

# **IBO-Nederland**

## **Activity Report 2019**

October 2019



Volunteers: a paramedic and an actor. Result: First Aid lessons in Ghana

## Content

Introduction.....	3
Overview of projects & participation 2019 .....	4
Projects & volunteers .....	4
Fixed group or individual .....	6
Male and female volunteers.....	8
Type of projects .....	9
Volunteers' Age .....	11
Destinations.....	12
Questionnaire.....	16
Evaluation of projects organized by IBO-Austria .....	18
Comments and explanations by volunteers .....	19
Evaluation of projects organized by IBO-Belgium .....	21
Evaluation of projects organized by IBO-Germany.....	22
Comments and explanations by volunteers .....	23
Evaluation of projects organized by IBO-Italy.....	26
Comments and explanations by volunteers .....	27
Evaluation of projects organized by IBO-Netherlands.....	31
Comments and explanations by volunteers .....	32

## Introduction

Thanks for reading our Activity Report 2019!

We have tried to put all relevant information about our volunteers and projects in this report. In the first part you'll see an overview of the past season in numbers, the second part contains the evaluations our volunteers gave us.

### Evaluations

The questions that were asked had to be answered with a mark. The most positive mark is a 5 - 'I totally agree/very good', the most negative mark is 1 - 'I totally disagree/not good'. Some marks could be explained with comments. The volunteers were also asked to give a general mark for their IBO- project experience, on a scale from 1 to 10. The average the volunteers gave the whole experience was an **8.3**

We consider this report to be a good way to get an impression of the volunteers' view and opinion on the projects. But it expresses the volunteers' opinion only and therefore it is not the ultimate truth. The opinion of the project responsables and your views are very welcome. The main goal of the evaluations is to learn how IBO-Nederland can ameliorate the experiences of the volunteers and the projects.

Unfortunately not all volunteers filled out their evaluation forms. Only evaluated projects are mentioned in the second part of this report.

**Thanks for feedback!**

**Do you have any questions? We are happy to answer them.**

Best regards,

IBO-Nederland,  
Nijmegen, October 2019

Leonie van de Ven, Lydia Verstraate, Paul Taris, Henny Petter and Pascale Emons

# Overview of projects & participation 2019

## Projects & volunteers

In 2019 IBO-Nederland offered 64 projects for individual volunteers on her website. These projects were organized by IBO-Nederland (25), IBO-Italia (10), Internationaler Bauorden (15), Bouworde Vlaanderen (8), IBO-Austria (4) and FAR Bulgaria (1).

Five projects organized by IBO-Nederland were cancelled; four due to a lack of volunteers and one due to problems at the project organization.

IBO-Nederland has placed a total of 136 volunteer in 36 projects in 2019 and could welcome 21 international volunteers at her projects via the other IBO-offices. Unfortunately both were less than past years (see fig. 1 and fig. 2).

IBO-Nederland could also match 5 groups of volunteers to 4 different projects.

Some volunteers that joined a project through IBO-Nederland were not from the Netherlands: they came from Portugal (3), Kenya (2), Slovakia (2), France (1), Thailand (1), Spain (1) and the United Kingdom (1). The three Portuguese volunteers went to the project in Nijlen, Belgium. The other volunteers joined the project Winckelsteegh in Nijmegen, the Netherlands. We reached them through the CCIVS-network.

Many of our individual volunteers went to a project organized by IBO-Nederland: 27 of the 56 individual volunteers. The other 29 individual volunteers went to projects of several other IBO-branches (see fig. 3).

Our groups could be matched to projects organized by IBO-Nederland and projects organized in collaboration with other IBO's (fig. 4). Since it is always challenging to match a group to a fitting project, this collaboration was very valuable to us – we could match groups to projects we would not have known about without the IBO-network. We want to thank all IBO-organizations for their support!

