



# Europe's Corner EVS Project

Florina, Greece

April 2018 – October 2018



## EUROPEAN VOLUNTARY SERVICE

After volunteering, EVS participants...



97%

**communicate**  
better with  
those who  
speak a different  
language.



85%

learned how to  
**collaborate**  
better in work  
teams.



74%

are able to  
better **develop**  
**and realise**  
new ideas.

\*Data source: Ongoing research-based analysis and monitoring of the EU youth programme (Youth in Action/Erasmus+ Youth in Action) by means of EJA/www.researchyouth.net



Join us at #EVS20  



## Dear volunteer!

We are Hellenic Consumer Association of Florina (EKATO), the hosting organization of Europe's Corner project. We assume you have a lot of questions, so we created this info pack with the help of other volunteers, to show you already how you will be living and also to support you in your first days here, to get to know the city of Florina.

We hope this pack is helpful for you and clears all doubts and questions. If that's not the case, of course you are welcomed to ask us anytime 😊

## Short description of organization

Hellenic Consumer Association of Florina (EKATO) was founded in 2001 and is a non-profit organization. It constitutes a member of the Pan-Hellenic Federation of Consumer Associations and also a member of the National Register of Consumer Unions.

The aim of the association is to protect the interests of consumers and to register the following rights:

The right to effective protection of their health and safety alongside the protection of their financial interests

The right to additional education

The right of judicial and extrajudicial representation during the decision making process

The right for protection of the environment and also ecosystemic conservation

The right for protection of people with visual, hearing, mobility, adaptation problems

The achievement of the aforementioned aims is pursued by the association:

With public lectures with seminars and discussions, spiritual events, artistic and cultural events

Through the evolvment of protection, and collective defense mechanisms regarding the consumers and the environment

By establishing committees of working groups for individual areas and the creation of research and scientific centers while cooperating with other consumer organizations

With the conduction of comparative and quality controls of the products and ministrations

Hellenic Consumer Association of Florina is a voluntary association which does not employ permanent staff and is governed by a seven member Board of Directors elected by the General Assembly of members

Hellenic Consumer Association of Florina has high experience on youth work for about 15 years. Our collaboration with the local organizations and public bodies focused on the use of ICT tools in education has brought us in a level of making our experience international brining new tools and ideas in the local level. We have



implemented several workshops, seminars and events focused on the importance of ICT tools in our life, the safety surfing on internet and the use of ICT and innovative other tools in public schools and non profitable organizations.

The key staff involved in the project has high experience creating a profile an NGO with all skills and competences need for the implementation of a quality project. Our staff is also experienced in European Projects, as well as in other topics as voluntarism, human rights, conflict management, intercultural dialogue and project management.

### About Florina

Florina is a small city in mountainous northwestern Macedonia, Greece. Florina is a market town with an economy dominated by agriculture, forestry, summer but mostly winter tourism, cross-border trading and the sale of local products such as grain, grapes, vegetables and the famous Florina peppers. It also has textile mills and is known for locally manufactured leather handicrafts. However, the most notable industrial activity is the very large Ptolemaida-Florina lignite mine, used in the lignite power plants which cover a large part of Greece's electric power needs. Florina region in general offers great landscapes, with mountains, lakes, valleys, old forests, rivers and beautiful picturesque villages. The most popular places for daily excursions is the historic Nymfaion village, where the Environmental Centre ARCTUROS is offering shelter to brown bears from the close mountains; Amyntaio village which is surrounded by wineries that produce the famous Amyntaio Wines; and of course the Prespa twin lakes (with the large one being shared by Greece, Albania, and FYROMacedonia) which was recently added to UNESCO's World Network of Biosphere Reserves, with 11 native fish species and the perfect place for bird watching.

The city of Florina offers nice walks or bicycle rides with public bicycles provided by the municipality. There are many nice coffee-houses and restaurants in the pedestrian street in the city centre and by the river. As Greeks have their dinner quite late in the evening, it is easy to find something to eat even until late at night. You can always grab a souvlaki from the street, at all hours of the day.

### What is an EVS?

The European Voluntary Service (EVS) provides young Europeans with the unique chance to express their personal commitment through unpaid and full-time voluntary activities in a foreign country within or outside the EU. In this way, it seeks to develop solidarity, mutual understanding and tolerance among young people, thus contributing to reinforcing social cohesion in the European Union and to promoting young people's active citizenship.



