

IMPACT REPORT OF THE CERV CONNECT TOWNS TO YOU

JANUARY 2024 - MARCH 2025

COLLECTIF POUR UN SERVICE
CIVIQUE EUROPÉEN



Citizens, Equality, Rights and Values
Programme (CERV)

EUROPEAN CIVIC SERVICE PILOT IN SARAJEVO

01.

Recruitment of the youth

The call for applications was posted on our website (<https://bravo-bih.com/otvoren-poziv-za-10-stipendija-u-cast-40-godisnjice-zimskih-olimpijskih-igara-1984-u-sarajevu-kroz-projekt-connectowns2u/>) and all social media platforms, and we received 249 applications, of which 15 were accepted. The selection process was very strict, and the chosen participants had to meet several criteria and provide appropriate answers during the interview.

30 young people who passed to the second round participated in the interview, and 15 were finally selected.

Since our project was closely related to the Olympic Games and preserving their spirit, it was very important for us that all volunteers truly understood the significance of the Olympic Games, were actively involved in sports activities and their local community, and had the desire to develop their skills in a dynamic environment with diverse activities and tasks.

It was also crucial that participants had enough free time to complete all the assigned tasks on time.

All activities for volunteers were prepared by the project coordinator. These activities were closely aligned with the project goals and focused on different themes depending on the month of volunteering. During the summer period, volunteers had the opportunity to work directly on the celebration of the 40th anniversary of the Olympic Games and were involved in collaborations with both the public and private sectors participating in the event.

The themes for the following months changed according to the needs of the local community, as well as the interests of the volunteers, who had the opportunity to develop their skills in the sector and field that were most interesting to them. This allowed them to gain experience in areas they were passionate about and wanted to pursue as part of their future career development.

02.

Presentation of the group

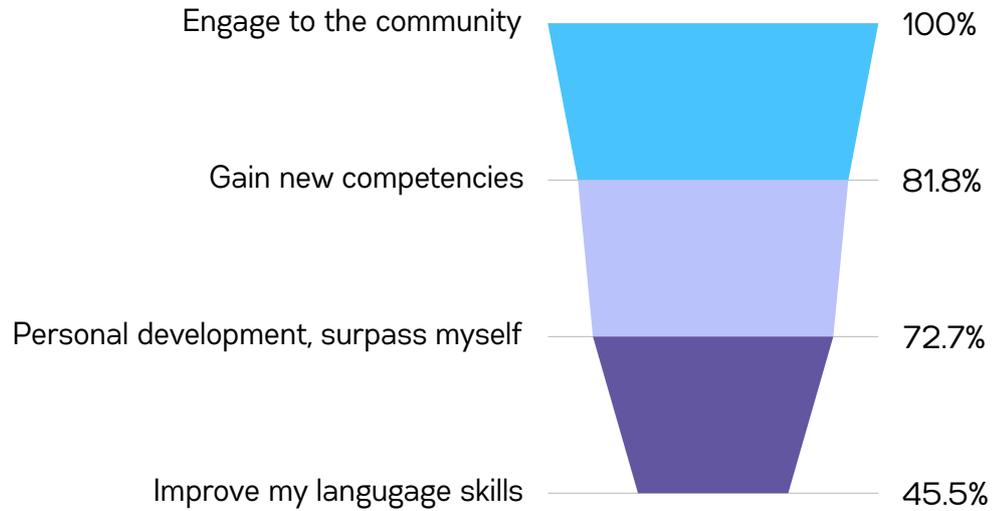


03.

Who are the volunteers?

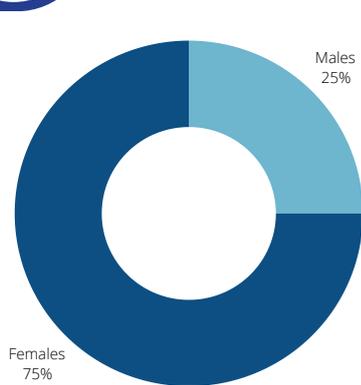
Džana Elezović
 Lejla Heganović
 Džejlana Čaušević
 Merima Durić
 Selma Memović
 Vedad Žiga
 Hadi Goro
 Mirella Salihović
 Irma Handabaka
 Amila Slijepčević
 Merjem Mulalić
 Filip Jovanović
 Amer Tanović
 Uma Hubanović
 Esma Sultanović

Why do you want to participate in the concept of volunteer of a civic service pilot?

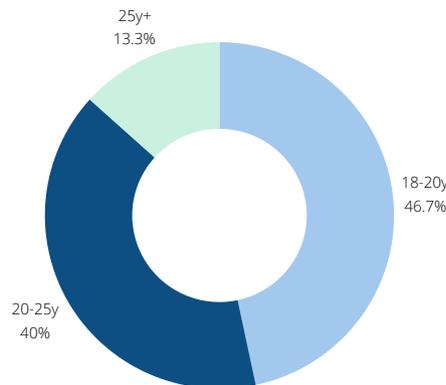


04.

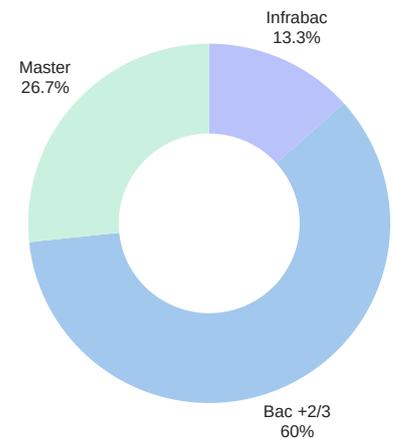
Composition of the group



Genders

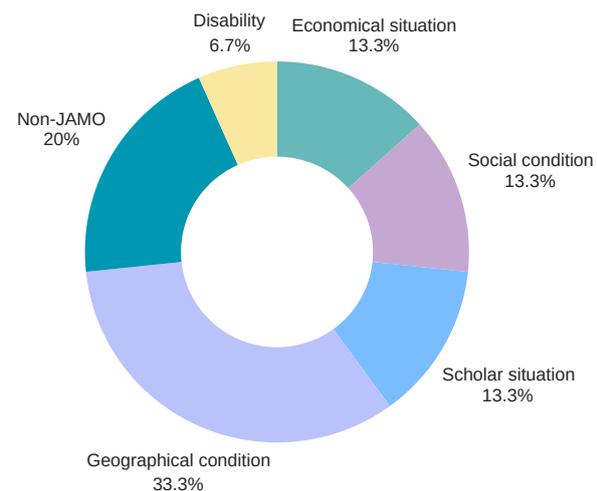


Ages



Education

Youth with less opportunities are based on those different criterias:
 level of education,
 social conditions,
 migratory origin or define to be part of an ethnic or sexual minority,
 disability,
 health problem
 economic conditions,
 or location (rural area or urban periphery with below-average GDP).



TESTIMONIES

The project helps foster stronger, more united communities among young people. It gives me hope for my generation and peers as we work to build our future, and this momentum must continue. I believe 95% of the project's impact will be long-lasting, as it empowers youth by giving them opportunities, supporting them with funding, and ensuring they are heard.

There is so much potential in young people, and this energy needs to be harnessed further. Many small NGOs, especially those without staff, rely on volunteers, and this is where youth play a crucial role. Volunteering not only allows us to help others but also helps us grow—developing skills that shape who we are and guiding us toward a better sense of direction in both our professional and personal lives.



Kenan

Mentor and Connect towns to you participant



We managed to be part of most commemorative activities for the 1984 Olympic Games, later helped many different humanitarian organizations and cultural institutions in carrying out different activities. Last part included us organizing our own voluntary festival with international volunteers as guests, presenting our work.



Hadi Goro

Volunteer and Connect towns to you participants

TESTIMONIES

I helped in the social media aspect of making the projects visibility liable, I also attended lots of amazing shows, galleries in Sarajevo.



Džejlana Čaušević

Volunteer and Connect towns to you participant



Through this project, I discovered so much about my city that I hadn't known before. Working on humanitarian aid initiatives, I saw firsthand how even the smallest gestures can bring immense happiness to people and help them appreciate life in a new way. It gave me a deeper sense of connection to the community.

Sarajevo has always been a center of hope, and this project only strengthened that feeling. I believe it will continue to be a place of inspiration for the future. I also had the privilege to meet many people who shared their passions and memories with me—especially stories from the Sarajevo Olympics, which deeply touched me and showed me the lasting spirit of this city.

Irma



Volunteer and Connect towns to you participants

01

Some aims and activities of OC BIH:

- Dissemination and affirmation of the principles of the Olympic Movement and ethical norms in sport.
- Taking care for and the protection of the symbols and signs of the International Olympic Committee in Bosnia and Herzegovina.
- Representing Bosnian and Herzegovinian sport at International Olympic Committee and its relevant International Sport Associations.
- Organising and managing activities relating to the participation of athletes from Bosnia and Herzegovina at Olympic Games and other official international competitions.
- Encouraging, monitoring and developing sport in Bosnia and Herzegovina.
- Participating in the implementation of sport development policy in Bosnia and Herzegovina.
- Proposing sport programs of public interest.
- Participating in Strategy formulation.
- Ensures respect and implementation of the Olympic Charter.



**Olimpijski komitet
Bosne i Hercegovine**

02

The Institut Français de Bosnie-Herzégovine, established in 2003, promotes French language and culture in Bosnia and Herzegovina. With centers in Sarajevo, Banja Luka, and Mostar, it offers French courses, cultural events, and a media library. It also hosts Campus France, assisting students interested in studying in France. The institute fosters cultural exchange and strengthens France-Bosnia relations.

**INSTITUT
FRANÇAIS**
Bosnie-Herzégovine

**Institut Français de
Bosnie Herzegovine**

03

Europe House Sarajevo is a multipurpose, multimedia center located in the heart of Sarajevo. It provides information on EU programs, projects, institutions, and policies in Bosnia and Herzegovina. The center organizes events, workshops, exhibitions, and screenings to promote European values and culture, focusing on youth engagement and cultural collaboration. Since its opening, Europe House has hosted over 220 events and welcomed 23,000 visitors. It also houses a library and offers multimedia content to the public.



Europe House

04

The Garden of Dreams Festival is an annual electronic music event in Sarajevo, Bosnia and Herzegovina, launched in 2019. It brings top global electronic artists to iconic city locations, such as Dom Mladih and Svjetlost Rooftop, creating a unique musical experience. The festival has helped establish Sarajevo as a hub for electronic music, attracting visitors worldwide and enriching the local cultural scene.



