

# IMPACT REPORT OF ALMA FROM 1EU2EU

JANUARY 2024 - MARCH 2025

COLLECTIF POUR UN SERVICE  
CIVIQUE EUROPÉEN

Social  
Innovation   
Initiative

# EUROPEAN CIVIC SERVICE PILOT IN KIELCE

## 01.

### Recruitment of the youth

#### 1. Campaign Design:

Recruitment efforts involved a multi-channel approach, leveraging social media, job boards, and partnerships with local NGOs and educational institutions. This ensured the opportunity reached a broad and diverse audience.

Campaign on social medias are conducted for the recruitment from mid-February 2024 :

We are looking for people willing to support our interns from France 🇫🇷

If:

- ♥ You are between 18 and 29 years old and live in Kielce
- ♥ You want to get involved in an extraordinary social project from March to August
- ♥ You're looking for opportunities for the future and would like to learn skills useful in the job market
- ♥ You speak conversational English or would like to learn French from scratch ;)
- 👉👉👉 Apply (send your CV) to our six-month internship project, where you will participate alongside young people from France:

barbara.biskup@centrumwolontariatu.eu



Would you like to help interns from France who will come to Kielce for six months to support the activities of the Fire Foundation, Creative Works Europe Foundation, Ferment Neobistro x Oh! Foundation, and the National Autism Society - Kielce branch? What would you be doing?

- 😊 Helping them settle into life in Kielce
- 😊 Assisting with the organization of exciting events in our city
- 😊 Supporting them in learning Polish
- 😊 Showing them where to shop affordably, where to spend weekends, and sharing which Polish dishes are worth trying

Sign up 👉

contact@centrumwolontariatu.eu with the subject line "With France."

# EUROPEAN CIVIC SERVICE PILOT IN KIELCE

01.

## Recruitment of the youth

### 2. Application Submission:

*Interested individuals completed detailed applications outlining their motivations, background, and skills.*

### 3. Screening and Selection:

*Applications were reviewed to assess eligibility, with a focus on selecting individuals who would most benefit from the program. Interviews were conducted to evaluate alignment with project goals and participants' readiness for international placements.*

### 4. Information Dissemination:

*Successful candidates received detailed onboarding materials, including mission briefs, logistical details, and information about the host community.*

### **Barriers Encountered**

*1. Limited Awareness: Many potential participants were unaware of the program or its benefits.*

*2. Language Barriers: Concerns about communication in a foreign country discouraged some applicants.*

*3. Logistical Challenges: Costs (too little funding for local participants) and required documentation presented hurdles for some individuals.*

*4. Confidence Issues: Some candidates lacked confidence in their ability to adapt to an international environment.*

### **Needs to Facilitate Recruitment**

*1. Enhanced Outreach: Increase awareness through targeted campaigns in schools, NGOs, and community centers.*

*2. Language Support: Offer pre-departure language training to build participants' confidence.*

*3. Simplified Processes: Streamline application and documentation requirements to make the process more accessible.*

*4. Mentorship Programs: Connect applicants with alumni who can share insights and encourage participation.*

# EUROPEAN CIVIC SERVICE PILOT IN KIELCE

## 02.

### Presentation of the group



*In this project, Polish volunteers faced several challenges that tested their adaptability and resilience. Language barriers occasionally hindered communication between Polish and French participants, stemming from differences in language proficiency, accents, and expressions.*

*Adapting to cultural differences also proved demanding, as participants needed time to adjust to varying work approaches, social norms, and expectations regarding teamwork. Working in multicultural teams required flexibility, as reconciling different work styles and professional priorities was not always straightforward. Additionally, the administrative demands and logistical arrangements of the project posed difficulties, especially when navigating international documentation and organizational discrepancies between Polish and French institutions.*

*Participants also faced the pressure of representing their organizations and country while balancing these responsibilities with personal obligations. Financial constraints added another layer of challenge, as the funding provided was insufficient in the context of high living costs and inflation, limiting accessibility for those without external support.*