Open to all young people aged 18 to 30, EVS is a true 'learning service'. Beyond benefiting the local communities, by participating in voluntary activities, young volunteers can develop new skills and, therefore, improve their personal, educational and professional development. Volunteers can benefit from specific training throughout the activity and agree on their expected learning outcomes, processes and methods in advance... Participation is free for the volunteers (except for a possible contribution of a maximum of 10% of the travel costs) who also get board and lodging, insurance cover and an allowance for the duration of the project.

### What is not an EVS:

- occasional, unstructured, part-time volunteering
- an internship in an enterprise
- a paid job; it must not replace paid jobs
- a recreation or tourist activity
- a language course
- exploitation of a cheap workforce

### Useful links:

[http://ec.europa.eu/youth/programme/mobility/european-voluntary-service\\_en.htm](http://ec.europa.eu/youth/programme/mobility/european-voluntary-service_en.htm)

[https://europa.eu/youth/evs\\_database](https://europa.eu/youth/evs_database)

<https://www.youtube.com/watch?v=2dbDvfH-xu0>

<https://www.youtube.com/watch?v=u3b-yCRXmyI>

### Project details

"Europe's corner" was initiated by two youth organizations, KOKEN from Cyprus and EKATO from Greece. The two organizations have developed a stable cooperation through various international projects, implemented under the Youth in Action and Erasmus + program. This EVS project gave the opportunity to address common issues in local municipalities and possible solutions for how to overcome common barriers with a project founded by Erasmus + and the European Commission.

The main role in the project will be volunteering in sectors as varied and diverse as education, youth, culture, sport, environment, health, social care, development policy, equal opportunities and external relations. Volunteering is an active expression of civic participation which strengthens European values such as solidarity and social cohesion. Involvement in voluntary activities can provide people with new skills and competences that can improve their employability.



### **Main objectives of the project**

- To clarify the challenges of European Voluntary Service among the two countries regarding to content and methodology, non-formal and informal learning process, inter cultural learning and impact on local community
- To raise awareness on key competences and develop different methods for using them in practice within EVS projects
- To experience being in position of volunteers and raise awareness on personal, social and professional development during EVS activity
- To make inter cultural exchange of art, culture, tradition and customs between the participating countries
- To raise the EU values of the municipalities and its citizens.
- To exchange good practices in the field of youth

### **Hosting organisation**

Hellenic Consumer Association of Florina  
(EKATO), Greece

[ekatoflorinas2001@gmail.com](mailto:ekatoflorinas2001@gmail.com)

<http://ekatoflorinas.blogspot.gr/>

EVS Contact Person: Konstantinos Stergiou  
([stergioukon@gmail.com](mailto:stergioukon@gmail.com))

## **Division of rights and responsibilities among organisations and volunteer**

**Hosting  
Organisation  
(EKATO)**

- ✓ To ensure that the volunteer attends the full EVS Training and Evaluation Cycle, including the on-arrival training and the mid-term evaluation taking place in Greece
- ✓ To ensure, with the Sending Organisation, that volunteer is covered by the obligatory EVS group Cigna Insurance plan
- ✓ To ensure travel arrangements in cooperation with the Sending Organisation and the volunteer
- ✓ To Book travel cost from the home country to the host country to the volunteer
- ✓ To Book return Tickets from hosting country to home before two last month of project ending date.
- ✓ To identify a qualified mentor who is responsible for providing personal support to the volunteer.
- ✓ To provide suitable accommodation for the volunteer.
- ✓ To encourage contact with other EVS volunteers whenever possible
- ✓ To transfer to the volunteer monthly pocket money and food allowance in the beginning of the month.
- ✓ To arrange language learning opportunities through Online Linguistic Support Platform (ONLINE LANGUAGE COURSE)
- ✓ To offer supervision and guidance to the volunteer through experienced staff and orientates the volunteer in the new working placement and duties after the arrival
- ✓ To provide personal support to the volunteer by well integrating the volunteer in the organisation.
- ✓ To cooperate with the project partners, including in conflict solving and crises management
- ✓ To offer to the volunteer the opportunity to carry out a well-defined set of tasks (allowing some of the volunteer's ideas, creativity and experience to be integrated)
- ✓ To support volunteer in filling the Youthpass certificate for those volunteer who want to receive it at the end of their EVS Activity.
- ✓ Medical Support (if is it needed)
- ✓ Issuing the Youthpass for the volunteer