Garden of Dreams Festival - Sarajevo

05

Dobro.ba is a humanitarian organization based in Bosnia and Herzegovina, originally formed as an informal Viber group. It focuses on helping socially and financially vulnerable individuals, especially youth, by providing scholarships and essential support. Their Scholarship Fund has helped over 200 beneficiaries, including students, orphans, and single mothers. The organization also runs humanitarian campaigns, such as disaster relief and community aid. Their motto is: "Think good, do good, hope for good!"



dobro.ba

Dobro.ba

OVERVIEW OF MONTHLY ACTIVITIES

MONTHS	ACTIVITIES
FEBRUARY	<ul style="list-style-type: none"> • Official volunteer meeting • Opening celebration JO84 / Sarajevo • Encounter with the mayor • Europe House (Round table "The challenges of high-level sport, yesterday and today") • International Ski Day Bjelašnica • Exposition opening IFBH • Garden of Dreams Festival 2024 • Olympic stories panel discussion - Olympic Museum • Olympic stories - Olympic Museum • Green sports - Olympic Museum • Ice rink - Street food market • Street food festival • Kindergarten Lužani - Vučkos day • Disco night - Capitalevents • Developemnt of a stakeholder strategy • Exhibition on 40 years of ZOI 84 • Example for the 40 for 40 race • Hanging out with Vučko • DKC event
MARCH	<ul style="list-style-type: none"> • Unity festival • HUBiH festival • Round table for womans day • Vučko for 8. of march • Dobro.ba action • Race day • Opening of Frncophonie 2024 • Week fo films • Team meetings • Olympic stories reels • Olympic stories publication designs • Research ZOI 2030 • Creating a screenplay for a film • BHFANATICOS vs legends of Bosnian football • List of sports activities for the followings months • Sponsorships packages for Foundation • Dobro.ba action
APRIL	<ul style="list-style-type: none"> • Screenplay for a film • Research paper on infrastructure and the Olympic Games • Dobro.ba iftar • Transcript of interviews • Brochure design • Paris Olympic games research • Transcript deadline • Foundation materials • Olympic stories - walk through the city • Walk with vučko • Garden of dreams rooftop sessions • Round table "Woman's involvement in management and key decision-making positions within sports organizations" • Judo competition • Sarajevo Destination Festival • Shooting a movie - 3 days

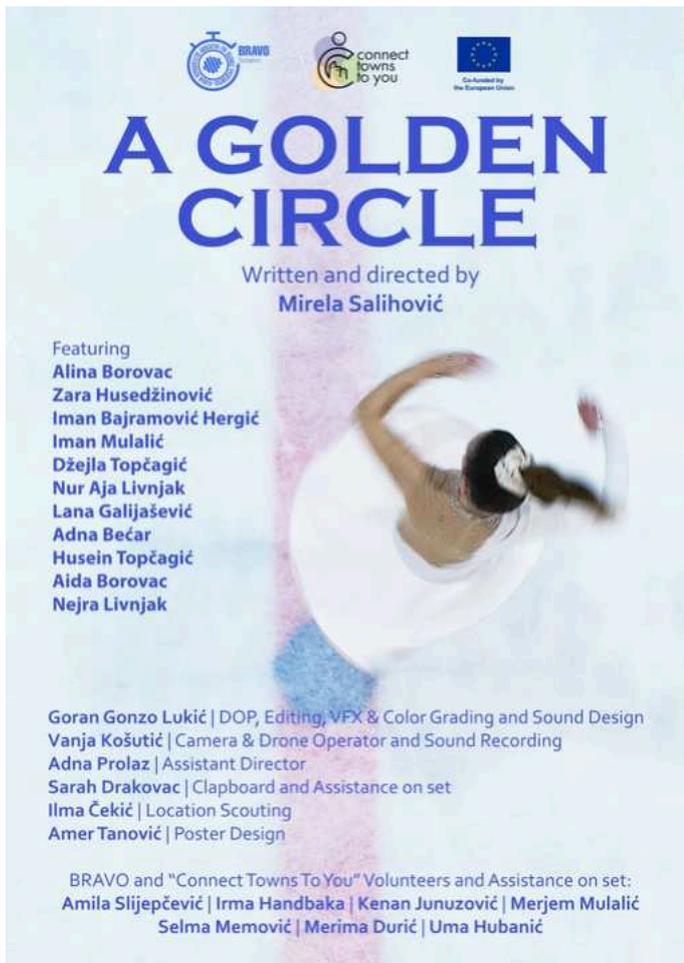
OVERVIEW OF MONTHLY ACTIVITIES

MONTHS	ACTIVITIES
MAY	<ul style="list-style-type: none">• International Peace Forum• Garden of dreams• Sarajevo Maraton• Project proposals• Web updates• Timeline for Olympic stories
JUNE	<ul style="list-style-type: none">• EURO minifootball• Garden of Dreams• EUROPEAN JUDO CHAMPIONSHIPS VETERANS 2024• European Judo Championships Kata• BH Fashion Week• Rajvosa Climbing Fest
JULY	<ul style="list-style-type: none">• Sarajevo ten• Towards the homeland• Preparation for the festival• Gallery Manifesto• Preparations for the Voluntary Festival

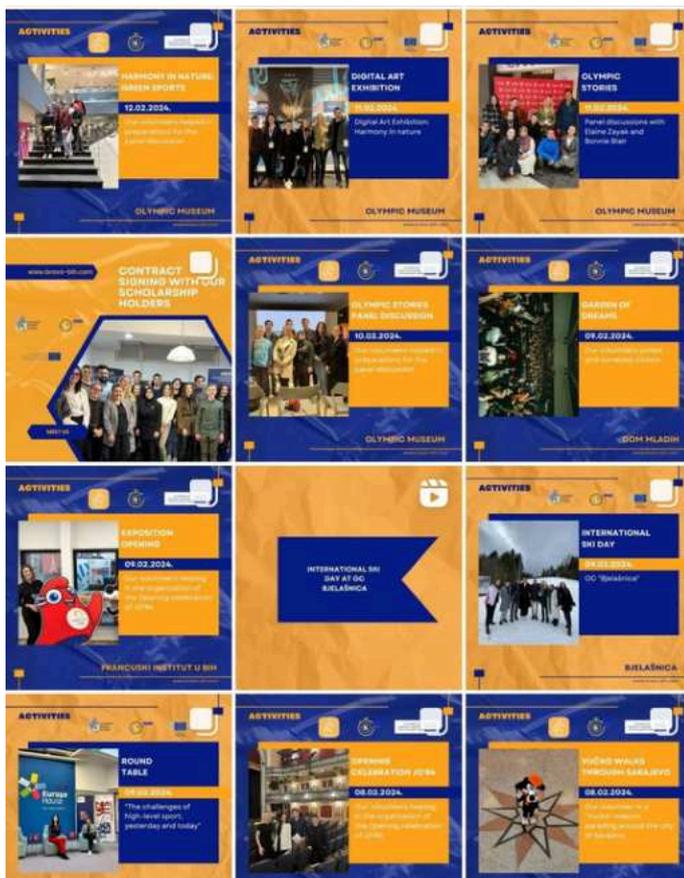
HIGHLIGHTS OF THE PROJECT



SPECIAL ACHIEVEMENTS



Premiere at the Goethe Institut
on the 13th of August 2024



Small community of 300 followers
And monthly activities shared in
stories and posts



BRAVO

ID: 4202450260009

Antuna Branka Šimića 13, 71000 Sarajevo,

Bosnia and Herzegovina UniCredit Bank:

3387302200389223

PIC: 910002203
OID: E10195251

Aleksandar's group, think that civic service should be created in: Zenica, Sarajevo, Nis, Novi Sad, Banja Luka, Tesanj, Vogosca, Rouen, Subotica

Overview and report on "Connectowns2U" project - Bosnia and Herzegovina

The "Connectowns2U" project aimed to enhance civic engagement and promote volunteerism among young people in Bosnia. Through a six-month civic service program, 15 dedicated volunteers contributed their time and skills while gaining invaluable experiences that fostered personal and community development. The primary goals of "Connectowns2U" were to empower youth through civic service, raise awareness about EU values, and encourage community participation. Throughout the project, volunteers worked on various initiatives that supported local development and cultural exchange. Their contributions not only benefited the community but also provided them with unique learning opportunities.

The volunteers who participated in the civic service from February to August reported transformative experiences. Coming from diverse backgrounds, each volunteer brought unique perspectives that enriched their collective efforts. This environment allowed them to network with local leaders and future employers, helping them clarify their career aspirations after university. Many expressed that the skills gained—such as leadership, teamwork, and intercultural communication—were pivotal in shaping their professional trajectories. In August, the project culminated in a youth exchange that brought together 30 international participants. This event featured a three-day voluntary festival, focusing on the significance of civic engagement, EU values, and the spirit of volunteering. The festival not only celebrated the work done by the volunteers but also engaged over 300 attendees in discussions about the importance of civic responsibility and opportunities for involvement.

During the festival, participants explored themes related to the Olympic spirit, emphasizing teamwork, excellence, and respect—core values that resonate with both sports and civic engagement. Additionally, volunteers created an Olympic Stories publication, featuring key historical facts about the Olympic Games in Sarajevo and interviews with former participants, highlighting personal narratives that connected the past to the present.



BRAVO
Sarajevo

BRAVO

ID: 4202450260009

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As part of their creative output, volunteers produced a short film titled "The Golden Circle," which conveyed the importance of the Olympic spirit. This project illustrated how Olympic values have been passed down through generations and inspired many. All activities and achievements from the six-month program have been documented and shared on the project's Instagram account, @connectowns2u.bravo, allowing the public to witness the impact and results of their efforts. The success of "Connectowns2U" was bolstered by the support of several local partners, including the Goethe Institute, the French Institute, the Bjelašnica Olympic Center, and the Foundation of Entrepreneurs of Bosnia and Herzegovina. We extend our gratitude to the Goethe Institute for hosting us during our one-day festival, where we presented the achievements of Bosnian volunteers. The premiere of "The Golden Circle" was a highlight, featuring an official from the municipality of Stari Grad, who emphasized the importance of integrating youth into civic work and providing opportunities for non-formal education. We also thank the French Institute for facilitating a constructive panel discussion on civic engagement and the continuation of the civic service project in Bosnia. The Bjelašnica Olympic Center played a crucial role by integrating our volunteers into their daily activities, offering valuable experiences, and collaborating with the Olympic Committee of Bosnia and Herzegovina to promote the importance of the Olympic Games.

The experiences gained through civic service are essential for youth development. They foster a sense of responsibility and community belonging, equipping young people with the tools to become active citizens. Making civic service mandatory for all young people could significantly enhance social cohesion and empower the next generation to tackle local and global challenges collaboratively. Looking ahead, we are committed to promoting civic service in Bosnia and Herzegovina and striving to make it a mandatory requirement for young people. Our efforts will involve collaboration with government institutions, international partners, and key local stakeholders to explore potential funding solutions and ensure the sustainability of civic service initiatives. By garnering support from various sectors, we aim to create a structured framework that not only benefits participants but also enriches the community as a whole. Throughout the project, numerous officials were informed about its implementation and outcomes. The positive reception and engagement with these stakeholders signal a growing interest in the potential for mandatory civic service in the future. We are excited about the opportunities for continued dialogue on these important topics, which can shape the landscape of civic engagement for youth in Bosnia.

The "Connectowns2U" project has successfully engaged youth in meaningful civic service while promoting values crucial for a vibrant society. By fostering skills, creating opportunities for cultural exchange, and emphasizing the importance of civic engagement, the project has laid the groundwork for future initiatives that can inspire young people to contribute positively to their communities.

EUROPEAN CIVIC SERVICE PILOT IN TIMISOARA

01.

Recruitment of the youth

For the recruitment process, we have initially launched a call on social media, which was also shared among the volunteers that FITT is involved in its daily work. We have developed an infopack with all the needed information for the potential candidates, containing the objectives of the volunteering activity, the responsibilities, as well as practical aspects.

