

**FRAMEWORK DOCUMENT
FROM
VOLUNTEERING
OF THE ITAKA-ESCOLAPIOS NETWORK**



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1. INTRODUCTION

As expressed in the network's Programmatic Letter, Itaka-Escolapios is an entity created and supported by the Order of the Piarist Fathers and the Fraternity of Lay Piarists, as a platform for a shared institutional mission between both realities and with whoever wishes to collaborate. It thus becomes a space of collective charismatic and juridical integration and also a Piarist network that includes the Piarist Demarcations and Fraternities that adhere to it and make explicit in an agreement the specific shared aspects. With all this Itaka-Escolapios collaborates with the spirituality, life and mission of the Pious Schools.

Since its origin, one of its main pillars has been **the active participation of civil society** in the initiatives it carries out, following the charisma of St. Joseph Calasanz, who started those first free schools for the poor children of Rome with some volunteer teachers from the city.

For this reason, volunteer commitment is included among the fundamental principles and values of our network: "Itaka-Escolapios bases its action on volunteering, opening spaces for this purpose: prioritizing, promoting, and making volunteering the leading role in all its projects due to its educational value, as well as being an expression of generous commitment towards other people and social transformation." (Strategic Plan 2021-2027).

For Itaka-Escolapios, volunteers provide an essential testimony to the situation of injustice and inequality that exists in the world. Their collaboration in educational actions, social inclusion and participation, international cooperation and awareness raising is essential to achieve the results we are aiming for and to **achieve real social change**. At the same time, this collaboration enables this same volunteering a process of enrichment and personal maturity that feeds back into their vital commitment, generating an alternative lifestyle to individualistic and unsupportive positions.

For this reason, in Itaka-Escolapios we work so that more and more people are committed as volunteers with our organisation, for which we take care of the personal relationship, the training and the accompaniment of the voluntary action as an important part of our work.

The **general basic keys to our voluntary service** are the six dimensions that are also developed in the Piarist Fraternities and in the previous processes:

- A coherent lifestyle integrating all aspects of life, based on Christian values and principles.
- A living and personalised experience of God who knows and is passionate about following Jesus and his Kingdom.
- Training as a responsibility and as part of personal growth in the face of the challenges of our world.
- Stable commitment as a vital attitude, as a life option that is given especially to those most in need.
- Sharing life, choices, concerns and specific actions with others.
- The Piarist identity of the mission and charism of Calasanz, building a better world through education, especially for poor children.

2. ITAKA-ESCOLAPIOS VOLUNTEERING PHILOSOPHY

Volunteering has been a sign of identity since the birth of the Pious Schools, Calasanz himself carried out many voluntary actions, we briefly recover some of the key points from his experience:

Calasanz's conversion on his arrival in Rome in 1592:

- 1592. Mentoring Cardinal Colonna's nephews and nieces.
- 1595. He started as a "volunteer" in the Archconfraternity of the Holy Apostles (to care for the poor and sick) and got to know the Trastevere and Santa Dorotea for this reason in April 1597.
- 1597. He joined the Confraternity of Christian Doctrine, which taught Catechism to children in the parishes, and began to "volunteer" in the school of Santa Dorotea.
- 1600. He moves the new Pious Schools to a house near the Campo dei Fiori square, taking full responsibility for everything.

2.1. PRINCIPLES AND VALUES

The Itaka-Escolapios Foundation is committed to volunteering as a fundamental pillar in each of its fields and projects. All our actions should **promote the participation** of volunteers according to their characteristics as a first task towards society.

We want to highlight the principles of **gratuity and solidarity** that are characteristic of this type of link to Itaka-Escolapios. A gratuity that rejects personal interests and ambitions that forget to put children and young people first. And a solidarity that offers the most valuable thing people have; our time and our lives to help those who need it most.

Similarly, the **educational potential** of voluntary action for society is of great value. From the conviction that a person educates from the Being, we believe that being a volunteer is not only carrying out a task, but that it entails a lifestyle and altruistic values that each volunteer must cultivate and that they can transmit and work with the rest of society.