**Sending  
Organisation**

- ✓ To provide information about the Erasmus+ Programme and EVS as a non-formal learning possibility (including the Youthpass)
- ✓ To ensure the participation of the volunteer in the pre-departure training course or organise preparation training/meeting for the volunteer
- ✓ To provide adequate preparation (cultural, language, task related) for the volunteer before departure, according to the individual needs of the volunteer
- ✓ To inform the volunteer about the EVS group Insurance plan foreseen in the Erasmus+ Programme and gives all necessary information to the volunteer about the CIGNA procedures
- ✓ in case the volunteer cancels his/her participation in the EVS project, the Sending Organisation has to send an official cancellation letter (stating mentioning the reason of the cancellation, the volunteer's signature and the date) to the Hosting Organisation and identify new volunteer applicants
- ✓ To keep in contact with the volunteer and the Hosting Organisation during the whole project
- ✓ To ensure the participation of the volunteer in the evaluation of the Activity
- ✓ To give the volunteer the opportunity to exchange and share experiences and encourages the involvement of the volunteer in dissemination and exploitation of results
- ✓ To provide guidance regarding further education, training or employment opportunities
- ✓ To support the travel of the volunteer to the host country.
- ✓ To cover from, preparation costs and organization budget, overcosts or damages that volunteer will not cover make during the project, or flight cancelations.

**Volunteer**

- ✓ To be actively involved in the preparation and evaluation phases of the activity
- ✓ To attend all trainings and information sessions related with the project, before, during and after the EVS placement
- ✓ **To read and understand the "Activity Agreement" and "EVS Charter" documents**
- ✓ To show commitment to the Sending and the Host organisation and the EVS programme
- ✓ To be actively engaged in dialogue with the Host organisation, especially with his/her Project Coordinator and his/her Mentor
- ✓ To express any concerns, problems or suggestions for improvements
- ✓ To carry out dissemination and exploitation activities together in cooperation with the host organisation as planned in the application and agreed during the activity and write the Final Report and the Youthpass in the end of the Project
- ✓ Participate actively in the monthly evaluation meetings held by the Hosting Organisation or Coordinating if Hosting can not offer.
- ✓ To cover over budget of travel costs from the home country to the host country,
- ✓ To conclude and sign final report and docs needed before departure to home.
- ✓ **Accommodation: to respect the neighbours and the living conditions in the apartment. To take financial responsibility in case of any major damage done in the apartment.**
- ✓ **To send a monthly report to sending organization about his/her project life.**



## Role and tasks of the volunteer

Volunteers will participate in different activities:

- ✓ Promotion of intercultural participation and learning. We manage an information desk in Florina in which local youth are informed about European mobility programmes. Volunteers may help giving information and counselling.
- ✓ We also help and advise other organisations to develop European programmes. Volunteers also participate.
- ✓ We also organise seminars and information sessions related with Europe, European Citizenship, as well as other more informal activities (cinema forum, multicultural meetings,...) in which we diffuse information about the EU, intercultural values and participation. In this campaigns, volunteers may present their European citizenship experience.
- ✓ We also participate in and organise other mobility activities, so the groups receive pre-departure training with the aim of giving more value to their multicultural experience, so in this training process, EVS volunteers may talk about their experience of living in another culture and country and contribute to their preparation.
- ✓ Campaigns of promotion of volunteering. We organise workshops and training seminars at a local and regional scale. Volunteers may collaborate with these activities with the training team in the whole process: contact with organisations, planning training sessions, development and evaluation of sessions and they may also form active part of them if they want to talk about their experience as a volunteer.
- ✓ Youth Information. Volunteers will search, select and diffuse local, regional and national youth information with the mentor through the organisation's web site and other social media.
- ✓ Youth Information field on website, facebook, e-newsletter, blog update
- ✓ Creation of a touristic brocure of the city of Florina promoting its natural beauty and the opportunities for a visitor
- ✓ Volunteers will also learn Greek language, as this is will also be our working language together with English.
- ✓ Flexible zone, will give free space and the opportunity to volunteers to organize and develop their own projects in local or international level.
- ✓ Radio show every week at the local radio station
- ✓ Local activities run by EKATO in cooperation with the municipality of Florina, schools and other bodies working on the youth sector.
- ✓ Volunteers will have a mentor for all these activities
- ✓ Volunteers will support the Europe Direct Information Center (EDIC) hosted in the offices of Active Youths of Florina. EKATO belongs to this consortium as a partner organization.



## **Practical arrangements**

### **Budget policy**

The participants will be receiving 220 euros in total at the beginning of each month (food money 120 euros and pocket money 100 euros). They are not getting extra money for their transportation.

### **Travel costs**

According to Erasmus+ regulation (maximum budget available) is 270 euros for the travel cost to both ways. The booking of the tickets will be done in agreement with the Hosting or the Sending organisation.

### **Food**

Volunteers can cook their meals by their own in their flats as they are going to receive 120 euros each month to buy goods from local markets.

### **Language Course**

For the Greek courses, a class has been formed just for this need and the volunteers are having 2-hours per week class.