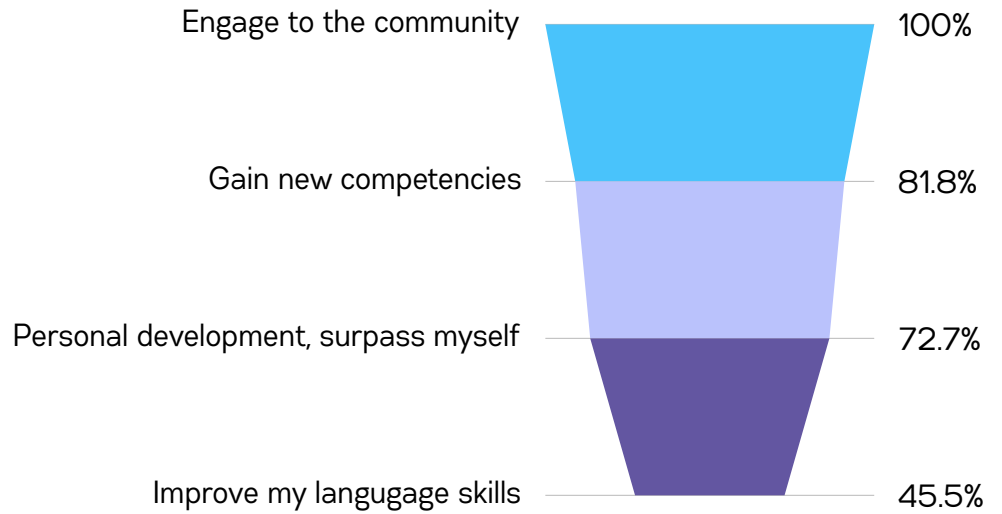
*Despite these obstacles, the ALMA project within FROM1EU2EU significantly enriched the participants' professional and intercultural competencies, fostering valuable international relationships and inspiring many to pursue further growth in promoting European integration.*

### 03.

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

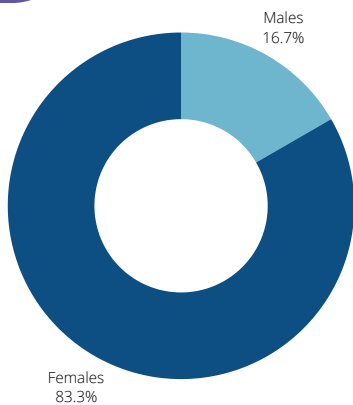
### Who are the volunteers?

Patrycja Borkowska  
 Oliwia Rutkowska  
 Bartosz Gronek  
 Patryk Maleta  
 Karolina Pośpiech  
 Anehlina Dudar  
 Kamila Kopeć  
 Izabela Drogosz  
 Ewa Terelak  
 Aleksandra Salwa  
 Magdalena Zuber  
 Aleksandra Sikora

