



# **volonteurope**

First European Workshop on Volunteer Action

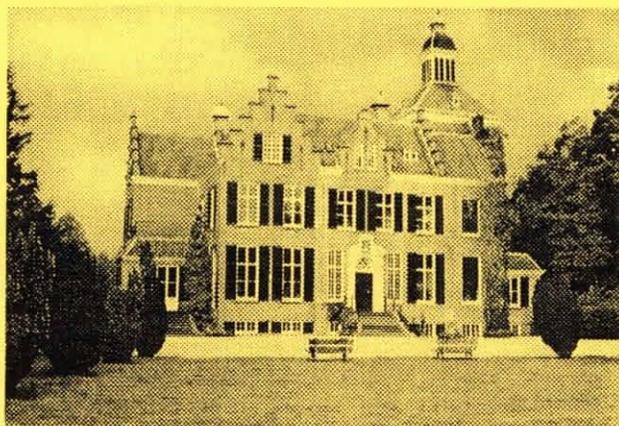
25 - 27 September 1992, Doorn, Netherlands

workshop report

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*Conference venue: SBI Centre, Doorn, Netherlands*

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## **Introduction by Elisabeth Hoodless CBE, President of Volonteuropa**

### **What is Volonteuropa and what does it do?**

Volonteuropa is the European Network of Volunteering Agencies working together to increase and enrich the volume and the quality of volunteer action throughout Europe.

### **Method**

Volonteuropa works in four main ways: firstly through publications. It was Gandhi who said "No cause can succeed without a newsletter". Volonteuropa not only disseminates news, but also produces a journal, the last one focussed on "The State and Civil Society".

Lobbying is a second important approach: as yet the European Community working through the Commission has no clear volunteer focus. Directorate General XXIII is responsible for citizenship. Directorate General V is responsible for social affairs, and the human resources taskforce have kindly supported this workshop. As yet, there is no focus on volunteering. Volonteuropa has consultative status with the Council of Europe, and has managed to nurture a sub-group on volunteering by young people, but there is still a long way to go.

Workshops are another important pathway forward: the *First European Workshop on Volunteer Action* is much the largest, the most ambitious and the most effective.

Finally volunteer exchanges of the senior volunteers, and young people, have all helped to disseminate innovative approaches to volunteer involvement.

### **How is Volonteuropa funded?**

It is supported by the Voluntary Services Unit of the Home Office of the British Government, by the European Commission and by the Queen Juliana Foundation. It has links with the Association for Volunteer Administration in the USA, and is based in Brussels.

The Board of Volonteuropa is composed of two representatives for each European nation and works on a co-operative basis. New members are always welcome, and there is no fee in the first year of membership.

### **Volonteuropa's aims for 1993 are:**

- To produce a workshop report.
- To plan and organise an even better workshop for 1-3 October 1993 in Belgium.
- To distribute two newsletters.
- To publish an edition of the journal.
- To initiate two more seniors exchanges, and two more exchanges by young people.
- To persuade the European Commission and the Council of Europe to recognise the key role of volunteers in building a better Europe by strengthening civil society to enrich our community life. We will know we have succeeded when each designates a paid member of staff to be responsible for European volunteer development.



*Susan J Ellis*

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## **Highlights of the Opening Keynote Address by Susan J Ellis of Energize Inc, Philadelphia, USA**

Why has an American been asked to open this event? Perhaps it neatly avoids elevating one European country over another but I suspect the main reason was that your colleagues in North America have proven the value of this type of organised networking. The United States does not have all the best ideas in volunteerism, but we are evolving workable models of supporting one another as leaders of volunteers. We have developed associations and conferences that allow us to exchange techniques and mutual concerns. On behalf of your American counterparts, I welcome you to this conference as a vital first step in expanding our sense of partnership.

I have been asked to share my vision of volunteerism in order to broaden yours, but as my crystal ball is no more or less accurate than any of yours, my role is really to stimulate your thinking about your opinions and goals. As leaders of volunteers, we must be articulate about what we do and why we do it.

Why? Because it seems to be a global fact that, while volunteers are recognised for their many contributions, they remain undervalued in the context of institutions and professions. Volunteers are the “invisible influence” assumed but rarely the focus of attention. Those who lead volunteers are likewise often isolated and frustrated.

