

# VOLUNTEERS GUIDE

Center for Sustainable Practices  
Natural Perspective





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# Welcome!



CSP Natural Perspective welcomes you as a volunteer of the European Solidarity Corps (ESC) and we hope this will be a positive growing and developing experience. This hand book is designed to guide you to the process of the volunteering experience.

We treasure the helping hands of our volunteers, considering their willingness to give their time and energy to building something of common value for the people of the community.



# Team Members



**Borsche  
Dimitrovski**  
Project  
coordinator



**Simona  
Nikolova**  
Supervisor



**The Mentors**



# About us

## History, mission and goals



### Embracing Sustainable Rural Development for a Resilient Future

Natural Perspective started in 2017 as an informal initiative aiming to create a space for learning & experimenting, inspiring & developing ideas in the field of sustainability. Gradually in 2021 was officially registered as a Center for Sustainable Practices.

### The modern village with roots in tradition

Having in mind the challenges that the rural areas are facing in North Macedonia, we decided to create this place where people with the know-how can cooperate with the innovative minded individuals in order to create solutions to make the daily live in the village more attractive to the younger population.

### To bring back the spirit of voluntary work among the community

Volunteering is one of the core values we promote and we can say that we are pioneers in the area, by spreading these behaviours and attitudes among other local initiatives. We will develop our collective capacity for the promotion of Green ideas and create a feeling of a community that is working towards the same goals. We also create successful examples of how ESC and Erasmus+ funding can be used and accessed to promote ecology, inclusion, and democracy.



# Code of Ethics For Volunteers



As a volunteer, believing that the organization has a real need of your services, you are subject to a code of ethics similar to that which binds the workers in professional fields. To accomplish this service, you will:

- Be conscious in the fulfillment of your duties and accept supervision graciously;
- Conduct yourself with dignity, courtesy, and consideration;
- Promise to bring to your work an attitude of open-mindedness. You will be non-judgmental;
- You must be willing to receive training and to show interest and attention. You will take any problems or suggestions to your mentor and supervisor;
- Believe that your attitude toward volunteer work should be professional. You have an obligation to your work, to those who supervise you, to your fellow workers, and to those who benefit.



# Volunteer support



1. You will be assigned to work with a staff member who will provide support and supervision. The staff member will provide on-the-job training and serve as a direct link between the volunteer and the rest of the organization. The number of the volunteers working hours is based on the assignments. Most volunteers work an average of 30 hours per week.

2. All volunteers receive orientation. This orientation includes information about ESC project, the policies and procedures for volunteers and the requirements for the position they are accepting.

3. Each volunteer has a mentoring support, provided by different people who are responsible for day-to-day support and guidance of the work.



# Volunteer's rights & responsibilities

Volunteers are viewed as a very valuable resource of this organization, that counts with rights as person and co-workers In return, volunteers must agree to perform their duties to the best of their abilities. They will remain loyal to the goals of the organization and operate according to its procedures

## Volunteer's rights:

A volunteer can expect a supervising staff member to:

- Decide the tasks to be completed and the amount of time needed.
- Determine the materials required and the work place.
- Inform the volunteer changes that may affect their assignment.
- Introduce the volunteer to the ESC project personnel and explain the volunteer's role.
- Provide meaningful tasks.
- Create an atmosphere in which the volunteer feels comfortable about asking questions.





# Volunteer

## Responsibilities:

To set the work schedule, but to be prepared to fulfill any foreseen volunteer commitment.

To be dependable, reliable and committed.

To notify your mentor of any changes related with the volunteer's station.

To offer constructive suggestions about matters involving your assignment.

To cooperate with the staff.

To be sincere in the offer of service and believe in the value of the job to be done.

To respect the integrity of other people involved.

To maintain the dignity and integrity of the community service with the public.