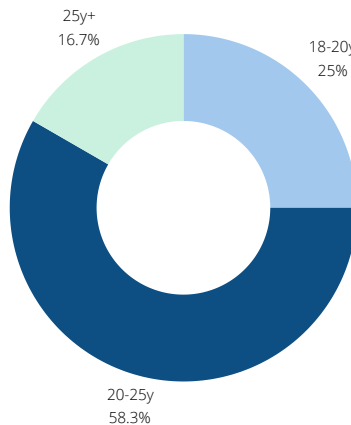


### 04.

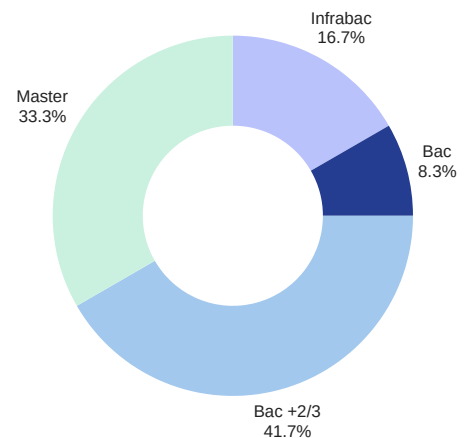
## Composition of the group



Genders

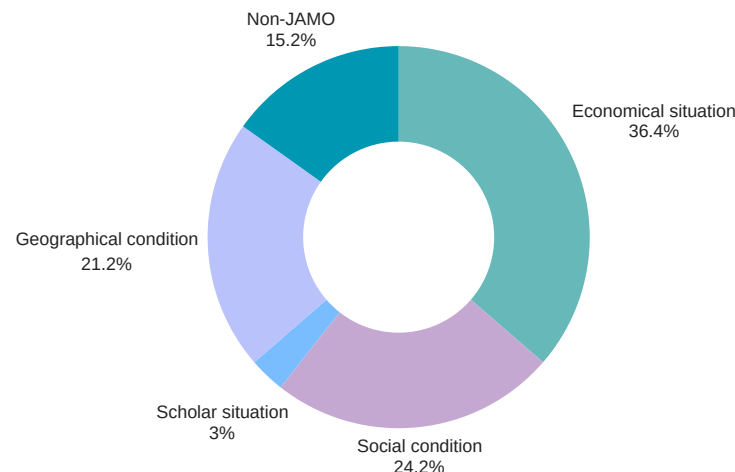


Ages



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).



“As a volunteer with the National Autism Society and a participant in the ALMA program, I’ve had the incredible opportunity to make a real difference in the lives of individuals on the autism spectrum. Volunteering has allowed me to connect with families, provide support, and contribute to raising awareness about autism in my community.”



**Patrycja Borkowska**

*National Autism Society’s volunteer and ALMA participant*



“During my time volunteering at Neobistro, I gained valuable skills and experiences in various areas. I learned how to use a cash register, which enhanced my ability to manage transactions efficiently. I developed customer service skills by interacting with clients and ensuring their satisfaction. My responsibilities also included picking and organizing items, as well as cooking local traditional dishes, which deepened my understanding of regional cuisine.”



**Kamila Kopeć**

*Ferment Neobistro’s volunteer and ALMA participant*

“Through the ALMA program, I also developed a deeper understanding of the importance of creativity in strengthening social connections and driving meaningful change. This experience has not only enriched me personally but has also shown me how passion and collaboration can transform lives.”



**Izabela Drogosz**

*Creativity Work Europe’s volunteer and ALMA participant*



“During my volunteer work with the Fire Foundation and as a participant in the ALMA program, I’ve had the privilege of supporting impactful initiatives that empower communities and create lasting change. It has been a truly positive experience for me and has allowed me to integrate well into society.”



**Anehlina Dudar**

*Fire Foundation’s volunteer and ALMA participant*

# 01.

The Regional Volunteer Center in Kielce (Regionalne Centrum Wolontariatu w Kielcach) is an organization focused on supporting and promoting volunteerism within the Kielce region in Poland. The center plays a key role in connecting volunteers with local initiatives, helping individuals and organizations engage in meaningful community service. It serves as a hub for volunteers, offering them guidance, resources, and opportunities to get involved in various charitable projects. Through workshops, training programs, and events, the center aims to raise awareness about the importance of volunteering, develop skills among volunteers, and foster a spirit of social responsibility.

In addition to offering direct support to volunteers, the center collaborates with numerous local organizations, public institutions, and non-profits, creating a network that enhances the effectiveness and reach of volunteer efforts. Whether it's helping with social services, organizing cultural activities, or assisting in environmental projects, the Regional Volunteer Center in Kielce strives to make a positive impact on the local community.



**Regional centrum  
wolontariatu w kielcach**



## 02.

The National Autism Society in Kielce (Narodowe Stowarzyszenie Autyzmu w Kielcach) is an organization that supports individuals with autism and their families in the Kielce region. It offers educational resources, therapeutic services, and social activities tailored to those with autism. The society also provides counseling, raises awareness about autism, and advocates for more inclusive environments in schools and communities. Their goal is to improve the quality of life for people with autism and promote understanding and support in society.



**National Autism Society**

## 03.

The Fire Foundation (Fundacja Fire) is a Polish non-profit organization focused on supporting children with disabilities, especially those with autism. It provides therapies, educational programs, and family support. The foundation also works to raise awareness and promote inclusion, aiming to improve the quality of life for individuals with special needs.



**Fire Foundation**

# 04.

Ferment Neobistro is a modern restaurant in Kielce, Poland, known for its creative approach to cuisine. It combines local ingredients with innovative cooking techniques, offering a contemporary dining experience. The bistro's menu focuses on high-quality, seasonal produce, and it emphasizes both flavor and presentation, creating a refined yet approachable atmosphere for guests.



