



RC3 Long Night of Research, 1st Edition: Volunteer and Volunteerism Development

23 - 24 March 2023 , online



Kind reminder:

During the session:

- Rename yourself: Full Name + Organization
- Mute your microphone
- Keep your video on. Switch off if low connectivity

If you have questions to the speakers:

- **Ideally:** Use the Q&A feature to ask your question
- **Second option:** Use the raise hand feature, the moderator will ask you to unmute yourself.

If you have IT questions:

- Ask your question in the chat, an administrator will help you.

Confidentiality statement and data protection

- Sessions will be recorded
- Participants commit not taking pictures of screen or of other participants without permission
- If slides are posted on the shared screen, the speaker should inform the participants if they will receive the slides.

Presentation

Please introduce yourself briefly in the chat-box

- Name?
- Are you from a National Society?
- University?
- Volunteer?
- Staff?

Speakers



Armel Komena
Programme Manager
DRC



Jacob Ingelgren
Advisor Volunteer Dev

Protecting volunteers during conflicts and emergencies: The role of the ViCE Hub

Jacob Ingelgren, Advisor
Armel Komena, Programme Manager

As a volunteer, what do I need?



“If we don’t help, who will?”

“I am always ready for the call to respond,”

"Despite that, despite being living with risk, in the middle of the risk, we have many volunteers that come from pretty dangerous areas, but by the fact of wearing the emblem, they feel protected. But not only do they feel protected, but also, they do not feel part of reality. Then, well, that also applies to us, the envoys, because I have felt it. Then, I come to my senses and say, what is happening to me? I am also vulnerable. I can also be a victim; the fact of wearing an emblem is not, is not a bulletproof vest."
(Female volunteer)

"Because suddenly when we help many people, when there is a huge disaster, sometimes we forget our own volunteers that can be hurt. And they provide humanitarian aid to a family who has a need. But also, being internal makes the need of the volunteer invisible while having the same needs at that moment as the beneficiary. So, it is there that we have to visualise the needs of our volunteers and categorise them. And to know in these countries logically that sometimes, the one we give has the same needs as the giver. And we must make a balance in the humanitarian aid."
(Volunteer President).

"Well. One of the challenges is having to leave our families. At the time of an emergency, a natural disaster, or floods which are so common at the port. Knowing that the area we live in gets flooded, knowing that where we are is a little safer than our neighbours or other people. Nevertheless...the family and the Red Cross Red Crescent. So, this is very difficult. You must choose fast because it is a matter of deciding whom I will leave waiting for me: my family or the Red Cross Red Crescent. So, it is difficult making a choice. That is why I have a brother, and we split. One day he stays with the family, and I go to the Red Cross Red Crescent, or one day he goes to the Red Cross Red Crescent, and I stay with the family." (Male volunteer)

14 million volunteers in 191 National Societies

1 million work in emergencies, conflicts and violent environments

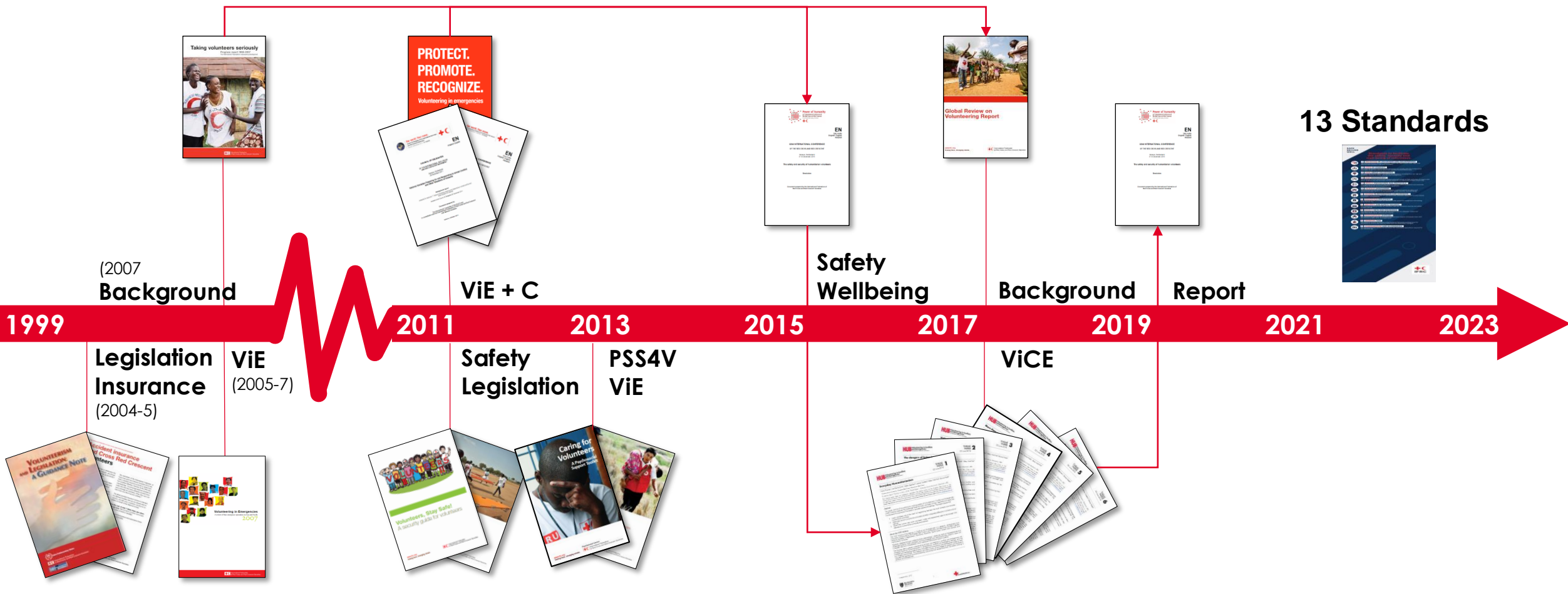
In More than 500 staff and volunteers since 1994