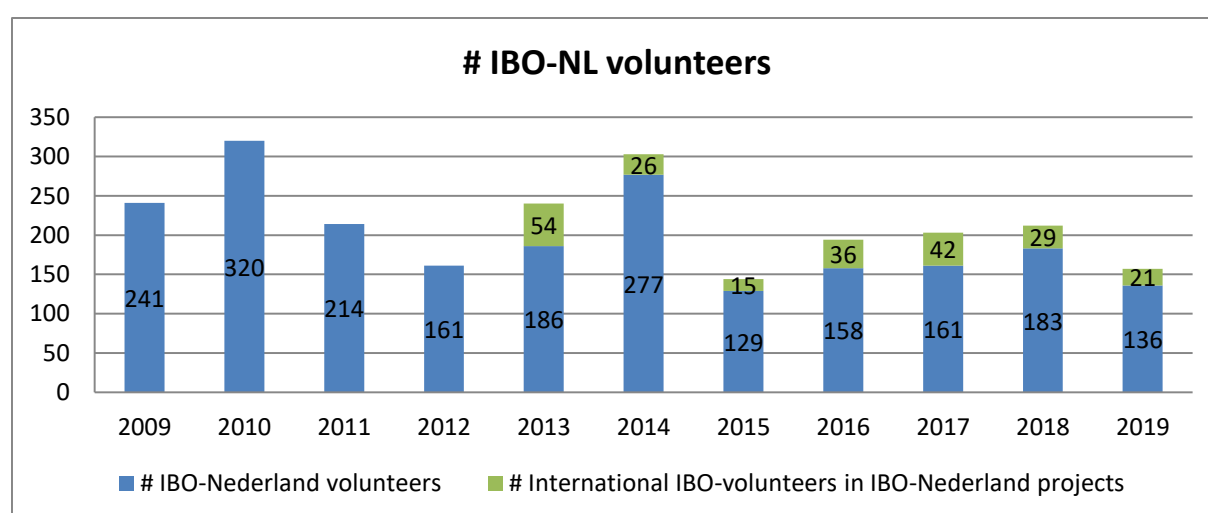


Figure 1: total number of volunteers 2009 – 2019

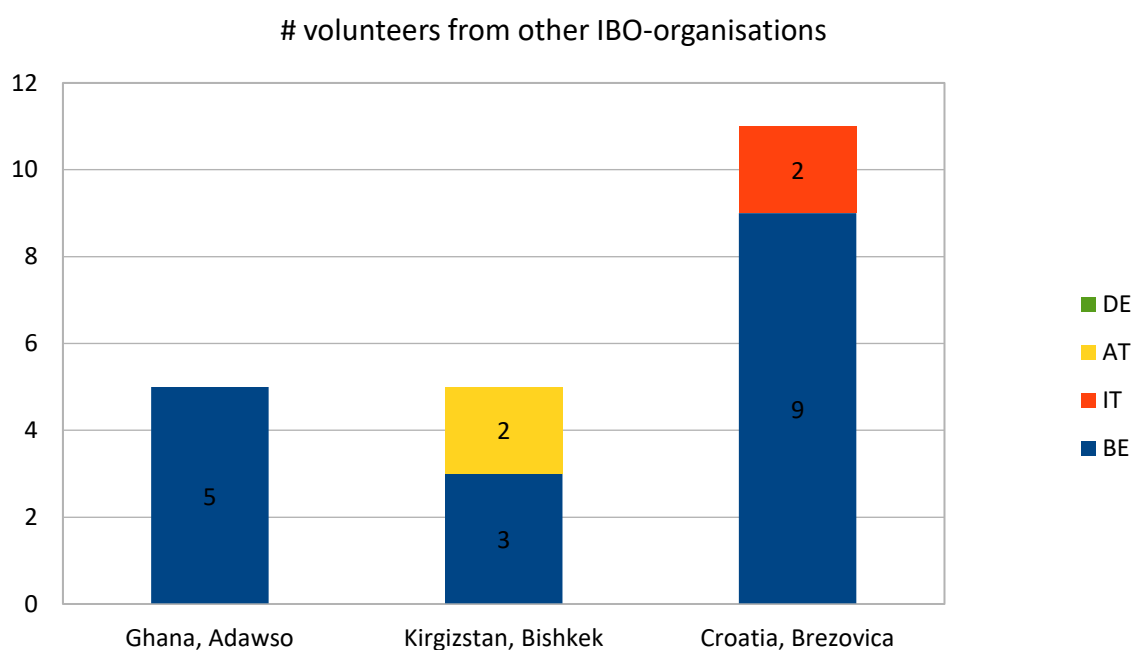


Figure 2: Incoming volunteers from other IBO's in IBO-Nederland projects

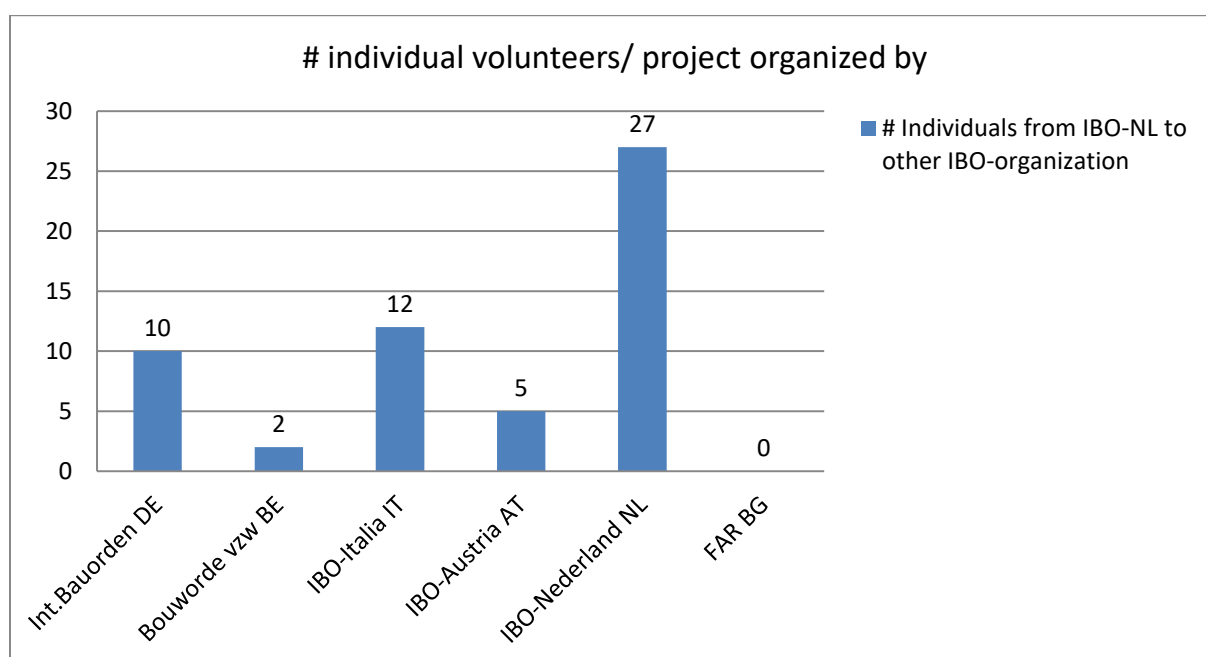


Figure 3: # Individual volunteers to projects per organizing IBO

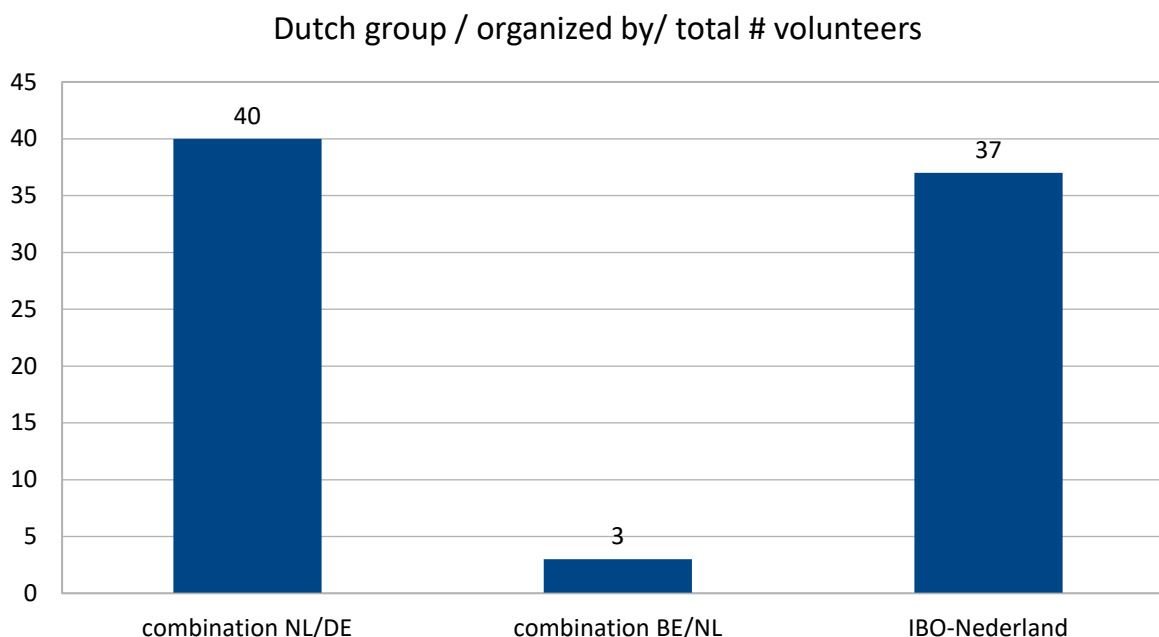


Figure 4: # group volunteers to projects per organizing IBO

## Fixed group or individual

### Groups

In 2019 **59%** of our volunteers participated in fixed groups (see fig. 5), a total number of 80 volunteers, divided into 5 groups.

#### *Scalda College*

Scalda is a returning group. Every year this college sends one group to do volunteer work abroad. This year 20 volunteers went to Chorzów, Poland. This project was granted to IBO-Nederland by Bauorden Germany.

#### *Rudolf Steiner College*

The Rudolf Steiner College is also a returning group. The pupils in their final year travel to Poland together, go to Auschwitz and do voluntary work through IBO-Nederland. 20 volunteers went to Chorzów.

#### *NKC*

For the second time this camper club organized a voluntary work – travel for their members to Straseni, Moldova. This project is organized by IBO-Nederland.

#### *Koning Willem I College*

This school announced that they wanted to place 9 groups of technical students in 9 different projects, all in the same week. IBO-Nederland has asked all other IBO's to collaborate in matching these groups to suitable projects. However, due to internal miscommunications at the school and illness of the organizing teacher, only one group went to a project. The other groups cancelled, some at a very late stage in the process - the match was made, the group confirmed they would do the project, but the school cancelled. The one group went to a project at *La Cité s'Invente* in Luik, Belgium.

#### *Para Onde*

The Portuguese organization Para Onde and IBO-Nederland agreed that we would place 11 Portuguese volunteers in the IBO-NL project in Almere. Unfortunately there were problems at this project and it closed. In

collaboration with Bouworde Vlaanderen, we could place this group at the project in Nijlen, Belgium. However, several volunteers decided not to join the project in Nijlen. In the end the group consisted of 3 volunteers.

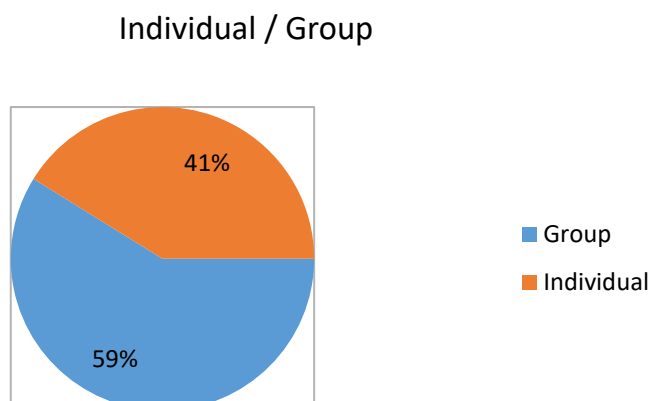


Figure 5: 136 volunteers divided in group- and individual volunteers

### Individuals

**41%** of the volunteer places were filled by individually enrolled people; a total of 56 volunteers.

27 individually enrolled volunteers participated in projects organized by IBO-Nederland. 29 Dutch volunteers participated in projects organized by our international partners. Figure 6 gives an overview of the number of volunteers that went in a group and individually since 2010.

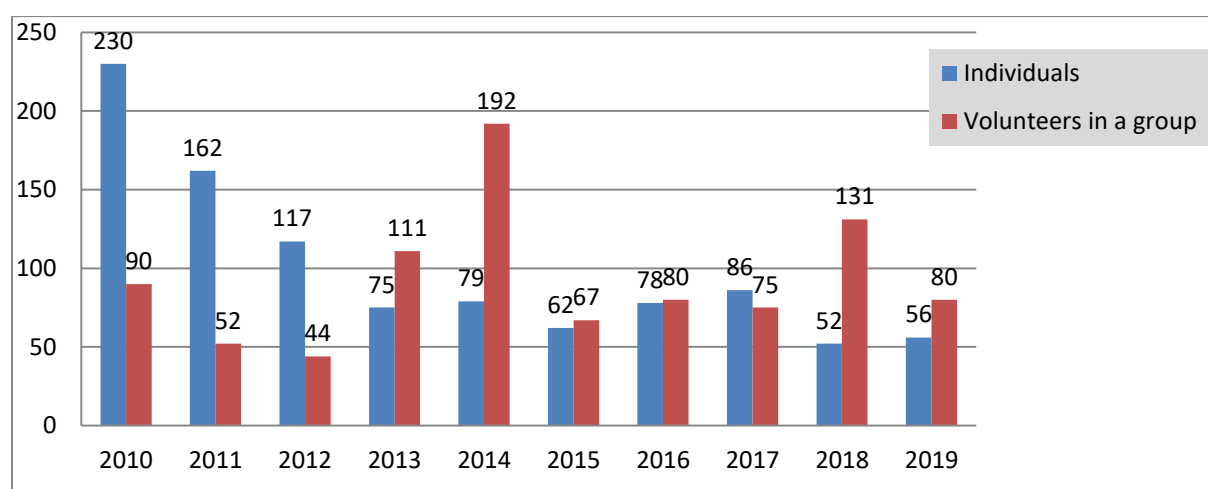


Figure 6. Participation of IBO-NL volunteers in fixed groups or individually, 2010-2019 (absolute)

### Balance

The balance between individual volunteers and group-volunteers seems more evened out than last year. However, the total number of volunteers has decreased dramatically.

The challenge of connecting fixed groups of volunteers to suitable projects that have the capacity to host them, remains. In 2018 the choice was made to spend time, more than in the past years, on recruiting and connecting fixed groups. This resulted in a bigger share of fixed groups.

For 2019 we continued the focus on groups. The number of individual volunteers was still low, but steady compared to last year. And thanks to the support of the IBO-network, there were more suitable projects available for our groups and we had groups 'ready to go'. By the end of 2018, we were counting on around 200 group volunteers. However, in 2019 there was a relatively high number of cancellations.

16 individual volunteer registrations were cancelled after confirmation and 4 refused the project proposal we sent them. Of these 20 registrations, only 3 volunteers could be matched to another project. The reasons for cancelling were diverse and sometimes not clear. In 2018 there were only 4 cancellations and 2 refusals.

As for the groups of Koning Willem I (9 groups - 160 students): IBO-Nederland offered 9 projects. The school refused 6 projects, accepted 3 and then cancelled 2.

When groups cancel, the effect on the number of volunteers that we can match to a project is much bigger than if an individual cancels. This year, both groups and individuals cancelled more often than other years.

## Male and female volunteers

In 2019, 71 volunteers were male and 65 female. For the first time in years, the male volunteers surpassed the females. We notice that most male volunteers take part in a group: 47 (compared to 24 male individuals). Among the female volunteers it is evened out: 33 female volunteers participated as part of a group and 32 individually. See figures 7, 8 and 9.

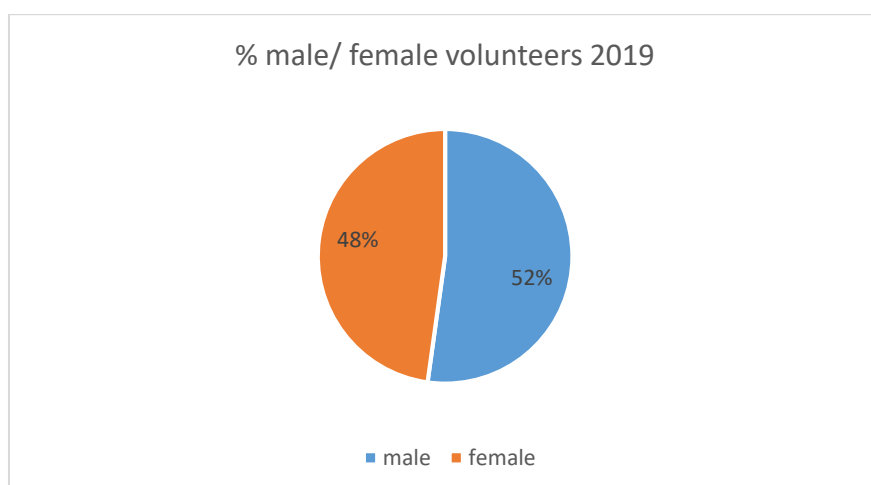


Figure 7. Proportion of male and female volunteers - IBO-Nederland - 2019 (N=156)

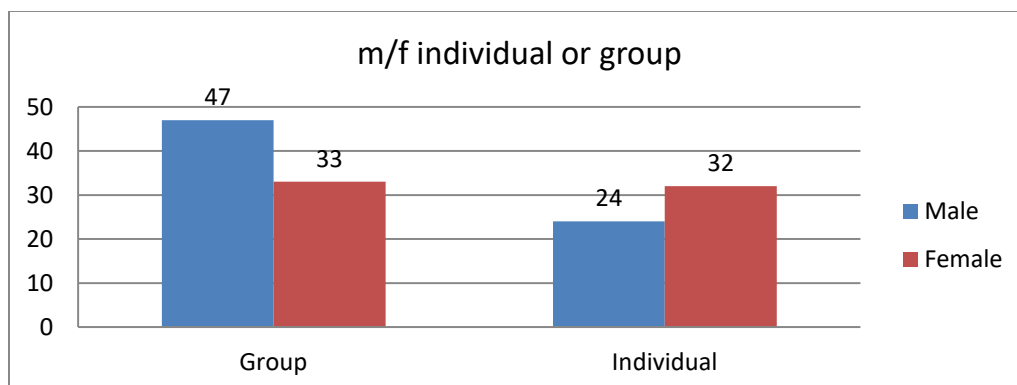


Figure 8: Male and female volunteers in a group / individual – IBO-Nederland 2019