This is why we say that the volunteer is **a responsible agent of transformation** who accompanies professionals in their work and is part of the mission teams without financial remuneration.

Their commitment to the project is defined and agreed upon as their task shares the objectives proposed by Itaka-Escolapios and their motivations should aim to work especially for social justice, the right to quality education, interculturality and the culture of peace.

The experience of Itaka-Escolapios in the world of volunteering makes us believe that it is important to take care of the following aspects when offering this experience:

- a) Volunteering is an **educational process** through which people discover their identity and their commitment to the world. Before starting the action, a short period of preparation that includes these aspects is necessary for the volunteer:
 - Personal reflection on their personal motivations.
 - Information and analysis of the reality with which they are going to work and about the Itaka-Escolapios Foundation in general.
- b) It is considered essential that the volunteering experience is accompanied by **continuous training and accompaniment** by people prepared for it, in which they will have meetings to organise, coordinate, train, evaluate and share the significant experience they are living.
- c) The projects and concrete actions carried out must seek **quality, effective and sustainable results**, with continuity over time and responding to the real needs of the target audience.
- d) **Volunteering is part of a wide plan** within Itaka-Escolapios, so one must be aware of the globality of the entity and aspire to feel part of its whole mission.

On the other hand, the organisation of voluntary work in Itaka-Escolapios has to **comply with the legal framework** foreseen by the country in which the volunteers carry out their activity. It is advisable to be sufficiently aware of the legal framework within which the activities are contemplated so that there are no problems regarding this issue.

In countries where specific volunteering laws exist, they generally provide legal protection for voluntary activity as a means to encourage the active participation of citizens in social welfare.

The legal regulations concerning volunteering are usually summarised in this list of **rights and duties for volunteers and organisations**:

- **Active participation** in the organisation in which they are inserted according to its statutes or rules of application.
- **Be insured** against the risks of accident and illness arising directly from the exercise of the voluntary activity, including civil liability to third parties.
- **Cover the expenses** incurred in the performance of its activities from the entity.
- Have accreditation of their volunteer status and commit to using it appropriately.
- Carry out their activity in the proper conditions of **safety and hygiene**, following the appropriate instructions and respecting and taking care of the material provided by the organisation for this purpose.
- Obtain **respect and recognition** for the social value of their contribution. The organisation commits itself to issue a certificate attesting to the services rendered, keeping a register of additions and removals of volunteer staff.
- **Carry out the actions agreed** on the basis of the needs of the recipients.

2.2. VOLUNTEERING PROFILE

A volunteer is a person who, moved by compassion towards those who suffer, tries to respond with their abilities and dedicating part of their time to other people, participating altruistically in different projects within a solidarity organisation.

The Itaka-Escolapios volunteer must be a **person of legal age** (or a minor if permitted by law) who wants to be involved in the Piarist mission and who offers a **definite and stable commitment** in tasks and time. It has to be a person who wants to make progress in these areas:

- **A person who is critical** of him/herself and of the social environment in which he/she is going to act.
- **Coherent** in the different dimensions of his life in order to transmit with authority the values he promotes.
- Ability to **work as part of a team** and a constructive spirit when dealing with group activities.
- **Sincere and open to dialogue**, sharing difficulties and achievements with colleagues and people responsible for volunteering.
- With the ability to put herself/himself in the place and the need of the person in front of her/him, **without looking for roles of hero, saviour or protagonist**.
- That **does not generate dependencies or avoid its responsibilities**, generating an optimal distance, without favouring paternalism or intimate friendships with the people to whom it is addressed.

At the same time, the Itaka-Escolapios volunteer should try to be primarily an **educator** who is flexible and adapts to the different needs of the people he or she is working with, looking for **adequate pedagogical tools** with the aim of developing the potential of each person within a process of growth.

Following our charism, the profile of the volunteer we promote is closely related to some of the virtues of Calasanz in his own words:

- **Patience:** "In the works of God there must be no hurry". "If you combine joy with patience, you will do works of great merit."
- **Training:** "How can you be light for the world if you are not the light for yourself?"
- **Poverty:** "Those who do not have the spirit to teach the poor do not have vocation for our Institute."
- **Humility:** "Examples of humility are more moving than the words of the proud."
- **Justice:** "Those who give of themselves have given as much as they can give."
- **Simplicity:** "Those who think they know it all are very often easily deceived."
- **Charity:** "What is done for a poor child is received by Jesus Christ in his own person."