The invisibility of volunteering results in many misconceptions. One is that somehow volunteers are a substitute for adequate funding. It is up to us to affirm that social problems require both volunteers and money. Another misconception is that advocates of the “voluntary sector” or of NGOs (Non Governmental Organisations) automatically speak for volunteer issues. Not true. Many NGOs resist the involvement of volunteers in the delivery of services, while volunteers are also highly active in government-administered programmes.

The goal we all share is to place volunteers and volunteerism on the agenda - so that volunteers and those who co-ordinate them can be supported and valued in ways that count.

As more and more countries face economic crises, attention turns to volunteers as a “second choice” way of providing services. It is up to us to emphasise the first choice reasons why volunteering is so important.

### **For organisations, volunteers bring:**

- credibility
- advocacy
- a sense of community ownership
- the “luxury of focus”
- equality of participation
- service that matters to the recipient

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Keep in mind that it is only one model for volunteers to “assist” in an organisation. Volunteers can be partners, team members and innovators. And a vast arena is the all-volunteer association in which there are no or only a small core of paid staff.

**For individual volunteers, volunteering provides:**

- the chance to stand up for one’s beliefs
- freedom of choice
- the opportunity to contribute
- a chance to be well-rounded, balancing job, family and community
- a form of “self-help” rather than “charity”

**For society, volunteers are vital because they:**

- recognise needs before any institution or business does
- can take up unpopular causes, and make them popular
- can cross political and national boundaries as private citizens

Europe is presently undergoing massive change in almost every aspect of social and economic life. It would be presumptive of me to try to offer predictions or solutions, but I would like to share some of the questions that are in my mind as I come to this conference. Perhaps these will evoke other questions from you and we can grapple with these issues during our time together.

How can volunteers go beyond political and national boundaries to find mutual solutions for mutual problems facing us all, such as AIDS, pollution, or crime?

How do we find a legitimate balance between “professionalising” the “management” of volunteers while still maintaining the unique “amateur” (for the love of something) quality of volunteering?

How can we find and use the commonalities between the two major components of the volunteer world: the agency-related volunteer programme and the all-volunteer association?

How will volunteering stand up to the animosity of trade unions? We actually can have the shared goal of 100% employment and 100% volunteering.

What role will volunteering play in dealing with aging? As seniors begin to be seen as three sub-groups (the young elderly, the middle elderly and the oldest elderly), how will we accommodate volunteer roles? How can we take the leadership in deploying the talents of senior volunteers as well as in providing services to older people through volunteers?

How can we strengthen Volunteer Centres/Bureaux to do the job we need them to do?

Can volunteering again be a vehicle for elevating women, rather than be rejected by women as undervalued labour? Historically, in the USA, volunteering gave women

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a voice they could get no other way. Might this still be a field in which women can rise to the top? But at the same time, how do we equalise the gender roles?

What role can volunteers play in helping the citizens of the European Communities break down the lingering mistrust and intercultural prejudices of centuries of tradition?

As immigration and racial diversity increase throughout Europe, can volunteers help break down discrimination barriers, too?

How can societies that relied primarily on the state for services re-discover the value of participative democracy and the role of citizen involvement in service delivery? This includes volunteers in government services, too.

As the world grows smaller, how will the tradition of European and American volunteering be received by Africa and Asia - and what will we learn in return about how those continents deal with social problems?

How do we agree on and then teach others a common vocabulary for what volunteering is and does?

In our daily work, leaders of volunteers are often isolated. Alone we can do little, together we can do so much more. We need one another and networks such as Volonteurope or the Association for Volunteer Administration (AVA). When we come together in conferences such as this one, we must share how we do things as well as "what" it is we do.

Finally we also have to be concerned with political action as well as with direct service. Volunteers rarely speak for themselves. As leaders of volunteers we must be clear on what volunteers need in order to be most effective and then we need to advocate for that in an articulate way - to make volunteering visible and on the agenda.

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## **Extract from the closing speech by Elisabeth Hoodless CBE, President of Volonteurope**

### **Recognising volunteers**

#### *Why is volunteer recognition important?*

Because recognition and appreciation helps recruitment, increases retention and because it is right to do so. It raises public awareness and increases the effectiveness of volunteers by involving more people.

