

# VOLUNTEERING TOGETHER

*Making a difference to  
people and communities.*

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LEADERSHIP SUMMIT*

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RIGHTS IN VENEZUELA*

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WITH ITAÚ*

**...AND MORE!**

# VOLUNTEERING IN LATIN AMERICA



International  
Association for  
Volunteer  
Effort

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# THE COMMITMENT TO VOLUNTEER IN LATIN AMERICA

By Iraidá Manzanilla Guerra, Latin America Regional Representative, IAVE Board of Directors

Latin America has been identified as the most unequal region in the world, which implies facing numerous challenges, especially in the social field.

All sectors: government, business, academic, social media and civil society organizations share the responsibility of generating initiatives from their own fields of action to help reduce inequality and provide sustainable solutions.

Volunteers play a very important role in the different programs in the region for the development of their communities. In Latin America, ancestral, traditional and innovative forms of voluntary work coexist, making room for anyone who has the desire to exercise their solidarity to find a role to play and a need to care for.

Among the critical issues in the region, which are also global, include migration, human rights, climate change, natural disasters and entrepreneurship, catering to different audiences according to their specific needs: children, mothers, older adults, young women.

Looking to the future and analyzing the new ways of volunteering, we may observe some changes: the way to participate individually in actions in a massive way, joining global causes, rather than through organizations; the motivation generated by the need to make changes, to measure the impact of their actions; the use of technology to cross spatial limits.

We also find new forms of organization such as social enterprises and the integration of

interdisciplinary and intergenerational work teams, which can also act at from a distance ... It is about assembling interests, capacities and innovations to achieve the desired changes, of generating a virtuous relationship of time, work and talent of the volunteers.

In the articles assembled in this edition of VTogether we present different experiences that reflect the various forms of volunteer work present in the region. The articles share common elements such as the commitment and passion of the volunteers involved, the organization as a fundamental factor for the sustainability and impact of the programs, the capacity for innovation, training of volunteers for a more efficient and impactful work, the systematization of experiences, citizen training and the incorporation of the community in solving problems.

By 2030 all countries, all sectors and in this case, all social programs share a common challenge: to generate a positive impact in achieving the Sustainable Development Goals. In the presentation of the SDGs, volunteers are recognized as a strategic force to achieve them and this statement implies that volunteers become more aware of their contribution and the impact they can have on this global effort, which crosses the borders of our countries and our region.

We hope that the examples presented in this edition will inspire all of us who strongly believe in what Albert Einstein said: "There is a driving force more powerful than steam, electricity and atomic energy: the will"



Read Iraida's  
message in  
Spanish on the  
next page!

# EL COMPROMISO DE SER VOLUNTARIO EN AMÉRICA LATINA

Por Iraida Manzanilla Guerra, Representante Regional para América Latina, Junta Directiva de IAVE

**A**mérica Latina ha sido identificada como la región más desigual del mundo, lo cual implica enfrentar numerosos retos y desafíos especialmente en el campo social.

Todos los sectores: gubernamental, empresarial, académico, medios de comunicación social y organizaciones de la sociedad civil comparten la responsabilidad de generar iniciativas desde sus propios campos de acción para coadyuvar a disminuir la inequidad y a dar soluciones sostenibles.

Los voluntarios juegan un papel muy importante en los diferentes programas existentes en la región para el desarrollo de sus comunidades. En América Latina coexisten formas de trabajo voluntario ancestrales, tradicionales e innovadoras, dando espacio a que cualquier persona que tenga el deseo de ejercer su solidaridad encuentre un rol que jugar y una necesidad a la cual atender.

Entre los temas críticos de la región –que también son globales-, destacan la migración, los derechos humanos, los cambios climáticos, los desastres naturales y el emprendimiento, dando atención a diferentes públicos según sus necesidades específicas: niños, madres, adultos mayores, jóvenes, mujeres...

Mirando hacia el futuro y analizando las nuevas formas de hacer voluntariado, podemos observar algunos cambios: la manera de participar individualmente en acciones de manera masiva, sumándose a causas globales, más que a través de las organizaciones; la motivación generada por la necesidad de lograr cambios, de medir el impacto de sus acciones; la utilización de la tecnología para traspasar límites espaciales.

También encontramos nuevas formas de organización como las empresas sociales y la integración de equipos

de trabajo interdisciplinarios e intergeneracionales, que pueden también actuar a distancia... Se trata de ensamblar intereses, capacidades e innovaciones para lograr los cambios deseados, de generar una relación virtuosa del tiempo, trabajo y talento de los voluntarios.

En los artículos ensamblados en esta edición de VTogether presentamos diferentes experiencias que reflejan las diversas formas de trabajo voluntario presentes en la región. En ellas hay elementos comunes como lo son el compromiso y la pasión de los voluntarios involucrados, la organización como factor fundamental para la sostenibilidad e impacto de los programas, la capacidad de innovación, el entrenamiento y capacitación de los voluntarios para un trabajo más eficiente y de mayor impacto, la sistematización de las experiencias, la formación ciudadana y la incorporación de la comunidad en la solución de los problemas.

Para el año 2030 todos los países, todos los sectores y en este caso, todos los programas sociales comparten un reto común generar impactos positivos en la consecución de los Objetivos de Desarrollo Sostenible. En la presentación de los ODS se reconoce a los voluntarios como una fuerza estratégica para lograrlos y esta afirmación implica que los voluntarios tomen mayor conciencia de su aporte y del impacto que pueden tener en este esfuerzo global, que traspasa las fronteras de nuestros países y de nuestra región.

Esperamos que los ejemplos presentados en esta edición sirvan de inspiración a todos los que creemos firmemente en lo que dijo Albert Einstein: “Hay una fuerza motriz más poderosa que el vapor, la electricidad y la energía atómica: la voluntad”

# CEMEFI LAUNCHES BEST PLACE TO VOLUNTEER AWARD

By Cemefi's Philanthropy Team,  
Cemefi, Mexico

**V**oluntarism is the key element for citizenship to collaborate in the building of social good. The creation, development and achievements of civil society organizations (CSOs), have their roots in the willingness of citizens who kindly offer their time, talent and resources to create innovative ways to tackle everyday social challenges.

In order to get the most out of voluntary efforts, CSOs need to formalize their volunteering programs. However, experience shows that, despite the importance of having a professional volunteer management, many organizations tend to rely only on goodwill, rather than formalizing their volunteering programs, losing the chance to strengthen their work and impact.

In order to promote professional volunteer management as well as to recognize and encourage organizations to implement professional volunteering programs, Cemefi (Mexican Center for Philanthropy) created the Award for the Best Place to Volunteer.

Cemefi calls for applications of CSOs that have established professional volunteering management programs focusing in seven processes:

1. Proper definition of the volunteer activities, functions, goals and profiles, aligned with CSOs mission and objectives.
2. Recruitment, selection and induction process
3. Capacity building, follow up, and volunteer retention process
4. Evaluation process, concurrent and final. Both of the volunteers' effort, including feedback and of the whole program in order to dimension the CSO's received benefits
5. Recognition of volunteers' process
6. Disengagement of volunteers. Both when the volunteers finish their volunteering period, or decide to leave, as well as when there is a conflict and the need to separate a volunteer from the organization
7. Follow up and continued communication with former volunteers

The awarded volunteering programs are published as Best Practices of CSOs' Volunteering Programs, becoming a useful tool for other interested parties who can incorporate or adapt the practices within their own organizations. Cemefi awarded four organizations in 2018, this year, the awarding ceremony will be held within our Annual Meeting, November 11 to 13, in Mexico City.