**Ferment Neobistro**

# 05.

Creativity Work Europe is an organization focused on fostering creativity and innovation across Europe. It offers programs, workshops, and resources to help individuals and organizations enhance their creative skills and apply them in various fields, such as business, education, and the arts. The organization promotes collaboration and knowledge-sharing to inspire new ideas and solutions, aiming to build a more creative and resilient society.



**Creativity Work Europe**

## OVERVIEW OF MONTHLY ACTIVITIES

MONTHS	ACTIVITIES
APRIL	<ul style="list-style-type: none"> <li>• <b>Welcome and Orientation:</b> In early April, 8 French interns were welcomed to Poland with an introductory meeting at the Volunteer Center. They were introduced to the team, Polish culture, and practical information like city navigation, communication, and event schedules.</li> <li>• <b>Planned Activities:</b> A calendar of collaborative events was outlined, including a picnic celebrating 20 years of Poland in the EU and organizing a French Children's Day.</li> <li>• <b>Support and Guidelines:</b> Each intern received support from a project coordinator, along with clear communication protocols, meeting structures, and training on policies such as GDPR, child protection standards, and project regulations.</li> </ul>
MAY	<ul style="list-style-type: none"> <li>• <b>Continued Learning and Collaboration:</b> The interns maintained their first-month tasks and participated in an office day with European volunteers to discuss career plans and explore programs like Erasmus+ and the European Solidarity Corps.</li> <li>• <b>Language Development:</b> Polish language lessons were held throughout the project, provided by both the French partner and the Regional Volunteer Center in Kielce.</li> <li>• <b>Documentation and Team Expansion:</b> Interns began collecting materials for a dissemination meeting, and the group welcomed a new member, Anaelle.</li> </ul>
JUNE	<ul style="list-style-type: none"> <li>• <b>Skill Development:</b> Interns participated in an office day with European volunteers to learn about working with children and youth, including challenges, protection standards, and workshop facilitation, which they applied during the French Day event at Primary School No. 9 in Kielce.</li> <li>• <b>Career Workshops:</b> They attended workshops on CV creation, covering design, content, and presentation tips, aligned with career development.</li> <li>• <b>Collaborative Training:</b> Career counseling training was provided by a French partner, enhancing their professional readiness.</li> </ul>
JULY	<ul style="list-style-type: none"> <li>• <b>Community Engagement:</b> Interns collaborated with European volunteers to organize an international evening for the Polish local community, fostering cultural exchange and integration.</li> <li>• <b>Language and Documentation:</b> They continued Polish language lessons and managed photo and video documentation for the project's dissemination.</li> <li>• <b>Team Expansion:</b> The group welcomed three new interns who began their internships in Bulgaria, further enriching the project.</li> </ul>
AUGUST	<ul style="list-style-type: none"> <li>• <b>Professional and Language Development:</b> Interns enhanced their skills through active participation in local initiatives and integration with Polish teams and communities. Training and practical experiences improved their professional and language competencies.</li> <li>• <b>Community Engagement:</b> Activities included integration picnics, French music evenings, and a cultural evening organized by the interns, fostering cross-cultural understanding within the local community.</li> <li>• <b>Conference Preparation:</b> Interns prepared to participate in the Conference in Karpacz, further advancing their professional growth.</li> </ul>
SEPTEMBER	<ul style="list-style-type: none"> <li>• <b>Project Closing Event:</b> The interns, in collaboration with local teams, organized a ceremonial event at Ferment Neobistro, featuring presentations of their work, intercultural workshops for residents, and tastings of French and Polish cuisine.</li> <li>• <b>Conference Participation and Organizational Impact:</b> They presented their project outcomes at the Economic Forum in Karpacz and contributed to local organizations by developing communication strategies, particularly for social media campaigns, and offering insights on workflow improvement.</li> <li>• <b>Evaluation and Career Planning:</b> Evaluation workshops conducted by the Volunteer Center allowed interns to reflect on their achievements, address challenges, and assess acquired skills while mapping out the next steps in their professional journeys.</li> </ul>

# OVERVIEW OF NGO'S WEEKLY ACTIVITIES

## ***Creativity Works Europe:***

1. Preparation of European projects (local diagnosis, learning how to write Erasmus+ projects).
2. Preparation and participation in conferences on youth and their participation in public life.
3. Conducting language lessons for children and adults.
4. Learning how to conduct workshops on various topics: social involvement, youth in contemporary Europe, inclusive activities through theatre, music.
5. Support in organizing language camps.