### **Insurance**

The participants have private insurance by CIGNA, which covers all their needs for the whole duration of their project and even after that (for a few months). We already have created a network of doctors and hospitals for all their needs, so we can immediately serve their needs, even the most emergent.

### **Daily work**

The volunteers' working hours will be in two teams, working on shifts, rotating between a morning (10:00 – 15:00) and an afternoon one (18:00 – 20:00) depending on the events running. Every Friday there is a meeting with the coordinator and the mentor, to check the working plan of the previous week and schedule the working plan of next week.

### **Days off**

The participants have 12 working days free (2 days per month), apart from the national and religion official holidays of Greece. If they work hard on their tasks, the mentor and the coordinator may give them more days off, as a reward.



### **Provided services**

There are seminars on Media and photography. The seminars are organized by the organization with the support of professionals on video shooting, editing, web radio, journalism etc. Between the seminars there is a 15-day practice with needed goals to achieve in order to process to the next one.

### **Hosting conditions**

The volunteers will be living in a fully equipped apartment in the city of Florina. Heating, electricity, water and internet will be covered by the hosting organization. See annex for flat rules. Each volunteer will have their own bedroom.

Every 20 days a cleaning lady will visit the house to make sure the conditions of living are always at a high level. Moreover, the EVS coordinator will visit the house each week in order to check the needs and the problems of it.

### **Phone**

Volunteers will be provided with a Greek SIM card for national calls and SMS if needed.

### **Local transport**

The volunteers who live further than 2.5km from their PROJECTS will have the option of a bus card and/or a personal bike.

### **Personal bike**

There is also the option to buy your own bike. There are a lot of bike shops in Florina, we recommend SECOND HAND bike shops where you can buy and have your own bike for 30-40euros and resell it when you finish the project 😊

### **The principles that we want to share**

We would like to work with responsible, flexible, patient, tolerant, comprehensive, empathetic, mature, humble and funny young people interested in learning, working and living 120% in an EVS project. 😊

We are totally open to receive, requests or suggestions when something is not working in and we will work to solve it as soon as possible.

### **Hellenic Consumer Association of Florina (EKATO)**

#### **Konstantinos Stergiou**

#### **EVS Coordinator**



## ANNEX

### GENERAL FLAT RULES

- If the volunteer loses a key of the flat, he/she needs to pay to make a new one.
- Ensure that you switch off all the lights and electrical items and turn off the water when you leave the house every day.
- Apartment will be checked once in a month to ensure that the house rules are being adhered to.
- All rooms and equipment must be kept clean and tidy and any breakages must be reported immediately to the EVS Coordinator.
- Any damage caused to either the room or the common areas will be paid for by the volunteer who is responsible for it.
- No smoking inside the building. You can smoke out in the garden.
- No loud noise before 8 am in the morning and after 11:45 pm in the evening. Failure to abide by this rule may make the neighbors call the police.
- Have respect for your flat mates and keep the common areas clean and tidy.
- There is a maximum cost of water and electricity per month and per volunteer, estimated on 25<sup>1</sup> euros each person. If the real costs are over this rate, the additional sum will be covered by all the volunteers of the flat, as we cannot calculate each person's consume. We kindly ask for cooperation in order to avoid conflicts on this topic.
- Animals are not permitted in the rented property without written agreement from the landlord.
- The volunteer will inform the hosting organization in writing as soon as possible about any damage or loss that requires a repair to be carried out.
- The hosting organization deserves the right to move the volunteer to another flat in case it is needed, he/she will be informed at least 15 days earlier.
- Each volunteer may have guests in the flat, but with the following conditions:
  - The other flat mates are notified and have accepted this.
  - The guests can stay no longer than a week and they need to follow the general flat rules.
  - There can only be one guest at a time.

Next to these general rules you can also set your own internal rules (like room rotations, room access, music time, guests, cleaning timetables...), however, we cannot take responsibility of them.

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<sup>1</sup> This rate is 150% of the monthly average costs of the year before.



## **LAND LORD OBLIGATIONS**

In case you need something from the landlord, you can contact him through EKATO.

- Technical maintenance and repairs are the responsibility of the landlord. The landlord agrees to carry out the repairs as quickly as possible.
- The landlord may not carry out any renovations or alterations to the rented property without written consent from one of the volunteer and may never carry out such work during the revision and examination period.
- The requested renovations or alterations must be clearly defined. The volunteer may not make any alterations to the rented property without written permission from the landlord.
- The landlord agrees to ensure the peaceful enjoyment of the room. S/he is only able to gain access to the room in the event of force majeure or after volunteer notification.
- Both parties or third parties to whom access has been granted, must refrain from activities that may disturb the peace of residents or neighbors.
- Both parties agree to submit all disputes arising from the interpretation, compliance with or the termination of this agreement to the Housing Service, before bringing the matter to court so that the Housing Service is able to make a proposal for reconciliation. The initiative for taking any legal steps rests with the parties themselves.