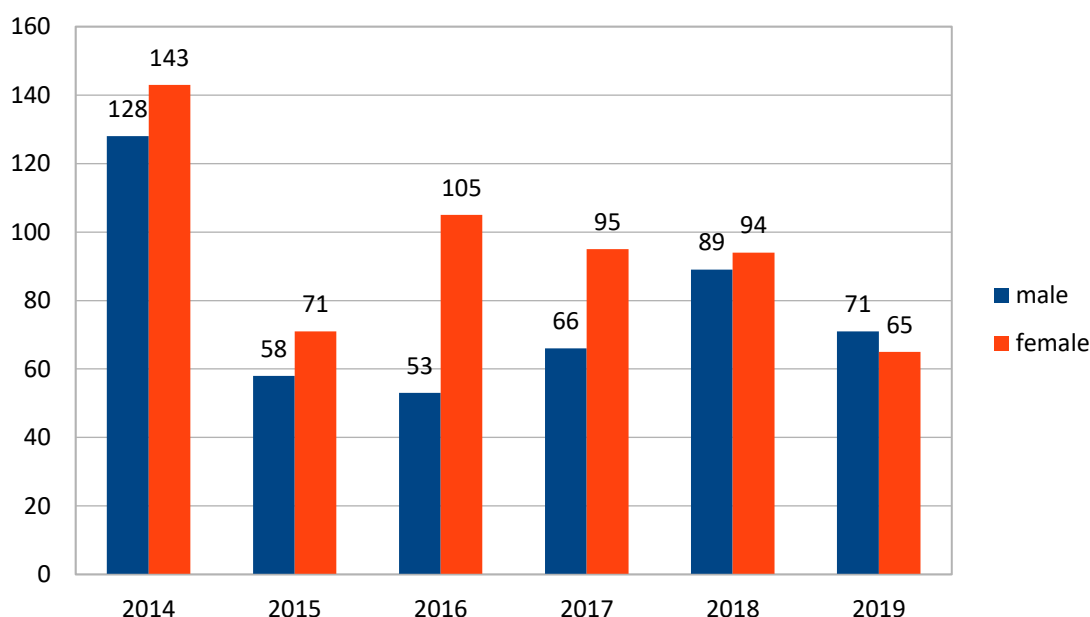


Figure 9: Number of male/female participants – IBO-Nederland 2014 – 2019

## Type of projects

We also looked at the participation of (male and female) volunteers per type of project. We divided the projects in the types 'social', 'building or ecological' and 'combination'.

As we can see in figure 10, almost half our volunteers participated in a building- or ecological project. Social projects attracted only 16% of our volunteers and 36% of the volunteers did a combination project.

63% of the male participants chose a building or eco project, opposed to 31% of the female volunteers. Only 4% of male volunteers chose a social project whereas 29% of female volunteers chose this kind of project (fig. 11 and 12).

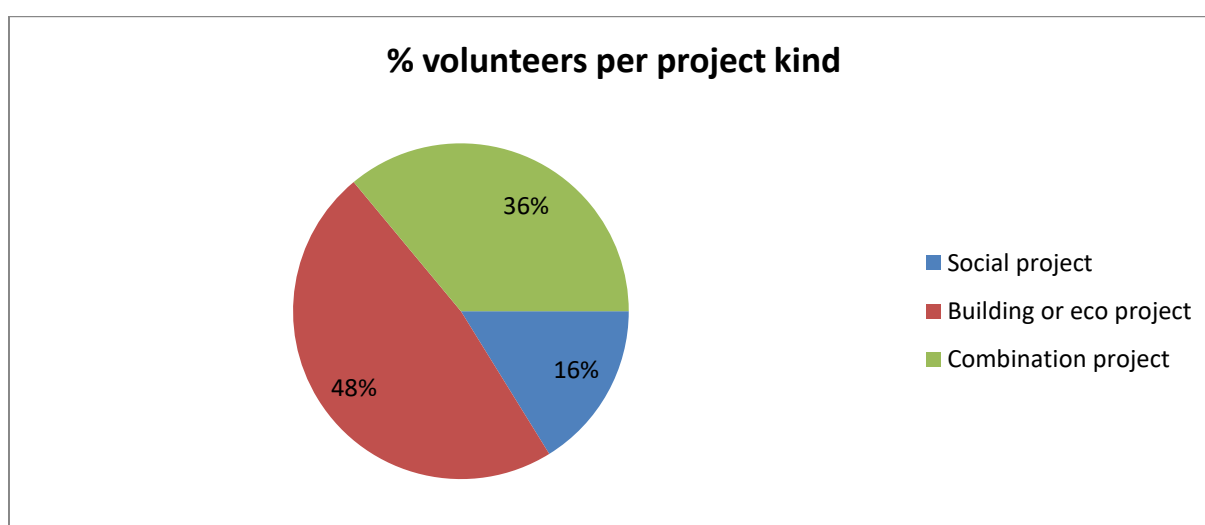


Figure 10: participation of all volunteers in social projects, building-or ecological projects, and combination projects – IBO-Nederland 2019

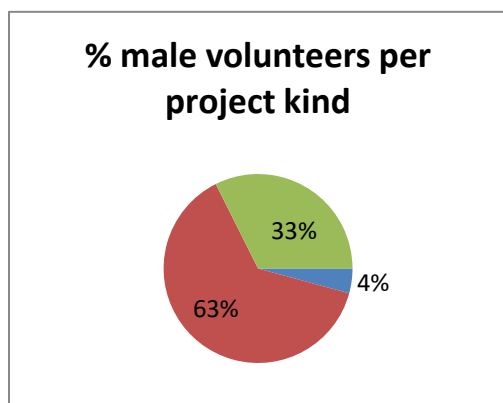


Figure 11: Male volunteers vs. type of project (2019, %)

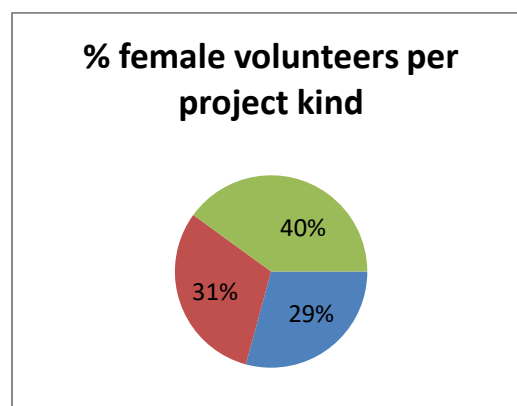


Figure 12: Female volunteers vs. type of project (2019, %)

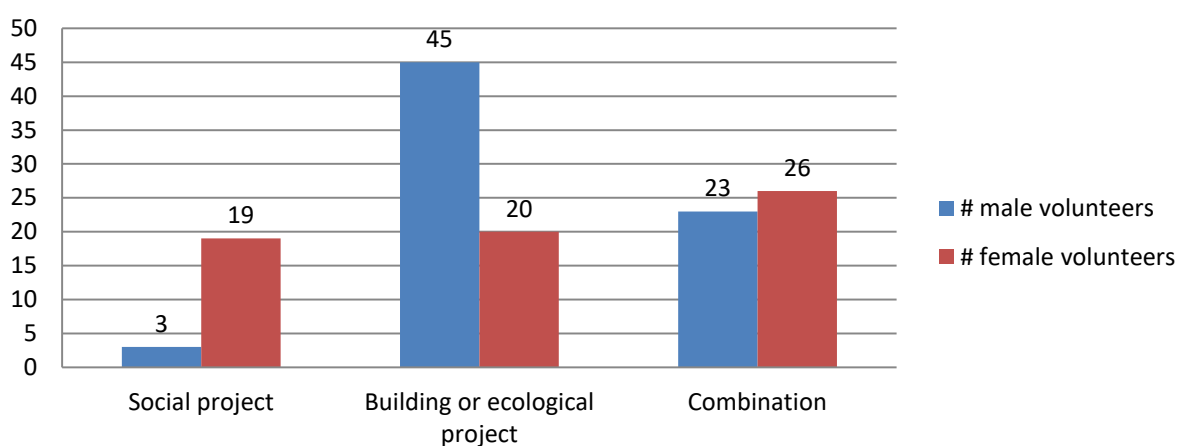


Figure 13: Male and female volunteers vs. type of project (2019, absolute)

We also looked at the type of project vs. individual volunteers or group volunteers. This year, groups chose combination projects and technical projects. Only one (small) group participated in a social project. The individual volunteers mainly chose for a building or eco project. About one third chose a social project and only 14% did a combination project.

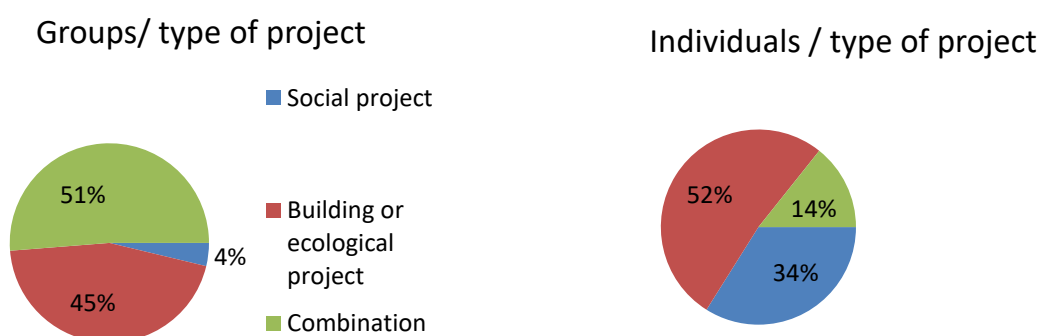


Figure 14: Dutch Volunteers that went in a group (80) and individual (56) vs. type of project (2019, %)

## Volunteers' Age

In 2018 the age groups 'under 30' made a total of 66%. This year however, the total percentage of volunteers under 30 is only 59%. There is a decrease in the age group 20 -29, they are only 23% of all volunteers (33% in 2018). The younger group, up to 19, has increased a little: 36% (33% in 2018). 15% of our volunteers (21) are very young: under 18.

The percentage of 'over 50's' has increased again, though in absolute numbers they are a little less than last year. In 2016 13% of the volunteers was over 50 (21 volunteers), in 2017 17% (28 volunteers) and in 2018 25% (46 volunteers). In 2019 41 volunteers were over 50 years old, 30% in total. Half of these volunteers are part of one group (NKC).

