

One to one volunteering for seniors and handicapped people in socially excluded environment

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C.A.R.D.O. . .



GOAL

- To show good practice examples from Slovakia in the area of volunteering in socially excluded environment (social and health care organisations)
- To emphasize the importance of quality in volunteer management
- To lead a discussion focused on the involvement of (excluded) volunteers into excluded areas
- To exchange good practice examples

Volunteering in social and health care facilities in Slovakia

- Lack of volunteers in this area
 - 5 volunteer programs in hospitals (Slovakia)
 - Approximately 10 volunteer existing programs in social care facilities
 - 2 volunteer programs in hospices and palliative care units
 - In other organisations - only spontaneous volunteer involvement without proper management



Volunteering in social and health care facilities in Slovakia

- Reasons:

- History and tradition of volunteering in the area
- Lack of capacities (finances for coordination of volunteering)
- Lack of information and low status of volunteering
- No legal framework for volunteering



C.A.R.D.O. as a national volunteer centre fills the gap in this area – it provides trainings, consultations, and coordinates volunteer programs in other organisations

Beneficiaries

- Long-term patients of hospitals and hospices
- People in homes for elderly (especially those who do not have relatives or have no or only few visitors)
- People in social care facilities – people with mental handicaps (down-syndrome, autism, poliomyelitis...) or physical handicaps



Volunteer activities

- Manual work (gardening, painting)
- Fundraising
- ...
- Activities with clients:

group activities and individual volunteering – F2F

- We focus on accompanying / regular one to one volunteering (once a week):

Why?



F2F volunteering

- Prevention of loneliness
- Close and deep volunteer – client relations
- Strengthening self-confidence and self-esteem of a client
- New contacts and new views for clients, (feeling I can care for...someone takes care of me)

Integration

- New activities – going out, cinema, talking about the world outside
- Positive change of client's attitude towards life, staff, her/his own family, other people

Management of Volunteers

- Promotion of volunteer programs in this area.
- Organization of an informative session for executive management followed by a session for staff.
- Setting up a program tailored to the needs of social care institutions. (In most cases F2F volunteering)
- Recruitment process and selection of volunteers.
- Implementation of a weekend training for volunteers and group supervision.

Management of Volunteers

- Matching volunteers with clients.
- Preparation of documentation and policy (contracts).
- First contact of volunteers with clients.
- Regular supervision and motivation of volunteers.
- Evaluation of the program.

We put emphasis on:

- Selection process
(questionnaires and interview)
- Training
- Supervision and motivation programs
- The role of volunteer coordinator
and the cooperation with
staff in the organisations





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Vision

- To develop **more volunteer programs** for people in need of social contact, threaten by social exclusion
- To ask donors (foundations, public organisations, government, hospitals, etc.) to **invest money** into the well-managed volunteer programs
- To have a **high quality of volunteer management** in organisations providing services to people experiencing social exclusion
- To develop new volunteer programs **only** in those organisations ready and open to volunteers, with the capacity to manage volunteers

THANK YOU!

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Questions

- Do you have similar experiences? Do you have any recommendations for improvements of such projects?
- What are the selection criteria for people who want to volunteer in such projects?
- Can we involve volunteers who experience social exclusion into such projects ?
- How to recruit long term volunteers, especially when we need many volunteers as the character of the program requires one volunteer for one client?
- What kind of supervision and motivation programs are suitable for these long-term volunteers in order to keep them?