## ***Fire Foundation:***

1. Support in creating projects within Erasmus+ and the European Solidarity Corps (solidarity projects).
2. Learning how to organize cultural events.
3. Conducting cultural meetings for migrant and refugee communities.
4. Learning how to integrate societies through culture.
5. Recording and creating music.

## ***Neobistro ferment:***

1. Learning how to use a cash register.
2. Learning customer service.
3. Learning picking.
4. Cooking local traditional dishes.
5. Preparing art exhibitions.
6. Conducting renovations.

## ***National Autism Society:***

1. Learning how to work with patients on the autism spectrum.
2. Conducting handicraft workshops for people on the autism spectrum.
3. Conducting integration activities for families of people on the autism spectrum with the local community.
4. Participating in daily group therapies for people on the autism spectrum.

## ***1. Development of professional competences***

- Polish participants had the opportunity to gain practical skills during internships in organizations and institutions, which increased their attractiveness on the labor market.
- Learning new methods and work tools thanks to cooperation with French interns.

## ***2. Increased intercultural skills:***

- Thanks to working in an international team, Polish participants learned to cooperate with people with different cultural and professional backgrounds.
- Development of competences in intercultural communication, including knowledge of foreign languages (especially English and French).

## ***3. Broadening social and personal horizons***

- Participants gained a better understanding of diversity in Europe, learning from their French colleagues.
- The exchange of experiences helped to understand the differences and similarities in the ways of working and everyday life in both countries.

## ***4. Establishing professional and private relationships***

- Creating international networks of contacts, which may result in further cooperation or other projects in the future.
- Developing teamwork skills and creating common solutions.

## ***5. Raising motivation to act for the local community***

- Participants saw how local activities can have an impact on communities on an international scale.
- The project increased their sense of value and the meaning of participating in social initiatives.

## HIGHLIGHTS OF THE PROJECT



## PROMOTION OF THE ELECTIONS TO THE EUROPEAN PARLIAMENT

## INTERNATIONAL CLUB OF CULTURES



## ACTIVITIES FOR CHILDREN

## HIGHLIGHTS OF THE PROJECT

### FRENCH DAY

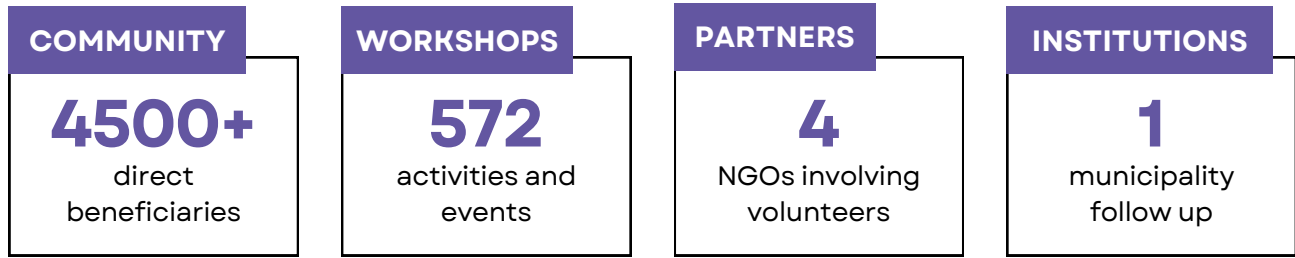


### CONFERENCE ON HUMAN RIGHTS

### CONFERENCE IN KARPACZ



## IMPACT ON THE COMMUNITY



### **National Autism Society**

- Direct Beneficiaries:
  - Adults attending programs and therapies at the National Autism Centre.
  - Families of adults with autism who benefit from enhanced services and support.
- Indirect Beneficiaries:
  - Local educators and therapists who gain new methods and perspectives.
  - The broader community through increased awareness and integration efforts.