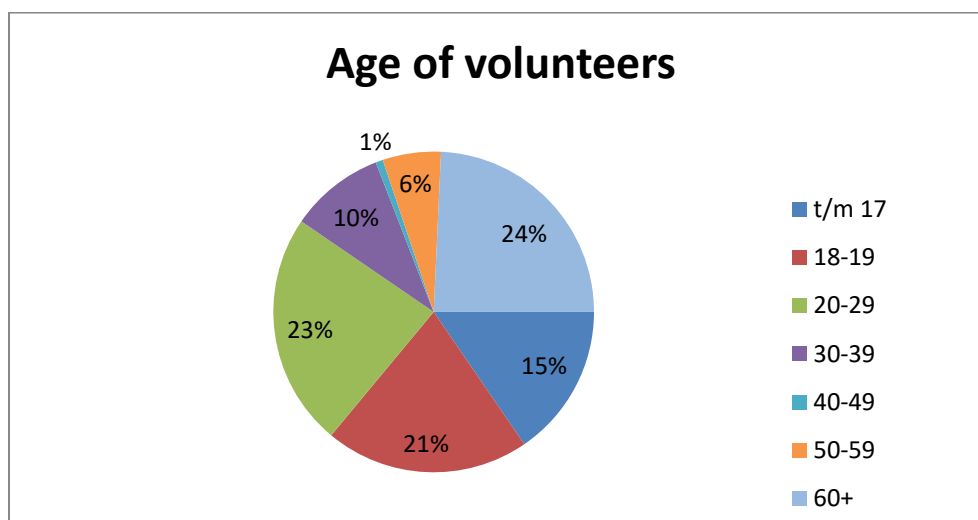
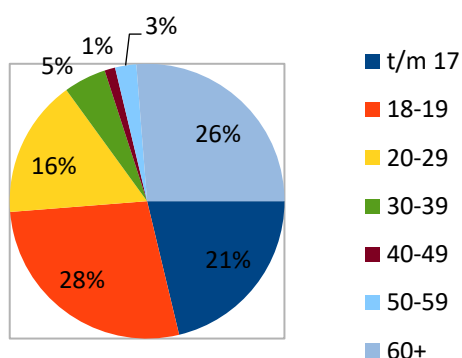


Figure 15. Age of volunteers (IBO-Nederland - 2019, %)

### Age volunteers/ group



### Age volunteers / individual

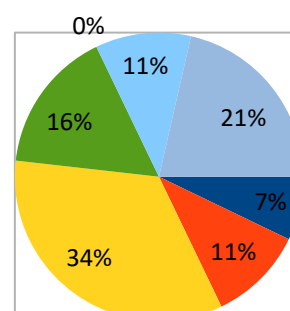


Figure 16. Age of volunteers in a group and age of individual volunteers – IBO-Nederland, 2019

Almost half of our group volunteers (49%) were under 20 years old this year (39% in 2018). These volunteers came mainly from school groups.

29% of the group volunteers were over 50. Again, like last year, a large part of this category is made up of the camper-volunteers from NKC (all over 60). And the teachers that went with the school groups were mainly over 50.

For the individual volunteers' ages the picture looks a bit different from last year. The group 'over 50' is growing a little: 32% of the volunteers is over 50 (31% in 2018, 29% in 2017).

Like in 2018 we organized one project specifically for people over 50. However, we recruited only 2 volunteers for this, the president of IBO-Nederland and her husband. The other volunteers over 50 joined regular 18+ projects.

The group 'under 30' is decreasing steadily: 52% is now under 30 (57% in 2018, 59% in 2017). Especially the group 20 – 29 has decreased: 40% in 2018 and 34 % now. It seems IBO-Nederland is reaching less students than before.

## Destinations

In 2019, again most Dutch volunteers participated in a project in Europe, a total of 128 volunteers. 6 volunteers went to Africa and 2 volunteers participated in an Asian project.

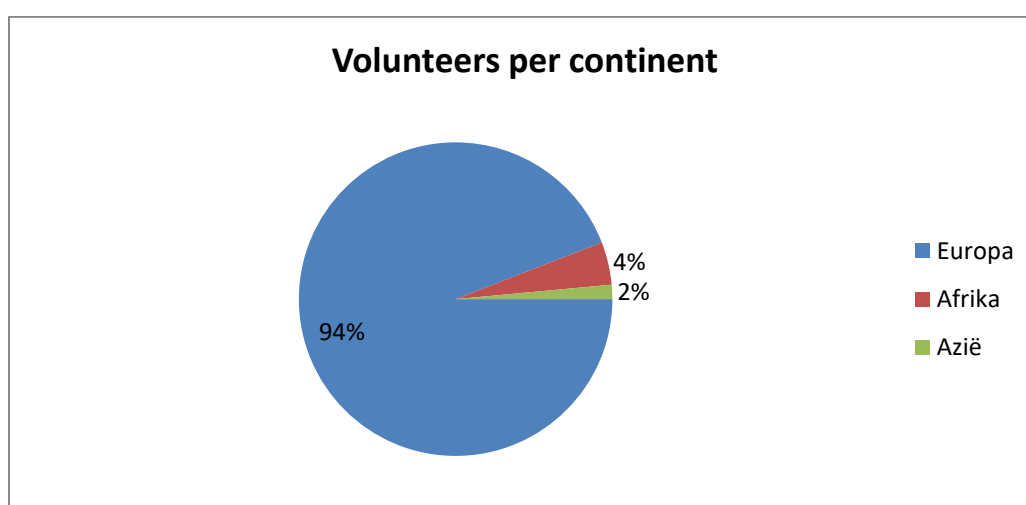


Figure 17. IBO-Nederland - volunteers per continent 2019

The next figure shows the distribution of the volunteers that went individually and in a group versus the continent in which they volunteered.

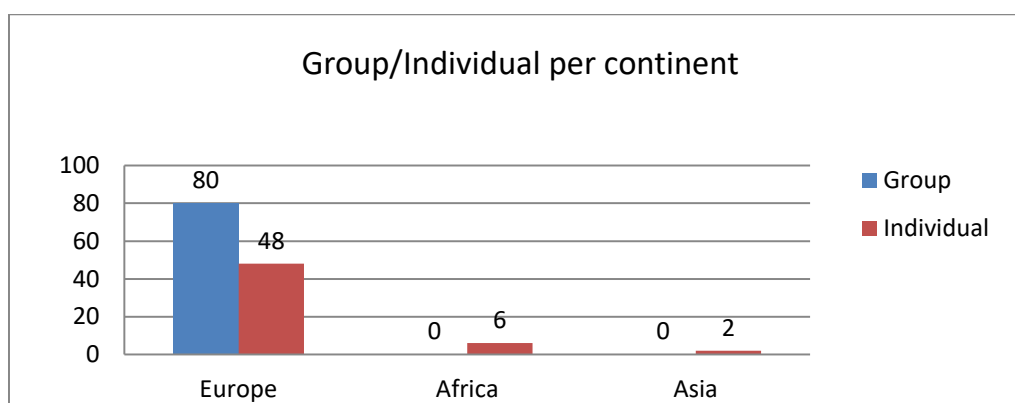


Figure 18. The continent of destination of individual volunteers vs. volunteers that went in a group (2019)

The next figure shows a breakdown of the countries to which our volunteers went.

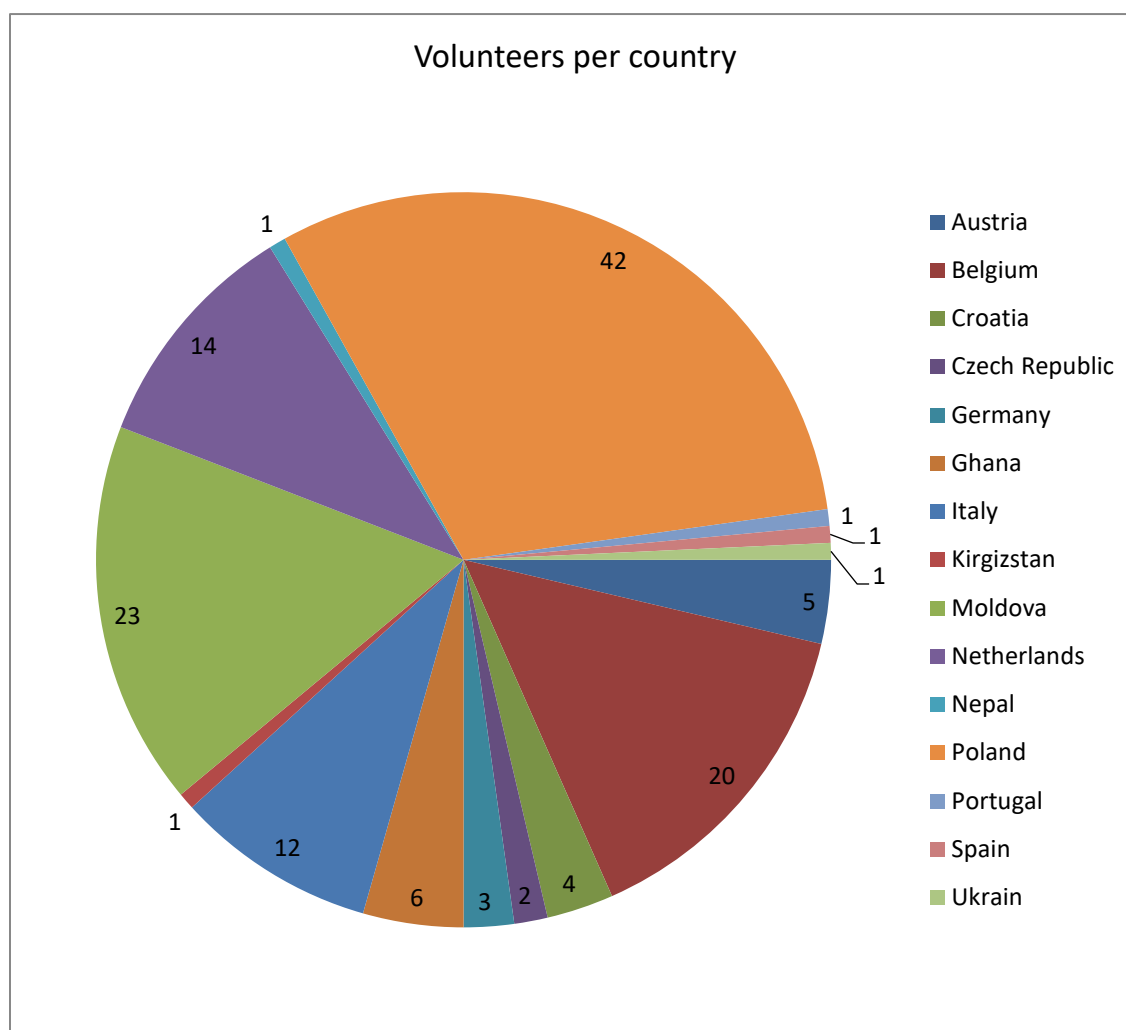


Figure 19. The countries to which the IBO-Nederland volunteers went (2019, groups and individual volunteers)

As we can see above, Poland, Moldova, Belgium and The Netherlands seem to be the most popular destination countries. The first three countries were visited by groups this year (fig. 20)

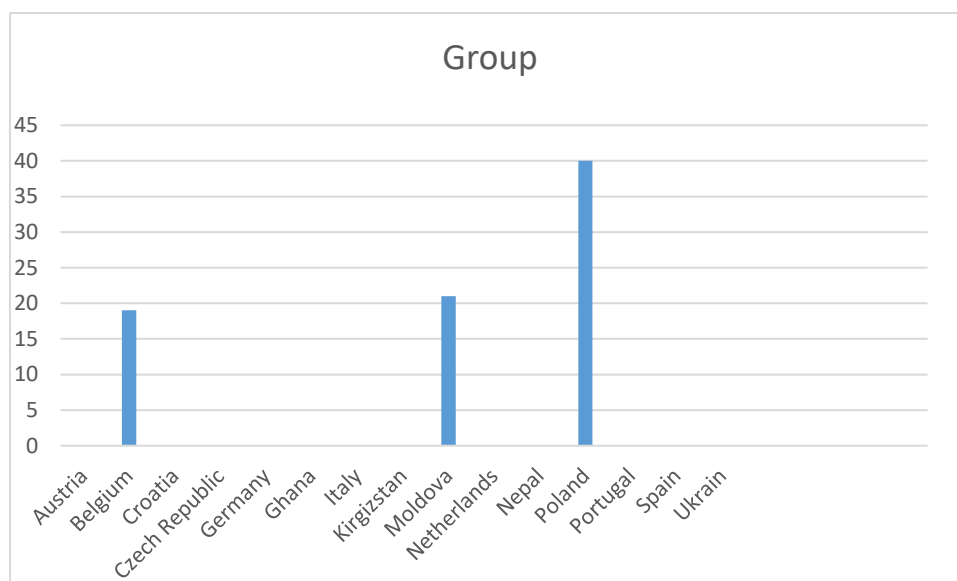


Figure 20. The countries to which the Dutch volunteers went with a group (2019)