In addition to the general profile we have described, we must consider that in each of the specific projects we carry out, a specific volunteer profile must be defined: age, training, qualities, etc. The needs of each person will help us to further define the characteristics of the Itaka-Escolapios volunteer we are looking for.

3. WAYS OF VOLUNTEERING INVOLVEMENT

As we have already pointed out in the introduction of this document, it is part of the foundational identity of Itaka-Escolapios and of its values and principles to promote and open spaces for volunteering in all its projects. Therefore, the possibilities in terms of volunteering models within our network are practically unlimited, based, however, on the shared philosophy of voluntary action outlined above.

On the other hand, from the point of view of the volunteers, availability and vital states are varied. There may be people with different ages, concerns, jobs, training, time possibilities, etc., so we try to be able to **offer a wide range of volunteering options** that help each person grow, so that everyone can find a way to get involved.

Each Itaka-Escolapios offices can offer different possibilities according to the projects and areas they carry out or also the volunteers themselves can start a new initiative that is interesting for the Piarist mission.

As a result, within our areas of work, volunteers are mainly involved in these fields, depending on the reality of each office. Thus, for example, we have listed some of the forms of volunteering that exist within the diversity of our network:

1. **Calasanz Movement:** Educational volunteering (group leader/instructor-monitoring) at the service of the children and young people who participate in the groups of this Piarist pastoral and vocational process.

2. Volunteering in support of the management and organisation of Itaka-Escolapios. People who collaborate with their voluntary action in organisational tasks at our offices. These tasks are as necessary and diverse as the care of our facilities, the search for partners and alliances, communication tasks, support in administration tasks, etc.

3. Volunteering in training actions, in which the knowledge and training skills are accessible in courses, workshops and sessions organised by Itaka-Escolapios. For example, by providing training in the Educators Schools or in specific projects.

4. Volunteering in non-formal education and social guidance projects. This offer provides the opportunity to participate in the various socio-educational projects developed by our offices to support and improve the living conditions of groups. For example, school support for children with social and educational difficulties, social and job training for excluded groups, as well as other forms of support for people in disadvantaged situations.

5. Awareness raising initiatives. Collaborating in campaigns and other activities to raise awareness and education in values promoted by Itaka-Escolapios, in the fields of solidarity, peace, human rights, ecology, etc.

6. In addition to the actions at the office, Itaka-Escolapios offers programmes and proposals for **voluntary action in other places**, such as the SAL project, or even sending people for long-term volunteering, with which, in addition to the direct service provided, we are strengthened as a Piarist network.

GUIDE TO START A VOLUNTEERING ITINERARY

INTRODUCTION

This material is a guide for when you are considering starting a volunteer programme or reviewing an existing one. It has been designed to be a simple process with this objective: to implement a volunteer programme that aims to strengthen the Piarist processes and identity as well as aspects of the mission areas, in order to strengthen the Piarist Christian Community and its Mission, always in line with the priorities and objectives of the Province, the Order and the Fraternity. It responds to a specific and defined need to train and accompany the people who carry out their voluntary commitment within the Pious Schools.

Orientations for the Guide

The proposed methodology is to dedicate several sessions as a workshop (depending on the complexity of what is to be done) to work in a team that has been designated the **8 phases** presented in the document.

We recommend working through the phases in the order they are presented so that the planning/assessment is coherent and does not overlook any important aspect.

After reading the brief introduction to each phase, the proposal is to discuss the phases as a team with a joint discussion as you see fit (perhaps using some kind of participatory dynamics: writing on cards, working in pairs first...).