#### *How can it be accomplished?*

It was Susan Ellis who reminded us that each and every volunteer is an ambassador for our cause, heightening public awareness and demonstrating its importance through their own commitment.

**1 Preparation:** a volunteer involvement policy, which has been discussed by staff and board members, is an important tool in ensuring the right climate for volunteer involvement. It should cover recruitment, supervision as a legitimate part of someone's task and an organisation chart to illustrate where volunteers are held accountable.

**2 Welcoming volunteers:** all too often, volunteers are greeted with embarrassment whilst somebody searches for a chair for them to sit on at the corner of a desk. My eldest son's first introduction to volunteering was during an election campaign, when he arrived to invest his precious time, accompanied by his mother, but was kept 30 minutes waiting whilst someone tried to discover which computer he was to use, and then a further 15 minutes whilst someone else searched for the registers, which proved to have been lost. Work finally began just one hour after arrival, and he remarked precipitately: "I bet if I was being paid they would not waste my time!"

**3 Record keeping:** if we recognise the value of our volunteers, then we should record the size of their investment, just as we publish donors contributions in our annual accounts. This means we need to record their hours, value them, even if only at the level of the minimum wage and then record them in our annual reports and possibly as a note to the annual accounts. In Plano, Texas, hours are recorded and then valued according to the skills available. At the end of 12 months, the local authority suddenly realised that volunteers represented its second largest resource after taxes, and the respect for volunteers suddenly changed significantly.

**4 Listen and act on what volunteers say:** in the UK for example, the Chairman of the Advisory Board of the Retired and Senior Volunteer Programme meets with a group of volunteers each year, to hear their views on the way in which they are involved and the tasks they are carrying out. This does not undermine their manager, but rather gives him the opportunity to learn from their experiences and to respond to their concerns. It also gives him the chance to remind them never to say "I am only a volunteer". By using the word "only" they themselves are devaluing their contribution, and we have to remind them of the importance of what they are doing.



*Elisabeth Hoodless*

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5 Ensure that volunteers can develop creatively: their job specifications should allow for growth as they become more skilled and experienced. Paid staff do not remain doing one task for the whole of their lives, and neither should volunteers. Like paid staff, volunteers should be offered an annual review, with the chance to change to some new or different opportunity. They need access to training and as the American Red Cross has so clearly demonstrated, they should be able to progress to additional responsibilities and even management roles where appropriate. Their progress should be evaluated as rigorously as any paid member of staff, so that they can themselves be aware of where they could become more effective.

6 External recognition: name badges are a very important way of enabling paid staff and clients, and board members, to recognise volunteers instantly. It also gives dignity to the volunteers. CSV's Volunteer Programme awards certificates of appreciation to every volunteer each year, and these are presented by a Member of Parliament or a Mayor (both groups of people are only too willing to help). In New York, volunteers are invited to an annual dinner, and a special ribbon announcing "Volunteer" is a good way of recognising volunteers at conferences and other meetings. It opens up opportunities for paid staff and board members to thank volunteers for their contributions.

7 Internal recognition: One of the most appreciated recognition approaches is birthday cards for volunteers: birthdays are very special occasions and to arrange to send a volunteer a birthday card with a note of thanks is widely appreciated. Of course, all this presupposes that paid staff are also recognised and appreciated - for friction is liable to follow.

8 External relations strategy: as Gerry Wade has pointed out in his excellent workshop, to be truly effective and to maximise our volunteer energy we need an organisational strategy so that paid staff and volunteers can work together productively to maximise the impact of their efforts.

9 Finally, recognition includes expectations of our volunteers. For example, if they are late or performing to less than the standard required, we should notice because not to notice is to say "lateness or poor work does not matter". Similarly, if volunteers are unable to meet their commitment through illness or some other problem, we should expect them to ring in to let us know, just as paid staff would.