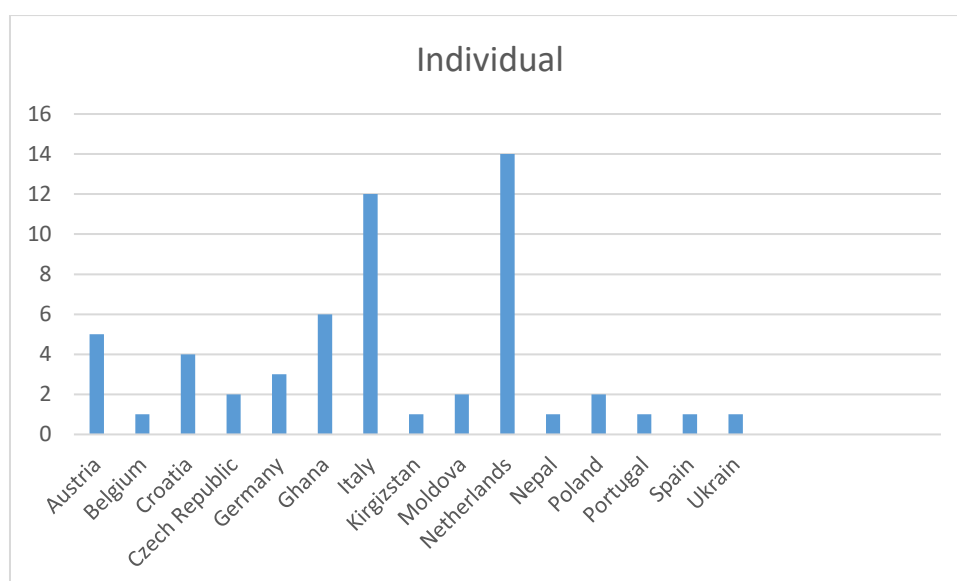


Figure 21. The countries to which the **individual** volunteers went (IBO-Nederland 2019)

As we can see from figure 21, this year the Netherlands were the most popular destination amongst the volunteers who subscribed individually. However, this does not mean more volunteers like to stay close to home. IBO-Nederland received more volunteers directly from abroad (from non-IBO-countries) in the project Winckelsteegh. Italy is, as usual, the most popular destination for Dutch individual volunteers.

To complete the overview, we've added fig. 22

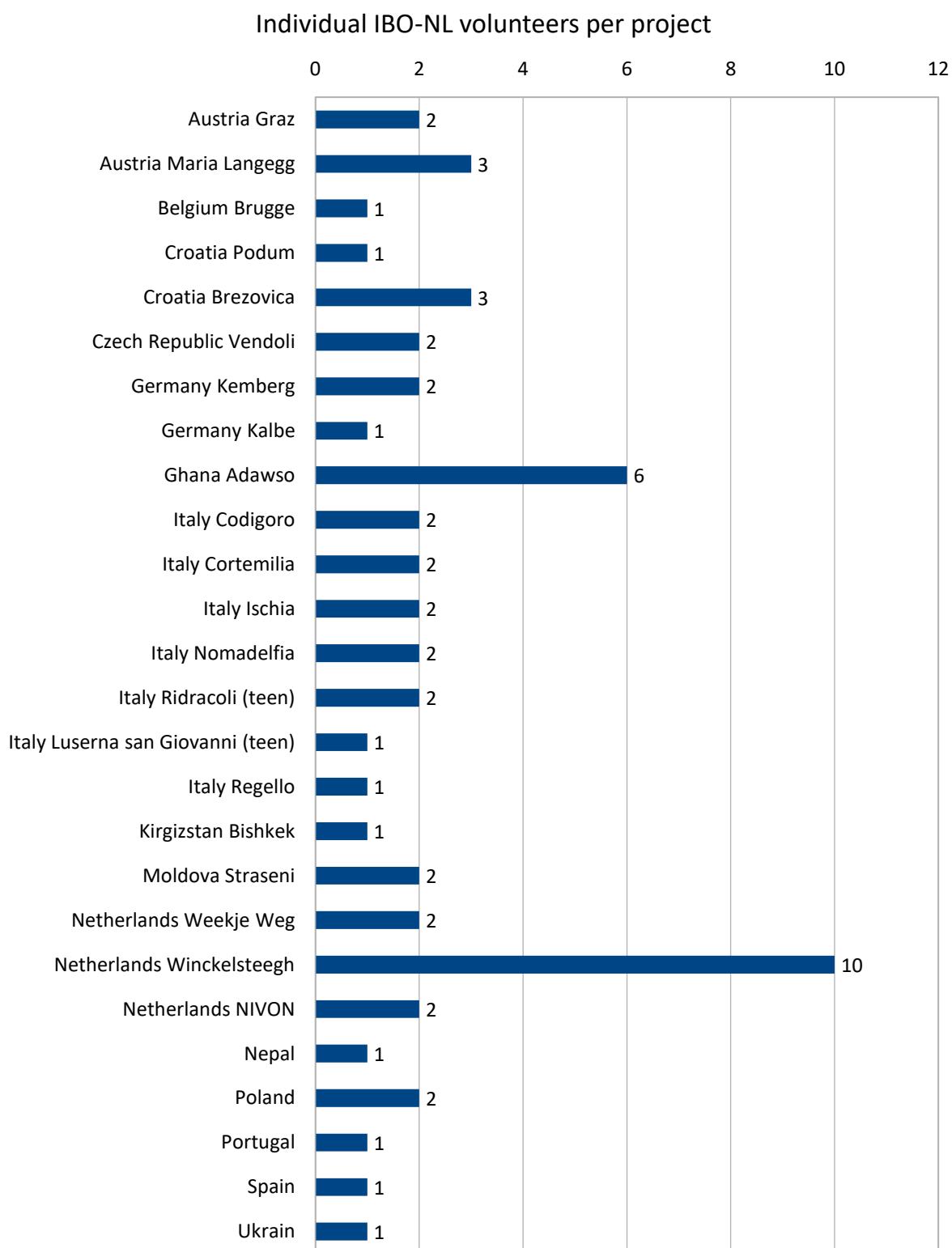


figure 22: volunteers per project (IBO-Nederland 2019)

## Questionnaire

In order to evaluate the projects, all volunteers received an evaluation form with questions about the project, accommodation, meals, group and project information. These questions could be answered with marks from 1-5.

### Marks:

- 5= very positive/ totally agree
- 4= positive / agree
- 3= blank / no opinion
- 2= negative / disagree
- 1= very negative/ totally disagree

### Average marks (1 – 5)

	2019	2018	2017
Goal	4.52	4,29	4,64
Project is useful	4.04	3,92	4,35
Project is necessary	3.89	3,77	4,23
Contact with target group	4.09	3,81	4,17
Enough work to do	4.17	4,12	4,33
Enough materials	3.83	3,65	4,03
Technical guidance	3.80	3,40	3,86
Safety at work	4.09	3,96	4,17
Work was practicable	4.22	4,04	4,35
Hospitality	4.72	4,58	4,68
Accommodation	4.59	4,25	4,38
Info local situation	4.24	3,96	3,98
Meals	4.72	4,15	4,36
Contact local population	4.33	4,00	3,86
Atmosphere in the group	4.57	4,54	4,52
Number of volunteers	4.52	4,50	4,33
IBO-information	4.24	4,02	4,20
Expectation versus reality	4.00	3,73	4,23
<b>Overall mark (1-10)</b>	<b>8,3</b>	<b>7,7</b>	<b>8,4</b>

### Questions:

1. I support the goal of the project.
2. The work of the volunteers is useful.
3. IBO-support on this project is necessary in the future
4. There was sufficient contact with the target group (children, elderly, handicapped people etc.).  
+ explanation
5. The work was sufficient, enough for all volunteers to keep them busy.
6. There were sufficient materials and tools to work with.
7. The (technical) guidance was sufficient
8. The work was done safely.
9. The work was practically feasible.  
+ explanation
10. We were warmly welcomed.
11. The accommodation was suitable.
12. We were informed well about the local situation (culture, safety, etc).



13. The meals were good.
14. It was possible to be in contact with locals.  
+ explanation
15. The atmosphere in the group was good
16. I was satisfied with the number of volunteers in the group  
+ explanation
17. The information I received from IBO was clear.
18. The project met my expectations.
19. I had unexpected expenses.  
+ explanation
20. Overall grade for my IBO – project (1 – 10, 1 is very negative, 10 is very positive).
21. How did you initially get to know IBO? (
  - Family / friends / colleagues
  - Internet: link or advertorial at the following website
  - Advertorial of article in newspaper or magazine
  - Directly via a search engine (for example Google)
  - Volunteer centre
  - School
  - Info market / stand
  - Posters / flyers
22. Why did you choose for IBO?
  - Because of the project
  - Because of the country
  - Low costs
  - The goal of IBO
  - Because friends / family advised me
  - I already volunteered with IBO before
  - Combination / other reason:
23. Would you recommend IBO to you friends?
24. What is your most beautiful memory regarding this project?

Below you will find all received evaluations for 2019 for individual volunteers and groups.

\*\*\*\*\*

## Evaluation of projects organized by IBO-Austria

	1. Goal	2. Project is useful	3. Project is necessary	4. Contact with target group	5. Enough work to do	6. Enough materials	7. Technical guidance	8. safety at work	9. Work was practicable	10. Hospitality	11. Accommodation	12. Info local situation	13. Meals	14. Contact local population	15. Atmosphere in the group	16. Number of volunteers	17. IBO-information	18. Expectation versus reality	19. There were unexpected expenses	20. Overall mark (1-10)
Maria Langegg (AT-40)	5	5	5	5	5	5	5	4	5	5	5	5	5	5	4	5	5	4	N	9,0
Maria Langegg (AT-40)	5	5	5	5	5	5	5	4	5	5	5	5	5	5	4	5	5	5	N	8,0
Maria Langegg (AT-40)	4	4	4	5	5	4	5	4	5	5	5	5	5	5	3	3	5	5	N	10
Graz (AT-74)	5	5	3	5	5	5	5	3	4	5	5	4	5	5	5	5	5	5	N	9,0

## Comments and explanations by volunteers

### Maria Langeegg (AT-40) – 3 evaluations

- The people were very happy with everything we did.
- Useful project
- The supervisor was really a very friendly man who also had an eye for what everyone wanted and who also involved you in thinking about how the work could be carried out.
- A lot of work, planning could be better because they thought of previous groups of young people with a low work pace and a lot of guidance needed
- Very pleasant guidance, in which you were seen and involved. The appreciation for us felt very sincere. Nice work too, where the work also had an inspiring effect on the sisters and brothers
- Very hospitable and friendly, with an excellent eye for just that little care of food and drinks that made you feel that you were welcome.
- Very warm welcome. Every break had something delicious. We ate with the clergy, which was special. Trips were also organized for us, once with the sisters and once with the work leader.
- Delicious food 5x a day!
- I'm not such a group person. 5 people, however, did suit me, although I still tended to be on my own. However, the group work and being on one's own went well together.
- We were a total of 5, which was the right size for me.
- Julia from the IBO Austria came to meet us and the project, which showed interest in us.
- Nice work, excellent guidance and care, very nice people, beautiful surroundings, a history-inspiring building and inspiring life in it.
- Some people went their own way.
- It was a very special experience to stay in the monastery for 14 days. Given an 8 because I thought my previous project in Zagreb was more socially meaningful.
- Great spiritual rest

#### Best Memory

- Working with natural stone in an age-old ambiance. And the joy of the sisters.
- The smile of Sister Miriam. The loving environment.
- Life in and with a monastery community

### Graz (AT-74) – 1 evaluation

**Best Memory:** Too many great memories to choose from, it was really great!

### Graz (AT-74) – 1 report without evaluation-marks

And again, participating in a building camp via IBO was a cocktail of many nice things: Contributing to a building project, helping people in need, working together and get to know a lot of friendly and interesting people of both our international team as well local people, including their culture. This camp we worked on renovating apartments for ex-homeless people, who could rent these places for reasonable prices from Caritas. In our spare time, Julia from IBO Austria, showed us many great places of the city and could advise us where to go. Some impressions:

Since I was the eldest participant of our group (I'm in my thirties and found myself in a group of youngsters, all born after 2000), I was wondering how this would be. Soon after the project started, I

had to admit that I didn't expect these young people to be already so adult, independent and disciplined.