8 PHASES OF THE VOLUNTEER ITINERARY

The term itinerary comes from the Latin, ITER, which means "Way." But it not only describes a trajectory, it also mentions the direction it takes and the places, features, stops and twists and turns along the way.¹

In Itaka-Escolapios, we want to propose an **educational way** that we carry out with our volunteers in which we do not only focus on the contents, but we will try to promote process of growth and transformation of the volunteers and their environment

1. Analysis of objectives and needs
2. Call / recruitment
3. Reception
4. Signing of commitment and initiation
5. Training
6. Accompaniment and monitoring
7. Farewell
8. Assessment

PHASE	ACTIONS	INDICATOR
1.- ANALYSIS OF OBJECTIVES AND NEEDS	☐ Analysis of the objectives and needs of each team. ☐ Assessment of the incorporation of volunteers in the teams. ☐ Defining the profile and attitudes of volunteers	☐ Reality study. ☐ Volunteering profile sheets for the needs identified. ☐ Annual planning. ☐ Communication work.
2.- CALL/RECRUITMENT	☐ Identify target audiences. ☐ Preparation and implementation of the proposed actions.	☐ Drawing up a document of target audiences and actions.
3.- RECEPTION	☐ Initial interview. ☐ Review of legal documentation on volunteering. ☐ Documentation of the institution/Project.	☐ Development of interview formats. ☐ Universal declaration on volunteering. ☐ Legal and institutional documents.
4.- SIGNING OF COMMITMENT AND INITIATION	☐ Signing and formalisation of the commitment. ☐ Introducing volunteering to the team. ☐ First approach to reality. ☐ Incorporation of volunteers in the activity.	☐ Voluntary commitment model. ☐ Identifying documents. ☐ Registration of the volunteer's data in the database.
5.- TRAINING	☐ Basic training course. ☐ Training on specific modules. ☐ Ongoing training. ☐ Regular meetings.	☐ Design and creation of the different materials for each of the training moments.

¹ Luis A. Aranguren Gonzalo. *Los itinerarios educativos del voluntariado*.

	☐ Writing the initiation itinerary during voluntary action.	
6.- ACCOMPANIMENT AND MONITORING	☐ Regular meetings between the volunteers and the coordination.	☐ Accompanying sheets.
7.- FAREWELL	☐ Interview with the coordinator to understand the reasons and motivations for the departure. ☐ Final recognition and compilation of experiences. ☐ Relationship after separation.	☐ Final interview. ☐ Recognition and compilation of experiences.
8.- ASSESSMENT	☐ Evaluation of the volunteer programme. ☐ Systematisation of the process conducted. ☐ Identification of areas for improvement.	☐ Design, preparation and registration of evaluation documents. ☐ Meetings with volunteers.

1. ANALYSIS OF OBJECTIVES AND NEEDS

We want to encourage the incorporation of a process of action and reflection that goes beyond the entry into a specific project. Therefore, our call is to a lifestyle and an integral commitment to those most in need.

From this point of view, in each demarcation and office the needs and opportunities that can be offered as Itaka-Escolapios to the volunteers will be assessed, so we propose:

1. **Analysis of the objectives and needs of each team.** What projects do I have? What needs do I identify?
2. **Clearly define the approach to volunteering.** What is the specific action offered to the volunteer? Why do we want to recruit new people? How will we accompany them? What are the objectives of the volunteer itinerary?
3. **From there, define the volunteer profile and annual planning.** (Objectives, goals, resources, scheduling, people in charge).
4. **Conduct outward communication work** according to our objective.

2. CALL/RECRUITMENT

Here is a **list of some possible targets and activities** for the call. It must be considered that the identification, use and innovation of channels must be adapted to the material, social, relational and communicative resources of each office.

POTENTIAL RECIPIENTS AND TARGET AUDIENCES

- Piarist Christian Community
 - Piarist school pupils
 - Teachers
 - People who have some kind of relationship with the Pious Schools.
 - Fraternity
 - Calasanz Movement
- Alumni
- Civil society
- University students
- Families
- Project participants

POSSIBLES SPECIF ACTIONS

- Awareness raising activities where information is distributed through leaflets, posters, videos, social networks.
- Informative talk at the staff meetings.
- Personalised invitation: volunteers and coordinators develop the call and inform others directly.
- Local networks: coordinators, volunteering platforms.
- Communicating with entities with which we have bonds.
- Forms or calls to volunteer through the Itaka-Escolapios website and social networks.
- Telephone contact with those people in the entity's database who have participated or shown interest at some point.
- Public events: use of events of the entity.
- Exhibitions in schools, talks, press conferences, presentation and dissemination workshops in social centres, etc.
- Make the offer of volunteering known to the young people and families of the Calasanz Movement.

