international exchange, we may be able to use for the development of the training materials.

- **Example for a “senior friendly” training module**, which can be re-used in the EVARS Project:

Sessions	Overview	Time	Content
Session 1	Welcome and Introduction	30 min	Welcome and introduction to each other –with icebreaker exercises to create a good working environment; take away seniors fears.
Session 2	Motivation*, Expectation, Reflection	1 hour	Seniors need to exactly understand what they can expect; The organisations have to understand the motivations behind the participation; At the end through a reflection a clearer picture of expectation and motivation comes up; Channel the participants expectations in to a realistic perspective, what is possible to gain and what not;
Session 3	Skills Audit	2 hours	Evaluation of the volunteer’s skills (they often are not sure about them) -> possible tool: questionnaires with ranking about practical, organising and communication skills, work relation.
Session 4	How to learn	2 hours	People learn different and not in the same way, this is a very important note; therefore this sessions must consist of:  Why look at learning? Personal history of learning? How do we learn? Reflecting on that learning
Session 5	Cultural Awareness and Intergenerational learning	2 hours	The aim of this session is to present seniors tools which enable them to be aware of their own cultural values and views -> useful tool are Stereotypes.
Session 7	Problem and Conflict Management	1.5 hours	Time to talk about hard situations, different opinions and potential confrontations; it is important take time to solve problems.
Session 8	Training Evaluation	20 min	Participants should have the possibility to reflect the training; this is important for the participant and for the trainers; Some ways to evaluate:  Questionnaires (set of questions about the training) 3 vs. 1 (Group work to collect different opinions) Group (share individual point with a small group) Bull’s Eye (to see satisfactions of the participants)

\*this session could be optimized by the questionnaires provided by the Volunteers at School project

These information’s are provided under following link (this table provides only the main aspects):

[http://www.seven-network.eu/site/files/ANNEX%207.1%20TC%20English%20version\\_0.pdf](http://www.seven-network.eu/site/files/ANNEX%207.1%20TC%20English%20version_0.pdf)

## 2 Summary of the local TNAs

### 2.1 Main reasons for local authorities to use volunteers and to participate

To make sure, that the Project EVARS lift up the expectations of the local authorities, the identification of the main motivations is relevant. One reason is not because of the economic crisis, which would be a possible thought because of the budget cuts, it is primarily based on the view that volunteers supplement and enhance public input. Another argumentation is that nothing runs without honorary office and honorary office keeps things moving. Furthermore a main motivation is to strengthen and increase the social solidarity and social cohesion in villages and cities. Local authorities are extremely motivated to activate the youth and the older generation to work on a voluntary basis. There exists also another motivation factor, resulting from a wrong interpretation as “cheap replacement” of formal public services. Furthermore local authorities like working with volunteers because there is no financial aspect in doing the work, but a great deal of humanity. They know that the tasks commissioned them are done because of personal conviction, not because the sponsors / bosses have told them. Therefore the tasks are made carefully and with a smile on the lips – this is the best for the volunteered ones. A good portion of motivation is given.

### 2.2 In which sectors do the local authorities mainly use elderly volunteers

Basically volunteering is used in very similar sectors, within all four countries, the differences are just within the preferences of the areas. In this report, we focus just on the mostly used sectors of volunteering, therefore the preferences of each country, are not taken into account.

Probably the main areas are on the formal and informal volunteering. Most of the citizens are involved in

- active social services (neighbor help) and in the field of sports, exercises and movement
- in the area Kindergarden and schools
- in churches, religion, civil rights, art/culture and leisure time
- in the disaster relief and emergency services
- Environmental protection.

## 2.3 Good examples of local authorities that work on a strategic level with voluntarism

It is difficult to find good examples to work on strategic level with voluntarism, because there do not exist common strategies.