## **MEETING POINT FOR VOLUNTEERS AND ORGANIZATIONS**

Volunteering is a way to offer your time and talent to the most important social causes for you, enriching your life with the experience of helping others to achieve their dreams. Cemefi makes volunteering easier through its renovated website [www.hacesfalta.org.mx](http://www.hacesfalta.org.mx): a meeting point for CSOs and volunteers.

Along 17 years, the website counts with: 49,600 people data interested in volunteering, and 4 thousand CSOs that have published more than 10,000 volunteering opportunities.

Today the barriers of volunteering can be broken through technology, there are programs to locate volunteering opportunities, verify the assessment made by users of the organizations they collaborate with and join them with a couple of clicks from your computer or cell phone.



# A YOUTH VOLUNTEERING CENTER & SOME SCOPE AFTER THE CONFERENCE

By Carmen Lucia Chavarria Ortega, Director,  
Centro de Voluntariado Guatemalteco, Guatemala

**E**l Centro de Voluntariado Guatemalteco (CVG) has been in operation since the end of 2010. It is a National Volunteer Center that was born from the minds of a few young people that wanted to improve their country. As many other organizations it started just as an idea, with no money and nothing else than good intentions and a lot of enthusiasm.

Over the years, it has developed a structure and taken formality. It has cost us many mistakes and a lot of learning, but in a country where most of the population is young, we ourselves are the ones who must take action to build the future we wanted.

The board of directors has always been formed of mostly young people. And we must admit that this is not easy, not because they do not have the capacity, but simply because they are starting their lives. Young people who are studying a university career and/

or alternating it with a working life, perhaps starting a family. In addition, the board is made up of people representing a member organization of the Center, so in addition to their personal and work life, they are already volunteers in their own organizations and the work on the board is totally pro bono, so it is one more volunteer activity. This shows that their commitment is immense because despite everything they are here, working for a better country. It is indeed a National Center directed by youth, but it is inclusive to all ages; we have many different organizations that address all kind of areas: environment, elderly, childhood, education and health, among others.

Fortunately, a lot people and institutions have recognized this and have contributed to strengthen the center. Over the years, we have made partnerships with several national NGO's, International Cooperation such as CECI (Canada), the Spanish Cooperation and the UN and their different agencies, different local governmental agencies and a few corporations.

In 2017, we had the honor to host IAVE's Latin American Regional Conference in La Antigua Guatemala. Hosting that Conference was really important for the country. It was a learning opportunity to grow and move forward to accomplish our goals as a National Volunteering Center.

After the Conference in La Antigua Guatemala, the Center had a stronger position in the volunteering field of the country, more recognition and visibility, more credibility and stronger relationships with our members and other partners. We kept in touch with the local partners and sponsors and continue making projects with some of them. As an example: The National Tourism Institute was so please with the number of participants of the conference that they have included CVG in their Volunteering Board and now we are planning a





National Volunteering Strategy together. We have also a good and stronger relationship with UNV. Right now, we are partnering with them to organize the National Volunteer Conference together in December.

The relationship with the corporate sector is also getting stronger. Some local companies have contacted us through the year for future projects and we have been working with other governmental agencies such as the Ministry of Culture and Sports and with the Municipality of Guatemala. Recently, we celebrated the International Youth Day together with the Municipality and the University of San Carlos de Guatemala in a huge event of three days that included awards for outstanding youths and youth organizations, a volunteer fair, training sessions and more.

Our strength are definitely our partnerships. All the growth that the Center has had is due and thanks to all the collaborations we have made with other institutions. Thanks to them, we have been able to carry out big activities with almost no budget.

Personally, for each one of us it has been a growing experience too, since we have learned through volunteering to develop ourselves in the workplace. In fact, many young people have managed to find their first job thanks to their experience in volunteering. And that is amazing!

The overall process of managing the Center has been a very important learning experience. It has taught us a lot: we are better organized, have stronger partnerships, better fundraising strategies, and clear goals. We have accomplished many of them and contributed in so many ways to the volunteering field of the country. We know there is still a lot to do and we have more goals to accomplish, and while a lot has changed in all these years, the commitment, passion and enthusiasm are the same.





# YODONANTE: SAVING LIVES ONE BLOOD UNIT AT A TIME

By Camila Cantuarias, Journalist, Peru



Some times the greatest things are born from tragedy and it is in pain that people find the strength to enact change. This is the case of YoDonante (which roughly translates as MeDonor) a platform that seeks to pair up voluntary blood donors and people in need of blood units in order to save lives. In 2014, Gustavo Farro's family member was involved in a car accident. He was badly injured and needed to have blood transfusions to save his life. Like most people do, his family started asking family and friends for their support. In trying to find donors they were struck with one of the harshest realities in Peru: voluntary blood donation is extremely low. As a matter of fact, it is one of the lowest in latin america. Unfortunately, Gustavo's family member passed away two days after the accident. This situation is not new or rare in the Peruvian health system. The numbers speak for themselves: Peru is 200, 000 blood units short of what it needs to adequately care for its people. Cases when someone dies simply because they couldn't get another person to donate them blood are far too common.

From that terrible experience began a very long journey that would end up creating one of the largest blood donation communities in Peru sustained exclusively by volunteer work. A group of students, from which Gustavo was part of, started to think of ways to help solve all the issues that the Farro family had faced and some that they were glad they did not. Their first initiative was to create a Whatsapp group called "El Whatsapp de la sangre", or "The blood's Whatsapp" in english, in which they would gather people willing to make voluntary blood donations in all of Peru. One year later, the same group of students participated in the Hackaton, an event organized by Trujillo's regional government. Its goal was to bring technological solutions

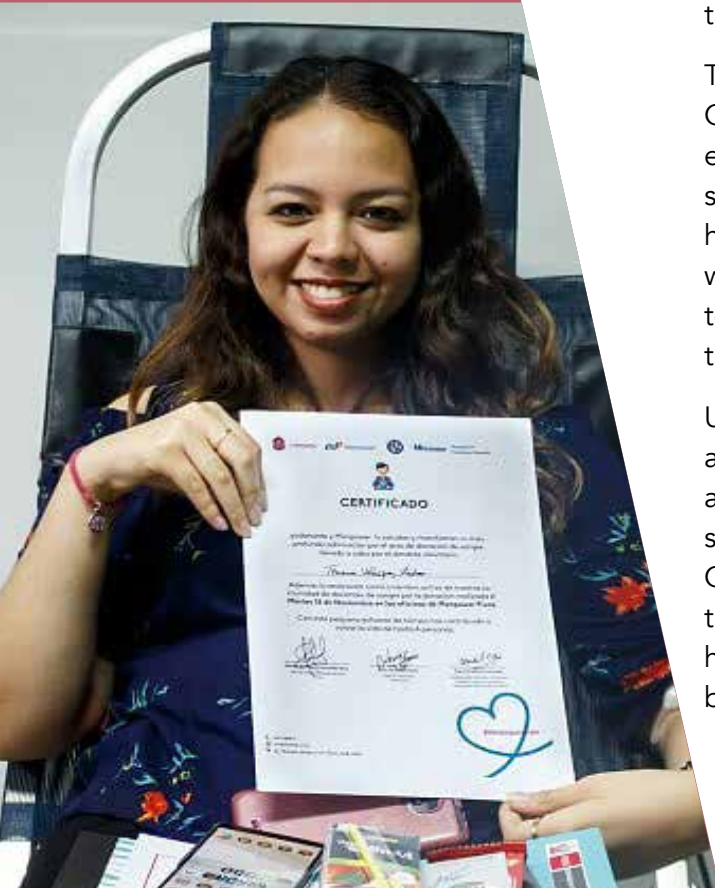
that could help in case of disasters and emergencies.

