

TEMPLATE N°1: IDENTIFICATION OF GOOD PRACTICES BY HOST ORGANISATION

Template N°1 facilitates the description and identification of the good practices that will be presented by the host organizations during the TRIADE project. These good practices should endorse the main aim of the project, i.e. the good practice(s) focus on the enhancement of knowledge, skills, competences or attitudes of formal and informal caregivers for a more inclusive and community based care system.

Template N°1 should be completed for each good practice that will be presented and/or shown by the host organizations. PLEASE, SEND THESE TEMPLATES TO ALL PARTNERS AT LEAST 2 MONTHS BEFORE THE ACUAL VISITS!

NAME OF HOST ORGANISATION/INSTITUTION	VRIJWILLIGERSWERK ROTTERDAM
TITLE OF THE GOOD PRACTICE	Maatjes Vrijwillige Zorg (MVZ)
GENERAL OBJECTIVE OF THE GOOD PRACTICE	Supporting elderly people and vulnerable locals and people with a small social network through the deployment of a volunteer as a buddy.
MOTIVATION FOR CHOOSING THIS GOOD PRACTICE	Buddy projects and the help volunteers can give to vulnerable people in Rotterdam is highly developed and of great importance to the city and the welfare of its citizens. MVZ is an example of a well-organized system of volunteers which can be inspirational for the other organizations of the TRIADE project.
SHORT DESCRIPTION OF THE GOOD PRACTICE (+/- 500 WORDS)	<p>MVZ is a collaboration of nearly 45 Rotterdam voluntary organizations. These organizations offer people from Rotterdam who need a helping hand, for whatever reason, volunteer assistance in the person of a buddy.</p> <p>A buddy is someone who wants to support another voluntary and giving him or her attention for a longer period of time. Buddies visit lonely elderly at home or walk with them and they accompany people to the hospital. A buddy can also do practical things, like going to the store together, but pals also provide homework-assistance to children and help others with their administration and finances.</p> <p>Volunteers want to participate because they find it important to play a part in society. At the same time this care can never be a substitute for the responsibility that people have for their own lives. MVZ enables organizations, who organize care for each other and volunteer work, to meet, strengthen and learn from each other so that optimum shape is given to civil society. A society in which everyone participates.</p> <p>Hotline The most important daily activity of MVZ is the settlement of the incoming requests for help. Anyone who has a question can contact the contact point and one of the employees of MVZ helps them. The questions come from relatives or friends and, increasingly, carers and professionals such as social workers, VraagWijzer (an office for information for citizens in Rotterdam) and other members of the community teams, as well as caregivers and physiotherapists. The question is clarified and described, we look at which of the MVZ organizations can accommodated the question. MVZ does not have its own volunteers.</p> <p>Knowledge and experience MVZ is a network where voluntary organizations share knowledge and experience during several meetings in a year. MVZ also organizes</p>

activities such as a conference or a buddy market. We try to keep organizations informed of current developments and organize, as necessary, theme-meetings about these developments.

Student volunteers

MVZ has close contacts with the university of Inholland. First-year students can do their internship in the form of student volunteering at MVZ organizations. Students thus make a first experience in practice and for organizations is a welcome addition to their volunteer base. Every year more than 300 students are mediated in this way.

Education

For buddies, family carers and for professional coordinators MVZ organizes workshops, theme-meetings and courses. The topics of the activities are often raised by the MVZ organizations.

Culture as a form of appreciation

In appreciation of all their efforts volunteers van, along with their buddy, go to concerts and performances with discount. This stems from a collaboration with the Ro Theater, Scapino Ballet, Theater Zuidplein and De Doelen.

DESCRIPTION OF TARGET GROUP	Every citizen from Rotterdam who could use a helping hand, like those who have a limited social network, the elderly, the vulnerable, people with disabilities or who are socially isolated.
MEANS/MEHODES OR TOOLS USED	There is a Central Point where care needs can be reported by people who are seeking help themselves, but also friends, family and professionals such as social workers and caregivers. MVZ clarifies the question and looks for the buddy-project that fits best with the question. The buddy-project matches a buddy with the person who needs help.
SKILLS INVOLVED FOR THE CAREGIVERS	Volunteers who as a buddy must be interested in other people. They have the ability to listen to others and to help them advance in life. They have to have sincere attention for others.
ATTITUDES INVOLVED FOR THE CAREGIVERS	Volunteers as buddies started have an open mind with regard to the other person, but at the same time should keep an eye on their own limitations.
RESOURCES NEEDED	<p>For MVZ:</p> <ol style="list-style-type: none"> 1. Coordination of the hotline and maintenance of the network of organizations. 2. Exchange of knowledge and experience, organizing meetings of coordinators 3. Training and thematic meetings. <p>For the buddy projects:</p> <ol style="list-style-type: none"> 1. Professional coordination of the project 2. Professional supervision of the volunteers 3. Education and training

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