



## Info pack

# Volunteering Activities in the Netherlands (2021-2027) coordinated by the Rock-Solid Foundation

## Second Annual 2022-2023

### GENERAL INFO

**Dear volunteers, future volunteers and Sending organizations,**

We are looking forward to meet you in one of the coming years in the program of ESC 2021- 2027 and to start a new ESC Volunteering year with you. We would like to welcome you as a worker in the social restaurant / hostel in Lunteren and for everything that is needed in our foundation. You may be one of the 11-14 future volunteers coming to the Netherlands.

We hope that in the year ahead you will not only learn about the Dutch culture and language, but that you also learn from each other. The ESC Volunteering year will be a challenge for you to meet yourself, to meet other people, to meet the world and find out about your own culture and beliefs. You can be sure that it will be a life changing experience!

My name is Chris van Maanen, president of the Rock-Solid Foundation and organizer of the ESC Volunteering projects described in this info pack. Our organization has years of experience in collaborating with sending and hosting organizations in the field of social care for people with mental and physical disabilities and recently we opened our social restaurant in Lunteren. (Lunteren is a village in the geographical centre of the Netherlands.)

At this moment we work with a team of 12 volunteers for 12 months, the majority of them is working in our new social restaurant/small hostel and inside the organisation of Rock-Solid foundation for international youth work.

Right now, we are trying to get 2 equal teams to make it work properly 😊, because we can't have that in summer, which is prime time, there are no volunteers for 2 weeks in the restaurant.

So, the schedule for starting up and getting there will be:

- 1<sup>st</sup> team is from 1 sept 2021 till 25 august 2022 (1<sup>st</sup> annual)

- 2<sup>nd</sup> team is from 1 June 2022 till 25 May 2023 (4 people) (2<sup>nd</sup> annual)
- 3<sup>rd</sup> team is from 1 September 2022 till 25 August 2023 (7 people) (2<sup>nd</sup> annual)
- 4<sup>th</sup> team is from 1 June 2023 till 25 May 2024 (5 people) (3<sup>rd</sup> annual)
- 5<sup>th</sup> team is from 1 September 2023 till 25 August 2024 (6 people) (2<sup>nd</sup> annual)

And so on...

### **What is a social restaurant/hostel, and why is it social?**

Well, our restaurant has different aspects that make it social:

- First of all, it is giving a opportunity for international volunteers to gain work experience and learn a lot in the managing of a restaurant
- We run a quality food restaurant, but for lower prices because we are non-profit, therefore more people can afford to go to a real restaurant and not only to a fast-food place for example.
- We are teaching you (or maybe the others because you already know) how to try to be as sustainable as possible, by separating garbage, but also by the choices we made for the restaurant and still discover together what can be improved.
- We promote the idea of shared tabling, which means that people who are alone or lonely or just like to meet new people are sharing the same table.
- We will not put "time pressure" on the guests, if they like to stay for a chat or a listening ear, we want to be there for them!
- We connect our volunteers in this way with the local community and because of that we are doing a lot of promotion of the E+ and ESC opportunities for young people
- We will try to use your other talents, maybe you are gifted in project writing, or in helping with final reports, or making schedules etc. etc.
- Also, we hope to start with day-care for people with disabilities or with a distance to the labour market. This means people with disabilities can work with the team of volunteers and us together in the cleaning of the building, but also in the cooking and serving part. This is not sure yet; it depends on demands and possibilities too.

So, maybe it looks like a regular job, but it is not! You will also love our village, however in many countries it would be considered a small town in the centre of the Netherlands.

You will start with 4-5 volunteers in June, and the other 6 or 7 volunteers will start in September. In this way we can create an overlap for the restaurant.

### **Will your job only be in the restaurant and hostel?**

- Can be yes, can be no, because in the organisation there is a lot more to be done! We will try to use your qualifications as much as possible, and maybe even ask you to work in any of the host organisations that we are connected

with. All these host organisations got something to do with social work. If we have too many hours of the volunteers for the restaurant and Rock Solid, it's possible you will be placed for one or two days at one of the hosting organisations.