3. RECEPTION

The reception is a moment of **encounter and dialogue** that should serve to orientate the new volunteer. In order to do so, we will have to know how to guide each person by offering them alternatives that are in line with their profile.

Volunteers come to an organisation motivated and interested, so we must treat them with attention and respect. The personal interview is the most appropriate reception method. We have in front of us a person who offers us his or her effort and time and our response has to be at the same level.

Interview with new volunteers (Annex 2)

The aim of the interview is to provide information about our organisation and our volunteers, and to collect information about the person who wishes to volunteer, as **bidirectional communication process**. The aim, therefore, is to give the person the necessary elements to know what they are going to do. To awaken their interest and motivation and to assess whether they are willing and able to commit themselves, as well as to know their degree of suitability, involvement and interest in the voluntary action proposed by Itaka-Escolapios.

Possible steps for documentation:

1. Consult the current law on volunteering to identify the documentation you need to have:
 - a. Commitment signed by the entity and the volunteer.
 - b. Social security-medical insurance.
 - c. Criminal record certificate.
 - d. Ethical codes or statements (Annex 1)
2. Documentation on the institution/project: the volunteer can be given the latest Itaka-Escolapios report, the annual volunteer planning of the project in which he/she participates, the strategic plan, the general functioning, the organisation chart, contact telephone numbers, etc.

At this early stage, it is important to create a positive relationship between the person in charge and the volunteer in order to accompany them during the first days of their work, introduce them to the people on the team, get to know the spaces, etc.

4. SIGNING OF COMMITMENT AND INITIATION

Once the documents have been completed, we proceed to hand them over to the volunteer, creating a commitment document for its signature and incorporation into the project where they will be volunteering. In the project, their incorporation will be done carefully, by introducing the volunteers to the team and bringing them closer to reality.

Identification documents may be requested from the volunteer at this point in order to proceed with the volunteer's registration in our database and a possible record.

5. TRAINING

Volunteer training is a right that the volunteer has and a duty that the organisation has towards the volunteer. Facilitating the learning of values, opinions or criteria that the person acquires in an integral way.

At the Itaka-Escolapios Foundation we believe that training is essential to offer quality voluntary action because through it we generate favourable spaces for reflection on the action, and for their initial motivations to progress towards a different way of seeing life and being.

It is necessary that this **training is appropriate** in its dynamics to the volunteers' background. We therefore recommend that **each team creates its own training itinerary** and updates it each year according to the needs of the volunteer group.

Planning levels:

- Elaboration of the initiation itinerary during the voluntary action.
- Basic training.
- Training on specific modules.
- Ongoing training.

[guide-en.pdf \(itakaescolapios.org\)](https://itakaescolapios.org/guide-en.pdf)

6. ACCOMPANIMENT AND MONITORING

After the incorporation of the volunteer to Itaka-Escolapios, we will enter fully into the development of the voluntary action. Once the person has joined, we must **ensure the development of the assigned tasks and the relationships** established both with the rest of the team and with the recipients.

Accompanying volunteers is essential to improve their performance and their integration into the organisation's team. This monitoring will enable us to identify conflicts and jointly seek solutions.

Volunteer accompaniment is structured in several areas:

Personal situation:

It is important to accompany volunteers in their personal development. Their affectivity, self-esteem, their vital moment affect the task at hand and we must be attentive to each one with their uniqueness. Therefore, identifying expectations regarding volunteering is part of this accompaniment.

Relationship with the staff:

The monitoring of this area aims to ensure the evolution of the person in the group, his/her relations with the volunteering team and with the professionals, his/her participation, etc.

Relationships with the people involved in the projects:

Knowing and assessing this relationship and detecting the strengths and weaknesses helps us to better understand the role that the volunteer assumes regarding the recipients.