Every day we went by bus to a residence for addictive men, who were allowed to drink their own alcohol under surveillance, where we joined them for lunch. At first instance we felt a little bit like intruders in their personal environment. But after about a week, it was possible to get into contact with them and had a chat, based on an approach of confidence and respect.

Both examples make clear what building camp can do to you: Being confronted with others, you will learn about them, and - as a result - about yourself. This will make you grow as a person. As our inspiring group leader repeated several times: Building camp is all about life experience!

## Evaluation of projects organized by IBO-Belgium

	1. Goal	2. Project is useful	3. Project is necessary	4. Contact with target group	5. Enough work to do	6. Enough materials	7. Technical guidance	8. safety at work	9. Work was practicable	10. Hospitality	11. Accommodation	12. Info local situation	13. Meals	14. Contact local population	15. Atmosphere in the group	16. Number of volunteers	17. IBO-information	18. Expectation versus reality	19. There were unexpected expenses	20. Overall mark (1-10)
Brugge (BE-19)	5	3	4	4	4	5	3	4	4	5	5	5	5	4	4	4	4	4	N	8,0

## Evaluation of projects organized by IBO-Germany

	1. Goal	2. Project is useful	3. Project is necessary	4. Contact with target group	5. Enough work to do	6. Enough materials	7. Technical guidance	8. safety at work	9. Work was practicable	10. Hospitality	11. Accommodation	12. Info local situation	13. Meals	14. Contact local population	15. Atmosphere in the group	16. Number of volunteers	17. IBO-information	18. Expectation versus reality	19. There were unexpected expenses	20. Overall mark (1-10)
Vendoli (CZ-16)	3	1	1	1	5	1	1	1	2	5	5	3	5	3	5	5	4	2	N	4,0
Vendoli (CZ-16)	3	3	2	1	5	2	1	3	2	5	5	2	5	2	4	2	3	1	N	5,0
Kemberg (DE-05)	4	5	3	4	4	4	4	4	4	5	4	4	4	4	4	4	4	3	N	7,0
Podum (HR-10)	4	3	3	3	3	3	3	4	3	5	4	4	4	3	4	4	4	3	N	7,0
Vila Nova de Tazem (PT-76)	5	4	3	5	5	4	3	5	5	5	5	5	5	5	5	5	4	4	N	9,0
Artosilla (SP-70)	4	4	4	4	4	4	4	3	4	4	4	3	4	4	4	4	3	2	J	8,0
Chorzow (PL-14)	5	5	4	5	5	4	3	3	4	4	4	4	5	4	5	5	1	4	N	9,0

## Comments and explanations by volunteers

### Vendoli (CZ-16) – 2 evaluations

- We have not had contact with the target group. The work was not for the benefit of the target group, but to improve the location. Think of: Chopping out the bottom of 4 horse stables 30 cm deep, filling with crushed stone and then filling with concrete. Clean up empty shed. Painting restroom. Assembling various cupboards, chairs and a table. Dig out soil for outside horse stable, outside shop and doghouse, 30 cm deep and filling with crushed stone.
- I did not really experience that there were socially weaker children present. This may also be due to the lack of contact.
- The work was physically very demanding, tools were old and not suitable for the work. We had to walk on a board with a wheelbarrow to go on a cart. The cart was 1.30 high and the shelf unsuitable.
- We only dug and chopped with pickaxes. Physically very hard work. Tools did not satisfy. An unsafe method was suggested. I did not feel I was seen as a volunteer, more like cheap labour.
- We were well received, the food was super. We had no contact with the locals, due to language. In addition, there was little to do in the village and we were tired of work.
- Due to the physical hard work, we were subsequently unable to make contacts or socialize in the sense of leisure activities.
- I was not aware that it would be physically so demanding. In addition, I expected more contact with the target group. It was not entirely clear to me what the project was.

#### Best memory

- Contact with the group and we rode through the meadows twice.
- I cannot say that I have a best memory. The contact with the group of Belgians was nice.

### Kemberg (DE-05) – 1 evaluation

- The objective is to build a community centre there, but we had doubts as to whether he would succeed in this because, according to him, he needed 30000 euros in starting costs alone. According to him, these start-up costs were not yet available. Drawings still had to be made and to realize a planned expansion, he had to purchase a piece of land, apply for permits, etc. In addition, he wanted to build rooms / apartments to generate income.
- After a while we, as elders, were fully accepted by the 6 co-volunteers. We were the daddies!!
- The information was clear but the work was different because we have, for example, carried out a lot of sawing work, mainly sawing beams, slats and planks. The approach from the building order was to renew roof trusses, and to carry out wood and carpentry works. And in addition, the project coordinator had discovered that we, as a technical team, could perform all kinds of technical jobs for him. These technical jobs contributed to the possible indirect realization of the project. We have repaired the following devices / vehicles: bicycles, sawing machine, lawn mower, tractor, lifting machine and several small devices. And of course we did it with pleasure.

#### Best memory

- The best thing was the contact with the locals and friends of the owner who were also present in varying composition. In addition, our 6 fellow volunteers were very nice youngsters.

## Podum (HR-10) – 1 evaluation

- The general objective of OU-Podum is good. Expanding the youth centre is quite a broad wording of the project. There were young people present for only a few days, for the rest we were only IBO-people on the project, with on and off the project supervisor and "cook" present.
- The project description and the actual activities did not match.
- Half the time there was a (handy) man present with a bus full of very many and useful materials, but when he went (with his bus), we started looking for the right materials, which were not there. His help / knowledge was also great and it disappeared. That has disrupted the work. In my opinion there were minimal options to work (several times I asked if something could be done). We missed someone who really took the lead, could direct us and knew what to do.
- Neatly picked up as agreed at the bus station. We slept in an attic, enough space but I was bothered by the thin mattress on the floor. The meals were always very well taken care of by the chef, he really took into account the wishes of the group. Given that we were in a remote place, there was only some contact with the people who came to the site.
- I knew in advance that the other participants would be younger, but not that there would be a 16-year-old. For me personally there was a generation gap, but we all got along well.
- Of course the provision of information was great again. However, I do not fully agree with the project description, which is too general and gives slightly different expectations. Beforehand I had the idea that I would end up in a youth centre, that there were always young people there who also lived and helped there. This was not the case and I did miss it. Being part of something - the project organization. Now there were only some IBO people at the location.
- We have made a wooden bed (based on 3d design, saw and construction work). The goal was to do more, but there was not enough material and help. In addition we made an outside grill (using sketches, measuring, digging, bricklaying etc.). We received many thanks for this, which is nice of course, but I think we could have achieved more with the right planning, support and materials.

## Vila Nova de Tazem (PT-76) – 1 evaluation

- Because the permits were not yet ready, we did not work in the school. We have partially renovated a farm where a Syrian family was staying. We had with these people (the target group) daily contact.
- There was actually no technical guidance. We have carried out most of the work as good as possible. At the local "Hornbach" we could get the required materials on account.
- We had to take care of the meals ourselves. We also did the shopping on account at the local super. During our stay there were daily festivities where we had a lot of contact with the locals.
- Fun group. We had the perfect strength to do all the activities.

### Best memory

- Met nice people, nice work. Encountered the friendliness of the Portuguese population.

## Artosilla (SP-70) – 1 evaluation

- The contact with the locals went well (oftwith sign language) but it certainly helps if you have basic knowledge of the Spanish language. Not just everyday things but in the case of this project, for example, what different types of tools and (natural) building materials are called.



- At the start of the second project week I got sunstroke, which prevented me from actively co-operating until the end of the project (and after returning home). Fortunately, the villagers and fellow volunteers were compassionate and helpful and I was able to focus on my recovery. Due to the rush of traveling and making a transfer, I was mistaken about the right train to Barcelona. So I boarded a slow train instead of the express train to Barcelona and had to re-book my plane ticket to a later time, which luckily was still possible on the same day. Buying a train ticket at a counter instead of a vending machine is recommended.

#### **Best memory**

- Being able to finish the wooden roof of a forge in preparation for the next layer of material. Partly finishing the walls with plaster of the oldest building in the village.

#### **Chorzów (PL-14) – 1 evaluation**

- Next year the same project again!!!
- We were only 4 people, in 2nd week 5. Just right. In this way we could discuss everything together.
- IBO's description was poor. They DO have good bed linen, pillows and blankets there. They have NO swimming pool there. They DO have a washing machine there.
- Was really a super project. Hospitable, we could use everything. There was plenty of work and also meaningful work.

#### **Beste memory**

- Every evening campfire, including the project leaders. They were very involved. In the late evening hours there was room for a beer.

## Evaluation of projects organized by IBO-Italy

	1. Goal	2. Project is useful	3. Project is necessary	4. Contact with target group	5. Enough work to do	6. Enough materials	7. Technical guidance	8. safety at work	9. Work was practicable	10. Hospitality	11. Accommodation	12. Info local situation	13. Meals	14. Contact local population	15. Atmosphere in the group	16. Number of volunteers	17. IBO-information	18. Expectation versus reality	19. There were unexpected expenses	20. Overall mark (1-10)
<b>Codigoro (IT-01)</b>	5	4	3	4	4	5	4	3	4	5	5	5	5	5	5	5	3	4	N	9,0
<b>Cortemilia (IT-02)</b>	3	3	4	4	5	2	5	4	4	5	4	4	5	4	3	3	4	4	N	6,0
<b>Ischia (IT-03)</b>	5	5	5	5	5	5	5	5	4	5	5	5	5	4	5	5	5	4	N	9,0
<b>Ischia (IT-89)</b>	4	3	3	4	2	4	3	4	4	5	5	3	5	3	5	2	5	4	N	8,0
<b>Nomadelfia (IT-04)</b>	5	4	4	5	4	4	4	5	5	5	4	4	5	5	5	5	5	5	N	9,0
<b>Nomadelfia (IT-04)</b>	4	4	3	4	2	2	4	3	4	5	4	4	5	5	2	4	5	3	N	7,0
<b>Ridracoli TEEN (IT-68)</b>	5	2	3	5	2	5	5	5	5	5	5	4	5	2	5	5	5	3	J	10
<b>Luserna san G. TEEN (IT-77)</b>	4	2	3	2	3	2	2	4	4	4	4	3	3	2	4	4	3	2	N	8,0
<b>Reggello (IT-78)</b>	5	5	5	4	5	5	5	5	5	5	5	5	5	5	4	5	5	5	N	10

## Comments and explanations by volunteers

### Codigoro (IT-01) – 1 evaluation

- There were some small safety things. Such as some lying around asbestos plates and wiring of machines that were not properly sealed.