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If we believe that volunteers are a critical part of our society, we must ensure that their role is strategic not on the fringe. The unique contribution that volunteers bring to their work is our greatest asset. We should not behave as if it were a poor substitute for paid staff who are not available. We must be ready to articulate the reasons why this is so: volunteers care so much that they do it for free. Volunteering can give a focus to a particular piece of work, whereas overstretched paid staff often have to spread their commitment thinly. Volunteers work as equals with people in need - they do not work with authority, nor as servants, but with love. They are also independent, which enables them to see situations as they are, but sometimes to speak out: a capacity as important in Western Europe as it is in Eastern Europe. They enrich our civic life: I am reminded of the voluntary action of one of my colleagues in the city of Saransk, Russia. The traffic had come to a halt in the centre of the city because one car was stuck on the snow in the centre of a main crossroads. Nothing could move. Pedestrians continued their journeys ignoring the driver's frantic efforts to shift his vehicle. My colleague stepped into the road, helped to give the car a push, and the traffic began to flow again once more. "Why did you do that?" asked the Mayor who was accompanying him. "The first lesson in volunteering" Robin replied.

Perhaps most important of all is the willingness of volunteers to champion unpopular causes, destitute alcoholics, people with AIDS in the earliest days, or refugees. Throughout history it is volunteers who have championed community needs for many years before towns, cities and nations responded.

The end of the first European workshop enables us to look back on 48 hours of intensive learning, energetic network and lifted horizons. Every participation has contributed generously, and we all return to our work energised and refreshed.

The second European workshop will be in Namur, Belgium from 1-3 October 1993. We look forward to meeting again then to continue our journey to involve more volunteers more effectively throughout Europe.

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## **Contribution by Mr P.H.B. Pennekamp, Deputy Director General for Welfare of the Dutch Ministry of Welfare, Health & Cultural Affairs**

Voluntary work is of immense importance. Thanks to the voluntary effort of a large number of people, a great deal of work gets done. There is much interest in voluntary work in this country. This interest has just been underlined by our Queen, who last week, in the annual Queen's Speech, made the following comments about voluntary work:

"If we have many volunteers, this enhances general involvement. Because of better organisation and coordination, even our young people increasingly regard voluntary work as a useful challenge".

This comment also shows that the work volunteers carry out in our country in sports, in education, in nursing homes and in hospitals, is regarded by people of every generation as important and necessary. In fact, it concerns unpaid work, which is carried out in an organised context without any obligations, for the benefit of others or for society. Voluntary work is altogether in line with the ardent goals of the Department of Welfare, Health and Cultural Affairs.

In the Netherlands there has been a complete turnabout in the attitude towards welfare work. Innovations in the Dutch welfare policy and the consequences of this policy for voluntary work, which is the subject of my contribution, may give you some matter for discussion in the coming days.

One of the main tasks of the department I represent is to strengthen and maintain the independence of people. In our view, people should not become too dependent on facilities and should be given the opportunities, and indeed utilise these opportunities to participate in the life of our society.

We therefore try to appeal to the strong side of people by persuading them not to turn their back on society and on meaningful social activities. Besides stimulating paid employment, an activity that is simply necessary to survive as a society, the Department is also engaged in promoting other types of activities. The starting point is to prevent undesirable situations for people, rather than having to set things right after the event. In other words, if people find themselves in a hopeless situation, we have acted too late.

How can we achieve these (ambitious) aims? In the first place, by studying the developments in society. What is actually going on? After all, the Department is not an ivory tower that is estranged from social realities. Policy without a foundation does not deserve the name of policy. Government authorities, citizens and social organisations must develop a vision together. Afterwards, we can find a policy to match that vision. My role today is to elucidate the task of the government in more detail.

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The task of the government and consequently that of the Department of Welfare, Health and Cultural Affairs is to facilitate and stimulate. This is also its strength. The Department tries to bring social issues into focus, in collaboration with scientific organisations and the social midfield. NGO's are the prime candidate for this work, in other words for developing activities. It produces concrete, socially relevant activities. The government takes the view that these activities cannot and should not be free of obligations any longer. Instead, they should make an impact in furthering the independence of individuals and groups in every respect. Much more than in the past, the government will be assessing the effects of the organisations' activities. From now on, being free of obligations will be out of the question, and eternal subsidy relations even more so.

For the Department this means that grants for organisations will no longer be such a matter of course: indeed grants will be directly linked to the product supplied. The criterion for a grant, after all, is the effect on the citizens. If a product entirely fails to satisfy the needs and wishes of the citizens, this is the reason for the Department to break off the subsidy relationship.

