

E-IAVE

November 2015

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Planning for the Future

By Kylee Bates, IAVE World President

This month the IAVE Board will undertake the most significant task any board has - to set the organisational direction. The board will meet for our annual face-to-face meeting, with this meeting comprising two days of intensive discussion and debate to develop **IAVE's next strategic plan - IAVE 2020**.

We embark on this knowing that it is both a responsibility and a privilege. This year we also do so having conducted a more consultative process with members and key stakeholders than any I can recall in the time that I have been involved with IAVE.

Our consultations included: a literature review on global issues and trends, a survey of our members available in Russian, Arabic, Spanish, French and English; a survey of national volunteer centres, including the Global Network on National Volunteer Centres; a survey of members of our Global Corporate Volunteering Council and follow-up discussions; interviews with leaders of internationally-focused non-government organisations and United Nations Volunteers; and surveys of, and interviews with, IAVE board members.

We viewed this process as both an opportunity to gather information as well as to engage with our networks. We knew the work involved would be significant and the chances high that competing demands would limit people's engagement. However we have been well rewarded for our efforts. The depth and diversity of views expressed provides a richness of information and perspectives that any board would be blessed to have available to it.

The level of interest expressed by many of our stakeholders and the time taken to provide considered and

thoughtful responses is heartening. While the diversity of views and issues expressed poses an inevitable challenge for the IAVE Board to reconcile where IAVE should focus our efforts, your feedback has affirmed for us that there is a critical role that IAVE can, and should, play on the global stage for volunteering.

Following our meeting we will further reflect on and refine our direction and goals with the aim of releasing IAVE's new strategic plan early in 2016. Thank you to all who took the time to respond to our surveys or talk with us.

This month also celebrates **International Volunteer Managers Day** - now celebrated on 5 November each year. Celebrated since 1999, International Volunteer Managers Day, seeks to recognise the contribution of individual managers of volunteer resources and create greater awareness of the key role that volunteer managers play in the mobilisation and support of the world's volunteers.

On behalf of IAVE and the global volunteer community, thank you managers for the work that you do, for the volunteers that you empower and enable, and for the collective impact that together you have.

IAVE National Representatives in Asia-Pacific Meet

In a first-ever convening of its kind, IAVE's National Representatives in the Asia-Pacific region met together apart from a regional conference. The session was called together by Kylee Bates, IAVE World President, as a follow-up to the unexpected cancellation of the Asia-Pacific regional conference.

With sponsorship funding from Microsoft, a member of IAVE's Global Corporate Volunteer Council (GCVC), it was possible for 17 of the 18 NRs to come to Hanoi, Vietnam for the October 8-10 working session.

The agenda included reports from each NR on their own work for IAVE and on the state of volunteering in their countries. There also were specific targeted discussions on the role of government in giving and/or supporting national leadership for volunteering and on corporate volunteering.

Kylee and IAVE Executive Director Kathi Dennis reported on IAVE's current activities and plans for the coming year, with special emphasis on the 2016 World Volunteer Conference to be held in

November 2016 in Mexico City.

Mara Basanovic, CEO of Volunteering Western Australia, representing Volunteering Australia (VA), gave a special presentation on the collaborative efforts of VA and the eight state volunteer centers to develop their recently published "A New Definition for Volunteering" and their "National Standards for Volunteer Involvement" and the accompanying "Guide and Workbook." All are now available on VA's website - <http://www.volunteeringaustralia.org/>.

Debbie Huang, representing IAVE Taiwan, led a discussion on volunteer exchange programs and study visits.

There were lively group discussions on the potential for collaboration in the region and on the role of National Representatives, led by Yoonae Park, elected Regional Representative from Korea, and IAVE Executive Director Kathi Dennis. The group enjoyed a visit to the Vietnam Volunteer Center and a wonderful dinner hosted by VVC.

Conferences and Farewell as Regional Representative

By Dr. Patricia Nabti, IAVE Regional Representative, Arab Nations

I would like to share some reflections about three conferences in the Arab region and then express my final thoughts as Regional Representative.

The 5th CSR Lebanon Forum took place in Beirut on October 26th. Corporate volunteering sometimes gets passing mention in CSR conferences, but this was the first time, as far as I know, that a presentation was given

on the subject. Unfortunately, since the “Corporate Community Engagement Workshop” of the conference was scheduled for 4:30 and actually started at 5:30, after a full day of conference sessions, it was understandable that only four companies had representatives to meet with around 60 representatives of non-profits. As a result, I redirected my presentation to organizations engaging corporate volunteers rather than to the companies that have or want to develop volunteer programs. But it was a start, and the head of CSR Lebanon has proposed that we have a special half-day program in Beirut focused on corporate volunteering in the coming months.