### Cortemilia (IT-02) – 1 evaluation

- No comments

### Ischia (IT-03) – 1 evaluation

- No comments

### Ischia (IT-89) – 1 evaluation

- Due to the relatively bad weather (the chance of rain), we couldn't work much. There is a local group of volunteers that we helped. Without us they could also manage it. So I think other organizations could use our support better. But we did get to know each other culturally.
- Enough to do, I think, but no backup plan in bad weather. I offered to translate the website when it rained. Many tools still had to be bought. Technical guidance varied per day, so instructions were also different. Not a problem in itself, but an interesting observation.
- Unfortunately not in a host family :(, therefore less possibility for contact with locals. However, in a great old-fashioned 4-star hotel with shared room with 2 Austrians (mother and daughter). 3 course dinner every evening. Breakfast and lunch also neatly arranged. A bit of a surprise every day what we were going to do, also during the day, but that was not a disturbing experience. I did not really have the idea that there was a weekly plan.
- Was very nice with Austrian mother and daughter and also the guidance were lovely people. A group of 3 people in total, that is quite compact. Would have been nice if there were some more people and some other nationalities.
- Excellent information. The only difference was that we did not sleep with a host family. The Austrian daughter had also participated in this project last year and had then and this time information that it was with a host family. Stubborn point?
- Had a nice week. I didn't have to think about things and immersed myself in another world. Fascinating labor productivity in contrast to the fanatic / efficient Netherlands. Every day was a surprise again. And it really is a beautiful island! Great views at every workplace.

### Best memory

- The unexpected: a surprise every day and that the way of working is so very different in that respect than in the Netherlands where everything is fixed and has a well-defined plan.

### Nomadelfia (IT-04) – 2 evaluations

- Nice experience with a lot of diversity. The people of Nomadelfia are open and it is not necessarily about work but about the experience you have with them. The social aspect is very important in this.
- I certainly support it. In contrast to possible other projects, I do wonder how great the need is to support the way of life of the local population in Nomadelfia with a project. Mind you, I certainly want to support people in their way of life, but sometimes choosing an alternative way of life also means that you may have to make more adjustments yourself. If I were to compare this project with a (fictional) project in which a well and a safe dormitory are of vital importance, I would suspect that aid is really of vital importance in the latter project. To what ex-

tent this is the case with the project in Nomadelfia, I find it difficult to estimate. It may also be that I do not (yet) have a good idea of how I should interpret the word 'help'. Is IBO assistance generally more supportive in nature or perhaps even of vital importance? If the aid was intended more as support, then I think that the help requested in Nomadelfia is adequate.

- Work: I expected to work at least eight hours a day. This was often not the case. We usually worked from 8 a.m. to 12 a.m. and from 3:30 p.m. to 6 p.m. And these were the days when everything went according to plan and we were fully deployed as a workforce. The average number of working hours was therefore lower. The work culture is also different: explanation of instructions and break / work structure are not as direct as in the Netherlands. It gives a certain amount of relaxation to working but also ensures that, purely from a productive point of view, not everything is taken out of a working day.
- Materials: not always in stock or not enough available.
- Guidance: people were patient and involved and actually always easily accessible or physically present.
- Safety: A critical point was the non-use of dust masks in the workshops during sanding work and dusty activities. I did this myself, but other participants and project supervisors often did not. In addition, there was a job where wood was sawn by a local resident. He did this with an automated circular saw and without any protection. I thought that was irresponsible, but it ended well.
- Feasibility: tasks were easy to perform.
- Hospitality was always fine.
- Housing: was good, basic facilities were present.
- Information: all in order. An additional plus I found was that a person from the community came to visit us to tell us that something else had been broken into and that it was important not to leave important possessions in our house.
- Meals: we were always well looked after and on time. Both the three meals a day and the 'refreshment moments' in between work with watermelon, soft drinks, water etc.
- Contact: was fine. In everything you did there was sufficient and involved contact with the residents.
- Atmosphere: unfortunately this was the weak point for me during the trip. In our group, five women who were quite young at heart were, in my opinion, very adolescent, and very many judged (and sometimes gossiped) about other people (both about the people of Nomadelfia and fellow group members). In addition, they were very noisy for me. There were hardly any moments of silence and music was put on during many activities without consultation. The music was not very diverse and very loud. I have sometimes asked if we could play other music, but I also found it difficult to talk to people about it. In my opinion, it is more social if you ask both your fellow group members and the population whether music (and its volume) is desired. One of the reasons why I registered with IBO is because I also expected to find kindred spirits: people who want to work hard and who not only talk but also do things. Unfortunately, this was disappointing. I wonder if my observation, and the way I experienced the group, will be recognized (not within my group, I expect little response, but within IBO as an organization) or whether it is or seems to be an exception. In addition, I wonder if the type of project can affect the characters in a group. My project was a project in which living together may play a bigger role. Does a construction project perhaps attract different types of people? Because for me it is necessary to meet more modest people and to see more of a work mentality. I really enjoy socializing, but taking into account the wishes and thoughts of others is a condition for social behavior. Finally, there was a practical problem that arose with one of the Italians in the group. This person did not want to share the key and kept waiting in the door of your room until you left the house. Because of this I could not always relax well. In the second week we received a second key and the problem was solved.
- Group size: was fine. The type of people is more important to me than the number of people.

- Information provision: I am very satisfied with this. In a short preparation time (two weeks before the start of the project) I received a lot of good and detailed information. I found the accessibility, friendliness and involvement very pleasant to experience!
- Expectations: yes and no. I learned a lot from it: traveling, figuring things out, living together, staying somewhere else etc. The population was very friendly. The work is largely in order and as expected. The group unfortunately was less.
- The total experience ensures the seven. The educational skills for myself and the cordiality of the people provide the pluses. The minuses are formed by my experience in the group.

#### **Best memory**

- There are very many. The people I met, the Italian food at the large tables with the families. Especially the last evening where we had organized a pizza evening with several families.
- Increasing my self-reliance on the one hand and contributing to the life of others.

#### **Ridracoli TEEN (IT-68) – 1 evaluation**

- We haven't done much work, but it was great!
- You did more work in the house in terms of making food and cleaning, but I thought it was a very nice week.
- The information from IBO was clear, but it was not at all what we were going to do. For example, we cleaned a church where we had to clean benches and sweep the church (so much dust!). We also had to make a video for the Eco museum about water abuse, and we eventually had to maintain a nature park. Hereby I sanded and painted a bridge. The unexpected expense was for a boat trip (it was only € 3). We expected only environmental activities, outdoor work.
- I went because I was tipped by a friend and it seemed like a nice experience and adventure. I also enjoyed meeting new people.
- Yes, I really enjoyed myself! We didn't do much volunteering, but I was never bored and very entertained. You also get to know nice new people!

#### **Best memory**

- In one of the last days we went to a town called Santa Sofia and then the group really came together and it became a whole. It was a really nice day and we also had a nice dinner. The place we went to eat was organized by an association of elderly people where children served the food to them. It was decorated outside and there were lots of people, super nice, and also music. People were dancing. Really fun!

#### **Luserna san Giovanni TEEN (IT-77) – 1 evaluation**

- The whole group agreed that we did not really have the idea that we contributed something to the people there. We would rather have done something for the people there immediately.
- We had to stay on site and had little opportunity to do something with the people, because they were also busy with their own activities.
- It was maybe a bit too big, because you could hardly make contact with everyone. Small groups were formed.
- I did not really have any expectations and as you reported it was also unclear to you, so the information was fine, since Italy did not provide more information.
- Had a super nice week, there are some improvements possible, but we discussed that together.

#### **Best memory**

- International friends

### **Reggello (IT-78) – 1 evaluation**

- Some didn't speak English

### **Best memory**

- The experience of living at Casa Cares

## Evaluation of projects organized by IBO-Netherlands

Project (individual volunteers)	1. Goal	2. Project is useful	3. Project is necessary	4. Contact with target group	5. Enough work to do	6. Enough materials	7. Technical guidance	8. Safety at work	9. Work was practicable	10. Hospitality	11. Accommodation	12. Info local situation	13. Meals	14. Contact local population	15. Atmosphere in the group	16. Number of volunteers	17. IBO-information	18. Expectation versus reality	19. There were unexpected consequences	20. Overall mark (1-10)
Adawso, Ghana (GH-63)	4	3	3	4	2	3	4	4	3	5	3	4	4	5	5	4	4	4	N	7
Adawso, Ghana (GH-92)	4	4	3	4	3	3	3	4	4	5	5	5	5	5	5	5	4	4	N	9
Brezovica (HR-31)	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	4	N	10
Brezovica (HR-33)	5	5	5	5	5	4	5	4	5	5	5	5	5	5	5	5	5	5	J	10
Brezovica (HR-33)	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N	10
Bishkek (KG-34)	5	5	5	4	5	5	5	5	5	5	5	5	3	5	5	5	4	4	N	8
HuizenWeekjeWeg (NL-56)	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	N	10
Winckelsteegh (NL-73)	5	2	2	2	1	1	1	3	3	4	3	3	4	4	5	5	3	1	N	4
Winckelsteegh (NL-73)	5	2	5	2	1	5	3	5	5	3	5	4	3	4	4	5	5	3	J	5
Winckelsteegh (NL-73)	5	4	5	4	3	5	5	5	5	5	5	5	5	4	5	5	5	5	N	9
Winckelsteegh (NL-73)	5	5	5	4	4	4	4	4	4	5	5	5	4	3	5	4	5	5	J	10
Winckelsteegh (NL-73)	5	4	5	4	2	4	3	4	4	4	3	4	4	4	5	5	4	4	N	8
Summerschool Ukraine (UA-80)	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N	10

## Comments and explanations by volunteers

### Adawso (GH-63)

- I was able to make meaningful contributions with my experience and specific professional knowledge. I have mixed feelings about the construction work of other volunteers. Young girls lugging sand and bricklaying stones while the Ghanaians are watching.... The art is to get the people there to pick up the work themselves!
- There were actually too few activities for me to fill 3 weeks. In addition, I was dependent on project manager Emmanuel for almost everything, and he was often too busy with other matters. Therefore I had to wait a lot, which of course also goes with working in Africa....
- Housing primitive, but very cordial host family.
- great group
- good organization and guidance in preparation at IBO
- I chose this project because of the possibilities to use my architectural knowledge, and because of the transparent and selfless organization of IBO
- For many years, international groups have been coming here to build, teach, supervise teachers etc. and that is very useful. Everything is, however, too much dependent on one person, so that sometimes there is not enough management. In fact, improving the organization there would yield more than sending voluntary builders.

#### Best memory

- Coaching underprivileged young people when drawing up a 'business plan', and experiencing how big the difference in education, knowledge and experience is with students in NL.