A good example of local authorities working on a strategic level with voluntarism, coming from Germany, is the „social round table“ of Bordesholm. Bordesholm is a municipality with 14 communes with nearly 14000 inhabitants in the middle of Schleswig-Holstein. Nearly 70 initiatives are involved at the “social round table” such as organizations, churches, associations, initiatives and single persons. The participating persons are professionals as well as volunteers, corresponded to the attitude that voluntary office needs professional office.

The main task the group has given itself is to talk, to express themselves and to discuss the developments in the local area. If they define problems and needs, they try to develop solutions and to find partners on communal level. The main work is done in the fields of social affairs and health. This “social round table” was initiated by two persons. One person from the administration of the municipality and the other one from the so called “Sozialbüro” (social office). The group works without influences from politicians and administrative management, but they are in contact with those in case of realizing projects. It works really well and it seems that this is the most important effect for the success.

For the strategic process within the local authorities the two existing tools (explained in chapter 1.5) from the EU Project Best Ager can be re-used and adapt in the project.

## 2.4 Good examples of recruitment activities of volunteers

One good example of the recruitment activities of volunteers comes from Denmark, where several local authorities have turned to DaneAge Association (Ældre Sagen), a national membership organization, in order to recruit engaged volunteers, especially within the voluntary work with children. Furthermore a new recruitment possibility was developed in 2013, to make it easier to contribute with the resources and competences of the volunteers. Therefore a SMS service is used.

The potential volunteering person can write a message and inform about the interests, competences and the working hours.

Another possibility for the recruitment of volunteers is beside of using the online recruitment services, to organize special volunteering days. This may attract interested visitors.

Another interesting way for recruiting activities can be the German “EhrenamtMessen” and “EhrenamtForum” to present, promote and increase voluntary work on a regional and local level.

The World Volunteer Web Homepage provides “16 tip in recruiting adults volunteering” <http://www.worldvolunteerweb.org/browse/volunteering-issues/senior-volunteers/doc/16-tips-in-recruiting.html>. Useful tips for this project could be following:

- Creation of a uniform “message”
- recruitment and training materials that catch people’s attention
- plan presentations
- use the range of possible recruiting strategies (direct contact, mailing, flyers, presentations, presentations on local public services (radio, television))

## 2.5 Good examples of training activities (only in relation to volunteering)

As already mentioned in the chapters before (see 1.4 and 1.5) just a short sum up:

Neither DK, AT and SLO are able to provide specially aimed guidelines for the training modules right now. The Platform Seven provides a detailed handbook of training sessions; the Frewilligenweb provides general training guidelines.

There exists an EU Project “Best agers” which financed by the Baltic Sea Region Programme 2007 – 2013, part-financed by the European Union ERDF there have been amongst others two Toolboxes developed useful for the EVARS project.

Both boxes are dealing with senior volunteers and therefore are good examples for training activities of senior volunteers: The first toolbox is named Toolbox for **organizations for winning best ager volunteers** compiled by Research Association Mecklenburg Vorpommern e.V.

The second toolbox is Toolbox for **the activation of citizen engagement** compiled by The Paritätische Schleswig-Holstein.

(A nearer description can be found in chapter 1.5).

Besides for these Toolboxes Germany can provide two other training activities, the concept **Senior Trainer** and **the methodological manual of honorary office** (both are explained in chapter 1.5).

## 2.6 Good examples of collaboration with policy areas

The coordination of the voluntary work is done in different degrees and manners of intensity related to the importance of voluntary work on communal level.

Within the area of social care and in the employment sector, a close cooperation with the public sector/local authorities is very important. Therefore if cities, communities or municipalities have any strategies and structures to support volunteering work, it is mostly connected with coordination. Especially important are the rural areas, which are important promoters and practitioners.

In Germany (Schleswig-Holstein) for example there exists the "Vernetzungsportal für bürgerschaftliches Engagement" (Network portal for active citizenship) that supports local organizations and associations through initiatives like: "Zusammenhalt durch Teilhabe" (Cohesion through participation in society), "Bündnis für Demokratie und Toleranz" (Alliance for democracy and broad-mindedness) with the aim to strengthen participation of everybody and against political extremism. Another project is the "Youth mentoring", where young people can get a mentoring from elderly people to find out which occupation they want to learn and were they want to receive their training.