- Also, maybe we need practical help in maintenance of the building, like painting or cleaning the street or whatever is needed.
- Or we need you to join us in a project like a youth exchange for helping with the cooking, facilitating, preparing the project or helping writing the final report, or anything else supporting the preparing, executing and evaluating the project.
- Or we need you in setting up projects for local youngsters.
- Or we need you for coming with us to do promotion activities in schools or in the street etc., or bringing around flyers, putting up posters for promotion etc.
- So... basically everything needed for Rock Solid to be Rock Solid or making Rock Solid stronger is part of your job!
- Next to that it can be that we have too many hours for Rock Solid and you will be placed in one of the connected host organisations for working with mentally disabled people or elderly people with dementia.

Here you can check out the website of the restaurant: [www.aantafellunteren.eu](http://www.aantafellunteren.eu)

Here you can check out our Facebookgroup:  
<https://www.facebook.com/groups/rocksolidprojects>

The call is open for program countries and partnering countries according to ESC.

In the Netherlands, we work with the hosting organizations Humanitas, Norschoten. Momo or a family home (professional foster care). They have many different locations and possibilities for volunteers to get to know the Dutch social care system, such as various living groups and working places.

During the ESC Voluntary year, volunteers will focus on learning the differences in the society regarding this work field. Next to that, they will try to motivate local youngsters as well as clients from the organizations to participate in national and international projects, such as youth exchanges and training courses. Also, they will learn how to improve the conditions in their own country, step by step, after going back home. They will be actively involved in the different activities of Rock Solid, on local and regional level. The volunteers will also attend Dutch classes for foreigners. The duration of the majority of the ESC Volunteering projects is 12 months (360 days according to the guide) and they mostly start on the 1<sup>st</sup> of June or 1<sup>st</sup> of September every year.

Next to that we sometimes organize a few short-term projects for people with disabilities including a helper. These are tailor made projects so will not be described in this info pack. Most of the general info for them is the same, but of course living conditions and working conditions will be specified to their needs.

Lunteren, a village right in the middle of the Netherlands, will be a little bit the "center" of the projects (where most of the volunteers will be hosted, language courses and team building activities will be organized etc.), so traveling time to work by bike, bus or train can take from 1 minute to the restaurant till 25 minutes to one of the health care organizations.

In total the volunteers are active between 36 and 40 hours a week. This includes the Dutch classes, travel time to work and other mandatory activities (excluding team-builders).

Volunteers can apply, but they cannot choose a specific working place. We will divide these in the way we feel how is best according to your profile and the needs of the organization.

Rock Solid Foundation has workers with solid practical experience concerning all the aspects of the project cycle in a project:

- Projectcoördinators: Chris van Maanen and Jeanine van Maanen
- Overall Mentors and facilitators for all volunteers: Tim van Maanen + Cece Ristov. They will have very often contact with the volunteers and the working places, they will arrange a lot of practical things and organize most of the team building activities.
- In all working places we have contact persons from the organizations involved, also in every working place you normally work most of the hours together with the same "buddy" or mentor.
- Teacher for Dutch lessons (all year long 2 hours a week)

This all-in combination with the experience and expertise will give a solid base for a good ESC Volunteering placement.

### **What do we want and expect from you?**

- Team spirit
- A passion for and/or experienced in cooking and/or serving and willing to learn how we are doing it in the Netherlands.
- A passion for social work and youth organizations
- Open communication
- Open for new challenges
- Good feeling for hygiene and not afraid to clean
- 18-30 years old
- Not had an EVS/ESC long term before.

## The goals for the volunteers:

- Contribute to a just society.
- Develop and discover new skills, knowledge and work experience.
- Increase the ability to (learn to) live and work in groups.
- Take note of and being part of Dutch culture, society and language.
- Meet other young people from different cultural, social, economic and religious backgrounds, in a respectful and open manner.
- Reflect on their own spirituality and to be open to other religions, cultures and lifestyles.

The goal for the volunteers is divided into two dimensions:

- **Engage** – participating in social projects, being part of a community, learning how to live together with other volunteers, with different backgrounds, beliefs and ideas, becoming actively involved in cultural exchange.
- **Personal growth** - getting more mature and become independent, learn how to work in a team, getting a broader understanding and perspective about society and social work, discover and develop in themselves new qualities, skills and talents.