Workshops or activities done in total: 120

#### Interventions:

- Direct Interventions:
  - One-on-one activities for adults with autism, focusing on individualized development plans.
  - Group sessions to foster peer interaction and reduce social isolation.
- Family Support:
  - Assistance for families in navigating available resources and managing daily challenges.

#### Direct partnerships of the entity:

- Kielce City: Promotion of the Autism Centre.
- Local Centers/NGOs: Cooperation with nearby therapy and education centers to share best practices.

This program integrated local and international participants, fostering a multicultural approach to autism support while addressing the needs of both the organization and the broader community.

### **Ferment NeoBistro**

- Direct Beneficiaries:
  - Customers of Ferment NeoBistro, benefiting from enhanced service, cultural events, and new culinary offerings.
  - Local food enthusiasts engaging in workshops and tasting events organized by the interns.
- Indirect Beneficiaries:
  - Local suppliers through promotion of regional ingredients.
  - The community through increased awareness of sustainable and culturally inspired gastronomy.

Workshops or activities done in total: 120

#### Interventions:

- Customer Experience Enhancement:
  - Redesigning aspects of the menu to reflect French-Polish culinary influences.
  - Engaging customers through interactive activities such as food tastings and storytelling about dishes.
- Community Engagement:
  - Building connections between the bistro and local producers by organizing supplier spotlights.
  - Hosting charity dinners to support vulnerable groups in the community.

#### Direct partnerships of the entity:

- Kielce City: Support for promoting local tourism through gastronomic events.
- Local Food Producers: Collaboration to source fresh, sustainable ingredients while highlighting their businesses.
- Cultural Organizations: Partnerships with art and music groups to provide a multidimensional dining experience.

This internship allowed participants to combine hospitality, culture, and community engagement, creating a dynamic platform for skill-building and regional development.





### **Fire Foundation**

- Direct Beneficiaries:
  - School-age children.
  - Youth participating in music, art, language, and integration classes.
  - Individuals with disabilities benefiting from inclusive programs.
  - Older adults engaged in social activation activities.
- Indirect Beneficiaries:
  - Families of children and youth involved in the foundation's programs.
  - Local community members participating in festivals, fairs, and other events.
  - Broader community benefiting from improved integration and cultural exchange.

Workshops or activities done in total: 120

### Interventions:

- Education and Engagement:
  - Providing opportunities for children and youth to develop their interests.
  - Engaging marginalized groups in integration and creative activities.
- Cultural Exchange:
  - Promoting mutual understanding through French-Polish collaboration.
- Local Community Activation:
  - Facilitating events that brought together diverse groups to support local development goals.

### Direct partnerships of the entity:

- Kielce City: Collaborating on large-scale community events and projects.
- Local Schools: Running after-school programs and interest-focused workshops.
- Cultural Institutions: Partnering with art galleries and theaters for collaborative activities.

The six-month internship not only provided valuable experiences for the French and Polish interns but also made a lasting impact on the local community by enhancing integration, promoting talent development, and fostering cultural exchange.

### **Creativity Works Europe**

- Direct Beneficiaries:
  - Local children and youth attending creative workshops.
  - Aspiring artists and creators participating in training sessions.
  - Cultural enthusiasts involved in exhibitions and interactive events.
- Indirect Beneficiaries:
  - Families of workshop participants.
  - The broader community engaged in cultural and creative initiatives.
  - Partner organizations benefiting from collaborative projects.

Workshops or activities done in total: 120

### Interventions:

- Art and Culture Promotion:
  - Encouraging creative expression through innovative programs.
  - Highlighting local talent and cross-cultural inspirations.
- Community Engagement:
  - Hosting events to build stronger connections between participants and the local audience.
- Education Through Creativity:
  - Teaching practical skills through art-focused methodologies.

### Direct partnerships of the entity:

- Kielce City: Supporting citywide cultural events and youth programs.
- Educational Institutions: Collaborating with local schools for art-focused workshops.
- Cultural Centers: Working with galleries and theaters to provide access to creative platforms.

The internship program at Creativity Works Europe successfully bridged cultural gaps, empowered participants, and contributed to the vibrant creative landscape of Kielce through diverse and impactful activities.