From all the different projects that were presented, Farro and his teammates emerged victorious. As a reward for their harsh work they received a Platzi membership. As one of the major providers of online education, this platform gave them the necessary tools and knowledge to start making their idea into something sustainable and profitable. They, however, had it pretty clear in their minds that their priority should always be the patients and that they should never have to pay for a blood unit and all of their work would be solely volunteer. None of them wanted to earn money from the project, they all saw it a social service and where happy to do so.

However, between the lack of funding and the fact that all of its members were still students, what would later become YoDonante wasn't living up to its potential. In 2017, after strong rains caused by the El Niño phenomenon in the city of Piura, the Ministry of Production, through its Innóvate Perú initiative, launched the Fondo Perú Resiliente (Resilient Peru Fund) by which it offered a 50,000 soles in funding to projects that used technology to solve a relevant issue in the country. That same year, the future YoDonante team had already started developing an app as part of a course in their university. Their teacher motivated them to present their project and they were selected as one of the winners.

That same year, the team was awarded the Telefónica Open Future award, a program that helps technological entrepreneurs in Piura, Ica and Lima. Our group of students, as part of the Universidad de Piura and with the help of the HUB UDEP program, were given a place to work and mentors to guide them in both marketing and technology. YoDonante is already eighteen months with this model of world and their results are better every day.

University couldn't last forever. Once our team left their alma mater, they got enough funding to start working as an actual organization and closed their first activities and strategical alliances. In 2018, they participated in a Boot Camp organized by Lapsus Innovation in Lima and for the first time they were able to establish a flowchart of how the experience of a voluntary blood donor should be. As of 2019 they were accepted into the Startup



incubation program run by the Universidad de Ciencias Aplicadas (UPC). As of today, the team is comprised of Felipe Benites, chief executive; Jhonanta Malara, chief technology officer; Gustavo Farro, chief marketing officer; Claudia Horna, content manager; and Marcos Chuquicondor José Flores and María Fernanda Boderó as the tech developing team. All of them are around twenty three years old.

Creating a successful project as this one is not easy. The team had to research the current blood donating situation before making any moves. After consulting with all the main blood banks in Piura and Lima, as well as contacting with other fifty blood banks through the phone, the team was able to find the main issues in the system. First of all the lack of a donation culture, the long lines and overall bad experience of donating blood, lack of adequate communication channels between the blood banks and possible donors, inefficient organization, lack of an integrated information system, weak and outdated laws and inadequate use of the blood itself.

They tried to determine what they could do to help and decided to focus on improving the donors experience and make it into something easy to deal with and as fast as possible. In order to do that they use the app as a way to inform about the needs in different places and reduce lines by allowing people to program their dates online. They realized pretty soon that it wasn't enough to get people interested because several of them were not able to go through with the donations. So they decided to invest in keeping a steady flow of donors by optimizing the process to fidelize them. Thanks to their efforts they have, nowadays, 1500 registered users, with at least one donor in every region of the country.

So whether it is in closed campaigns in educational facilities and businesses or through social media, YoDonante is in constant search to make their work reach more and more people. They have made an impact but their work is far from over. Blood donation in Peru is still an issue to be dealt with but efforts like this one or the ones that matter and will be able to make a great change in the near future.



# FORO PENAL: HUMAN RIGHTS ACTIVISM WITH A STRATEGY AGAINST POLITICAL REPRESSION

Alfredo Romero, human rights lawyer. Director and President of Foro Penal, Venezuela

The NGO Foro Penal works daily to grant legal and humanitarian assistance to the victims of political repression in Venezuela. Nowadays, this volunteer organization has over 7,000 activists including 400 lawyers. They are present in every state in Venezuela and other sixteen cities in eleven countries.

What is now Foro Penal actually began seventeen years ago. We began by granting free legal assistance to the family of an eighteen-year-old boy named Jesús who was killed by a headshot in a political manifestation against president Hugo Chávez on April eleventh 2002. We thought that would be our first and only case and continued our professional exercise privately. However, the exact opposite happened. This volunteer labor that is now called Foro Penal has grown in the same way political repression in Venezuela has. Since 2014 (a year where the political repression grew exponentially) there have been over 15,000 political detainees. From those, at least 15% are brutally tortured and submitted to cruel, inhumane and degrading circumstances. Still, they are not the unluckiest: around 300 protesters were

simply assassinated.

As of today, Foro Penal has given assistance, both legally and humanely, to over 12,000 political detainees and has achieved the release of nearly all of them. There are 477 political prisoners in Venezuela as of late September 2019. The problem is still ongoing because the local government continues to lock people up using what has been defined since 2016 as the “revolving door effect”: release people in the same pace as it incarcerates others. This government tactic, which has the objective of reducing the political cost of repression mainly in an international level, wouldn’t exist if it weren’t for NGOs like Foro Penal that denounce the existence of political prisoners and the systematic political persecution. Moreover, if the Foro Penal volunteers weren’t there day and night, we wouldn’t know how many people have been detained. Political prisoners would become faceless forgotten numbers without a face or name and the use of repression and fear as one of the regime’s strategies to keep their monopoly on power would go unpunished. Nowadays, Foro penal has a very sophisticated database were it was registered all political detainees and victims

# Venezuela

● NOT FREE

# 19/100



## Aggregate Freedom Score



Source:  
Freedom House  
freedomhouse.org

with great detail since 2014. That is why we can effectively denounce a situation, tend to the victims and keep up with every cause.

We began in an improvised fashion and grew unexpectedly. We've been obliged to structure tactical plans and strategies, based on our experiences, with the clear objective of releasing political detainees and cease political repression not only in Venezuela, but as a political strategy altogether. Foro Penal's tactical plan to free political prisoners is based on five types of actions: local, international, communicational, pacific protest actions and nonviolent actions. Each of this is subdivided in five actions that are valued and are to be executed one by one by the assigned volunteer activist. All of this with the objective of increasing the political cost of repression

and obtain the freedom of those unjustly incarcerated.