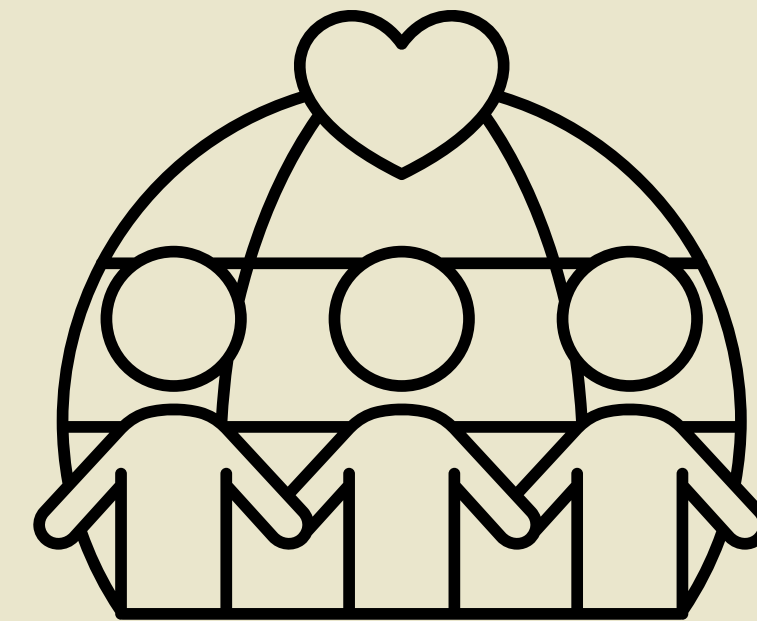
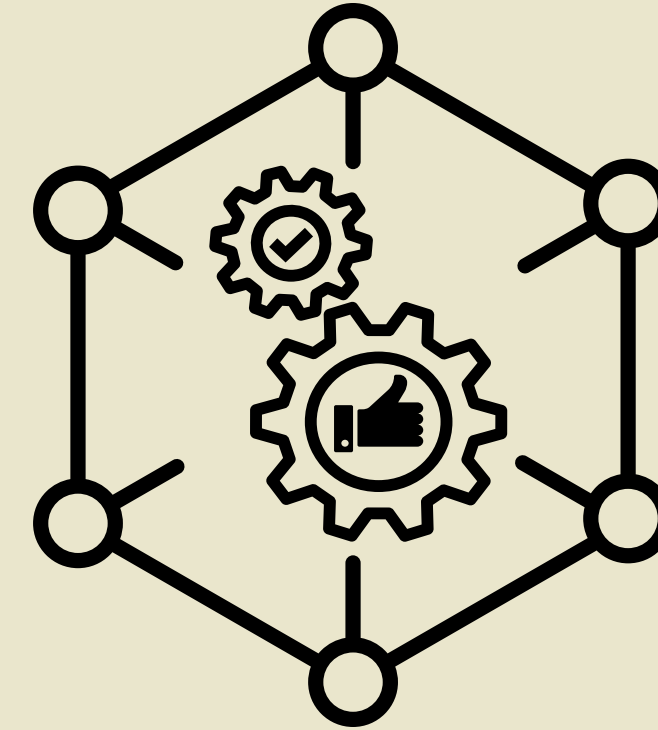
To be open and honest regarding intent, goals and skills.

To be conscientious about dress and personal hygiene.

To carry on duties promptly and reliably.

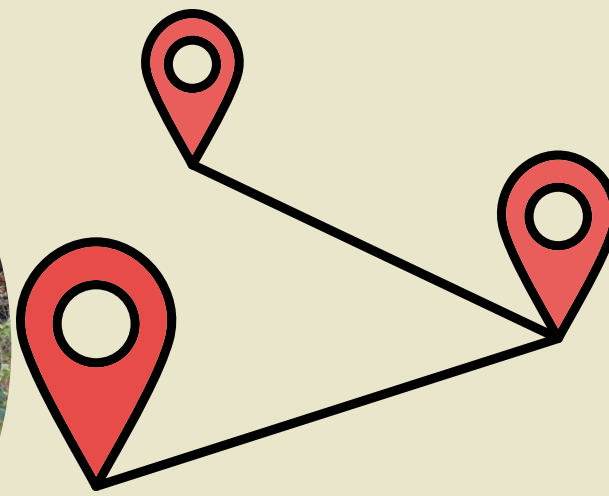
To discuss satisfactions, dissatisfactions, and suggestions for upgrading or changing of volunteer assignments with his/her mentor.

To be punctual, and notify your mentor of absences and deadline issues as much in advance as possible.





# ∞ Your Work ∞



Your work as a volunteer will be a hands-on experience mostly taking place in nature. CSP Natural Perspective has a property in the eastern rural area in North Macedonia in a village called Star Istevnik.

This is the place where we do gardening activities, organize events and workshops.

Mainly your tasks will be related to these activities where you will:

- Set and maintain the gardens while learning about permaculture approaches;
- You will engage in preparation and support of events;
- Keep our audience posted on the social media;
- Apart from this place, you will have the chance to visit other initiatives in the field of sustainability and offer your voluntary service to them.



# Personal Project

During the hours of your service you can also spend some time on your personal project if inspired to do so. It will be discussed and supported accordingly by the organization.



Once you have any idea, it is advisable to inform the staff of the organization about your intentions and the aims of such initiative. You might also combine forces with other fellow volunteers.



# Daily Life

During the time off you may decide to fully immerse yourself in the nature of the place, with your fellow volunteers, or you may decide to travel, or spend the days in the town Delchevo where you will be accommodated.

Village Star Istevnik offers clean air and water springs and a total population of 20 people. In spring time the nature awakens and it is very recharging.



Delchevo on the other hand is a small peaceful town, with many coffee bars and restaurants if you would like to enjoy traditional Macedonian cuisine. The Macedonians love foreigners and would get chatty even if they don't speak well English.

Additionally, you could join a yoga class with one of our staff members.