The Minister of Welfare, Health and Cultural Affairs has put this succinctly in her memorandum "Collaborating along new lines". The responsibility towards the individual citizen comes first. Necessary services are offered primarily by NGO's. The lower authorities, municipalities and provinces fulfil an important role for the citizen. If all is well, they are closest to the citizen. They must intervene if necessary. Central government has a supplementary and stimulating role here.

All this requires a new method, which the Department is in the process of developing. An important factor here is the assessment of the functions an organisation fulfils. In the light of the aims I have just outlined, the government can express its preference for certain functions and underline their importance by means of financial and professional support. If several organisations fulfil the same function, the government may, for the sake of a purposeful and integrated working method, ask the organisations to collaborate. In this way, an optimal product can be realised. The idea of complementary responsibility fits into this picture. I have already indicated that both the government and NGO's must keep abreast of what is happening. This is their monitoring function, and in the end, a purposeful and integrated working method is of decisive importance here. Thus, organisations should not be working in isolation, with the risk of covering the same ground, and financial resources should be utilised to optimal effect. Prevention is better than cure. At all costs, we must prevent people from becoming socially isolated. After all, it takes more energy to reintegrate people than to keep them involved.

Quality is another element that has the constant attention of the Department. But what does quality entail, exactly? It is not easy to give a clear definition of this concept. Key elements that play a part in determining quality are the wishes and needs of the user. The position of the users of facilities, in other words, the clients,

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are consequently the main criterion. In addition, the service must be good. The organisations providing the services must operate effectively, and finally, organisations involved in the same type of work must in principle have the same quality standards.

As regards voluntary work, the Minister therefore attaches great importance to research programmes focusing on the policy for voluntary workers, the promotion of volunteers' expertise, and attention for the relationship between professional and voluntary staff. Among other things this could mean an emphasis on, for instance, tax provisions for the reimbursement of expenses and insurance for volunteers.

The Department wishes to prevent people from ending up in hopeless situations. This can be achieved by appealing to and stimulating people strong sides, their vital abilities. Voluntary work is one way of channelling, stimulating and preserving an active attitude in people. In our view, voluntary work is a highly respectable way of participating in society. As I have explained, the task of the government is to create conditions for those who are willing to accept responsibilities of their own free will. This entails removing obstacles in legislation and regulations, offering a national support function for general voluntary work, stimulating and developing new methods and monitoring and analysing social trends. This is what the government stands by and you can appeal to it on this matter.

This conference may help contribute to this process, in which the different partners (the authorities and private enterprise) have different roles. I hope the Dutch method can and will be of some influence in a European context.



Conference participants together outside the SBI Centre

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## General Comments

Participants completed a weekend evaluation sheet. These are some of the answers to the question: "In what way will participating in the workshop enable you to perform more effectively in the future?":

- I picked up a lot of useful information.
- An excellent opportunity for networking.
- It has been useful to develop links with other countries.
- It has provided me an insight into new ways of looking at old problems.
- The workshop had a re-energising effect.
- I know now that I have to restructure my volunteer network and that I have to make a policy.
- I have acquired a greater sensibility to cultural differences.

The location, SBI Centre in Doorn was idyllic, and the weather so good that Sunday lunch was al fresco. A trip to the city of Arnhem to visit a "Volunteers' Organisations Fair" was organised during Saturday lunch time, where delegates were welcomed by the Mayor.

The majority of delegates agreed that this was a good time of the year to run a conference and weekend was preferred to weekdays. It is important to take into account that Saturday night stay offers cheaper air fares.

The decision to use only one language on the 1st European Workshop on Volunteer Action was taken in order to keep the participation fee to a minimum. On the 2nd European Workshop on Volunteer Action, to be held in Namur, Belgium, 1-3 October 1993, the opening and closing sessions will have translation facilities and the individual workshops will be either in French or in English to give a wider range of access and participation. Special thanks to everybody on making the effort of presenting workshops and communicating in a different language to their mother tongue.

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## Workshop Feedback

### *Building blocks for successful fundraising*

Jane Mallory Park, Freelance Trainer, US

Understanding and analysing different types of fundraising, with the aim of selecting programmes which raise funds for your organisation.

"Inspiring" "I enjoyed it very much"

### *Project management: a useful instrument for volunteers*

A. Berenschot & B. Erich, CIV, NL

Principles of projects and task management in voluntary organisations.