The specific task:

This area relates to involvement in the preparation, performance and assessment of their assigned task that will be conducted on a daily basis.

The person is accompanied to the extent that he/she allows him/herself to be accompanied. And it is accompanied wherever the volunteer action takes place: in the street, in the workshop, in the hostel, in the shelter, in the bar. More than an extra burden, accompaniment is a way of being with the volunteers in so many moments that are already shared with them. Depending on the different moments of the volunteer's action, the companion will have to refine his or her skills to provide the best accompaniment in the difficult wobbly pair of proximity-distance that all accompaniment entails.

An important aspect of continuous accompaniment is **motivation**. Motivation is what sustains a person's action in the organisation. It is a stimulus that triggers the action of the volunteer and brings him/her closer to our entity. Therefore, as part of the accompaniment, we also propose to follow the necessary **training** to strengthen this motivation and continue with the process of change and personal growth.

7. FAREWELL

When a volunteer wants to end his or her commitment, it is good to know, in broad strokes, why. **Knowledge of the causes and motivations for leaving** will enable us to reduce the number of frustrated volunteers and favour the possible future reincorporation of the person in some kind of commitment.

There can be different reasons to stop collaborating with an organisation like ours. This may be due to a change of interests and motivations, a change of personal situation, a change in the organisation or in the human team of the entity, or simply because the voluntary action no longer brings satisfaction and personal progress. Sometimes there may also be negative experiences or conflicts that provoke this leaving.

In all these cases, when the volunteer decides to make this change, the process of leaving should be normalised and there should be no tendency to despise the person who ceases to collaborate. The **final recognition and compilation of the positive experiences** is one more part of the itinerary that aims to leave a mark on the person that makes him or her remain sensitive and committed in other ways to the mission of creating a better world.

We do not want being an Itaka-Escolapios volunteer to be an isolated action in anyone's life, we want you, whether you have been a volunteer for a long or short time, to have transformed your vision of the world and your social commitment wherever you are.

8. ASSESSMENT

Consider a final assessment of the volunteering programme and the identification of areas for improvement and systematisation of the process conducted according to the 8 phases.

It is very enriching to conduct continuous assessments with the help of the volunteers involved in the projects to identify and respond to the needs that arise in the development of the project and the volunteer action. The more people and profiles involved in the assessment process, the better the improvement and growth.

We have just seen the 8 phases for the development of a volunteering itinerary, and we only need to look at the:

THE ROLE OF THE VOLUNTEERING LEADER

It is important that there is at least one person in this educational path that we propose to designate as the "volunteering leader." Together, with other responsible persons, they can form a local volunteering team that helps to organise and follow up the volunteering.

The person in charge of volunteering is the figure who ensures (personally or through the people in charge of the specific projects to which he/she delegates) that in each office and in each project there is an adequate accompaniment of the people who are linked as volunteers to Itaka-Escolapios. Aiming to ensure that they do not become mere human resources for the tasks that are necessary, the person responsible will seek to ensure that each person lives a personal process that transforms his or her life and the lives of others.

ACTIONS:

- Interview people interested in volunteering for the organisation to provide information and manage the selection process.
- Accompany the volunteers at their offices or projects, dedicating sufficient time to attend to them and taking an interest in the lives of each of these people.
- Generate meeting places for volunteers to share experiences.
- Motivate, energise and generate a relationship between the volunteers and the Itaka-Escolapios projects, taking care of the Piarist identity and formation.
- Define the organisation's volunteering plan, accompanying the entire volunteering itinerary and overseeing the functions and activities carried out by volunteers.
- Coordinate the volunteer teams with the professional teams of Itaka-Escolapios so that there is a good working relationship.
- Assess the management of volunteer processes and generate improvement plans.
- ...

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ANNEXES

ANNEX 1: UNIVERSAL DECLARATION ON VOLUNTEERING

ANNEX 2: INTERVIEW WITH NEW VOLUNTEERS SHEET

ANNEX 1: UNIVERSAL DECLARATION ON VOLUNTEERING

Gathered at the initiative of the International Association for Volunteer Effort (IAVE) at the LIVE'90 World Conference in Paris, the volunteers drew up a Universal Declaration on Volunteering, following the proposal presented at the World Conference in Washington in 1988.