The next day, October 27th, I flew to Abu Dhabi in the United Arab Emirates to attend the Emirates Foundation’s 3rd Youth Philanthropy Summit. Since Emirates Foundation has one of the best programs of youth volunteering in the region (Takatof) it is no surprise that one of the conference breakout sessions was “Developing Leaders Through Volunteerism.” There were three “Experts” at the session – Mei Cobb of United Way Worldwide, Rita Karakas, the President and CEO of Canada World Youth, and me. The content was strong, the discussion was lively, and the “Experts” were able to effectively connect volunteering with philanthropy, the focus of the conference.

The third conference I want to mention is the IAVE Regional Volunteer Conference to be held in Bahrain November 12-14. It will bring together volunteer leaders, NGOs, businesses, and government officials from different countries in the Arab world to share their experiences in volunteerism and learn more to strengthen it in the region. To learn more, visit the conference website at www.iavearabnations.org.

And finally some closing words as a member of the IAVE Board... In 2009 I was elected as the Regional Representative of IAVE to the Arab Nations - 17 years after I moved to Lebanon, 11 years after I made a professional turn to work in the field of volunteerism, and 8 years after I joined IAVE. Being on the Board has been an amazing experience. It gave me the official capacity to identify and bring together leaders of volunteering from throughout the Arab world to participate in the region’s first IAVE regional conference in Beirut in 2011 and its second in Oman in 2013. And the precedence has been created so that now we are about to hold our third regional conference in Bahrain this month.

Over the past six years the number of National Representatives in the region has expanded and the NRs, in turn, have helped expand IAVE’s membership in their countries. We have also arranged for the translation of E-IAVE into Arabic. As a member of the Board I have had the opportunity to participate in IAVE’s strategic planning, and have actively worked with other Board members to support IAVE’s four pillars of Convening, Advocacy, Knowledge Development, and Network Development. And as Secretary of the Board I have served on IAVE’s Executive Committee to lead the organization between Board meetings.

It has been an honor and a privilege to work with other global leaders of volunteering in helping to shape this organization that makes such an important contribution to the development of volunteering worldwide. And I look forward to continuing as an active IAVE member under the regional leadership of Osama Mustafa Suliman who has been an exemplary National Representative for Sudan and, I know, will carry the region forward with capability and commitment as its next Regional Representative.

GCVC’s Susan Portugal Awarded the Hoffman Prize

On October 15, 2015, California presented the 2015 Governor’s Volunteering and Service Awards, and the Hoffman Prize to eight honorees. The Hoffman Prize recognizes one outstanding California business executive each year, who demonstrate outstanding and impactful work fostering volunteerism in his or her community, California state, the nation, and the world. Susan Portugal, the Senior Vice President, Corporate Social Responsibility Philanthropy Director at Bank of America was awarded this prestigious award this year. Susan is

also a representing member of IAVE's Global Corporate Volunteer Council, on behalf of Bank of America.

Susan is responsible for key employee engagement initiatives, which include Bank of America's nationally recognized global volunteer program, and the United Way Campaign. Under Susan's leadership, Bank of America Community Volunteers have driven over 2 million employee volunteer hours every year throughout the globe. This impressive milestone gained national recognition as a topic organization



within Points of Light Foundation's Civic 50 annual ranking.

Susan is also responsible for Bank of America's United Way Campaign in the United States. Through the campaign, company employees have pledge \$18.6 million in 2014 to support thousands of non-profits throughout the nation. Lastly, Susan has led the company to make advances in integrating volunteering as a key component of Bank of America's corporate social responsibility initiatives, including campaigns focused on hunger, military, and financial education. [Click here](#) to view the 2015 Hoffman Prize tribute video for Susan.

Getting to Know the CLAVE Companies: Part 2 – The Challenges

By **Mónica Galiano**,
Executive Secretary, CLAVE,
Senior Consultant, IAVE

It is not always easy to be a volunteer. Becoming involved in corporate volunteer programs can be time consuming and can sometimes take away time that could be spent with family or for leisure. Members of CLAVE weighed in on this challenge. Jackie Souter, from Banco General addresses this concern by stating, "In today's society, it is difficult to make long term commitments, especially because it is difficult to see immediate outcomes of our volunteer work".