80 % male

20 % female



Improving Safety, Security and Wellbeing of Volunteers



ViCE initiative: Research, Knowledge, Innovation

- **The ViCE Initiative brought together practitioners, volunteers and wider stakeholders to co-design a research approach to understand the lived experiences of volunteers in conflicts and emergencies** and jointly develop responses to the challenges they face.
- **The approach focused on listening to volunteers in an open way, avoiding pre-determined questions or ideas**, and allowing participants to decide what is important to them and letting them talk about those issues in whatever way they choose. Through this, ViCE has created unique testimony of the experiences of volunteering in conflicts and emergencies.
- **198 volunteers and 84 wider stakeholders participated in 6 countries.** In each country, a team visited volunteers and stakeholders, and asked them to talk about what it is like to be a volunteer in that country. These conversations were recorded, translated, transcribed and analysed using practitioners' views of the most important things being raised. The findings have been shared through freely accessible working papers, workshops, and pop-up innovation labs focused on finding practical solutions to challenges.

The ViCE Hub explores, assess, develop, train for and test technical support mechanisms.

- The Swedish Red Cross has in recent years taken a lead role in developing knowledge on volunteering in challenging humanitarian contexts through the initiative on Volunteering in Conflicts and Emergencies
- Cooperation ICRC, IFRC, NS champions
- Listening study
- Support volunteering development in contexts characterized by protracted crises and conflict and other situations.

The Volunteering Alliance Working Group

The **objective** of the working group is to contribute to ensuring the safety and wellbeing of humanitarian volunteers.

Achievements

- Theory of Change for Volunteering in Dangerous Situations
- Recommended standards for volunteer programmes
- Support to and coordination with other Volunteering Alliance Working Groups
- A report to the International Conference on the Implementation of the Resolution The safety and security of humanitarian volunteers (32IC/15/R5)

Relevant safety, security and wellbeing systems are in place and available for all volunteers"

Volunteers safety, security and well-being is essential

- Commitment is vital for protecting local volunteers. No option for a safe exit when crises escalate
- Being local facilitates access, but also can expose volunteers to increased risks and vulnerability.
- Some NS lack the appropriate systems and resources to deliver essentials like proper insurance, other safety nets and psychosocial support
- Many NS, despite challenges, have embraced the concept of duty of care. The invest in the constant improvement of organisational capacities to protect, promote and recognise their volunteers.
- Keeping volunteers safe and well is one of the most challenging ethical and moral tasks for a NS
- Encourage partners to support!

Discussion 1

**What are the most (three) important things or needs as a volunteer.
Normal Conditions/Emergencies/Conflicts**

- 3 minutes individually
- Write in the chat-box

THE THIRTEEN STANDARDS



1 DEFINITION OF VOLUNTEER AND VOLUNTEERING

The National Society defines a volunteer within the organisation, their roles, and differentiates between staff and volunteers.



2 CODE OF CONDUCT

The National Society ensures that all volunteers can comply with the Fundamental Principles of the International Red Cross and Red Crescent Movement.



3 DATA ABOUT VOLUNTEERS

The National Society collects data about all volunteers, including their sex, age and disability, relevant to safety, security and management.



4 RISK MANAGEMENT

The National Society continuously reviews potential threats to their volunteers to ensure that plans, programmes and activities include measures to reduce and mitigate these risks.



5 SAFETY PROCEDURES AND PROTOCOLS

The National Society trains all volunteers in relevant safety procedures and protocols, including using any necessary protective equipment.



6 INCIDENT MONITORING

The National Society develops and maintains a national system to collect and disseminate data relevant to the volunteers' safety, security, and well-being.



7 ACCESS TO INFORMATION AND GUIDANCE

The National Society provides all volunteers with adequate safety and security-related information and guidance.



8 PROTECTIVE EQUIPMENT

The National Society provides all volunteers with protective equipment and training on its correct use.



9 SECURITY AND SAFETY TRAINING

The National Society provides all volunteers with the necessary security and safety-related training.



10 SAFETY NETS AND INSURANCE

The National Society ensures that all volunteers have an adequate "safety net" regarding death, injury, sickness and trauma.



11 PSYCHOSOCIAL SUPPORT

The National Society give all volunteers psychosocial support and equips them with the necessary skills, tools and supervision.



12 WORKING TIME

The National Society has policies and procedures that guide working hours for volunteers to ensure that they are supported and adequately managed.



13 COMPENSATION AND ALLOWANCES

The National Society reimburses volunteers for reasonable expenditure required for the volunteering.

A global standard



- Commitments
- Knowledge
- Evidence
- Resources

1. Definition
2. Code of Conduct
3. Data about volunteers
4. Risk management
5. Safety procedures and protocols
6. Incident Reporting
7. Access to information and guidance
8. Protective equipment
9. Safety nets and insurance
10. Psychosocial support
11. Working Time
12. Compensation and Allowances
13. Training

A – Immediate attention

B – Progressing

C – Performing (expected)

D – Advancing

E – Excelling

Discussion 2

Pick three standards that is more of importance for your NS that you would like to work with and why

- 3 minutes individual
- Write in chat-box.

ViCE 2023

- The 13 standards implementation - mainstreaming, local, HQ
- Keep looking at gaps in Volunteering Development – Volunteer Leadership (ViCE HUB)
- Keep building networks between champions, ICRC, NS, IFRC
- Volunteering Alliance – innovation, gaps, policy
- Develop the concept of local voluntary leadership (localisation).
- Join us!



Contact us:

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Thank you