## Profile of the volunteers and selection process:

- We aim for volunteers who are interested in social work and/or people with disadvantages in general and preferably have experience in restaurants/hotels or are very interested in it.
- One of the conditions to apply is a good knowledge of English and good social skills because the volunteers have to work with people with mental challenges.
- Another condition is a proof of good conduct, because this is obliged for Dutch youth and social care.
- The candidate can send his or her application to Chris van Maanen by mail: [info@rocksolidfoundation.eu](mailto:info@rocksolidfoundation.eu), this should contain a CV, motivation letter and photo and preferably Facebook contact.
- The information we request is not intended to reject a candidate, but to get an idea of what the candidate's interest and abilities are and how he/she can grow as a person and what they can add to the project. In this way we can make an assessment in which project the volunteer fits best and have an idea about the support that the volunteer will be needing throughout the year (that's why it could be important for the volunteer to check if all the projects would suit him/her).
- When we think a candidate is suitable, we invite the candidate for a Skype call. This will be done by the mentors and/or Jeanine and Chris van Maanen (coordinator). During this conversation we're trying to get to know the candidate, talk about expectations and provide them with extra information about the projects and our organizations.

In Rock Solid Foundation we keep the selection process transparent and in fair shape, with direct involvement of the sending organizations and volunteers. In our

communication we pay much attention to the expectations of the volunteer and the placements, and we try to prepare the volunteers as well as possible for their ESC Volunteering months in the Netherlands. We work in accordance to the standards and rules for employees in youth and social care, which state that a volunteer always provides extra help to serve and never can replace professional workers. (For sure you can work alone with a client if there is no danger, but there will always be a professional backup nearby.)

After the final selection of the volunteers we start all the practical arrangements.

Rock Solid will always try to arrange an advanced planning visit for the ESC Volunteers (outside the budget). With this visit, we try to involve all volunteers in another activity funded by Erasmus+ (training or youth exchange), so there are extended possibilities for getting to know each other and getting acquainted with working and living places

### **Some practicalities.**

- In the first 2-3 months there is a possibility that you need to share your room with one other person, after that for the rest of the year you will have a private room. We will divide the rooms by lottery.
- Rock Solid is a nonprofit organization, we need to pay the workers of course and all the practical things but we only want to make the best projects and give the best opportunities for the volunteers, so all the money is going to the organization.
- For the Sending organizations we decided if you want to send volunteers, we will pay for sending costs up to 350 euro per volunteer, if you don't need the money and you allow me to put it in the projects, even better. This is the same agreement for all partners.
- If you need a visa to come and stay in the Netherlands (as a non-EU citizen for example), you can lean back, because we will arrange the entire application for that.
- We always register you in our local municipality, and because of that you will have the possibility to get a Dutch bank account. This means you never have to walk with cash in the Netherlands (besides the first 6-8 weeks) since you can pay almost everything and everywhere with card. You will receive your food+pocket money automatically each week. Also, you will have internet banking.
- In our organization you will get an OV- card (if we can afford it), with this card you can travel by train for free everywhere in the Netherlands, unlimited in the weekends and during the week only outside of the rush hours. The rush hours take place from 6.30AM to 9.00AM, and 16.00PM to 18.30PM.

## **INFO ABOUT POSSIBLE OTHER HOSTING ORGANISATIONS**

### **HUMANITAS**

Humanitas DMH ( [www.humanitas-dmh.nl](http://www.humanitas-dmh.nl) ) is an organization working in the field of intellectual and light psychiatric disabilities with (young) adults. It offers different types of services. For clients who can live in their own home, the organization provides

ambulant care. For clients who need more frequent and specialized care, Humanitas rents living places, in small blocks with around 15-20 flats. Clients can live autonomously in these flats, and if needed, they can receive assistance at any moment, from the staff of Humanitas. For example, clients are helped in dealing with daily activities such as cleaning and organizing the living place, maintaining a balanced social life, solve personal problems.

The main approach of Humanitas is to offer its clients as much autonomy in their lives as possible, as well as to encourage them to be part of a community, with daily social interactions. Also, the vision of Humanitas is that each person with disabilities should be given the opportunity to contribute to society in a certain way, that is why clients are encouraged to find jobs or voluntary activities, in line with their possibilities.

The clients at Humanitas have different mental challenges, also psychiatric problems and addiction problems are quite common. They communicate on different levels. Part of the clients are able to speak basic English also, but learning Dutch fast is of course always an advantage

Watch this video (in Dutch) for more information about the organization.

[https://www.youtube.com/watch?v=jSdjsi7Rt\\_k](https://www.youtube.com/watch?v=jSdjsi7Rt_k)

Humanitas has multiple locations throughout the Netherlands. The volunteers will work probably in two locations (each volunteer in one separate location), in Ede and Amersfoort (several different locations).