Taking into account that initially, we started with a team in Lugoj, and then we continued with a team in Timisoara. As the applicants were young people that we have already been working with as volunteers or beneficiaries of our activities, we did not organize recruitment interviews.

For Lugoj:

<https://www.facebook.com/fitt.lugoj/posts/pfbid036WM7fkzocJyamBv1KU2viNfiiFsj6gGiS6aNXqaC97KuD75UBXk5G5WWDqWFtEZI>

For Timisoara:

<https://fitt.ro/cautam-voluntari-pentru-connectowns/>

Barriers: As mentioned above, we initially started with a group of volunteers in Lugoj, but because of internal challenges, and the resignation of the volunteer coordinator from there, as well as the impossibility of finding a replacement in a short timeframe, we proceeded with creating a team of volunteers in Timisoara.

02.

Presentation of the group

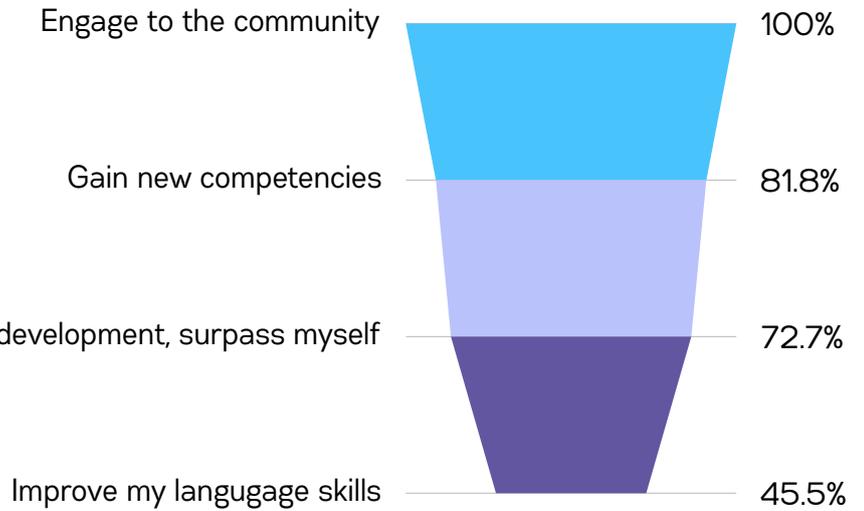


03.

Why do you want to participate in the concept of volunteer of a civic service pilot?

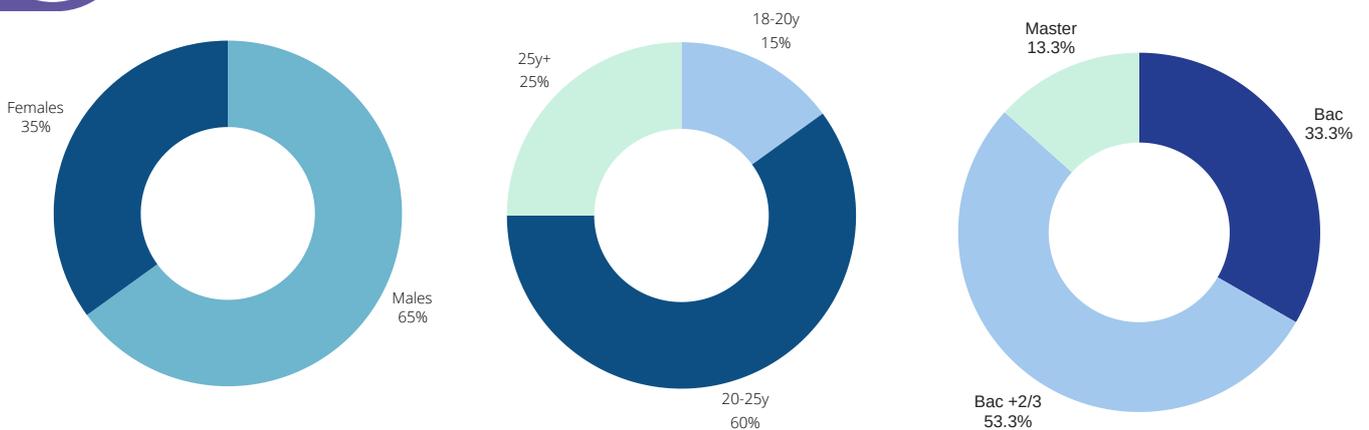
Who are the volunteers?

Elena Chilim
 Mălina Deaconescu
 Juan Carlos Bursas
 David Lukacs
 Chirilă Cristina
 Mihai Catană
 Vlad Mîndrilă
 Ionuț Chintea
 Beatrice Stanciu
 Varga Bianca



04.

Composition of the group

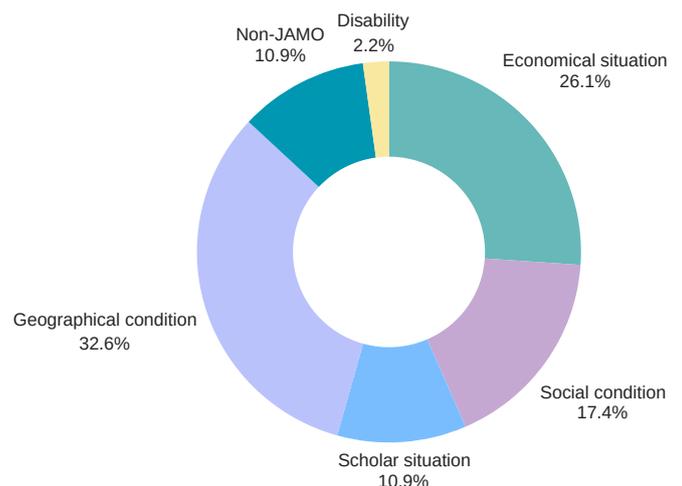


Genders

Ages

Education

Youth with less opportunities are based on those different criterias:
 level of education,
 social conditions,
 migratory origin or define to be part of an ethnic or sexual minority,
 disability,
 health problem
 economic conditions,
 or location (rural area or urban periphery with below-average GDP).



“For me cultural projects are a way of giving people a chance to shine. It is a wonderful feeling when you see people's faces shining because they see their work appreciated and exposed.”



Beatrice Stanciu

Volunteer and Connect towns to you participant



As a volunteer, my experience in cultural activities has been truly transformative. I had the opportunity to work alongside passionate people, each with unique ideas and visions, and contribute to initiatives that bring a splash of color to our community. Each event I have participated in has opened new perspectives and given me a sense of fulfillment knowing that I have been able to make a real impact. Volunteering has given me both great friends and a space to grow and discover what it means to be part of something bigger than yourself.’



Vlad Petrea

Volunteer and Connect towns to you participants

Cultural events for me have meant evenings full of work. I have spent many nights and days preparing materials, contacting people and asking myself if I am doing my job well. My experience was exhausting and confusing, but worth it. I am no artist, but knowing that I supported artists is great. A wonderful example is my colleague who is now doing graphic design thanks to an exhibition



Maria Deaconescu

Volunteer and Connect towns to you participant



With an active involvement in cultural events, I focused on promoting cultural diversity and creating impactful experiences for the local community. Within these initiatives, I have helped organize events, develop visuals and create an accessible space where participants feel inspired and connected. By collaborating with local artists, institutions and organizations, I aimed to add value to the cultural landscape, supporting an atmosphere of dialogue and creative exchange. This experience has helped me develop coordination and collaboration skills, emphasizing the importance of culture in our community



Elena Chilim

Volunteer and Connect towns to you participants

01

The Students Organisation from the West University of Timisoara (OSUT) is a students organisation established in 1990. It is the only representative organisations for the students of the West University of Timisoara, and one of the most representative in the country. The general activity and the projects implemented are focused on the university students, but also other young people, and the local community as a whole.



**Students'
Organisation from
the West University
of Timisoara**

02

The LOGS Association - Group of Social Initiatives is a **"grass-roots" organization** established in the western part of Romania, which promotes **the integration of vulnerable groups** of migrants, **fight against human trafficking** and uses **education as a means of overcoming** social vulnerabilities. The members of the organization are social professionals, trainers and refugees and migrants settled in Romania. The mission is to participate actively and grassroots in the development of urban and rural communities in Romania in order to support the identification, response and overcoming of the specific needs of refugees and migrants, with the help of the involvement of the local community and volunteers by organizing social, intercultural and educational projects.



LOGS
Grup de Inițiativă Sociale

**LOGS - Groupe
d'initiative locale**

03

Save the Children is the world's first and leading independent children's organisation - transforming lives and the future we share. We're proud to work with children, their communities, and our partners worldwide, discovering new solutions to help ensure that the world's most vulnerable children survive, learn and are protected.



**Save the
Children**

Save the children

04

Connecting with enterprises and start-ups. AIESEC develops leadership among youth aged 18 to 30 and contributes to strengthening the global employability market through providing an end-to-end international talent recruitment solution. AIESEC is the world's largest youth-run organization developing the leadership potential of young people. We provide students and recent graduates with life-changing experiences to intern or volunteer abroad within partner organizations. Through our programs in universities, we provide organizations with access to a global network of young talent who have the capabilities to make a positive impact. We are delighted to collaborate with our other 13 cities from Romania: Iași, Cluj-Napoca, Târgu-Mureș, Brașov, Timișoara, Pitești, Suceava, Galați, Craiova, Constanța, Sibiu, Oradea, Arad offering students an extended learning environment.



AIESEC Romania

05

Among the largest is the AC LABS League - Applied Laboratories for the Benefit of Students, which consists of a series of labs dedicated to students eager to apply their knowledge acquired in college, thus being able to partially equalize their summer internship.



Liga AC

06

Our vision: A world in which the LGBTQIA+ community is an accepted part of society; a legislative framework that takes into account the needs of our community; a new language centered around non-binary diversity; institutions and safe spaces.

Our mission: Representing, promoting and supporting the LGBTQIA+ community in western Romania through art, culture and education.

Our purpose: We are here as a formal representation of the community and the needs of the LGBTQIA+ community in western Romania.



**Identity Education
Timisoara**

07

The Convention of Polytechnic Student Organizations (COSPol) is an umbrella structure for student organizations in the faculties of the university, which aims to represent the educational and social interests of the students of the Polytechnic University of Timisoara. The mission of the organization is to represent students in the decision-making structures of the Politehnica University Timișoara and to mediate relations between students, student dormitory committees, student representatives and student organizations.