"Helpful" "The topic was very important"

### *How to harness the European Foundation Centre*

John Richardson, Director EFC, Belgium

Sources of information about charitable giving throughout Europe and how the Centre's representation activities can further your objectives.

"Very interesting" "Very exciting possibilities"

### *Building local programmes for tomorrow's global leaders*

Dulcie Sinn, Students Advisor, California, US

Involving youth in community service creates future leaders.

"Energising" "Very interesting, good practical skills learned"

### *Volunteers working with drug abusers*

Ramona Munoz, Spanish Red Cross

Involving volunteers with drug users, recruitment and evaluation of their work.

"Interesting and informative" "Very useful"

### *Why voluntary groups need a political strategy and how to develop one*

G. Wade, Partner Bruce Naughton Wade, UK

Develop and implement a political strategy which will influence the external environment in support of your organisation's goals.

"Very clear and logical" "Good opportunity for participation"

### *Building productive relationships*

Dulcie Sinn, Students Advisor, California, US

Answers for producing meaningful and productive relationships between younger volunteers and professional staff.

"Quite a lot gained in time allowed" "A first class trainer"

### *How to make Europe work for you*

Geertrui Declerck, Platform voor Voluntary

### *Older volunteers*

Janet Atfield, Manager, RSVP, UK

Recruit, retain and involve older people in projects in their local community.

"Practical" "A very good workshop" "Stimulating"

### *Volunteers in the home, caring for the dying*

M. Govaart, NIZW & R. Poort, VITZ, NL

Volunteers have not always a well-defined position. Learn strategies that aim to provide successful voluntary work in home care in general.

### *Raising the profile of your organisation*

Marika Kuperus, Advisor CIV, NL

Who are your customers? Do you use effective images to describe yourself? Practical answers to achieve your goals.

"Very clear"

### *Co-operation between professionals / volunteers*

M Carrilho and J. Heinsus, consultants CIV, NL

What are the problems and possible solutions.

"A very good presentation"

### *Cultural roots of volunteering in different countries*

Liebje Hoekendijk, Consultant, Euronetwork Foundation, NL

Different values of cultures, organisations and people on which volunteering is based.

"Lively" "Provocative" "Very stimulating dialogue"

### *Transport for the elderly*

Wally Harbert, Director Help the Aged, UK

The needs of elderly people and how voluntary effort can help to meet these needs.

"Interesting"

### *Volunteers and the environment: mass events*

Steve Smith, Manager CSV/UK2000

Organise, promote and recruit volunteers on environmental projects.

"An enthusiastic speaker" "Good material"

### *Social Action Broadcasting*

Sherrie A. Dingle, CSV Media Programme, UK

A growing opportunity for volunteer development. Learn about "social action" networks in Europe and ways of accessing them.

"Well presented" "An interesting subject"

### *Developing an agency volunteer policy*

M Carrilho and J Heinsus, Consultants CIV, NL

An easy and systematic approach to the development of a volunteer policy within an organisation.

"Hand-out content is very useful for future use"

### *How to help volunteers being more effective in working with one another*

Susan Ellis, President Energize Inc, US

"Excellent teacher" "One of the best workshops"

*An intergenerational perspective*

Tricia Adams, Director Linkage, UK

How older volunteers can work successfully with younger people.

"Very inspiring"

*How to recruit and retain black volunteers*

David Obaze, Dev. Officer RUBV, UK

Giving black people equal opportunities.

"Inspiring"

*Promoting mass events via the media*

Liz Lewis, CSV/UK2000

A practical session based on a real event on how to sell your own ideas to the media and recognise "news" opportunities.

"Energising" "Very useful and clear information"

*Across the great divide*

Miles Larmur, Project Coordinator, VHA, UK

Thinking with the heart and acting with the head, is there such a divide? What does a professional/volunteer mix have on the service to clients.

"Very valuable material" "Well-judged and clearly presented"

*Event management*

Cecile Godefroy, Volunteer Centre, NL

Managing a major event effectively; experience based on organising International Volunteers Day.

"So glad to learn - finally! - about international volunteers day"

*Senior volunteers assisting people with spiritual needs*

Prof. Aldo Negrisoni, RSVP, Italy

How older volunteers help people of all ages with special needs to cope with the stresses of modern life.