To complete the international actions chart, for instance, the necessary score from our activities table in our computerized system must be met. The necessary actions to achieve this could be going to UN organism, like the Working Group on Arbitrary Detention which equals a point. Other actions that would sum a point are: denouncing to the Inter-American Commission on Human Rights, getting the attention of an international NGO, getting the support of an opinion maker and an international human right organism. That is done until five points are obtained. This smaller actions are also divided in five one point activities. Even in the communicational actions the impact in social media is measured and analyzed. Each team of



volunteers, organized in state or international chapters, get capacitated in strategical litigation and communication. This knowledge is defined in a Foro Penal manual as way to make our methods and actions known in the persecution of our objectives. The idea of this form of working is to ordinate volunteer work, which is generally disorganized, and make it more effective.

Based on the latter, contrary to a business, that has employees working for a salary, the work of Foro penal, apart from the fact that it is sustained in the motivation to do good onto others, is designed in such a way that the fundamental part is the execution of actions rather than the assigning of functions and the actions of someone in particular.

In the practice, Foro Penal volunteers give their free time for free as tenths of victims appear each day. Sometimes there are lines of people hoping to be received. Because of that, the partial dedication of the volunteers is not limited to a specific function but connected

to the time in which they are available and the action that must be executed. This can be explained as a wardrobe in which every drawer represents and action that must be done to reach the objective. When a volunteer arrives he or she is assigned the action that is currently being developed as to keep moving on with the cases as fast as possible.

It has become pretty evident that our main resource are our volunteers. However, our objective is to follow our strategical and tactical plan as well as the execution of planned actions until we achieve the release of unjustly imprisoned people and those that have been arbitrarily attacked. That is why the training of our volunteers is essential.

Currently, Foro Penal is recognized and appreciated by the Venezuelan people, since we've been able to use our method and dedication to help thousands of people and reduce the suffering and consequences of the political, social and humanitarian crisis the country is going through.

# A 20 YEAR COMMITMENT FOR DEVELOPMENT IN THE COMMUNITY

By Silvia Meruvia-Landers, Executive President, CEBOFIL, Bolivia

Since its foundation in 1997, CEBOFIL has committed itself to the betterment of its community. As a nonprofit organization, CEBOFIL relies mostly on the work of volunteers as well as its full-time coordination team. Several of the volunteers are professionals in their own line of work and offer their talents in service of their community. It was created with the vision of the day when all people would be engaged in direct and consequential citizen participation and service to address serious social problems. It promotes a new culture of volunteerism and philanthropy to strengthen organized civil society in order to alleviate Bolivia's poverty.



With that as a guideline, CEBOFIL has aligned itself with the goals set by the United Nations' Sustainable Development Goals (SDGs) in their quest against the world's most urgent issues. It is through this blueprint that the UN set up to end poverty in all its forms by 2030, mainly by eliminating hunger, improving nutrition and promoting sustainable agriculture. The eighth goal refers to its commitment to improve working conditions and contribute to economic growth worldwide and it is this principle that inspired CEBOFIL to launch their Academia del Hogar program.

For the longest time, domestic work has been considered of less value and people that dedicate themselves to it have found it hard not only to be recognized and well paid, but have also struggled to find ways to formalize their situation. The fact that this line of work lacks the organized structure that others have only worsens the issue. However, in recent years, this has come to the attention of several organizations and CEBOFIL has stepped up to make a difference in their country and bring recognition and respect to domestic workers. Through Academia del Hogar (Home Academy, in English), people that work in domestic environments (i.e. maids, caretakers, chauffers, gardeners, etc.) undergo a series of workshops in order to certify themselves in several areas of expertise. "Volunteering is an opportunity to achieve human development, to form relationships, gain experience, develop abilities, and to generate youth employment" stated Silvia Meruvia-Landers, Executive President of CEBOFIL.

The percentage of people that have arrived to Santa Cruz de la Sierra from other parts of the country looking for a job and have found themselves working in a domestic environment is considerably high. However, they do not always have the necessary tools or knowledge to excel or have no way to distinguish



*"Volunteering is an opportunity to achieve human development, to form relationships, gain experience, develop abilities, and to generate youth employment."*

- Silvia Meruvia Landers, CEBOFIL

themselves from others when applying for a job. This was one of the motivations for CEBOFIL to develop Academia del Hogar: the need to give domestic workers a system by which to both support their know-how and polish their abilities. They are also working to improve the treatment of domestic workers from their employers. The workshops vary from cleaning, food and drink preparation, security, child supervision, senior care, special need care and



replaced due to extreme damage or are simply kept in very bad condition due to the lack of care given by the students. The funds used to fix the damaged property could be used for far more important improvements within the schools. CEBOFIL tries to conscientize the students on this matter.

Finally, in the last few years, CEBOFIL has approached private entities to propose and orientate them on corporate volunteering. With this model, they seek to get businesses that work in their community interested in its improvement and bring to their attention that its growth is a benefit for them as well. One of the most recent companies to successfully adopt this proposal is Repsol S.A Bolivia with its "Integra: Energía Voluntaria" program. Assessed by CEBOFIL, they have managed to integrate both their personnel and their officers into the initiative. Repsol has worked in schools, communities and even in petrol camps in Tarija. CEBOFIL hopes that more businesses will adopt the corporate volunteering model they propose and get involved in the social work that the country needs to grow more and more each day.

others. They hope employers will feel motivated to sign up their employees to the program for the benefits it could bring to both parties.

Another initiative that CEBOFIL is offering its community is targeted towards teachers and students from several schools in the Santa Cruz de la Sierra area like Villa Primero de Mayo, Pampa de Isla and others. With the Centers for Student Volunteering more than eighty teachers have been qualified in the service-learning methodology. Having this knowledge, they can guide their students in different social endeavors and orient them in citizen participation activities.

Students are also educated about the adequate care of the school itself. This a serious issue reported in the area where, every year, the desks and other furnishings have had to be

"We'd like to agree that volunteering happens as a result of others who have the intention to serve, help and assist -- both as a right and duty of those in the community" said Meruvia. After more than 20 years working in the world of volunteering, CEBOFIL still has a lot of work to do and is more than happy to do it. They have seen how their efforts have made volunteering far more common in their community and how it becomes a hereditary habit throughout the years which only means it will grow more common with each generation. Whether it is by helping domestic workers, educating teachers and students, or getting private corporations interested in social work, CEBOFIL is committed to help Bolivia move forward, even if it has to do it one volunteer at a time.



**TO DREAM FROM  
AND WITH OUR  
REGION**

**THE LATIN AMERICA SUMMIT FOR  
LEADERS OF VOLUNTEERING**

By Camila Cantuarias, Journalist, Peru



The 16th and 17th of September marked a memorable experience for volunteer leaders around the Latin America region. IAVE's first Reunion for Latin America Leaders of Volunteering took place in Lima, Peru. The summit, gathered key volunteer leaders that formed a working group that worked together to address critical issues in shaping the future of volunteering in the region. One of the main topics that was analyzed was that there aren't actually challenges to face but rather, there are opportunities to take. About 20 countries participated in the summit, 17 from Latin America, 2 from Europe and 1 from North America. The following countries participated: El Salvador, Chile, Bolivia, Colombia, Peru, Mexico, Argentina, Honduras, Uruguay, Panama, Guatemala, Brazil, Ecuador, Venezuela, Costa Rica, Paraguay, Cuba, Germany, Spain and United States.