COSPol
Convenția Organizațiilor Studențești din Politehnica

**Convenția
Organizațiilor
Studențești din
Politehnică - COSPol**

08/09



**West University
of Timișoara**

**West University of
Timisoara**



UP1 Universitatea
Politehnica
Timișoara

**Politehnica
University of
Timisoara**

OVERVIEW OF MONTHLY ACTIVITIES

MONTHS	ACTIVITIES
MARCH	<ul style="list-style-type: none"> • Preparing the activities for the community in Lugoj. • Workshops and activities organised by and for the volunteers: • Intro in the art of theatre • Painting workshop • Tour of Timisoara Youth House • Online game on chemistry • Workshop on sign language
APRIL	<ul style="list-style-type: none"> • Workshops and activities organised by the volunteers : • - Reading club • - Movie club • Recruiting volunteers for the team in Timisoara
MAY	<ul style="list-style-type: none"> • Intro meeting with the newly recruited volunteers • Working meeting to prepare the activities and the big events for August
JUNE	<ul style="list-style-type: none"> • Promotional campaign for the arts workshops and events within StudentFest • Preparing the happening type of events in the city center • Training kit on intercultural relations and diversity, knowledge of EU institutions and EU values, as well as grounded current example: about the war in Ukraine, migrants and refugees situation, and local activities of general interest to be implemented during their missions
JULY	<ul style="list-style-type: none"> • Expression through graffitti cube (in front of the West University of Timisoara) • The indifferent actor (city center) Preparations for the events in August
AUGUST	<ul style="list-style-type: none"> • Exhibition of digital drawings • Exhibition of paintings and concert • Roundtable on volunteering

HIGHLIGHTS OF THE PROJECT

The events organized in August were the highlights of the mission. The exhibition on the 2nd of August, the exhibition on the 4th of August and the concert, and the roundtable on volunteering on the 7th of August.





IMPACT ON THE COMMUNITY

COMMUNITY

1000+
direct
beneficiaries

WORKSHOPS

12
activities and
events

PARTNERS

10
NGOs involving
volunteers

INSTITUTIONS

1
municipality
follow up

Beneficiaries (direct/indirect) – more than 1000 people were direct beneficiaries of the activities and events organized within the project.

Workshops or activities done in total – 12 activities and events were organized in total, both in Lugoj and in Timisoara, all of them with free access.

Direct partnerships of the entity: Partnership with the Students Organisation of the West University of Timisoara. Also, more than 10 NGOs involving volunteers, as well as the Municipality took part in the round table on the topic of volunteering.

The volunteering activity was involving young people with a background on volunteering, but giving them the opportunity to receive a financial support for the volunteering activity was very helpful, taking into account that most of them were students. Thus, the volunteering schedule was adapted to their needs, but ensuring also that they were involved in supporting the general activities of FITT, happening in the youth center (supporting the preparation and implementation of concerts, exhibitions, dance shows etc.), as well as organising activities on their own, under an arts and culture festival, StudentFest. Moreover, in August, marking also the end of the volunteering activity, the volunteers organised two exhibitions with three local young artists from Timisoara, and we have also organised a round table on the topic of volunteering at local level, with representatives of local volunteering organisations and a representative of the Municipality.

The first exhibition, organised on the 2nd of August, called The book of portraits | Artist talk and exhibition, was visited by 321 young people. It was set up in the art gallery within Timisoara Youth House, and it showcased a big collection of digital drawings, exploring the human diversity. All the pieces exhibited were created by a local young artist, Alina Sferle.

The second exhibition, organized on the 4th of August, followed by a concert, was visited by 128 people, while the concert was attended by more than 300 people. It was hosted in the garage and summer garden of Timisoara Youth House. The exhibition showcased the paintings of two local artists, students of the Faculty of Arts.

The roundtable on volunteering was organized on the 7th of August, and it brought together volunteers, volunteers coordinators, a representative of the municipality and of the Collective for a European Civic Service. It was focused on promoting volunteering at local level. Thus, the discussion evolved around the main challenges, opportunities, solutions and plans of collaboration between the key actors at local level.

ROUND TABLE – VOLUNTEERING TODAY

CONCLUSIONS

The meeting brought together volunteers, volunteers coordinators, a representative of the municipality and of the Collective for a European Civic Service. It was organized within Connectowns2U project, funded by the European Commission through CERV project, focusing on promoting volunteering at local level.

Thus, the discussion evolved around the main challenges, opportunities, solutions and plans of collaboration between the key actors at local level.

The main challenging points identified:

- **Language barriers for the international volunteers:** A major challenge is communication, particularly when working with young people with fewer opportunities and a low level of English.
- **Cultural integration:** International volunteers often worry about not being accepted, highlighting the need for better cultural integration and support.
- **Organizational difficulties:** Youth organizations face challenges in creating events or projects that satisfy all members, reflecting broader struggles in volunteer engagement and consensus-building.
- **Decline in volunteering culture:** While 2023 saw strong volunteer engagement at local level, within the European Capital of Culture programme, there's been a decline since, and a poor communication and visibility of volunteering programmes, no coordination at local level, and bureaucratic processes.
- **Lack of centralization and coordination:** NGOs, volunteers, and local authorities often operate in silos, leading to overlapping efforts, missed opportunities for collaboration, and inefficient use of resources. Without a unified approach, volunteers may receive varying levels of support and training, leading to inconsistencies in their experiences and potentially reducing their motivation to continue volunteering.

Recommendations for solutions and improvements

- **Cooperations for common events organized by volunteering organizations:** fostering the exchange of good practices in working with volunteers and events organizing. Functional volunteering-dedicated platform: There is a strong need for a functional and active centralized platform in Timisoara, to streamline communication, advertise volunteer opportunities, and facilitate collaboration between NGOs and volunteers. Such a platform could include features like testimonials, event spaces, and regular updates to keep NGOs and volunteers engaged. Incentives for volunteers: Offering incentives like free public transportation, organizing team-building activities, and providing safe spaces within the volunteering activities, especially for marginalized groups, can help sustain volunteer motivation and involvement.
- **Youth engagement:** Efforts should be made to engage more young people, especially high school students, in volunteering. This could include volunteer fairs focused on local opportunities, partnerships with schools, and targeted outreach to promote volunteering as a valuable experience.
- **Improved support structures:** Volunteering and youth NGOs would benefit from better support, such as access to affordable office and activities space, financial incentives, and more opportunities for recognition, networking with other stakeholders and collaboration with local businesses and government bodies (e.g contexts in which local businesses to get to know the local organisations for potential sponsorships).
- **Volunteer training and resources:** Providing volunteers with resources, such as guides on interacting with specific communities (e.g., people with fewer opportunities), and sharing best practices across organizations would enhance their effectiveness.
- **Long-term engagement and recognition:** To ensure sustained volunteer engagement, it's essential to recognize their contributions, offer consistent support, and maintain regular communication through centralized systems, which to support the recognition of volunteering and the competencies volunteers get from it, helping them entering or advancing in the work field.

Volunteering in Timisoara and the local ecosystem offers significant personal and community benefits, as the city is a rich cultural one and it offers several opportunities but there are common challenges among volunteering organisations, that need to be addressed. By improving communication, offering better support and incentives, and creating centralized resources, Timisoara can foster a more impactful volunteering context.

The first steps agreed upon include creating a **shared space, such as a Drive**, for the resources used by volunteering organizations, as well as organizing future meetings to stay in touch and ensure that the recommendations are actively pursued through collaboration between the NGOs and the Municipality.

Moreover, FITT will ensure that the recommendations will be included in the **Local Youth Strategy**, which is set to be **approved by the Local Council** in the upcoming month, ensuring that they will be implemented with the necessary support and resources, this approach aiming to foster a more coordinated and impactful youth engagement in the community.



FOLLOW UPS

- Gala in November
- 2nd group of youth is launched in October 2024

EUROPEAN CIVIC SERVICE PILOT IN TIMISOARA

01.

Recruitment of the youth

For the recruitment process, we have initially launched a call on social media, which was also shared among the volunteers that FITT is involved in its daily work. We have developed an infopack with all the needed information for the potential candidates, containing the objectives of the volunteering activity, the responsibilities, as well as practical aspects.

Taking into account that initially, we started with a team in Lugoj, and then we continued with a team in Timisoara. As the applicants were young people that we have already been working with as volunteers or beneficiaries of our activities, we did not organize recruitment interviews.

For Timisoara:

<https://fitt.ro/cautam-voluntari-pentru-connectowns/>

Barriers: As mentioned above, we initially started with a group of volunteers in Lugoj, but because of internal challenges, and the resignation of the volunteer coordinator from there, as well as the impossibility of finding a replacement in a short timeframe, we proceeded with creating a team of volunteers in Timisoara.

02.

Presentation of the group



HIGHLIGHTS OF THE PROJECT

On November 21, the FITT magic came alive again at the Youth House, where we celebrated the 10th edition of the Gala of Projects by and for Youth!

As promised, here are the winners for the special categories:

Marele premiu - Cel mai bun proiect de și pentru tineret: SuperYouth: Emotional Intelligence Kit (Superhumans Romania)

Prremiul de popularitate: Preinventiv - Theater and imagination in the role of prevention (Hoinart Association)

CSel mai bun proiect proiect organizat exclusiv de voluntari: ITFest (Students' Organization of the West University of Timișoara)

CSel mai bun proiect internațional: Cultural Festival "Basarabian Days" (Organization of the Basarabian Students of Timișoara)

We congratulate them on this way and thank once again all those who make a difference and contribute to the development of our community!

Project funded by Tim Timis County Council through the Timcultura 2024 program.

01. Recruitment of the youth

The project was being implemented in partnership with the Stowarzyszenie Centrum Wolontariatu (SCW), based in Warsaw. In this project an innovative model has been adopted, where SCW has taken over the coordination of volunteer activities in other organisations. This means that volunteers worked for organizations other than SCW. This has helped to increase the impact of the volunteers; activities and reach different audiences: people with migrant experience, children and youth, and the disadvantaged. The SCW coordinator was responsible for constant contact with both organizations and volunteers. This model - despite its many advantages - also has disadvantages, which are worth analyzing in future projects to implement service civique in Poland.

To this end, extensive promotional activities were undertaken in order to reach both organisations and young people, without being limited to Warsaw. At the same time, the campaign continued to target young people using media such as: Facebook, LinkedIn, but also direct contacts with organisations and e.g. universities. This phase took place between April and July.

Thanks to the partners experience and broad network of contacts, we reached many organisations across Poland with the civic service message. SCW received more than 30 enquiries from all over Poland about the project and how to join. We had 15 "1 to 1" meetings with representatives/volunteer coordinators from those organizations. Parallely we also had meetings with selected youngsters who submitted their applications. We wanted to be sure that the basis of the project is clear both for organizations and youngsters. Until July we sent invitations to 4 organizations and 7 young people from Warsaw and Gdańsk.

From July till August we continued the promotion campaign and reached another 3 youngsters from 2 additional organizations. In total we recruited 10 volunteers from 6 organizations. Each person dedicated between 280-300 hours of volunteer support, which gives in total almost 3000 hours of long term commitment. The proposed model was based on the establishment of a contract with individual volunteers - thus, these individuals committed to supporting their organizations for a minimum of 10h per week, participating in bi-monthly debriefing sessions with the SCW coordinator and other volunteers, participating in periodic training sessions.

The agreement also included financial support in the form of pocket money, although it should be noted that under Polish law these were civil law contracts, so-called commission agreements, and pocket money had to be treated as salary.