## 2.7 Where do we need to "invent the wheel"

After each of the four countries evaluates their training needs analysis the capacity building of local authorities is an important issue. This includes coaching of the local authorities and rising awareness between local authorities and training institutions. Furthermore it is important that the authorities will be involved in the testing of the developed training material, in order to give feedback and support the implementation and dissemination of the project outcomes.

Therefore the Project Consortium figured out following training themes, the Project should focus on and create innovative and especially for seniors aimed training materials. Please notices following themes are just first thoughts and ideas created during the 2nd CM, based on the themes mentioned in the proposal.

### 1. Relations to other elderly:

- Basic knowledge about dementia
- Helping co-citizens with paperwork
- Being capable to recognized the life challenges
- Dealing with death (saying goodbye) and sickness
- Motivate to stay and participate in own life

### 2. Relations to children and young people

- How to work vulnerable with children and young people
- Development stages of children and young people
- Pedagogical concepts
- Understanding life conditions
- Social inclusion
- Intergenerational understanding (about traditions, cultures etc.)

### 3. Relations to families

- How to work vulnerable with children and young people
- Understanding life conditions
- Social inclusion

#### 4. Ethics and life assistance

- Birding capitals
- Intercultural understanding
- Coaching and motivation (how to motivate others to change their life's)
- Responsibility of volunteers
- How to organizes being a volunteer
- How to collaborate with professional practitioners
- How to communicate and deal with conflicts

Project catalogue - collected ideas:

Ideas	Implementation
<p>Innovative way for recruitment</p>	<p><b>SMS Service for volunteers:</b>            LA send out messages (within a pool of mobile numbers of willing volunteers) with the number of needs volunteers, area, working hours and possible qualifications</p> <ul style="list-style-type: none"> <li>○ easy way to show interest</li> <li>○ enhances flexibility</li> <li>○ less effort for institutions and volunteers</li> <li>○ easy way to communicate</li>   <li>○ not senior friendly (not preferred way for seniors to communicate)</li> <li>○ impersonal way to communicate</li> <li>○ assumes each volunteer has a cell phone</li> </ul> <p><b>Newsletters:</b>            Sending out newsletters on a regular basis to a pool of registered mail addresses            e.g. 50plus GmbH in cooperation with the Salzburger Seniorenbund sends out this kind of Newsletters twice a month to around 2.000 addresses</p> <ul style="list-style-type: none"> <li>○ reach a broader range of people</li> </ul> <p><b>EhrenamtMesse and EhrenamtNetzwerk</b>            Is an existing local acting initiative to recruit volunteers. In rural areas is it important to use the local ground, elderly people are interested to support structures and initiatives nearby. It is necessary to bind and to work with local authorities. Because of the changing conditions from honorary office to active citizenship, an increasing absence of the middle generation for voluntary work there is a need for stakeholders on communal level. They can be important pulse generator for lively voluntary work. They can put themes on the local agenda and they can strengthen structures, networks and initiatives</p>



	<p><b>Working with local cable channels, local radio and local newspaper</b> Through this action it is possible to reach a broader range of people and catch their interest</p>
Effective way for the recruitment within EVARS	<p><b>Recruitment through organizations of seniors</b> Direct contact with senior organizations and clubs</p> <p><b>Recruitment through local authorities</b> Most of them provide social services in which seniors or volunteers are involved. This is an effective way to use the potential of the LAs</p> <p><b>Through the cooperation with other NGOs</b> They have members of differing ages with a high motivation</p>
Learning objectives	<p><b>Can be reached on different levels:</b></p> <ul style="list-style-type: none"> <li>○ Having a good self-understanding of volunteering work</li> <li>○ Being aware of own development and learning process</li> <li>○ Stimulate citizens to and participate in learning and development processes</li> <li>○ Being capable to recognize life challenges within different group of citizens (all ages)</li> <li>○ Being capable to motivate others to positive life changes</li> <li>○ Being able to be a part of a network</li> </ul>