On Sunday, the volunteer leaders were invited to Casa Goyenche in the center of Lima, a beautifully restored 18th century house. There was music, lights and a dance performance from different regions of Peru. It was the night where the volunteer leaders could exchange valuable information, make contacts and get to know each other. The next day was the opening of the summit at Hotel Costa del Sol. The speakers gave interesting and emotional speeches that embraced the same idea: the challenges of the present will be the opportunities of the future for our region. Raaida Mannaa, a consultant for IAVE and organizer for the event, mentioned in her speech that it is important to dream from and with our region.

In the corporate sector, Belen Urbajena from the Walt Disney Company, a member of CLAVE, explained the importance of strengthening corporate volunteering in the region from a high impact volunteering system. She stated that is inevitable, as an evolution in volunteering has been developing in the past few years. Now, there is volunteering based on alliances. Urbaneja stated that when we decide to form alliances with others, our impact can be much greater.

In the social sector, Jonathan Rossi, the social director of TECHO Peru and representative of Soy Voluntario (I am a Volunteer, in English) said, "Volunteering is a way in which we can transform reality". Rossi agrees that by working in a collaborative environment, we can solve problems in the region. He also spoke about the challenges that the volunteering sector faces in the region. Such as figuring out how to reach to the younger population, measuring the impact of our work, and observing if it's being efficient enough and contributing to the Sustainable Development Goals.

In the government sector, Fernando Padilla who is the Coordinator from the Youth Volunteering Program in Chile said that volunteering humanizes us and allows us to connect with international





agendas such as the Sustainable Development Goals. “We believe that volunteering creates important experiences” he said. While adding that it also strengthens the impulse for public policies. He believes that to develop accurately, it is necessary to form alliances and to communicate. The government needs to promote agendas to accelerate volunteer programs.

For Piera Zuccherin, from the United Nations, the importance of the summit was to know and understand volunteering in the region and to eventually create a plan of action. All of the speakers had one thing in common: Volunteering is the future and the solution to many problems that our region faces: from migration, corruption, gender inequality, global

warming and other social problems.

For the next two days, leaders were separated into groups depending on their area of expertise: corporate, social and government. Together with a facilitator, they had to come up with ideas on how to face these challenges for volunteering.

Iraida Manzanilla, the Latin America Regional Representative for IAVE, saw this summit as a dream come true. Together, more than 20 leaders from different countries around the region shared their experiences in finding a promising future for generations to come. The challenges are still present. However, the first steps have already been taken. Now it’s time to make a change.

A smiling woman with dark curly hair, wearing an orange t-shirt with the text "Eu sou voluntário" and a graphic of people, is holding a white tray filled with food. She is standing at an outdoor event with other volunteers in orange shirts and tents in the background. The text "CORPORATE VOLUNTEERING IS NOW CLOSER TO COMMUNITIES" is overlaid in large white letters.

# CORPORATE VOLUNTEERING IS NOW CLOSER TO COMMUNITIES

By Claudia Sintoni, Social  
Mobilization Specialist, Itaú Social

**M**ore than 40 years have passed since the first corporate volunteering programs began and many challenges and concerns remain, but changes in the narrative are evident. Volunteers and their strong commitment are the greatest pride of their companies, their “people”.

The **Corporate Volunteering Worldwide Survey**<sup>1</sup>, recently conducted by Itaú Social, found that volunteers are being considered as local transformation agents who build bridges and qualify companies’ social actions in the communities where they are present. More than that, they are recognized for their increasingly participation in decisions regarding the allocation of social investment and the priorities for voluntary actions.

The study was conducted with 47 national, regional and global companies based in Asia, Europe, Africa, and the Americas, and contains many good practice examples that can be used as references. What was truly inspiring, however, was finding a consistent discourse committed to real transformative actions. Respondents told us that they are also very proud, for example, to find companies that are seeking effective solutions for social problems.

The trend for the next decade is for companies to take actions that would add value and drive continuous change, rather than investing in projects that would focus only on isolated actions. The study found that businesses are beginning to recognize the importance of considering regional specificities in designing volunteer programs, which goes right back to the role of volunteers and organizations in local committees. Most companies organize

*“Volunteers are recognized as transformation agents, building bridges and qualifying the companies’ social actions in the areas where they are present.”*

1. The Corporate Volunteering Worldwide Survey was coordinated by Mónica Galiano with researchers Inma Rodriguez (Brazil), Iraida Manzanilla (Venezuela), Raaida Mannaa (Colombia), Kathi Dennis (United States) and Sarah Hayes (United States).



and run their volunteer programs through these committees, which in turn favours the connection with the core program, the bonds with the volunteers, and local partnerships with civil society organizations.

We have already seen collaborative experiences with different companies' programs in joint local actions. But innovation translates into several program design formats, whether by theme, creativity in connection with business objectives, type of action, or management model. The practices considered innovative include leadership schools that focus on training volunteers in program governance; and incentives for employees that propose activities with social organizations. This strategy allows to multiply the number of actions.

A subject that has made less progress in recent years, according to the study, is evaluative thinking. Companies still struggle to assess the impact of their actions and continue to consider recording hours, number of volunteers, and people served or reached as indicators. This concept, however, is more solid, and there are companies understand its scope.

For global companies, having a global volunteering program is still a challenge. Most of them inform they do not feel their program is really global and consistent.

We find ourselves exactly in this position, identifying the same challenges and concerns in a program that is more than 15 years old. Meanwhile, we continue to pursue the goal of mobilizing the volunteer force to work for the common good. In this direction, there is an initiative that deserves to be shared and that fills us with pride: in September, we held the Global Voluntary Action Week for our third consecutive year.

With the support of Itaú Social, the initiative is organized and led by Itaú's volunteer

committees in the different locations where the company is present. In this edition, it reached 21 Brazilian states and the Federal District, and involved over 2,100 employees, who were able to invite family and friends to join in the activities. In all, there were more than 6,000 direct beneficiaries, including children, adolescents, youth and their families. In addition to Brazil, the Voluntary Action Week also took place in Argentina, Chile, Colombia, Paraguay, Uruguay and the United Kingdom.

Many of these actions were planned and deployed in partnership with civil society organizations, which is a practice that is gaining ground in corporate volunteering. Companies are increasingly relying on these institutions, valuing their knowledge of their reality. Volunteer leaders conduct dialogues with communities, local governments and institutions that work in the area and have an intimate knowledge about the problems they face as a group.

This finding strengthens the companies' concern of transforming society through a well-prepared volunteer corps that relates to different needs around the world.

In times of divided opinion and violently polarized positions, these speeches are findings that we insist on highlighting. Corporate volunteer programs hold a huge possibility for producing very powerful and necessary human encounters around the world. To quote the researcher Monica Galiano, who coordinated this study: "We sincerely hope that the solidary energy in these volunteers will increasingly spread around the world and help us to overcome the difficult times, fostering fairer development in the planet".



# WHAT DOES EARLY CHILDHOOD CARE MEAN FOR A COUNTRY?

By Susana Barnetche, Director, Renovación, Mexico

Early childhood care and education are some of the best investments a country can make. That is why we've dedicated so much volunteer time to this issue. It is not only about benefit it has on a country's economy, but the impact that it may bring for its citizens' development and overall future. In this case, we're referring to early childhood for children who are living in vulnerable conditions. This includes children from low income households (primarily run by single mothers who are underpaid) or orphaned children. Many cases also include households with varying levels of domestic violence.