Barriers met:

- Taking into account the scheme we introduced (1 LEAD - 6 Partner Organisation where volunteers did their service) it was sometimes difficult to manage cooperation with volunteers as volunteers were more bounded with their organisation.
- Partner organizations at the beginning did not understand their role and the scheme of civic service. It took a long time to clarify the process and cooperation. But it must be admitted that in general organizations that submitted undoubtedly looked for support in “providing” or help in finding long-term volunteer support of their activities.
- It was not easy to reach young people that had enough time and other resources. In major cases it was the hosting organization’s duty to propose candidates to the project.
- Polish fiscal law does not allow to pay volunteers stipend directly, based on volunteering agreement only. Thus all volunteers had to sign a temporary (pol.: umowa-zlecenie) contract with SCW in order to proceed with transfers. This takes a while and has lengthened the process.
- Thus: according to the law, from a formal point of view participants had to be named interns (stażyści) in order to avoid fiscal troubles.
- Due to long distances and too many incompatible dates, it was not possible to meet as a full team.
- There was a lack of resources for proper integration around the SCW team

Needs to facilitate the recruitment:

- Clear information of what project is, what are the responsibilities and duties for both coordinating, hosting organizations and volunteers
- 1:1 meetings to know better the activities of organizations in order to solidly prepare youth
- Good to have a pre-selection form where young people can sign up and present themselves briefly.

Missions – how did you build up your missions in the community?

Volunteer activities and missions have been defined based on the statutory activities of the selected organizations. This is described below. The assumption was:

We offered to help recruit 1-2 volunteers, who should work in the organization on a long-term basis - for 6 months

- age of volunteers is 18-30 years old
- time dimension is min. 10h per week, continuously for 6 months.
- in addition, volunteers involved in the project were asked to support our organization in the preparation of a nationwide conference on volunteering, which took place in November in Warsaw on-site (time dimension - meetings with the preparation team 1 x per month)
- the volunteer received pocket money in the amount of 229 EUR (about 1000 PLN), for a period of 6 months.

02.

Presentation of the group



The group was composed of women, young girls between 20-27 years old, all either studying or postgraduates working in the private sector. All of them have very good fluency in english.

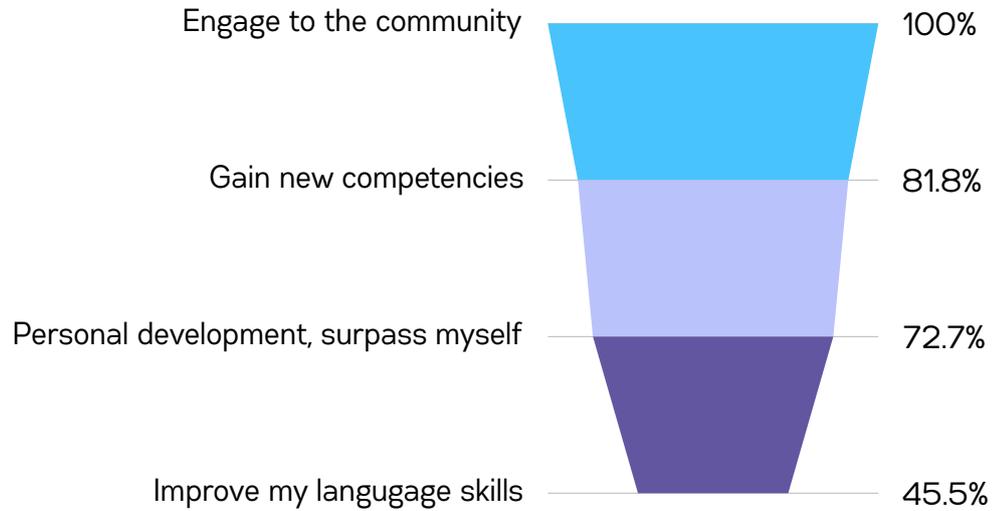
Organisation	City	Surname	Name	Period of volunteering
Palma	Gdańsk	Cyrson	Marta	18.06.2024 - 17.12.2024
DUCH	Warszawa	Fernandez	Gabriela	18.06.2024 - 17.12.2024
Forum Migracyjne	Warszawa	Siwiec	Karolina	18.06.2024 - 17.12.2024
Forum Migracyjne	Warszawa	Sobczak	Julita	18.06.2024 - 17.12.2024
Zamieszkani	Warszawa	Szpunar	Patrycja	18.06.2024 - 17.12.2024
Zamieszkani	Warszawa	Wysocka	Julia	18.06.2024 - 17.12.2024
Palma	Gdańsk	Żbikowska	Sandra	18.06.2024 - 17.12.2024
Fundacja Ludzie i Medycyna	Warszawa	Brewka	Marcelina	01.09.2024 - 28.02.2025
Bank Żywności w Trójmieście	Gdańsk	Fethke	Marta	01.09.2024 - 28.02.2025
Fundacja Ludzie i Medycyna	Warszawa	Meyer	Aleksandra	01.09.2024 - 28.02.2025

03.

Why do you want to participate in the concept of volunteer of a civic service pilot?

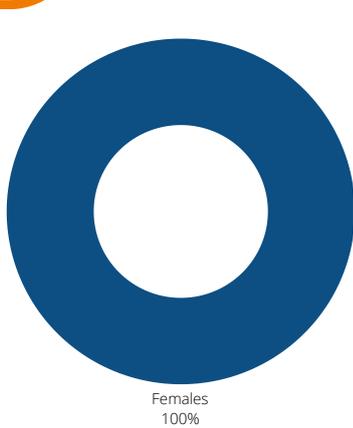
Who are the volunteers?

Gabriela Fernandez
 Marta Cyrson
 Sandra Żbikowska
 Julita Sobczak
 Karolina Siwiec
 Patrycja Szpunar
 Julia Wysocka
 Marta Fethke
 Marcelina Brewka
 Aleksandra Meyer

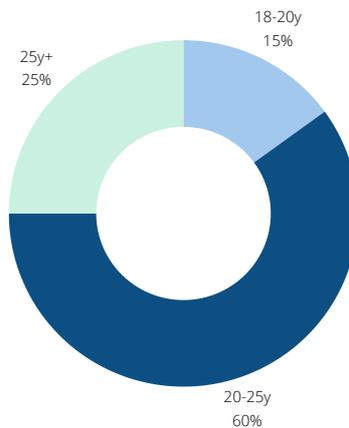


04.

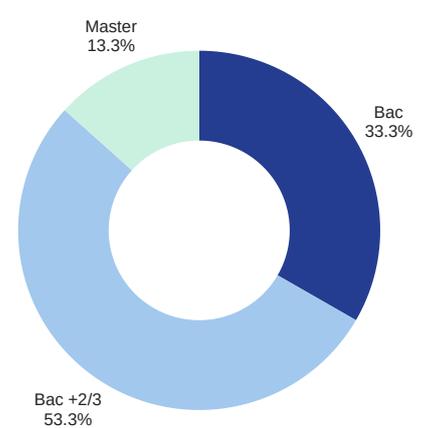
Composition of the group



Genders

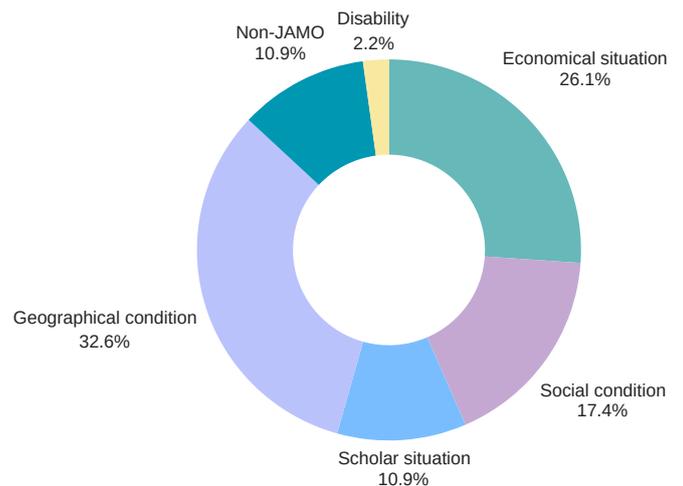


Ages



Education

Youth with less opportunities are based on those different criterias:
 level of education, social conditions, migratory origin or membership of an ethnic or sexual minority, disability, economic conditions, or location (rural area or urban periphery with below-average GDP).



TESTIMONIES

For a long time we have been fascinated by vintage, recycling, the second circulation of things, selling and giving away used items, but also collecting usable items from trash. Having accumulated large numbers of furniture, clothes and everyday items, we wanted to pass them on, and the idea of a cashless exchange of things in an organized space seemed ideal for this. We did our research, we wanted to set up our freeshop, it turned out that there was a Dzielnia.bl in the area. We contacted the staff of the Foundation, who were active in the place, and we volunteered with the local initiative.

Our tasks are:

- developing an action strategy for Dzielni.bl
- promotion of Dzielni.bl to local community
- ongoing selection of items
- ongoing ordering of objects
- ongoing cleaning, cleaning of the space
- design and printing of signage and instructions in the space
- design and production of posters >
- implementation of the project of marking about 30 shelters

trash shelters

- re-branding of visual identity

Implementation of an e-mailing campaign to find a sponsor who will make a new signboard for Dzielni.bl on a pro bono basis >>> supervision of the installation of the signboard.



Julia and Patrycja

Participants of C2TU at Fundacja Zamieszkan

I mainly organize the documentation of food donations from large chain stores and archive these documents. On one occasion, I supported one of the Bank's employees in conducting a workshop on not wasting food conducted for one of the organizations that use the Bank's services (they collect food for affiliated families). I count the reports of donated food - how many kilograms of food were donated to the Bank.



Marta

Participant C2TU at Fundacja Bank Żywności Trójmiasto

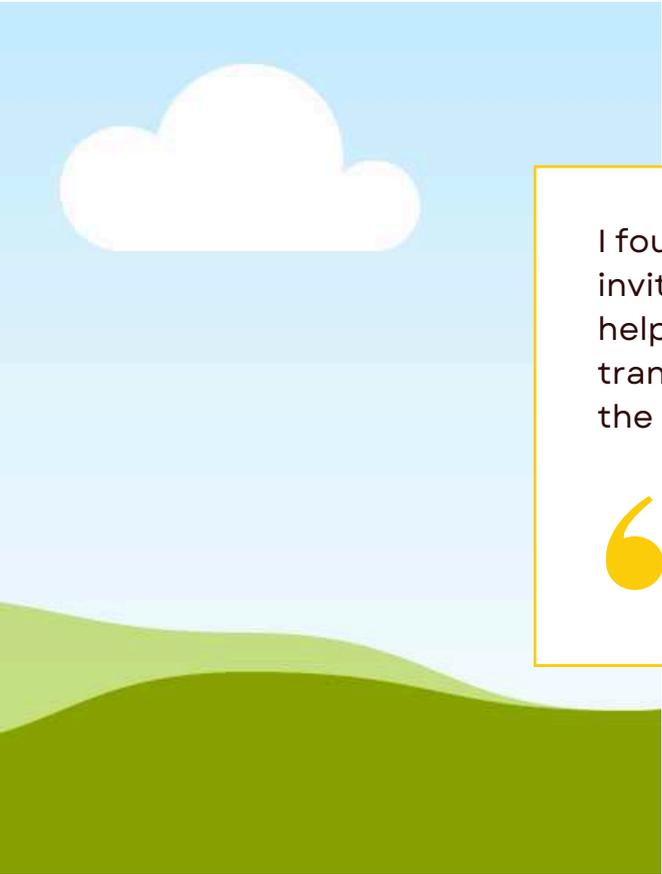


My main task is conversations in Polish. Conversations to help my mentee communicate in Polish. In addition, I am involved in the day-to-day work of the Foundation, brainstorming ideas for organizing events, as well as in the events and initiatives themselves, such as the Discussion Club and Walks with Seniors. Regardless of the type of activities the main audience of the activities are migrants. They differ in their country of origin, their life situation, but we are united by the fact that they are currently in Poland and we all form a community together