# Culture Shock

**Culture shock refers to feelings of uncertainty, confusion, or anxiety that you may experience when moving to a new country or experiencing a new culture or surroundings. This is normal and is the result of being in an unfamiliar environment. Cultural shock gradually builds from a series of incidents, and culture shock can be difficult to identify while struggling with it.**



**Explore Your Surroundings:** Take the time to explore your new surroundings.

Whether it's visiting landmarks or parks, familiarizing yourself with the area can make you feel more at home.

**Stay Open-Minded:** Keep an open mind and be receptive to new experiences and ways of thinking. Embrace the differences you encounter and see them as opportunities for personal growth.

**Stay Connected:** Maintain communication with friends and family back home.

Technology makes it easier than ever to stay connected, which can provide comfort and support during the transition.

**Seek Support:** Don't hesitate to seek support from people from your organization or your mentor if you're feeling overwhelmed or homesick.

**Learn Local Customs:** Familiarize yourself with local customs, etiquette, and social norms to avoid unintentional misunderstandings or cultural faux pas.



# Conflict management

Conflicts can be unpleasant, but they're inevitable. A conflict doesn't have to be a bad situation, it just means that you don't agree on a certain point with your co-workers or friends. With the right communication and attitude it can be a learning experience without any bad feelings

A person in crisis has temporarily lost, or cannot use, his/her regular coping devices. He/she cannot see the problem as one that

is familiar. The reason for this may be:

- Too much stress;
- Too unfamiliar stress;
- Too unexpected stress;



If you notice yourself or someone struggling, help them see they can solve their problems. Think of previous successful coping methods, pick up all positive behaviors and accent them.

Remember, a crisis is a natural process. If it were extended over time, it would be called maturing. In maturing, a person tests and develops ways of meeting daily challenges. A crisis is this process compressed into a short period of time.

Remember that you always have your mentor to confide in anything that is

in your mind. Don't hesitate to talk about anything!





# Accommodation

**The volunteers are being accommodated in a rented apartment in town Delchevo providing the minimum standards of living.**

It is up to the volunteers to maintain the hygiene and keep the place tidy,

since it will be a common space for more than 1 person. We all have our personalities so it might happen that you have different views on how things should be. This is completely normal, however it has to be communicated in a diplomatic way and look for common ground.

Make sure that you establish a clear communication, respect each other's privacy, contribute to chores, respect shared spaces and ask if you are in need of something!





# Transport

Being a such a small town, in Delchevo you don't need any transport. There are taxi services that can be used for 100 denars anywhere in town, if really in need.

To go to the venue of work, which is in the village Star Istevnik, you will be provided transport from the organization. There are will also be bikes on disposal if ever feel like cycling which normally takes 40 minutes.



## On arrival Day

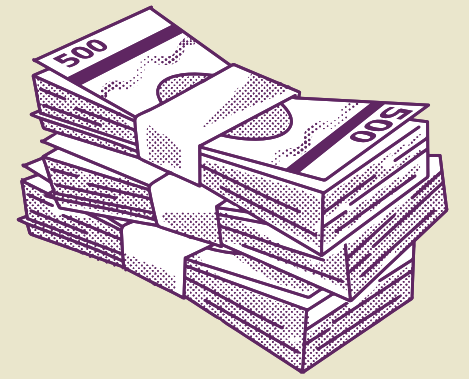
Once you will be elected as a volunteer and **we have agreed** which flights to be booked, we will arrange you the transport from the airport to Delchevo, having in mind that for the last few years Delchevo doesn't have a bus line, but we use private companies.

The reimbursement rate will be calculated according the Erasmus+ distance calculator.

**Please before booking any flights first check with the organization to choose the best options!**



# Monthly Allowance



Depending on the country of service, service time and the hosting organization, you will get a monthly pocket money. This money is meant for you to use for food, everyday necessities and going out.

The costs for the volunteering activity of each volunteer are covered by the ESC program, including costs for accommodation, food, pocket money, travel and working materials.



The amount per volunteer per day for Macedonia:

6 Euro/day Food money  
4 Euro/day Pocket money





**Youthpass is the recognition instrument developed for the projects realised in the European youth programmes. Through the Youthpass certificate, participation in such projects can be recognised as an educational experience and a period of non formal and informal learning. Youthpass foresees a process applied throughout the project life-cycle to support the learning of participants. It also serves as a strategy that improves the recognition of non formal learning in Europe.**

## **Why use it?**

- You can describe what you have done and learned in a project;
- You learn to find appropriate words to describe your competences;
- You become better aware of the competences you have;
- You become better aware about the different contexts and ways how you learn;
- You can show and explain your competences better to others, for example in a job interview, at school or for further projects;
- You can make further plans about what you would still like to learn and how add it to your CV;
- You will have an official confirmation about your participation in a project.



# Henner Insurance



**Every volunteer before starting ESC gets a free HENNER Assistance insurance. Sending, hosting or coordinating organization is responsible for the completing the formalities. HENNER insurance works all the ESC period 24h a day in all the world, starting from the day when the volunteer is going to his project place and 2 more months after the end of the project**

**For more detailed information, visit  
<https://www.henner.com/>**





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Looking forward to see you join the team!