It is scientifically known that the first six years of life are determinative for child development. During this stage, the impressions and experiences a kid receives will shape the person they will become later in life. Think of the children in vulnerable conditions being able to spend up to ten hours in a secure and healthy environment rather than the harsh conditions their families have to live in. This is the work that the Renovación Day Care Center undertakes: they care for kids forty-five days to six years old, giving them a nurturing environment where they are taken care of in the best way possible for their development.

Children's brains develop greatly during the early childhood stage. It is the time where they attain most of their basic physical, cognitive, motor, social, emotional and linguistic abilities. This is what allows them to solve problems, communicate, express their emotions and socialize. These first years of life will determine the kind of person they will be and, in an adequate environment, they will set the basis to becoming a healthy and well-learned individual. That is why for children in vulnerable conditions, many problems arise later in life. Because they do not have a healthy environment to spend their early childhood in, the development of these crucial skills is stagnated.

Renovación focuses its attention on the children, making sure those vital first years are well lived and correctly taken advantage of. Since the children arrive early in the morning, they are able to eat carefully balanced breakfasts in a clean and stimulating environment. Most of the staff who take care of the children come from the same community where the Day Care Center is located. All of them have been involved with the day care for many years, some as students themselves at one point, or others as mothers who used to send their kids to the center. They've been trained to take care of children and firmly believe that education is a



society transforming element. Working for their peers gives them a meaning of identity and belonging that they could hardly find elsewhere. Those who wanted to get a degree have counted on the support of the organization to do it and that makes their commitment to the project even stronger.

Our caretakers treat children as they treat their own. Renovación's staff have been working for the organization for a very long time. The low turnover rate means the experiences and institutional knowledge continues to grow without pause. Not only that, the volunteers become a part of the organization and part of the family. We understand that when someone enjoys what they do, the results of their work are better.

All this work was started in 1962 by a group of volunteers who wanted to share their life advantages with the underdeveloped



community. They started with the Community Development Center, bringing water, electricity and other urban services. Later on, after listening to the community member's needs, the Day Care Center was created. This last initiative is as relevant today as it was when it was founded. Most mothers in this communities have to work and need a safe place for their children.

If we want to improve their way of living, it becomes imperative to work with the parents to assure they understand the shared responsibility of fostering their children's education. That is one of the goals we have with our Parent's School. What we teach children has a great resonance in their homes and the community where they live. It becomes a collective exercise in which everyone involved ends up building new knowledge.

Renovación volunteers are in charge of

direction, social work and management but the operation work falls in the hands of the community staff. The interviews with the parents are done by the volunteers as well. This is done in order to create a relationship that will help everyone involved realize the importance of the program and the needs that are to be met by it. Some of the children and/or their families that are part of our program, have special needs of some sort. This is also considered in our program. We have different types of therapists, psychologists, medical doctors, lawyers to help along the way.

Another one of our programs is the Fourth Meal. This initiative consists of family and/or friend groups that get together to bring an extra meal to the children in our care. It is especially touching to see volunteer children sharing their meals with their younger peers. There are also groups of mothers, whose children attend private school, who are eager to lend a hand. They visit monthly to celebrate all the birthdays that occur that month. They prepare games and gifts and bring them to play with the DCC children during the day.

Education is by far one of the most important investments that can and should be made in any community. It is the vehicle through which lasting change can be made. That is why we are so committed to this cause. Volunteering for education brings up so many possibilities, because there is so much work to do.



# THE NEXT WORLD CHANGERS

10 projects that aim to improve  
many aspects of a chaotic country

By Camila Cantuarias, Journalist, Perú



Living in a country like Peru exposes one to very dissimilar experiences. You can see the economic disparity of the people, the limitation on opportunities that are unavailable to some and expected to others, and the indifference of the authorities; but you can also see the will of to rise above, the strength that is forged in the adversity and the talent and creativity to adapt to a bad situation and take advantage from it.

The people that we will present to you represent this values. They were selected by the Universidad Peruana de Ciencias Aplicadas (UPC) for "Protagonistas del Cambio" a program that seeks to help those who aim their efforts to improve their community by giving them leadership skills and teaching them to reach out to more people. We talked to them in their last days of the week-long retreat they had at the installations of the Santa Maria Marianistas School to know about their projects and why they decided to take action.



## **VOLUNTEERING FOR THE ENVIRONMENT**

Five of these entrepreneurship are focused on the environment. In Peru there is not a firm recycling culture, a situation that is aggravated when you consider the country could be one of the most vulnerable to global warming. As a result, these six people gather their abilities to make a change.

### **RECIBOT**

The first one, Blademir Acero, represents Recibot, a project that centers itself in the recycling and reuse of solid and electronic device waste, as a resource to educate others. Acero, an environmental engineer from Moquegua, noticed that people didn't develop an interest in mathematics and the sciences because they were taught in the traditional ways, learning theories rather than application. However, when explaining the same subjects using practical experience, like building robots, he found that people understood the concept faster and allowed them to use this knowledge in their lives. With this experience in mind, he focused on the other issue that bothered him: contamination. For him, the recent crisis created by global warming and atmospheric pollution was greatly due to discarded electronic devices, as well as the large production companies that create this waste. By giving these devices a new purpose, Acero and his team expect to revolutionize environmental and technological education.

### **PACHAPP**

Along with him, we found Samuel Sotomayor, a system engineer from Ica that leads the team for PachApp, and application that works to link recyclers with companies that produce waste, so that their process and job can be optimized. Sotomayor saw three big problems in his province: 1) many companies did not recycle or were not serious about recycling, 2) the long workdays and low income that the recyclers received and 3) the poor treatment the recyclers got for their labor. To tackle these issues, PachApp works with 25 companies, raining them to better handle their waste and teaching them the importance of recycling. They also work with

12 recyclers, helping them with their routes and to present a better self-image, professionalizing their work and increasing their income, while reducing their workdays and hours.

### **FORTPLANT PERU**

Katia Salvatierra is a member of Fortplant Peru. She is an environmental engineering student from Huancayo and a daughter of the comuneros. She has seen how the government's efforts to reforest their communities have failed because of improper techniques, as 70% of the new plantations were dying. She, along with her team, studied various alternatives for plastic bags and containers that were used to transport and plant the new saplings. They discovered that phenolic foam had the best results when compared to other methods. This foam is a biodegradable compound that serves as a container and can also absorb humidity, working particularly well during droughts. As this material does not interfere with the plant's growth and dissolves over time, it has a high success rate, allowing them to help 70 families from the Apocalpa community, advising them in how to keep the younger ones healthy and how to maintain the older ones. Thanks to their work, the Apocalpa community has 8,000 new trees, which is projected to reach up to 500,000 trees by 2025.

### **REFUGIO KERENDA HOMET**

From another province that faces the danger of deforestation, Kerenda Zambrando has dedicated her life to restore and improve the natural landscape in Puerto Maldonado, the capital city of Madre de Dios. She does this from Refugio Kerenda Homet, a private conservation area officially recognized in 2010 by the Peruvian government. After returning from Lima, Kerenda's father noticed that the terrains that belonged to his family were lifeless plains of cut trees and no vegetation. He decided to do something about it. While working there for years, he managed to plant 30,000 trees in the 40 hectares of land, before passing it down to his daughter. Now, she makes use of the conservation area to promote communitarian rural tourism, as well as allowing research from non governmental organizations in the limits of the conservation. Thanks to their efforts, the biodiversity near the city has increased, becoming again home to native species that were driven out by the chaotic growth of the city in the last decade.