Karolina

Polskie Forum Migracyjne (PFM)



I found the organization quite by accident. I was invited to one of their breakfasts and so I stayed. I help with the International Seniors Club, translating PL/RU/PL as needed. I also help with the Discussion Club and cooking together



Julita

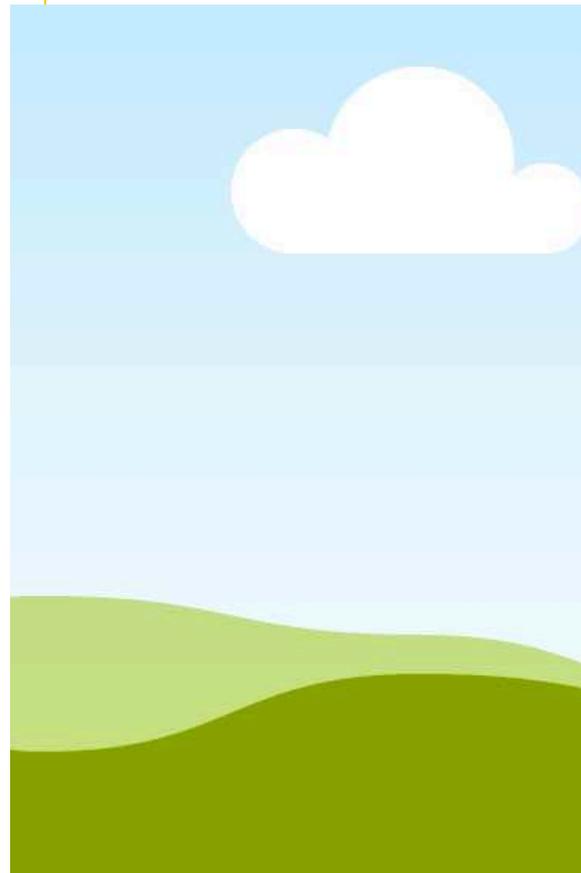
Volunteer and Connect towns to you participants

Over the years, I've used one of the tools created by the foundation (the Talking About Death Won't Kill You card), and late last year I decided to find who created the tool, as they may have more useful stuff. That's how I came across the People and Medicine Foundation and made the decision to join the team as a volunteer. Currently, in the Tame the Disease project, we are working on 3 larger projects: a guide for parents, cards on how to talk to your child about illness, and an animation for children about medical procedures. My tasks in these projects are manifold, including writing content for the guide, scientific research or searching for given content/solutions, team meetings or those related to the projects we are working on, coming up with creative solutions, completing grant applications, making sure that the content we create is in line with current scientific knowledge (making various corrections or consulting the materials we create) or taking care of the aesthetics of the materials we create. In addition, I support other volunteers of the foundation in writing materials related to psychology.”



Marcelina

Polskie Forum Migracyjne (PFM)



What did you learn during the activities in organization?

Aleksandra Meyer: In addition to the aforementioned technical and research-related skills, I think I'm gaining valuable knowledge about how to communicate with different stakeholders in the context of NGO work. I have to talk to members of my project team in a certain way, but this is very different from the way I have to communicate with potential speakers or sponsors of an upcoming conference.

Gabriela Fernandez: During activities in the organization, I learn how to organize teamwork and manage my time effectively. I developed communication skills, both in working with children and with lecturers. In addition, I gained experience in coordinating educational events and managing participants, which required responsibility and meticulousness.

Julia Wysocka: Working together in a group, in an organized structure; strategic planning of activities; obtaining contacts to sponsors and establishing cooperation with them.

Karolina Siwec: This is a very interesting question, because on the one hand I undoubtedly learn aspects such as organization, activity in an international environment, communication in English, but most of all I would like to emphasize that the activities undertaken in the organization have taught me to be sensitive to the other person, to their needs. And they constantly remind me that when meeting someone it is worth simply being open and attentive. As if I had to put it briefly these were: Experience working in an international environment, organization of work, creative thinking, planning plus a range of soft skills such as attentiveness, patience, openness, responsibility.

Marcelina Brewka: Time Management. Finding extra hours in such a short day ;) In addition, I am expanding and developing my psychological knowledge of people with chronic illnesses, I am learning write better texts, fill out applications grants or organize events.

Marta Fethke: I learn about how the Bank works, what institutions it helps - the scale of the donated food that could potentially be wasted. I expanded my knowledge of not wasting food, storing it and processing it properly so that it retains as much value as possible and extends its freshness.

Sandra Żbikowska: I am definitely improving my organizational skills. I am also developing competencies such as multitasking, time management, communication and relationship building. I improved my skills and competencies in organization, creative thinking, problem solving. I expanded my knowledge of culture, literature, history. This will definitely be useful in my daily professional work.

FEEDBACK ON THE CIVIC SERVICE PILOT

How would you rate your overall experience with your organization's Civique Service long-term volunteer project? Did it meet your expectations and why?

Gabriela Fernandez: I rate my overall project experience very positively. Participation in Civique Service met my expectations. Reporting on activities was very cool, it helped me understand how many things I was able to get done in the organization. I rate the support offered by the organizers very well. The monthly meetings were a great way to monitor progress, share experiences and stay motivated. However, it would be nice if more live meetings were held. In addition, it could be an interesting idea to get us involved in the activities of the Volunteer Center. The biggest challenge was finding the time to be active in the organization, especially when combined with other responsibilities. I coped with this by trying to manage my time well.

Marta Cyrson: It was an interesting experience, teaching, independence, decision-making and responsibility. Thanks to this volunteer work, I entered the activities of the foundation with which I had been working for several years, I also opened myself to activities I had previously been afraid of. The biggest challenge in the intensive volunteer activities was reconciling volunteering with professional work. At possible times, I took time off to work at the foundation. I have gained more confidence in my own proficiency and responsibility. I hope to use this experience in creating my own cultural events.

Karolina Siwiec: It is a great pleasure to work with PFM, and the Civique Service Project has only helped me become more involved and present in the organization. I am grateful for this opportunity and definitely see great potential in long-term volunteering. I'm staying with SWF for the next few months!

Julia Wysocka: I evaluate the experience very positively. I can consider my expectations fulfilled - I acted in accordance with my values and sense of "mission", feeling that I was doing something useful and good. The main challenge was self-organization of work and tasks, but I see this as an advantage of the dynamics of cooperation with the organization. With a high degree of self-reliance and a sense of responsibility for my actions, I have developed in the area of strategy planning, among other things.

Sandra Żbikowska: I evaluate the experience very positively, and my expectations were met - I felt taken care of and included in the organization, and I had a sense of doing interesting events that benefit a wide audience.

How would you rate the support offered by the project organizers, such as training or resources? Could anything be improved?

Sandra Żbikowska: I think I rate the support of the project organizers as very good. I know that if I had any problems or doubts I could turn to the coordinator and I would definitely get help.

Julia Wysocka: The ongoing support in the form of constant contact I rate very well. If anything could change it would be access to training or workshops that would enable me to deepen my knowledge in the topics we deal with.

Patrycja Szpunar: I felt very safe and taken care of on every stage of the process which was very helpful. Especially on the begging where everything was quite new for me

Marta Cyrson: The support was sufficient. The only thing I would add would be to integrate all the project participants at the very beginning of the project, preferably live to establish relationships that would later serve as an exchange of experiences. An additional option would be to visit each "volunteer institution" and be guided by a volunteer .

Karolina Siwiec: I felt very much supported and taken care of by the project organizers. I did not have the opportunity to take advantage of the training, nor did I receive such information, so it is hard for me to comment on this point. However, overall, I evaluate the flow of information very positively.

FEEDBACK ON THE CIVIC SERVICE PILOT

What are specific changes or improvements would you make to make future editions of Civic Service even more effective and valuable to participants? (focus answers)

- Developing cooperation between participating organizations, perhaps organizing a joint event.
- Targeting young people graduating from high school.
- Live meeting of participants.
- More live meetings
- Engaging participants in one common project
- Maybe expanding the training program
- Greater integration among project participants.
- Provide a training program prior to the start of the project, including, for example, practical workshops on project management, teamwork and the specifics of activities for the benefit of target groups,
- the opportunity to participate in workshops/training during the implementation
- of the project
- and the introduction of a system of mentorship - constant contact with experienced employees of the field who could share their knowledge and provide support to volunteers

Based on your experience, how would you encourage others to volunteer long-term?

Karolina Siwiec: Volunteering is an amazing experience that allows you to discover the fullest version of yourself. Through volunteering, I have met wonderful people who inspire me to do more. Long-term volunteering is all about amazing projects and building relationships, as well as becoming part of a new community - the community of the organization where we work, as well as the volunteers. Volunteering is also about courage, the courage to act, to change and to be yourself.

Marta Cyrson: I think it is a great experience, teaching courage and a lot of independence. But always being able to ask the project coordinator for support

Gabriela Fernandez: Long-term volunteering is a great adventure that allows you not only to help others, but also to develop your skills and meet interesting people

Julia Wysocka: Based on my own experience, I can confidently encourage others to participate in long-term volunteering, as it is not only an opportunity to help others, but also an incredible chance for personal and professional development. Another important aspect is the sense of satisfaction and meaning. Knowing that our actions have a real impact on the lives of others gives a great sense of fulfillment.

PARTNERSHIPS

01

The Children's University of Interesting History is the first children's historical university in Poland. The mission of the Children's University of Interesting History is to disseminate knowledge of the historical and cultural heritage of Poland, Europe and the world among children and young people. The implementation of their mission aims to: - arousing curiosity about the surrounding world - teaching critical analysis of sources and logical thinking - indicating the relationship between past events and the current state of affairs - shaping positive civic attitudes - showing that acquiring knowledge is an important area of life - requiring effort, but at the same time giving great satisfaction and huge benefits Their task is to convey knowledge about the history of Poland and the history of the world in all its aspects in a modern and interesting way, as well as to provide the young generation of Poles with the basics of humanistic knowledge, shape civic attitudes and develop the patriotism of young people as citizens of Poland and the European Union.



**Dziecięcy
Uniwersytet
Ciekawej Historii
(DUCH)**

Volunteer: Gabriela Fernandez

Dziecięcy Uniwersytet Ciekawej Historii (DUCH)

The foundation's target group is mainly primary school pupils from Warsaw and the surrounding area. The foundation also carries out projects for Polish pupils who live outside Warsaw and also outside Poland.

The volunteer helped with the organisation of on-site and remote classes: checking the list of participants, assisting lecturers. She checked various lesson scenarios. She drafted posts informing about the foundation's activities on social media. Launching and supervising remote classes. Events: launch of classes at the University of Warsaw and museums (the last class was held at the National Museum) and launch of the Divine Tales remote class series.