UNIVERSAL DECLARATION ON VOLUNTEERING

A. PREAMBLE

Volunteers, inspired by the Universal Declaration of Human Rights of 1948 and the Convention on the Rights of the Child 1989, consider their commitment as a tool for social, cultural, economic and environmental development in a changing world, and believe that "each person has the right to freely assemble and associate for peaceful purposes."

Volunteering

- Is based on a personal motivation and choice, freely undertaken;
- Is a way of furthering active citizenship and community involvement;
- Takes the form of individual or group activities generally carried out within the framework of an organization;
- Enhances human potential and quality of daily life, building up human solidarity;
- Provides answers for the great challenges of our time, striving for a better and more peaceful world;
- Contributes to the vitality of economic life, even creating jobs and new professions.

B. BASIC PRINCIPLES OF VOLUNTEERING

1. Volunteers put into practice the following basic fundamental principles: recognise the right of association for every man, woman and child, irrespective of race or religion, physical, economic, social and cultural condition; respect the dignity of every human being and his or her culture; offer disinterested mutual help and participate, individually or in associations, in a spirit of fellowship and fraternity; attentive to the needs of the communities and work with them in solving their own problems; aim to make volunteering an element of personal development, of acquiring new knowledge, of broadening one's capacities, encouraging initiative and creativity, allowing each person to be an active member and not just a recipient of the action; stimulate social responsibility and motivate family, community and international solidarity.

2. Volunteers shall: Encourage the expression of individual commitment through collective movement; actively seek to strengthen their organizations by being fully informed of and adhering to the organization's goals, objectives and policies; undertake to carry out the jointly defined tasks, taking into consideration personal aptitude, time available and accepted responsibilities; co-operate in a spirit of mutual understanding and respect with other members of the organization; undertake training as required; o maintain confidentiality in their activities.

3. Organizations/Volunteer managers shall: lay down the policies needed for volunteer activity; define the criteria for volunteer participation; entrust suitable tasks to each volunteer and ensure that the ascribed functions are observed by all; conduct regular evaluation and recognition of their work; provide adequate coverage and protection against risks to volunteers during the exercise of their duties and seek coverage for damages that may be caused to third persons; facilitate access to volunteering for all by reimbursing expenses; define the conditions under which the organization or the volunteer can end their commitment.

C. PROCLAMATION

Volunteers, gathered at the initiative of IAVE in a world congress, declare their faith in volunteer action as a creative and mediating force:

- To respect the dignity of all people and their ability to improve their lives and exercise their rights as citizens;
- To help social and environmental problems;
- To build a more humane and just world, furthering international cooperation.

Therefore, they invite governments, international institutions, business and the media to join in partnership with them to create a world-wide environment that promotes and sustains effective volunteering by all people as a symbol of solidarity among peoples and nations.

ANNEX 2: INTERVIEW WITH NEW VOLUNTEERS SHEET

Personal details:

NAME AND SURNAME: _____

ADDRESS: _____

ID: _____

DATE OF BIRTH: _____

CONTACT PHONE NUMBER: _____ **E-MAIL:** _____

OTHER SOCIAL NETWORKS (tuenti, twitter, facebook...): _____

Explain the volunteers that the interview is a means to get to know them a little better and to be able to guide them and inform them in a suitable way about the possibilities of collaboration and service within our organisation. The selection criteria and needs of the organisation will be explained previously.

We can use the following questions for dialogue:

- 1.- What is your current motivation for volunteering?
- 2.- How did you get to know the Itaka-Schools Foundation? How did you get to know us?
- 3.- Which of these skills would you say you have? Which of these skills do you think would be good for volunteering (*creativity, assertiveness, patience, ability to improvise...*)?
- 4.- What specific abilities and knowledge do you think you have (*knowledge of leisure time techniques, knowledge of handicrafts, cooking, guitar...*)?
- 5.- Have you had previous experience of volunteering? What kind?
- 6.- Which of the projects we have presented to you would you like to collaborate on?
- 7.- Other issues to consider