### **SEMBRANDO VIDA**

Another person that tries to fight the rapid urbanization of his city is Roger Alvarado, from Iquitos, in the Amazonia province of Loreto. He founded Sembrando Vida en la Amazonia, a project centered around improving the city by planting native and adapted fruit trees, mitigating also the effects of climate change. The idea him and his team propose is focused on the sustainability of vegetation rather than their volume. Their core mission is

to reach out to the Amazonia citizens and help them understand the importance of preserving the biodiversity of the city. Alvarado tells us that despite being a city in the rainforest, Iquitos has fewer square meters of green areas than Lima, a city built in the desert. This in turn affects not only the natural life around it, as animals have less space where to live and have fewer offspring, but to the people as well as the city experiments heat islands generated by the lack of shade. Sembrando Vida works to engage with communities, teaching them to be responsible for the protection of natural life and visiting schools to spread awareness about the environmental reality that the future generations will inherit.

## **VOLUNTEERING FOR SOCIAL CHANGE**

The other five entrepreneurships are focused on society and individual persons. The disparity in the country and the needs of the least fortunate moved these entrepreneurs to lend a helping hand and try to improve the everyday lives of others.

### **DONANDO SONRISAS**

The first on this list is Ximena Trelles, general coordinator and co-founder of Donando Sonrisas in Trujillo, one of the most dangerous provinces in the country because of the presence of mafias. She studied the sciences but after a volunteering experience that made her revisit some personal history, she decided to put all her efforts in helping other people. Leaving her second career and focusing instead on human resources, she and her team look to train activists to help them promote education, care for the environment and reduce criminal activity. To do this, they use the life experiences of their volunteers to identify the most vulnerable

communities and the issues they face. Trelles and her team help with communal houses, schools and the Vaso De Leche centers, a program in Peru that gives daily food rations to those in need. They also work in hospitals helping patients, their families and the personnel, to provide attention and assisting them in stressful situations.

### **GENDER EQUALITY FOR THE VULNERABLE**

In Chiclayo, Natalia Arbildo, graduated from law at the University of Pedro Ruiz Gallo. Her first volunteer program specialized in gender equality and violence prevention. She and her team trained activist in various academic modules that include the understanding gender equality, approaching victims of violence, utilizing legal tools, providing psychological help and developing social projects. Once their training is complete, these activists work with young teenage girls in vulnerable zones and schools. They not only impart their knowledge and provide assistances for cases of abuse. They also help these girls to develop their talents and realize their full potential. Gender equality issues are important to discuss in the public forum, rather than handling it “within the home”, as it has been done in previous generations.

### **TEACHING READING & COMPREHENSION**



After seeing how school kids graduated without learning how to read properly and without comprehending what they were reading, Frank Salcedo gathered a group of friends to try to help schools in vulnerable zones. He did this because he understood that our world is built on the written word. Reading and comprehension skills are fundamentally important in the development of a functioning human being in our society. To achieve this goal, his core team of six people and 45 volunteers select a school and work with them for 10 weeks, visiting them every Saturday. They work with students to strengthen their comprehensive communication skills and to help them realize with their own abilities and talents. Thanks to their work, 48% of the kids they have worked with improved their grades and showed signs of better understanding from what they read. They also have diversified their scope, helping kids overcome their time in hospitals or organizing relief help for specific events, such as the recent landslides that affected the Peruvian coast last year.

### AWAJKUNA

Josefina Camones and Diego Andrade, from Huaraz, fight against inequalities in opportunities for women in vulnerable positions. Their program Awajkuna, a Quechua word that means “the women that weave”, has a double

meaning. It was not only named for the economic activities they teach these women for empowerment, but also because the organization aims to “weave” stories with these women, learning from their experiences and helping them become independent individuals. Many of the girls they help come from families or social groups where they don’t have any opportunities for personal growth. They are often seen as less than men and as a result are given less chances. With Awajkuna, they help women stand on their own feet, giving them skills they could use to earn money and, most importantly, to overcome their society’s limitations. This shows them that they can take control of their own lives.

### DONANTE PENDIENTE

Lastly, Camila Cantuarias attended the retreat representing Donante Pendiente. This group seeks to pair people who need blood or platelets donations and those who are willing to help them voluntarily. The situation is dire: Peru has a very low rate of blood and platelet donations, one of the lowest in Latin America. Since 2014, Donante Pendiente has worked to reverse this situation when it was first founded by Vanessa Vasquez. They work day and night via social media to find donors for the people that seek their help. Neil Dextre joined and completed the Donante Pendiente team, which grows stronger each year. They are currently in conversations with a big corporation to get some financing and bring their organization to the next level.

These ten projects are born out of the love and care these people feel for their communities and their environment. We hope they can continue their work to improve the lives of those who seek their help and can leave a legacy that many other people can work with and be inspired by.





# **BUILDING AN ECOSYSTEM OF VOLUNTEERING**

By Mirko Salfate, National Director,  
Chilean National Institute of Youth, Chile

**A**round one out of four young Chileans have done volunteering activities during the last year. And as much as we would love to have higher rates, we still celebrate the fact that so many people decided to give their time and abilities for a good cause. After all, volunteering is good not only because of the impact of the actions that it involves, but also because of three very important reasons.

First, it is good for ourselves. It increases our levels of self-confidence, gives us the chance to complement our academic formation, lets us develop a broad set of different skills and allows us to grow personally in many ways. So when we volunteer, we are not only helping others, but we are also helping ourselves.

Volunteering is also good because it creates spaces where we can meet other people from different areas around our country or even the world. To be able to interact with someone who is, just like you, trying to make the planet a better place is a great opportunity to associate, collaborate and to forge alliances. In that way, volunteering is a "social media" by excellence.

And finally, it is also a great way to connect with international agendas, such as the Sustainable Development Agenda of the United Nations. Through its 17 concrete objectives, we can impulse volunteering activities that aim to reach a better world by 2030. Whether it is a beach cleansing operative or a massive reforestation, we are connecting our actions in a worldwide perspective just by being volunteers.

So, volunteering makes us more human and promotes social engagement as well as civic

responsibility, but that is not enough. If we want the volunteering actions to flourish, we need to build an ecosystem that helps them escalate in every single way as possible. That is why we, as the National Institute of Youth, are leading a process to strengthen the volunteer's scene in Chile by taking these actions:

One of our lines of contestable funds is called "Volunteering Innovation Fund" and its purpose is to give technical and financial aid to those organizations who work inside of the volunteering sphere. It helps them to develop specific projects as long as they consider volunteer work or volunteer catchment.

Another approach is building a National Volunteer's Network by doing a registry of organizations who do volunteering actions in any sort of way. That permits us to identify who is working on this subject, realize what kind of agendas they are committed to and eventually connect them all in an online platform.