PARTNERSHIPS

02

They create projects inspired by what is local: the sea, architecture, history of Gdańsk and the region. They organize events, historical walks and concerts. After years of wandering, the Palma Foundation found their headquarters in one of the Gdańsk districts - Wrzeszcz. It hosts the Sunday concert series 'At High Noon', and in November 2024 it began meetings devoted to non-fiction literature 'On the other side'. They are working for various target groups within culture projects. For example children can meet at free workshops to learn about the buildings and parks in their neighbourhood and about the famous residents of Wrzeszcz. During summer they are organising open-air concerts, educational walks and discussions about landscape, art and music.



Fundacja PALMA

Volunteers: Marta Cyrson and Sandra Żbikowska

Fundacja Palma

Tasks of the volunteers consisted mainly of supporting the day-to-day work of the Foundation, organising educational walks and supporting the team in preparing documents. The events included walks in the Grunwald Residential District, literary meetings, High Noon Concerts and workshops in Wrzeszcz for the youngest. Other tasks included coordinating architectural walks around Wrzeszcz, checking tickets at events, ongoing tasks at the Foundation.

03

The Polish Migration Forum Foundation has been supporting all people with refugee or migration experience who live or stay in Poland since 2007. They strive to include migrants and refugees in Polish society, respect their rights and counteract discrimination. They work for sustainable, responsible integration, bearing in mind that it is a process that requires the involvement of both parties - the host and the host. In response to the humanitarian crisis on the Polish-Belarusian border, we became involved in the creation and operation of the Granica Group. When Poland accepted nearly 2 million refugees from Ukraine in 2022, the Foundation began to expand the scale of its activities, expand its team and develop in every aspect. The team has grown fivefold, provides professional, comprehensive, free assistance to tens of thousands of people with migration experience every year and constantly adapts this assistance to changing needs.



**Polskie Forum
Migracyjne (PFM)**

Volunteers: Karolina Siwiec and Julita Sobczak

Polskie Forum Migracyjne (PFM)

The volunteers helped with the International Senior Citizens' Club, translating PL/RU/PL when needed. They also helped with the Discussion Club and cooking together with the migrant community. One volunteer due to her language skills main task was conversations in Polish. Conversations to help individual mentees to communicate in Polish. In addition they were also involved in the day-to-day work of the Foundation, brainstorming ideas for organising events, as well as in the events and initiatives themselves, such as the Discussion Club and Walks with Seniors.

04

The Union of Associations of the Food Bank in the Tri-City was born in 2004 on the initiative of four charities operating in Gdańsk, Sopot and Gdynia. Its main goal from the beginning was to provide food aid to those in need and to prevent waste. Currently, the Food Bank in the Tri-City brings together over 50 member organizations - foundations and aid associations from the Tri-City and the Puck and Wejherowo counties. Since 2015, the Food Bank in the Tri-City has been a member of the Federation of Polish Food Banks.

Bank Żywności w Trójmieście



**Fundacja Bank
Żywności
Trójmiasto**

Volunteer:

Marta Fethke

05

They have been operating since December 2018. They deal with the psycho-social dimension of being ill, i.e. everything that is in the life of a sick person between one pill, procedure, infusion, surgery or examination - living with the disease. Foundation creates solutions for a good life with the disease (applications, cards, guides, postcards, toolkits, etc.) - universal and accessible, for people with various diseases. Their team - currently around 30-40 people - competence volunteers, specialists in psychology, design, UX research, marketing, graphics. A large part of the team are patients. People with experience of the disease - these are our target group and co-creators of solutions.



**Fundacja Ludzie i
Medycyna**

Volunteers:

**Aleksandra Mayer
and
Marcelina Brewka**

06

They believe that everyone has the right to a safe place to call home and this is a human right. No one can be discriminated against, stigmatized or excluded because of their situation or personal characteristics. Everyone has the right to choose and independent decisions and choices should be supported (not imposed), especially in the end of crisis situations. The mission they offered is related to one of their projects called "Dzielnia - bl" the first part for sharing, the second for Bielany (part of Warsaw), and the .bl extension narrows the location - this is a place where they want everyone to be able to find something for themselves, something that may be useful, according to the principle "the second life of things" .



**Fundacja
Zamieszkańi**

Volunteers: Julia Wysocka and Patrycja Szpunar

Fundacja Zamieszkańi

The volunteers originally - individually - wanted to set up something like a space to exchange things. While doing research and looking for inspiration, they discovered that such a space already existed, run by the Foundation Zamieszkańi, and started working there. The target group was people in need, in crisis: mental health, financial, addiction. People who share the idea of zero waste and prefer not to buy something that has already been produced and you can get it for free. People who are looking for interesting objects, clothes, books. But also those who give things away, people who want to get rid of what they no longer need, what they don't need, what they have lying around.

Volunteer tasks included: - action strategy for Dzielnia.bl

- promoting Dzielnia.bl locally

- ongoing selection of items,

excluding from circulation those that should go to the Polish

excluding from circulation those that should go to the Polish Red Cross

- ongoing cleaning of objects and spaces

space

- ongoing cleaning, clearing

space

- design and printing of signs and

instructions in the space

- design and production of posters

implementation of a project to mark approx. 30 shelters

garbage shelters

- re-branding the visual identity

Dzielni.bl: Contact with graphic designer

OVERVIEW OF MONTHLY ACTIVITIES

MONTHS	ACTIVITIES
JULY	<ul style="list-style-type: none"> • Meeting with SCW coordinator, • Getting to know each other session, introducing organisations and planned activities • Training about volunteering basics - rights and responsibilities
AUGUST	<ul style="list-style-type: none"> • Meeting with SCW coordinator • Project update and introducing the concept of nationwide conference about volunteering • Meeting what is civique service, what are the opportunities behind • Soft skills training
SEPTEMBER	<ul style="list-style-type: none"> • Meeting with SCW coordinator, updates about the project, meeting with Anais from Collectif, discussing European Civique Service • Discussion about the national conference • Training "What does it mean to evaluate our impact as volunteers?" • Training European Solidarity Corps - volunteering and solidarity projects • The survey that started from a digital marketing training will see its almost final result through this last event. Youth groups will be invited to discuss the results through a workshop and present their work at the conference
OCTOBER	<ul style="list-style-type: none"> • Meeting with SCW coordinator to discuss updates in the project and activities • Dividing roles for national conference • Designing BINGO game for the conference • Team discussion about how to fight with activist burnout • Basics of fundraising and where to find resources
NOVEMBER	<ul style="list-style-type: none"> • Meeting with SCW coordinator to discuss updates in the project • Preparing participant kit's for national conference • November 20th - National Conference "Youth engagement - development directions"
DECEMBER	<ul style="list-style-type: none"> • Final check-out with SCW coordinator • Summary of the project • Filling up evaluation report
JANUARY	<ul style="list-style-type: none"> • Meeting with SCW coordinator • Discussing the solidarity projects with Fundacja Ludzie i Medycyna volunteers
FEBRUARY	<ul style="list-style-type: none"> • Discussing the solidarity projects with Fundacja Ludzie i Medycyna volunteers • Final check-out with SCW coordinator • Summary of the project • Filling up evaluation report

Modules of trainings

- Volunteering in NGO - rights and responsibilities
- Volunteering abroad - how to organise it
- Soft skills training
- What does it mean to evaluate our impact as volunteers?
- How to fight with activist burnout?
- European Solidarity Corps - volunteering projects
- European Solidarity Corps - Solidarity Projects *as results of personal mentoring of coordinator one project submitted in 2025
- Basics of fundraising

It is indicated that the training was conducted with the lead organization's own resources. Thus, we were not able to offer more developmental workshops. Given the high level of English proficiency of the participants, there was no reason to provide additional training.

It is necessary to think about whether a form of language course support is needed, at what hourly rate and in what form. So that already at the level of recruitment participants know what full support looks like and what they will participate in. It would be appropriate to develop a training scheme that could be presented to interested individuals at the outset of recruitment.

It should be remembered that the percentage of young people, the so-called NEET's, is very low, less than 10%. Nearly 100% of young people under the age of 18 are subject to compulsory schooling. if the form of educational support is to be attractive it should be well thought out, tailored to national conditions.

IMPACT ON THE COMMUNITY

COMMUNITY

1770

direct beneficiaries
approx

WORKSHOPS

87

activities and
events

PARTNERS

6

NGOs involving
volunteers

INSTITUTIONS

3

follow ups (City hall,
Council and NIW)

Dziecięcy Uniwersytet Ciekawej Historii (DUCH):

Beneficiaries (direct/indirect) - **90 childrens**

Workshops or activities done in total: **25**

Interventions: **No**

Direct partnerships of the entity: municipality? Other centers? Where the volunteers could have been deployed other than the hosting organisation (university? Elderly center? Help to families). **No**

Fundacja Palma:

Beneficiaries (direct/indirect) - can be visitors for a museum or number of children for a school: **approx 500 Gdańsk citizens**

Workshops or activities done in total: **10 big events and 15 walks**

Interventions: **None**

Direct partnerships of the entity: municipality? Other centers? Where the volunteers could have been deployed other than the hosting organisation (university? Elderly center? Help to families). **No**

Polskie Forum Migracyjne (PFM)

Beneficiaries (direct/indirect) - can be visitors for a museum or number of children for a school: **50 adult womans, 70 childrens, 30 youth. All with migrant backgrounds.**

Workshops or activities done in total: **23**

Interventions: **No**

Direct partnerships of the entity: municipality? Other centers? Where the volunteers could have been deployed other than the hosting organisation (university? Elderly center? Help to families). **No**

Fundacja Zamieszani

Beneficiaries (direct/indirect) - can be visitors for a museum or number of children for a school: **approx. 180 people with fewer opportunities, unemployed, with social issues**

Workshops or activities done in total. **0**

Interventions. **0**

Fundacja Ludzie i Medycyna:

Beneficiaries (direct/indirect) - can be visitors for a museum or number of children for a school: **approx. 100 youth under medical treatment together with parents**

Workshops or activities done in total. **14**

Interventions. **0**

Bank Żywności w Trójmieście

Beneficiaries (direct/indirect) - can be visitors for a museum or number of children for a school: **approx 650 adults**

Workshops or activities done in total. **0**

Interventions. **0**

01. Recrutement of the youth

To build our team of volunteers within the framework of the European Solidarity Corps, we first launched a call on social media, which was also shared with the volunteers our collective regularly works with. To facilitate access to information, we developed an infopack detailing all the essential aspects for potential candidates: the objectives of the mission, the expected responsibilities, as well as practical details related to the commitment.

Our initiative started with several teams of volunteers based in the cities of Angers, Caen, Metz. As the candidates were mostly young people already involved in our activities, either as volunteers or beneficiaries, we decided to simplify the recruitment process by not conducting interviews.

Barriers met

We faced challenges with a limited reach, mainly targeting those already involved in our activities. Some potential candidates found the application process too complex or unclear, which may have discouraged them from applying.

Needs to facilitate the recruitment

- Expand our reach by partnering with other local organizations.
- Simplify the application process to make it more accessible.
- Clarify the expectations and responsibilities for volunteers.
- Provide support throughout the recruitment process.