### Adawso (GH-92)

- It is very difficult to make a concrete contribution to the quality of education in two weeks, we had not expected that either. Whether support is also needed in the coming years is something we think it is a hard question. It depends on the goal.
- The construction work was somewhat difficult due to poor communication with the contractor who did not show up every day. We took care of chores for the children ourselves and the lessons as good we could match the level of the children
- Ghana is a fantastic country and our hosts were fantastic people. Unforgettable experience
- Contact with the other volunteers made it way more fun.
- We were sufficiently prepared for unforeseen situations. Had expectations adjusted down in advance and that helps.
- For our children it was a very educational and beautiful experience and that was very important to us; so that the occasional search for meaningful work was accepted.
- suitable project for us as a family in combination with the available projects

#### Best memory

- Visiting a project like this as a family, the hospitality and cheerfulness of the people in Ghana. The contact with the other volunteers.



## **Brezovica (HR-31) – 1 evaluation**

- The children deserved the extra attentions very much, also the employees could use more hands, and the activities we came up with can be used later on.
- Anyone can do all the work, if you didn't want something, that wasn't a problem. Nobody in our group indicated that, because everything was possible. There was always at least one permanent staff member who was in charge and enough people who spoke English.
- We were received by the board, were given our own clean house with everything that could be imagined, from bathrooms to TVs. Three meals a day with varied meals. We also received a list of sights and various options as a possible excursion.
- We never had a fight, everyone supported each other. Last year the groups were apparently quite large. This year it was less, this was a much better concept. As a group we could do everything and as a group everyone got attention, so we also had more support to each other.
- Everything in the book was correct, but I did expect to care more, the amount of care we gave was not much. It was more the attention that we could give that the permanent employees could not give because of a lack of time.
- Ridiculously fun. I got a very different picture of the target group.

### **Best memory**

- One of the girls was adopted. Seeing the children laugh.

## **Brezovica (HR-33) – 2 evaluations**

- These children need more attention: maybe offer more periods in other seasons.
- Volunteers make a difference for a bit, they need way more hands, for the children and the supervisions the volunteers are needed to do more with the children.
- For the children, there were not enough suitable materials available, especially for the seriously handicapped children. A few animals on the site; a small swimming pool can give much improvement. We were not informed about children who tended to leave suddenly.
- It was clear what we, as volunteers, could do and what not. A little more explanation about certain children about what to look out for is desirable. I can imagine that not everyone can properly assess what is and what is not possible.
- Very friendly and hospitable people. The meals were excellent and people were open to our questions such as vegetarian food, more vegetables and fruit. People are very generous: the meals were plentiful. That can be less otherwise it might be thrown away.
- There was a peer of my age (Dinie). Otherwise I don't know if I would have sustained it. The others were very young (from the age of 17) and naturally pulled together strongly. It is good to keep an eye on this aspect! However, they were great colleagues.
- Taxi was not necessary :). They regularly offered the bus service from the home!!
- Very useful and needed work. I need to do something for others. I felt enormously appreciated by children and the staff. This is a great project and should be expanded.
- I found it a special experience, made a big impression on me, we were very well looked after, lots of food, friendliness, unbelievable.

### **Best memory**

- The reactions of the children: they could really enjoy attention. The fantastic leaders and mutual affection with everyone.

- That I was allowed to be there, it deeply touched me how the children are and how hard the staff members work, and they all have a big heart. I went home with a full heart, it makes you quiet and makes you realize how privileged we are.

### **Bishkek (KG-34) – 1 evaluation**

- The presence of volunteers during the summer holidays for these children is definitely of added value for the kids. Together with the children, on the various projects, we were able to give a nice interpretation to the last weeks of the summer vacation.
- There is no standard work package ready, it is important that activities are carefully considered prior to the visit. All the necessary materials are available from the project (boxes for music, craft items, the locations have climbing frames to organize relay races, etc.). It is also fun for the children to do new things. For example, we came up with the craziest games with straws, water and flour, etc.
- We were received very hospitably at the location of the project. During our stay we were well looked after and there was daily contact with one of the supervisors who also reserved things such as taxis or weekend trips for us after working hours.
- The group size was perfect for the number of children present at the locations.
- The facilities around the project are well organized, transport to the locations, supervision of the teachers who are present, and constant coordination with the volunteers in order to fill in the available time as well as possible.

### **Best memory**

- I brought a Grimas Schmink pallet from the Netherlands. The children thought it was so wonderful that I had the privilege of painting 50 children every day.

### **Winckelsteegh (NL-73)**

- Due to the nature of the people living there and the language barrier, we could not do much when it came to communication. Besides, as we were not familiar with the client's behaviors and needs, we were not allowed or very limited to interact with them (which is totally understandable, but it made us feel useless).
- The organization of the volunteers was totally a disaster. Sometimes the caretakers did not know we, the volunteers, were coming to help them. Other times they ordered us to clean already clean things or just "silly" things to keep us busy.
- In general the caretakers were friendly and kind with us, they tried to show their job and how they deal with specific clients. Unfortunately, some caretakers were quite unfriendly and cold, these just wanted to obey what they say we had to do.
- On my way to Nijmegen, from London, my passport, among other stuff, was stolen. So I needed to travel to the embassy in Amsterdam twice (consequently, I had to miss 2 days of working at de Winckelsteegh).
- This project encourages me to get interested about this same service back in my country of origin.
- I really encourage the organization to give it a second chance. This project really has potential, it is just a matter of exploiting it. Also it is nice to see, despite the difficulties of the job, how

De Winckelsteegh try to narrow the gap between mentally disabled people and society by organizing the project. I wish them all the best and good luck in the future!

- We had really good moments with disabled peoples but sometimes we didn't know what to do (especially when people were able to speak Dutch.. because they asked for it but we couldn't speak with them)
- It happened that in some place we were too much volunteers, and sometimes professionals didn't know what to do with us...
- We were welcome in every buildings and all the professionals were nice with us!
- Of course, I didn't have any experience with this kind of people before, so it's really nice to know more about them and the way we can help them!
- We had an opportunity to work and interact with the elderly and handicapped people from the project which was really nice. Contact was adequate enough.
- Guidance and explanations was well done by the staff and some of the volunteers. Even though we came a bit late after the orientation day, we appreciated everything.
- I learnt a lot of practical skills like how to handle them, what makes them cheerful etc.
- The work they gave, not well clarified enough, I don't know what exactly I should do. Sometimes, they did not need help

#### **Best memory**

- I think that it was when we were dancing with clients, we all shared happiness.
- Travelling, meeting new people, working in a different environment help a lot in terms of personal development. It broadens your horizons.
- The people. I loved the group so much
- Friendship

#### **Ukraine Summer School (UA-80)**

- I have no best memory: too many memories to choose from!

## Group-evaluations

Project		1. Goal	2. Project is useful	3. Project is necessary	4. Contact with target group	5. Enough work to do	6. Enough materials	7. Technical guidance	8. safety at work	9. Work was practicable	10. Hospitality	11. Accommodation	12. Info local situation	13. Meals	14. Contact local population	15. Atmosphere in the group	16. Number of volunteers	17. IBO-information	18. Expectation versus reality	19. There were unexpected	20. Overall mark (1-10)
Luik (BE-64)		4	4	5	3	3	1	4	4	4	4	5	3	5	5	5	5	3	4	N	7
Luik (BE-64)		5	5	5	5	5	5	1	5	5	2	5	3	5	4	5	5	5	5	5	8
Luik (BE-64)		5	5	4	3	5	5	5	5	5	5	5	5	5	5	5	5	3	5	N	10
Luik (BE-64)		5	5	3	2	4	1	3	4	2	1	5	3	4	5	5	5	4	2	N	7
Luik (BE-64)		3	5	4	4	4	2	3	4	4	5	5	4	5	5	5	4	3	5	N	9
Nijlen (BE-97)		5	3	3	5	3	5	5	5	5	4	5	5	5	5	4	5	5	5	N	8
Nijlen (BE-97)		4	4	4	4	5	5	5	4	4	4	5	4	5	4	4	3	5	4	N	8
Straseni (MD-95)		4	4	4	4	4	4	4	3	3	5	4	4	4	4	5	4	4	4	N	8
Straseni (MD-95)		4	1	4	4	5	4	4	4	3	5	4	4	5	5	4	4	4	4	N	9
Straseni (MD-95)		4	4	3	2	5	3	3	2	4	5	5	4	5	2	5	5	4	4	N	8
Straseni (MD-95)		4	4	3	4	4	4	3	3	4	4	3	3	4	4	4	4	4	3	N	7

Straseni (MD-95)		5	5	5	5	5	4	4	5	5	5	5	5	5	5	5	5	5	N	10
Straseni (MD-95)		5	5	5	5	5	4	4	5	5	5	5	5	5	5	4	5	5	N	10
Straseni (MD-95)		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	N	9
Straseni (MD-95)		5	4	5	5	5	5	3	4	4	5	4	4	4	4	5	4	4	5	8
Straseni (MD-95)		5	5	5	5	5	4	5	4	5	5	5	5	5	5	5	5	5	N	10
Chorzów (PL-62)		5	4	5	4	4	4	4	4	5	4	5	5	4	5	5	5	5	N	8
Chorzów (PL-91)		5	5	3	5	4	4	1	5	5	5	3	4	5	4	5	5	2	4	9

**Luik (BE-64)**

- The first working day we soon discovered that 14 people were a bit too much for the work, but all other days part of the group went into town and the rest went to the project.
- We all worked well and actually made something at the end of the week. Apart from a few minor points, it was all fine.

**Best memory**

- Among the many things we have done during the week, I have to say that the second day has been the best for me. We were with a small group and together with the teachers who were with us I spent the whole day working on storage, a very nice job!
- the experience of being in another country with my class in this case
- Super nice working week with the class, learned a lot and worked hard. The owner was stubborn but otherwise the staff was great and fun to work with.

**Nijlen (BE-97)**

- In all situations, the work that that we had to do were explained to us in a simple form. That was good.
- The project was really well planned, but I expected my help to have a different impact. I guess I expect to have a direct contact with the clients and families in this program. Although I know the help from the volunteers was appreciated and valuable

**Best memory**

- Having fun while painting an old wooden house

**Straseni (MD-95)**

- Materials were not always at hand, but were collected on the spot. As a result, volunteers have to wait for material, and therefore have lost time.
- A number of activities could only be carried out because some group members had brought their own tools. technical supervision came exclusively from our own group
- Safety during transport and implementation was not always paramount
- Thanks to dedication and motivation everything was well feasible
- Due to language barrier, there was little to no verbal contact with locals
- A lot still needs to be done here, very useful work.
- Maybe it is possible that before the construction team comes someone will already look so that the right materials are present.
- We were received fantastically, and the goodbye was also great.
- We have had a very good feeling about it. Hard work has been done on all fronts. It is highly recommended that this project is preserved, although you cannot make enough people happy.

**Best memory**

- The resident's response to the delivery of the project
- I have been able to do something for the elderly there. Gives a lot of satisfaction

- That despite the circumstances the people were so cheerful.
- The joy that we have been able to bring to these people through our efforts.
- The gratitude you receive from all old people. What could be better than being able to deliver a beautiful and clean home to people who live in poverty?
- The gratitude that you experience from all involved
- To be able to mean something for the poorest people in Moldova
- The smile of the elderly after our work was done.
- the smile of the elderly for the attention you give them
- With my commitment of a few days, making a world of difference for those people for whom we have worked

### **Chorzow (PL-62)**

#### **Best Memory**

- The contact with the target group of the project

### **Chorzow (PL-91)**

- As long as the maintenance is kept up to date, it would all go a lot smoother, although our help was really needed now. Maintenance would make a big difference.

#### **Best memory**

- Building the bird houses with the Polish children, so much enthusiasm and joy, it was beautiful