### 3 Summary of the local state of the art reports

#### 3.1 Contextual comparison between the participating countries

The definitions of voluntary work are quite similar across the four participating countries. (see above 1.1). Concerning the Traditions for charity and voluntarism in the societies, there are also quite similar results. In Austria most people are involved in the informal volunteering sector. Within this sector the highest appointment quote meets within the neighbourly and mutual help. In Austria 31% represent this area. In Slovakia and Denmark almost half of Slovaks (47 %) are volunteering in this sector and in Denmark the social sector counts 33 % Danish volunteers. On the other side the volunteering grade for the formal sector is different. In Austria and Slovakia about 28% to 29 % are volunteering within the formal sector. In both countries the focus is on sports, leisure and culture. In Denmark the volunteering level is much higher, around 46 % of the Danish population is volunteering within the formal sector, but also in the areas sports, leisure and culture.

Concerning the private/individual initiatives examples for Denmark are activities mainly based on cloth and toys collection and gifts gathering. In Austria the focus is on the neighbor watch (execution of various chores, repairs and manual skills etc.). 36% of the German population do voluntary work. In Schleswig-Holstein nearly 1,1 million people are volunteers, which equals 40 % of the inhabitants of SH.

As already mentioned in Denmark the most of the people are engaged in the sector sport and culture. There came up a new distinction between private initiatives and NGO based volunteering. Also in Germany sports, exercise and movement shows the biggest part of voluntary work. In Austria the difference between formal and informal volunteering is important. In the first sector most of the people are also engaged in sports, leisure and culture, but the main part of the volunteers are represented within in the informal sector. There the area neighborly watch is the most popular form of volunteering. In Slovakia the largest group is active within social services (also neighborly watch). The second large group is engaged in environmental protections, followed by the areas arts, leisure, culture and sports.

All four countries have implemented different national strategies over the time to manifest, promote and include the voluntary work in their laws. In generally Denmark is the only country which has a statutory obligation for local authorities to cooperate with social organizations and associations, through the inclusion of a specific amount for volunteering in the yearly budget. Furthermore they implemented voluntary activities in the National Civil Society Strategy, the Charter for Interaction between the volunteer World and the Public Sector and the strategy for 2012 – 2015 Co-creating better welfare. Germany developed various concepts for this case: Network portal for active citizenship and the seniorTraining – know-how for initiatives concept and the Awardee of the Ehrenamt.

In Austria there exist different national strategies which were developed between 2001 and 2010, with the aim to implement and promote voluntary work on a higher level: the Volunteers Action Program, Austrian volunteer awards, Austrian volunteer passport and the Voluntary Social Year. Also in Slovakia activities had be done in this respect. The civic associations C.A.R.D.O has launched in 2007 a virtual national volunteer center to provide services and information to volunteers and voluntary organizations on an international and national level. Furthermore Volunteer Days Events and Programs were implemented in the national strategies.

Concerning the **political and strategic context on local level**, there exists also differences within the participating countries. For example in Denmark, because of the statutory obligation the local authorities have their own strategies how to underpin the voluntary work and how to report their status. The exact tasks vary also enormously. Furthermore the main reason for Danish local authorities to use volunteers because they supplement and enhance public input. Volunteers however organized are contributing not only by delivering a certain service to a certain defined number of people; they are also contributing to co-create new initiatives in close cooperation with the public/local authorities. Especially in the social area. The Danish authorities are able to use a guideline on best practice for evaluating the effects of voluntary work. This guideline is aimed to provide the NGO sector with tools and practical insights in how to gain value from evaluating the initiatives.