**Ede Edison street:** travel time 15-20 minutes. Clients live together in a flat building where they all have their private apartment but also there is a common living room and dining room, but they have the freedom to choose if they want to be there or not.

**Amersfoort (ambulant care):** travel time 30-60 min. Clients live in their own apartments and the activities take place everywhere in Amersfoort. Takes some time to get started because you have all kind of different appointments and locations.

The jobs at all locations will be similar. Tasks will include:

- spend time and communicate with the clients during coffee breaks, board games hours, walks;
- assist the clients in daily routine activities, such as organizing the rooms, washing the dishes, doing the groceries etc.;
- help clients with cooking and/or eat together with them;
- organize activities with the clients, such as: handcrafting or Christmas decorations workshops, beauty hours, movie evenings, baking etc.

As your experience grows, you can take on more responsibilities.

The volunteers will also sometimes participate in staff meetings, where they will have the opportunity to learn more about the work with people with disabilities in the Netherlands. For example: why certain approaches are being used, how to properly deal with certain situations etc. Also, after getting more experience and know-how

from the Dutch social care system, volunteers will have the chance to focus on learning about ways to bring positive changes in this field, in their home countries.

Because most of the clients live in their own in rooms or apartments and have activities like work during the day, the working hours for the volunteers will be mostly in the afternoon and the evening because then most of the clients are at home. Working partly in the weekends is part of the job.

## **NORSCHOTEN:**

Norschoten is a working place where you will work with elderly people with and without dementia living in care houses together.

About Norschoten: Christian Care Organization Norschoten Foundation

Norschoten is a healthcare organization where your wishes come first. You will find a home with us, where there is room for meeting and attention for each other.

Norschoten offers nursing home care in Barneveld (Drostendijk, Klaverweide and Kweekweg), Garderen and Kootwijkerbroek.

In Putten and Elspeet, Norschoten offers nursing home care in nursing apartments in the form of Complete Home Package (VPT).

Day treatment is also offered in Barneveld, Scherpenzeel, De Valk (Lunteren), Elspeet and Garderen. Norschoten also offers nursing home care in the Elim residential care center in Barneveld.

Hospice care is provided in Hospice Barneveld, location Kweekweg Barneveld.

Norschoten has more than 800 employees and approximately 750 volunteers are active. You can view our annual report and financial statements here.

Norschoten is a non-profit organization.

More info at <https://norschoten.nl/>

## **MOMO:**

MOMO theater working place is the central place where theater productions are made by people with a need for help or care. Productions are developed in an atmosphere of artistic experience and shared responsibility under the guidance of experienced theater makers. By starting from the individual input and possibilities of the participants and by discovering everyone's talents, the process to the theater performance contributes to everyone's personal development.

Next to that there is a working place where they make the costumes and a place where they create all the things needed on stage and for the theater.

Also a nice botanic garden etc. are part of the place. All in one a perfect and awesome place to be for the clients as well for the volunteers!

More info at: <https://www.momothaterwerkplaats.nl/>

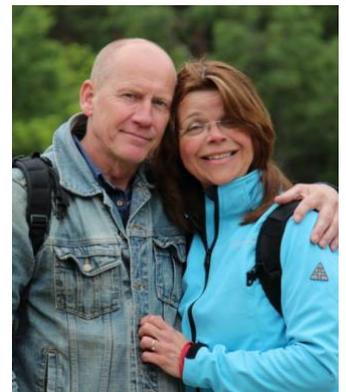
## **FAMILY HOMES:**

Several working places in family homes directly under Rock Solid Foundation: The family homes offer 24 hrs. care (living, learning and recreation) in family homes and groups for children between 5 and 18 years old. Most of the time these are children with a lot of issues in their backpack of life ☹, in these houses we try to give them a life as normal and natural as possible and try to deal with their trauma's and help them to grow (up) in society. The volunteer will work in a family home as an assistant educator for the family parents or as assistant recreation employee.

## **Chris and Jeanine van Maanen, Coordinators of Rock-Solid Foundation**

Rock Solid is a foundation created by Chris and Jeanine van Maanen with over 25 years of experience in this field.