**Failure to abide by these rules may result in you being asked to leave the flat.**



## Project Description

Η βασική δράση του **Europe's Corner** θα είναι η πληροφόρηση των νέων της ευρύτερης περιοχής της Φλώρινας πάνω σε θέματα που τους αφορούν άμεσα σε προσωπικό και επαγγελματικό επίπεδο. Συγκεκριμένα, βασικό στόχο αποτελεί ο σχεδιασμός και η υλοποίηση διαδραστικών εργαστηρίων με τη χρήση μεθόδων μη τυπικής μάθησης που θα έχουν στόχο την ενημέρωση των νέων της περιοχής σε θέματα όπως: τα δικαιώματα του Ευρωπαίου πολίτη, του καταναλωτή, του ταξιδιώτη, του μαθητή και σπουδαστή, η ευρωπαϊκή κάρτα ασφάλισης, η ασφάλεια των διαδικτυακών συναλλαγών, οι σπουδές και οι ευκαιρίες κινητικότητας στο εξωτερικό, η σημαντικότητα της υγιεινής διατροφής και της άθλησης στην ποιότητα ζωής και πολλά άλλα θέματα που προάγουν τη δημοκρατία, το σεβασμό στη διαφορετικότητα, τη διαπολιτισμική συνεργασία, τις πολιτικές για την κοινωνική ένταξη ευπαθών κοινωνικά ομάδων. Τέτοιου είδους δράσεις ενημέρωσης η ΕΚΑΤΟ αναλαμβάνει εδώ και πολλά χρόνια, αλλά σε ιδιαίτερα περιορισμένο φάσμα καθώς δεν υπάρχει το ανθρώπινο δυναμικό για να τις στηρίξει. Για τον λόγο αυτό κρίνεται ιδιαίτερα αναγκαία η συμβολή των εθελοντών της ΕΕΥ για τη συνέχιση των δράσεων αυτών. Η ΕΚΑΤΟ έχει κληθεί πολλές φορές από σχολικές μονάδες της Περιφέρειας Δυτικής Μακεδονίας για την παροχή των παραπάνω ενημερωτικών και εκπαιδευτικών υπηρεσιών κάτι το οποίο αναδεικνύει το κύρος και την αναγνωρισιμότητα του φορέα. Η επίσκεψη στις σχολικές μονάδες γίνεται πάντα σε συνεργασία με τις εκάστοτε Διευθύνσεις Δευτεροβάθμιας εκπαίδευσης ώστε να τηρηθούν όλες οι απαραίτητες διαδικασίες. Άλλες δράσεις είναι η συμμετοχή στη διενέργεια ερευνών στον τομέα της νεολαίας στο πλαίσιο συνεργασίας της ΕΚΑΤΟ με άλλες οργανώσεις αλλά και με το Πανεπιστήμιο Δυτικής Μακεδονίας, η προετοιμασία νέων που θα συμμετάσχουν σε προγράμματα Erasmus+ στο εξωτερικό καθώς και η ανάπτυξη δράσεων που θα αποτελούν δικές τους ιδέες και θα βασίζονται την εμπειρία που έχει αποκτήσει ο καθένας κατά την ενασχόληση του με τον τομέα της νεολαίας. Αυτό θα δώσει την ευκαιρία τους εθελοντές για ελεύθερη έκφραση, δημιουργική ενασχόληση και ανάδειξη νέων στοιχείων στην τοπική κοινωνία. Θα υπάρχει συνεχής εναλλαγή ρόλων ώστε ο κάθε εθελοντής να έχει την δυνατότητα να αναλαμβάνει εναλλακτικούς ρόλους και καθήκοντα ώστε να βρίσκεται σε εγρήγορση και να αναπτύσσει πολύπλευρες δεξιότητες. Τέλος για την καλύτερη δυνατή οργάνωση όλων των δραστηριοτήτων της ΕΚΑΤΟ οι εθελοντές θα συμμετέχουν σε εβδομαδιαίες συναντήσεις με την παρουσία του EVS Coordinator και μεντόρων ώστε να ορίζονται οι ευθύνες και το σχέδιο δράσης της εβδομάδας ή του μήνα όπου απαιτείται. Οι ώρες αυτές θα συμπεριλαμβάνονται στις ώρες εργασίας τους.