We are also doing regional meetings where we gather information from volunteers, such as needs, strengths, flaws and weaknesses based on what they have been through. That, in order to elaborate a brand new and modern Public Policy of Volunteering, which aims to set a normative frame to empower volunteers, to ease their path to become change agents and to spread a voluntarism culture into de national agenda.

By doing this we are connecting and building a volunteer ecosystem in Chile. We strongly believe that this is the road we should take when it comes to involve young people into their social environment and we could not be more enthusiastic about it.

# VOLUNTEERING CREATES KNOWLEDGE

By Oscar Bravo, Centro Nacional de  
Voluntariado, Peru





Since our founding in 2002, the Centro Nacional de Voluntariado – CENAVOL Peru (National Volunteer Center), we have collaborated with several universities and institutes on both national and international research on volunteering, providing data and opinions. But, over time, we noted that in the majority of cases, we did not receive any new information or the results of those studies. That is why we have undertaken our own knowledge development activities. This is the story of that work.

## **VOLUNTEERS INVESTIGATE AND ACT!**

Before we begin our engagement in any activity, we seek to learn as much as possible about it – checking sources and legislation on the subject of the work, visiting and observing, convening meetings to gain information from the impacted population, authorities and other social actors. Through those means, we acquire new knowledge.

When, as a result of those meetings, we can describe with the population the apparent needs and priorities. When, together, we make specific commitments, we are defining our action plan in a participative fashion. This is consistent with the definition of a “participatory action investigation,” one that combines quantitative and qualitative ways to learn about an experienced reality and to determine ways to transform that reality that are consistent with the needs and expectations of the population that will be impacted.

This process enables spaces for sensitization, information sharing and development of support for the proposed initiative. That in turn can create a strong sense of commitment by the population since it demonstrates that the process belongs to them. It also can enable the engagement of other social actors – government, community organizations, private business, religious groups and academia (which plays a valuable role in the process of building knowledge).

## **EXPERIENCES IN PROCESS**

Recognizing the value of this approach and seeing opportunity for future development, we have opened the Centro de Investigación (Center of Investigation) of CENAVOL. It was created to serve as a place of exchange and joint learning as well as for gathering and systematizing information, process and results.

We now are in the process of analyzing some of the experiences we have developed over the past 17 years with the goal of publishing and disseminating our learning. These include the “Festival de la Buena Voluntad: Construyamos juntos una sociedad solidaria” (Festival of Good Will: Let’s build together a solidary society) and the “Voluntariado, Participación Ciudadana y Envejecimiento Activo” (Volunteering, Citizen Participation and Active Aging).

We also have addressed the need to diminish age-based discrimination through the “Voluntariado Intergeneracional en la sociedad y la empresa privada” (Intergenerational Volunteering in society and private businesses). This inclusive intergenerational focus has also been considered in the preparation and action in case of disaster situations, involving populations of all ages and including people with disabilities.

## **OUR CONCEPTUALIZATION OF VOLUNTEERING**

Over the years, we’ve been developing a participatory definition of volunteering that responds to the practice itself and to the personal and institutional motivations of the volunteers. These are marked in national legislation and in internationally accepted principles by which we affirm that: “Volunteering is a form of education in values and citizen participation. It doesn’t replace paid jobs and it doesn’t free the state from its responsibilities.”

We look ahead to the reality of the challenges facing Peru and the world, prepared to use our knowledge to continue to give leadership for the volunteer community.



# NEWS FROM THE WIDE WORLD OF IAVE

## GLOBAL ADVOCACY

IAVE is the co-leader with the **International Federation of Red Cross Red Crescent Societies** for one of four “workstreams” that will develop the agenda for the **2020 Global Technical Meeting on Volunteering**. This is part of our responsibility as a member of the Technical Working Group convened by **United Nations Volunteers** to prepare for the meeting to be held in July 2020.

## GCVC & THE SDGS

With inspiration and financial support from **Bank of America**, IAVE has researched and published a 19-page report on how 14 members of our **Global Corporate Volunteer Council** are responding to the UN Sustainable Development Goals through their volunteer initiatives. The report was researched and written by **Lorrie Foster**, Director of IAVE’s Corporate Strategy. Read the report here: [bit.ly/gcvcsdg](https://bit.ly/gcvcsdg)

## VOLUNTEERING IN ORPHANAGES

On September 6, Kenn Allen, IAVE’s Interim Executive Director, participated in an invitational working meeting in London on issues related to volunteering in orphanages. The meeting was convened by the **Better Care Network** ([bettercarenetwork.org](https://bettercarenetwork.org)) in cooperation with the **Rethink Orphanages Coalition** ([rethinkorphanages.org](https://rethinkorphanages.org)). They are working together to engage with the global travel and volunteering sectors to support them to transition away from relationships with orphanages. It was a first look for us at a growing issue and at the potential negative impacts of volunteer visitations to residential child care facilities. Begin to learn more here: [rethinkorphanages.org/individual-volunteering](https://rethinkorphanages.org/individual-volunteering). We will continue to be involved in this effort, sharing information through our NGO & corporate partners and Global Friends & members.



## LATIN AMERICAN LEADERSHIP SUMMIT

On September 16-17, in partnership with **CLAVE: The Latin American Corporate Volunteer Council**, we convened the first **Latin American Volunteer Leadership Summit**. 100 leaders of volunteering from NGOs, business, government and academia in 20 countries met in Lima, Peru for a facilitated discussion of the challenges facing volunteering in the region & how they can build partnership-based responses.

## IAVE 2019 ASIA-PACIFIC REGIONAL VOLUNTEER CONFERENCE

We are very excited about our upcoming regional conference in **Bangkok, Thailand** in partnership with the **Volunteer Spirit Network**, the national leadership organization for volunteering in Thailand, November 11-15. This year's theme – **Unlocking the Power of Volunteering** – aims to explore all possibilities of creating an enabling environment of volunteering promotion and finding the keys to enhance recognition of the value that volunteers bring as well as improving accessibility of volunteering opportunities. Learn more at [www.iveap2019.org](http://www.iveap2019.org) and come join us!

## NEVER TOO EARLY TO PLAN FOR THE WORLD VOLUNTEER CONFERENCE 2020

Our partnership with the Emirates Foundation is in full gear as we approach the “one year out” point in advance of the 2020 World Volunteer Conference, October 11-14, 2020 in Abu Dhabi. Watch for the launch of our “Save the Date” website imminently. Begin planning now to join in this celebration of IAVE’s 50th Anniversary as leader for the global volunteering community. Our Secretariat team will be in Abu Dhabi for planning meetings in mid-October.

## IAVE GOES TO IVCO

IVCO (International Volunteer Cooperation Organizations’ Conference) is the annual conference of the International Forum for Volunteering in Development (Forum), bringing together heads of agencies from volunteering for development organizations from around the globe. This year’s IVCO conference is in Kigali, Rwanda, October 27-30. IAVE will be represented by board members Agnetta Nyalita from Kenya and Osama Suliman from Sudan and IAVE Secretariat teammate Raaida Mannaa. Learn more at [vsinternational.org/ivco-2019](http://vsinternational.org/ivco-2019).



International Association for Volunteer Effort

VOLUNTEERING  
**TOGETHER**

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*Making a difference to  
people and communities.*

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