In Germany the local agencies for volunteering are acting as agents between organizations and volunteering people. The traditional structures of SH are in different sectors and mostly self-evident honorary office. The reason to use volunteers is answered from a mayor in SH: “Nothing runs without honorary office. Honorary office keeps things moving!” There is a need for people to take care for the development of the local living conditions and society, especially in these times. The coordination of the voluntary work is done in different manners and degrees of intensity related to the importance of voluntary work on communal level. On the country wide level the strategies are coming from the ministries to support the policy areas. There is also a good network between local, regional and countrywide action groups in the field of environmental protection and of work and employment.

In Austria the tradition that local authorities have in evaluating their collaboration with volunteers is the personal contact before, the knowledge of the person that is willing to help. Furthermore local authorities like working with volunteers because there is no financial aspect in doing the work, but a great deal of humanity. They know that the tasks commissioned them are done because of personal conviction, not because the sponsors / bosses have told them. Therefore the tasks are made carefully and with a smile on the lips – this is the best for the volunteered ones. A good portion of motivation is given. In Austria there is no tradition for local authorities to make any kind of strategies for voluntary work. A reason is that in Austria there doesn't exist a specific law regulation concerning voluntary work.

Finally in Slovakia it is also not possible to identify a common level of tradition, because volunteer work is organized through the civil sector, management of individual and non-organized Volunteers through autonomies is less frequent. From the perspectives of local authorities volunteering is realized in every common area of volunteering (sports, education, environmental protection etc.) although there is not a high level of occurrence of volunteering nationwide. The most common volunteering activities are organized by voluntary firemen in the area of fire protection, by parents in the sectors of education such as parent brigades for kindergartens and elementary schools or of NGO members in the area of environmental protection. It is possible to identify a frequent model of cooperation of local authorities with representative NGOs. Furthermore in Slovakia volunteering is mostly wrongly interpreted as a cheap replacement. The local authorities do not actively approach voluntary work, but step by step it comes up in the sector of social care.

### 3.2 The impact of the national conclusions on EVARS

As EVARS is in international projects, consists of different countries within the EU, based on a European Level the partners try to develop training modules for senior volunteers which can be implemented in every country of the European Union.

In the State of the Art reports from the partner countries came clear that the countries have different national strategies and policies but the term “volunteering” is handled and felt the same, keeping this in mind national becomes international.

At the end of the project EVARS (with the developed modules) and after a time we hopefully will get real-live experiences from all countries of the EU and then we will see what impact exists on a national level.

### 3.3 Do we have any kind of material that we can re-use in the EVARS project

In **chapter 1.4 Research Report** the relevant literature we could probably use or learn from for the project EVARS is listed. **Chapter 1.5** provides the input from different resources the EVARS project could re-use.

In fact, all partner, except of GE, aren't able to provide any specific for seniors aimed guidelines, workshops etc. Especially Denmark and Austria can provide general information and materials concerning general training activities. In Slovakia there is the same situation, but, it would be possible to provide education and training of volunteers to every important and needed topic, because of a very well cooperation with the Minister of internal affairs, justice, economy etc.

Following already existed Materials can be re-used for the EVARS Project:

- **“the 8 sessions”** from the Seven-Network platform (Chapter 1.5)

Can be re-used especially for the development of the training material when it comes up to the development of senior friendly training modules.

- **“Toolbox for organizations for winning best ager volunteers”** from the Best-agers EU Project (Chapter 1.5).

Can be re-used especially for the strategic process within local authorities.

- **“Toolbox for the activation of citizen engagement”** from the Best-agers EU Project (Chapter 1.5).

Can be re-used especially for the strategic process within local authorities.

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## **5 Annex**

Please find the Documents separately uploaded

### **5.1 Annex 1: State of the Art Denmark**

### **5.2 Annex 2: State of the Art Germany**

### **5.3 Annex 3: State of the Art Austria**

### **5.4 Annex 4: State of the Art Slovakia**