02. Presentation of the group

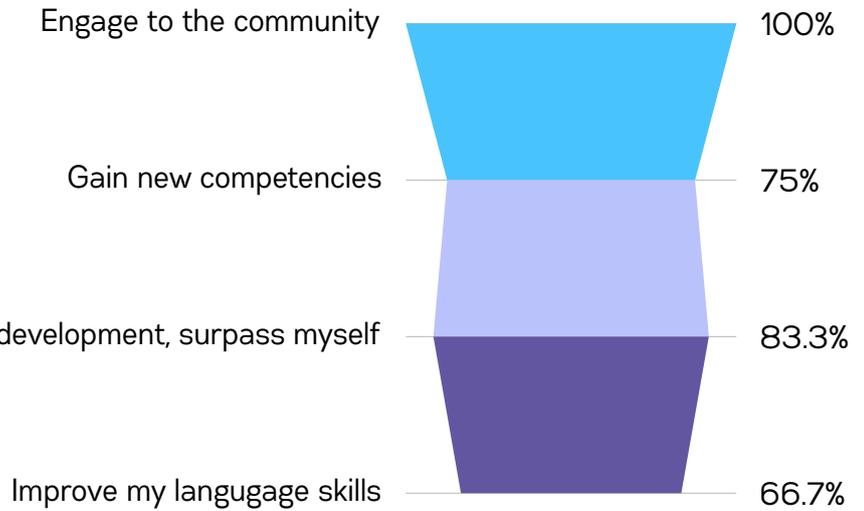


03.

Why do you want to participate in the concept of volunteer of a civic service pilot?

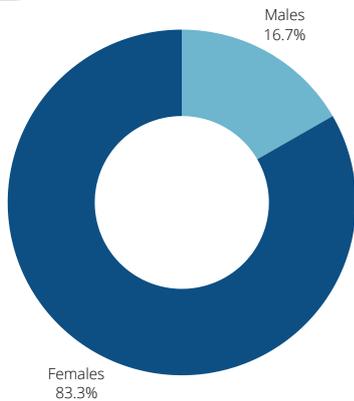
Who are the volunteers?

Konan Gilles
 Novoseltseva Anastasya
 Coppin Laura
 Pilain Mathilde
 Jimenez-Fernandez Izabel
 Boubake Sikram
 Ardelean Ruben
 Aparicio Laura
 Ciecismoska Anna
 Rendas Laura
 Capelli Margherita
 Kolenprat Lina

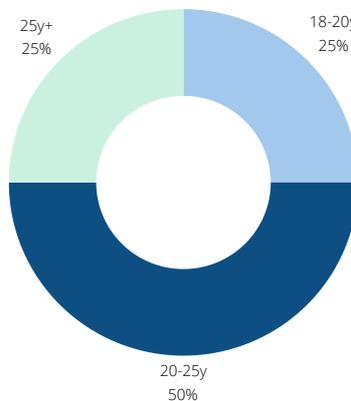


04.

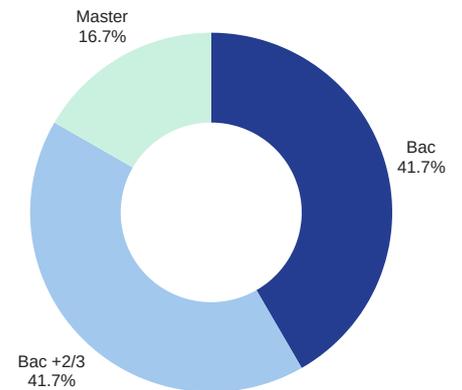
Composition of the group



Genders

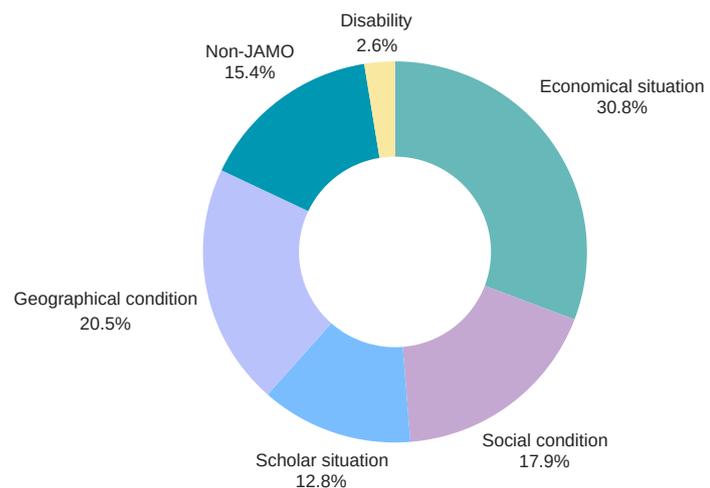


Ages



Education

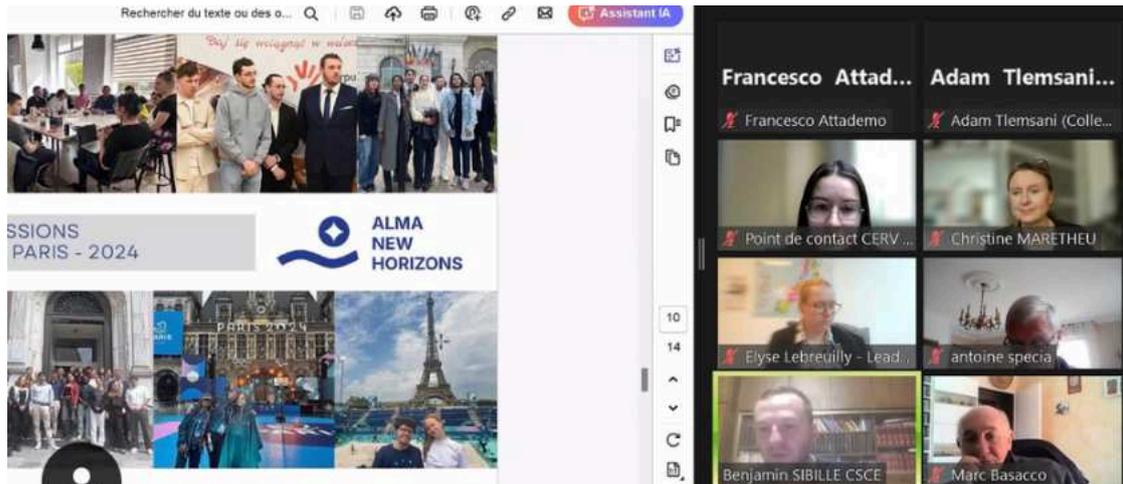
Youth with less opportunities are based on those different criterias:
 level of education, social conditions, migratory origin or membership of an ethnic or sexual minority, disability, economic conditions, or location (rural area or urban periphery with below-average GDP).



OVERVIEW OF MONTHLY ACTIVITIES

MONTHS	ACTIVITIES
JANUARY	<ul style="list-style-type: none"> • Volunteers worked with elderly and isolated people. • They supported the elderly and conducted awareness-raising activities on discrimination with young people. • They promoted the Prix Liberté (a youth equivalent of the Nobel Peace Prize) and raised awareness about human rights among adolescent students.
FEBRUARY	<ul style="list-style-type: none"> • Volunteers worked with elderly and isolated people. • They supported the elderly and conducted awareness-raising activities on discrimination with young people. • They promoted the Prix Liberté (a youth equivalent of the Nobel Peace Prize) and raised awareness about human rights among adolescent students.
MARCH	<ul style="list-style-type: none"> • Volunteers worked with elderly and isolated people. • They supported the elderly and conducted awareness-raising activities on discrimination with young people. • They promoted the Prix Liberté (a youth equivalent of the Nobel Peace Prize) and raised awareness about human rights among adolescent students. • Training on intercultural relations and diversity, knowledge of EU institutions and EU values, as well as grounded current example: about the war in Ukraine, migrants and refugees situation, and local activities of general interest to be implemented during their missions
APRIL	<ul style="list-style-type: none"> • Volunteers worked with elderly and isolated people. • They supported the elderly and conducted awareness-raising activities on discrimination with young people. • They promoted the Prix Liberté (a youth equivalent of the Nobel Peace Prize) and raised awareness about human rights among adolescent students.
MAY	<ul style="list-style-type: none"> • Volunteers worked with elderly and isolated people. • They supported the elderly and conducted awareness-raising activities on discrimination with young people. • They promoted the Prix Liberté (a youth equivalent of the Nobel Peace Prize) and raised awareness about human rights among adolescent students.
JUNE	<ul style="list-style-type: none"> • Volunteers worked with elderly and isolated people. • They supported the elderly and conducted awareness-raising activities on discrimination with young people. • They promoted the Prix Liberté (a youth equivalent of the Nobel Peace Prize) and raised awareness about human rights among adolescent students.

CERV PROJECT INTERVENTION



Collectif pour un service civique européen

The Collectif pour un service civique européen is built on values of solidarity, inclusion, and mutual respect. We firmly believe that collective action is a powerful tool for transforming society and creating lasting connections between individuals. Through our initiatives, we work towards a more equitable world by supporting local and international projects that promote social inclusion, environmental sustainability, and equal access to opportunities for all.

We organize actions that bring together young people, local communities, and partner organizations around shared goals. Each project we lead is an opportunity to build bridges between cultures, raise awareness of social and environmental issues, and develop innovative solutions to contemporary challenges. Joining The Collectif pour un service civique européen means being part of a human and supportive adventure, where every contribution counts and makes a difference.

Requested by Mrs Christine Maretheu, from CIDEM, national contact point for CERV program, we intervened:

15th of January 2025:

CERV “Réseau des Villes” 2025 webinar: our testimony with #ConnectTowns2U
Yesterday, our director and founder, Benjamin Sibille, represented the Collectif at the @cervfrance webinar - Citizens, Equality, Rights and Values. He shared the experience of our #ConnectTowns2U project, highlighting:

Strong partnerships between committed cities.

Concrete results strengthening European cooperation, especially for and by young people.

He also presented our two flagship events of 2024:

The International Youth Forum for Peace

The Paris European Carnival, a unique summer event celebrating unity and cultural diversity.

Our mission: to connect cities, mobilize young people and demonstrate how the CERV program creates real opportunities for collaboration between citizens and territories.

Good news! The CERV France 2025 call for projects is now open. Ready to take action for Europe? Go to: cervfr.org



Fete de l'Europe

4th of May 2024

During the panel:

“Local Europe: how European funding affects the region” hosted by Toute l'Europe

With the participation of :

- Véronique Avril, Finance and Purchasing Department - City of Paris
- Nelly Fesseau, Director, Erasmus + France Agency
- Christine Maretheu, CIDEM, National Contact Point Manager
- Christophe Alix, Press and Communications Manager, European Investment Bank (EIB) Group in France
- Samuel Brossard, Head of European Cohesion Policy at the French National Agency for Territorial Cohesion (ANCT)

with testimonials from beneficiaries, including the intervention of Benjamin Sibille to share the experience of the Connect towns to you project.

During those exchanges, we came back on the content and unfolding of CERV projects "ConnectTowns2U", explained and proposed ways of continuing it.

As well as introduce the audience to CERV Network of Towns program and ways to engage with it, prepare a consortium, application and implement actions within this framework.

*Service
Civique
Européen*
Grandir ensemble