"Aldo Negrisoni's philosophical story was appreciated"

*Harnessing volunteer energy to work with disabled people in the community*

Liz Johnson, Clive Bassant and Tony Murphy, CSV, UK

"Very well presented" "Everybody had a chance to contribute"

*Professional volunteers in the frontline*

Annedien Plantenga, MSF, NL

How volunteers can expose world problems, a Médecins Sans Frontières perspective.

"Excellent" "A very stimulating session"

*Monitoring volunteers' work*

Jane Mallory Park, Freelance Trainer, US

Well-designed programmes will strengthen the internal and external marketing position in your competition for volunteers and funding.

"Excellent speaker" "Well presented"

*How to develop volunteer links with the Third World*

Jel Engelen, Project manager CIV, NL

Involve women from developed countries in helping developing countries through sharing expertise and through fundraising.

"Very informative" "To the point"

*Tapping our most valuable resource*

Dulcie Sinn, Students Advisor, California US

Practical session on how to contact, recruit, motivate and relate to students.

"Small group, lively discussion"

*Volunteering in hospitals*

J Heinsus & M Brurren, consultants CIV, NL

Latest developments in volunteering in Dutch hospitals including the role of volunteer coordinators.

*Everyone has something to offer*

S Kelleher & J Heywood, Volunteer Programme CSV, UK  
How CSV in London enables people considered to be "disadvantaged" to become volunteers.

"Well prepared" "Effective method of presentation" "Very encouraging"



Workshop in progress

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## Acknowledgements

Volonteuropa is most grateful to the following institutions and companies who supported the 1st European Workshop on Volunteer Action:

Voluntary Service Unit of the Home Office UK

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Dutch Ministry of Welfare, Health and Cultural Affairs

Municipality of Arnhem

Jean Patou

Royal Mail

Nat West Bank

Red Cross of America

Help the Aged (with their vital transport service)

Energize Associates

Centrum voor Ingebouwde Vorming, NL

Community Service Volunteers, UK



*Conference organisers Miryam Delgado, Karen de Meester and Gerda van Ingen (left to right)*

## Conference participants

### BELGIUM

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Robert Gerard, CAR.N  
John Richardson, EFC  
Thomas Wobben, Youth Forum

### CZECHOSLOVAKIA

Nagy Ildiko, Sandor Narai Foundation

### ESTONIA

Tina Kangro, Estonian Television

### FRANCE

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Malakoff  
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### GERMANY

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Brian A Solomon, World Vision

### ITALY

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### LUXEMBOURG

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A van Diemen, Public Administration  
Jel Engelen, CIV  
Bernadet Erich, CIV  
Cecile Godefroy, Volunteer Centre, NL  
Margriet-Marie Govaart, NIZW  
Joost Heinsus, CIV  
M J Hillenaar, Steunpunt Vrijwilligers  
L Hoekendijk, Euronetwork Foundation  
Jo Houben, CIV  
Gerda van Ingen, CIV  
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Annedien Plantenga, MSF

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L Spoelman, CNV Youth Organisation

A van Trigt, Provincie Ambtenaar

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J Vuister-ten Horn, L. Stichting

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H Waaldijk, CNV Youth Organisation

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Ruud Wubbolts, BegeleidingsOrgaan

Friesland

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Handicapped

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O Cancro

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Bienestar Social

Ramona Munoz Esparza, Cruz Roja  
Espanola

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Tomas Kinning, Swedish Red Cross

Johan Oskelin, Swedish Red Cross

### SWITZERLAND

Mary Harder, Henry-Dunant Institut

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Drew Amin, Croydon Voluntary Services  
Janet Atfield, RSVP  
Clive Bassant, CSV  
Rosalind Beetham, St Luke's Hospice  
Miryam Delgado, CSV  
Dr Alec Dickson, Founder CSV  
Mora Dickson, Co-Founder CSV  
Caroline Diehl, CSV Media  
Sherrie-Ann Dingle, CSV London Media  
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Wally Harbert, Help the Aged  
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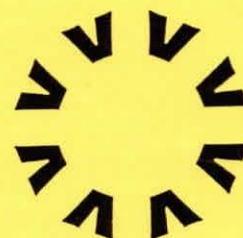
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# volonteurope



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