Rock Solid gives youngsters a chance to take part in exchanges or training courses in all over Europe. Next to that Rock solid is now responsible for coordinating these three hosting organisations and the volunteers involved. Complete procedure of application, accreditation, all the paperwork, finances, documents, final reports, housing etc. is organised by Rock Solid. Next to that Chris and Jeanine are trying to be the glue between all the volunteers and mentors involved.



## **Mentors**



Cece and Tim are the main mentors and coaches and facilitators for Rock-Solid Foundation. they are responsible for contact and (reinforced) mentorship for all the volunteers and will have on regular base a chat with them about your wellbeing, they will be the first person to contact for the volunteers in case of personal problems or issues. Also, they are coordinators for all the working places.



## Some more important info:

You will get a contract; called the Volunteering agreement, in here we describe all the duties and rights of all the participating actors in your ESC: you, your sending and hosting organization and the coordinating organization. All of these actors will sign this before the start of your service, and everybody will get a scanned copy on mail.

## Drugs and alcohol

You have chosen to do a voluntary year because you want to make a contribution to society by being there for other people. This is a serious commitment, for which you need to give a 100% too. This is why we have a strict alcohol and drugs policy. We expect you to enjoy alcohol responsibly in your free time and **NEVER** during working hours or with clients at **ANY** time. Excessive drinking will not be tolerated. The use of drugs is **NOT** allowed during your voluntary year. This includes so-called 'soft drugs' (**cannabis**). If you are using drugs or excessive amounts of alcohol, you can be sent home immediately. This is because you are connected to clients and children that can have big issues with these kinds of things, therefore it is absolutely unacceptable in and around the living and working places and a serious problem if you are doing it!

## Holidays & national holidays



You are entitled to 24 holiday days during your voluntary year. You can use these, for example, to visit your family or travel around The Netherlands. You need to tell at least 3 weeks in advance if you want to take days off. This is so that they can arrange somebody to fill your place during your absence. Of course, there may be exceptions to this when something suddenly comes up and you have to leave sooner but where possible please try to give 3 weeks' notice. You are obligated to inform Chris and your mentor when you are leaving the country and where you are going.

The Netherlands has the following National Holidays:

Date	National Holiday
25 <sup>th</sup> and 26 <sup>th</sup> December	Christmas
1 <sup>st</sup> January	New Year's Day
In April	Easter Sunday and Monday
27 <sup>th</sup> April	King's Day
In May 2018	Ascension Day
In May 2016	Pentecost Sunday and Monday

National Holidays are usually counted as extra days off and are not deducted from the 24 holiday days you are entitled to. Some projects may expect you to work on a National Holiday, please check in advance. If you are asked to work on a National Holiday, then you may use the extra free day later in the year.

## **Food, accommodation and pocket money**

The Rock-Solid Foundation will provide you with food money and pocket money weekly. This is mentioned in the activity agreement and we always follow the advice of national agency and the ESC rules in this. The first payments you will receive in cash till you have your Dutch bank account. You will prepare food and drinks yourself, cooking, doing the shopping and the daily cleaning of the house together. You will be provided with a one-person bedroom (sometimes sharing a room for a shorter period can be necessary) your room will have a desk and closet. We will also provide bed sheets and towels for you during the year. You will share the kitchen, toilet and bathroom with those who you live with.

## **Insurance**

It is important that you are insured against medical costs, accidents and third-party liability during your voluntary year. There is arranged an insurance by CIGNA for your ESC Volunteering, this will be done by your sending organization. Keep in mind that your projects will provide insurance against accidents and third-party liability during working hours. We do suggest that you take a travel insurance in the case of theft or loss of articles during the year

## **ESC Volunteering training**

As a volunteer you will be expected to attend to several trainings during the year. The first is an on-arrival training by National Agency in the first weeks of arriving and a midterm evaluation organized by National agency during spring. The exact dates will be given to you directly when they are clear.

## **Practising your Dutch**

It is good to start practicing your Dutch now already at home so that you start to become familiar with the language; it is worth while putting a little time in now to learn a few basic words. Buy a book, a CD or go online for free, share tips and tricks with one another. Here are a few websites to look at;

<https://www.babbel.com/>

<https://www.learn dutch.org/>

However, should you have any questions then please do not hesitate to contact us.

With Regards,

Chris van Maanen, (<https://www.facebook.com/chris.vanmaanen>)

Rock Solid Foundation for International youth work.

(<https://www.facebook.com/groups/rocksolidprojects/>)

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