"In Disney, we build a sense of commitment from the employees. We plant the seed, with hopes to fostering something very real and sustainable", states Belén Urbaneja, "How do you get a program that achieves real impact?"

The key is to promote volunteering without having the employees feel forced to participate in volunteering programs against his or her will.

Employees should feel compelled to be involved because they are aware of their own social responsibility to their community. Achieving this has been a constant source of concern for businesses.

"One of the greatest challenges is getting the executives to understand the program's value and adopting it to their local company with the same enthusiasm, as well as convincing their respective Human Resource departments of these values – who sometimes takes years to understand the benefits of these programs" says Vicky Riaño from Telefonica.

These are some of the challenges encountered by managers in the construction and maintenance of volunteer programs in the Latin America region. They try to ensure that the volunteering goals remain aligned with the values of the company and do not diverge from the business's goals. At the same time, managers try to be flexible with schedules and types of approved volunteer activities, in order to serve the community with their most pressing needs.

"To ensure active participation from senior management, we need a more 'sophisticated' approach" says Roxana Viquez, from BAC Credomatic, "with programs that are geared towards their unique talents and

abilities”.

Engaging active participation from executives worldwide, ensuring that all corporate volunteering program records and evaluations are made, and establishing proper program protocols are all tasks that take time. However, we are noticing a higher level of achievement and professionalism in recent years.

Enzo Dotto, from DIRECTV, is worried about the lack of monitoring for long term programs to ensure that they are making a significant impact, “Many specific and immediate volunteer activities are being completed, but it is not known how much change it has actually made on the communities in the long term, because we do not measure these changes”.

The five founding companies of CLAVE are working together to better understand how to address these issues by sharing their knowledge, and becoming more aware of the actions that are needed to strengthen the methodology and practice of Sustainable Corporate Volunteering in Latin America.

GYSD 2016 Date Announced!

Global Youth Service Day is an annual event that gathers young people around the world in conducting community service, service learning and youth voice activities that benefit their communities, their nations, and their world. Started in 1988, the event garners much attention and participation, with over 2,000 youth organizations around the world participating each year. Since its inception, IAVE has been a key global partner for GYSD, empowering members to participate and

spread its message worldwide.

Youth Service America, the founding organization for the event, has recently announced the dates for GYSD 2016. Next year’s Global Youth Service Date is scheduled for April 15-17, 2016. Save the date and start sharing what you want the world to be like in 30 years on Facebook and Twitter, using the hashtags #BackToTheFuture and #GYSD. Don’t forget to mention @YouthService and @IAVE!

The 6th Hong Kong Volunteer Award

By **Flora Chung**, CEO, Agency for Volunteer Service, IAVE National Representative, Hong Kong

“Volunteering is like a ripple action of which one person starts off then more and more people will be rubbed off and join in to help others. Her husband is one of the examples who always joins her to volunteer.”

-Dr Emmy Li, one of the Hong Kong Volunteer Award winners (Read her volunteer story [here](#))

Volunteers are valuable assets to the society. To recognize their contribution and promotion of volunteering, [Agency for Volunteer Service \(AVS\)](#) launched The Hong Kong Volunteer Award (HKVA) in

2005. Gaining popularity and credibility from the wider community, HKVA is stepping into its sixth round this year.

A biennial territory-wide campaign in Hong Kong, HKVA aims to raise public awareness of the value of volunteering, raise volunteer profile and to present exemplary volunteer models to society.

[The 6th HKVA](#) kicked off in March 2015 in collaboration with RoadShow, a local media partner and supported by a number of corporate sponsors. After careful deliberation and assessment of the Judging Panel formed by community leaders from different sectors, 6 individuals, 6 volunteer groups and 3 business corporations were selected for the Award presented by Mrs. Regina Leung, Wife of the HKSAR Chief Executive, who officiated at the Award Presentation Ceremony on October 3, 2015. Briefs on the awardees are as follows:

Individuals

1. **Dr Lam Kar Yeung**: A registered Chinese medicine practitioner who gave care to the singleton elderly living in the outlying island in Hong Kong and organized medical mission to the mountainous areas in China Mainland to provide free medical consultation to the inhabitants.
2. **Dr Chau Ka Foon**: A doctor active in promoting organ donation for more than 20 years, she established The Hong Kong Transplant Sports Association and took a leading role in organizing Hong Kong Transplant and Dialysis Games.
3. **Ms Chan Ling Shan**: A 70-year old elderly who has been volunteering at a special school for the physically disabled for 35 years by providing in-class support to students and accompanying them to outdoor activities and helping students learn and enjoy the class.
4. **Mr Wong Yin Shun**: A solicitor who provided pro bono legal services to various organizations, schools and residents of public housing estates. He also initialized a program to arrange ethnic minorities as interns in his law firm so as to get them well prepared for their future professional career path.
5. **Mr Ip Man Fai**: A radio DJ, singer and artist who transformed his fans club into a volunteer team and led his fans to organize service events to serve various charitable organizations and project positive energy to the society.
6. **Mr Yeung Ping Kei**: A theatre worker gave touring theatre performances, which were followed by discussion sessions to give the audience a chance to participate, to discuss and think deeply, and to help them learn to accept themselves and to care for their families and the society.



Volunteer Groups

1. **Pei Ho Counterparts**: The founder was a cook who delivered free meals to the grassroots for several years. His act of helping the underprivileged made ripple effect, and attracted many other parties to join while the service areas have been extended to serve the more needy.
2. **“Suicide Prevention Services” Volunteers**: An organization upholding the values of befriending and active listening, the group serves people who are suicidal and/or distressed. It tailors services in response to the social changes like outreaching befriending service for suicidal elderly, caring calls, etc.
3. **The Hong Kong Pioneers Mutual Support Association Ltd**: The group was administered and operated by cancer patients who support and encourage one another on the road to fighting against cancer.
4. **Neighbourhood First 59**: Founded by a group of youths aged 14 to 24 to promote neighborhood care and support. They mobilized the local shops in the area to provide discounts to the low-income families and elderly in order to turn the main street into a “Love Street”, building mutual support network among neighbors.
5. **InspiringHK Sports Foundation**: Formed by a group of young volunteers, it provided sports programs and learning activities to grassroots teenagers to widen their social circle and develop sportsmanship, confidence and self-discipline.
6. **“Art in Hospital” Volunteer Team**: This group helps patients with chronic disease to express their feelings and emotions to ease their pain by means of art therapy, including calligraphy and ink-wash painting, and to strengthen the patients’ eye-hand coordination, allowing the them to gain confidence and build their self-reliance and mutual help.

Corporate Award

1. **CLP Power Hong Kong Ltd**: This company launched the “Volunteer Services Matching Donation Program” in which it will donate a certain amount to a charitable organization for each volunteer service hour contributed by its staff and their family members and friends. In addition, staff members are encouraged to use their expertise and technical skills when volunteering.
2. **Sino Group**: This business encourages its staff to join volunteer services during office hours for at least one day in a year to foster volunteering culture. Senior executives also take the lead to participate in these service activities. An incentive scheme was launched to recognize staff members who have made extraordinary contribution to the community.
3. **Standard Chartered Bank (Hong Kong) Ltd**: The bank promotes employee volunteering through the Employee Volunteering Taskforce, which proactively looks for and creates volunteering activities for staff and helps promote the volunteering spirit in the bank, particularly during the annual Employee Volunteering Month.

Please click [here](#) for more details on the awardees.

Your Stories are featured on 500ways.org!

IAVE members from all over the world have been sharing their volunteer stories to share on the [500 Days, 500 Ways](#) website, an online campaign started on August 18, 2014 to mark the 500 days until the end date set for the Millennium Development Goals.

Thanks to your participation many of your volunteer stories are now featured on 500ways.org. From stories of corporate volunteering from GVCV companies like [Hilton Worldwide](#), to local activities run by volunteer organizations like [AMVIAC](#), the voice of IAVE members are being shared with the global volunteer community.

Take a look at all our featured stories at [500ways.org](#) today!

Canada's Federal Election through the Lens of Volunteerism

By Volunteer Canada, IAVE Member, Canada

“Volunteer involvement is fundamental to a healthy and democratic society in Canada. It promotes civic engagement and active participation in shaping the society we want. It gives everyone a voice and the space to contribute to the quality of life in communities.” -**Canadian Code for Volunteer Involvement**

On October 19, 2015, Canadians headed to the polls to vote in Canada's 42nd federal election. An estimated 68% of eligible voters cast their ballots, representing the highest voter turnout since 1993. Such a high turnout is great news for Canada because an engaged public is usually more informed about the needs of their community.

Now that the election is over, will Canadians continue to be as actively engaged?

Volunteering is the most fundamental act of citizenship in our society, and on October 19, thousands of

volunteers across Canada sparked change. Newly elected Prime Minister Justin Trudeau made sure to thank “the incredible volunteers” in his victory speech:

“All of these people had one thing in common: they care deeply about their families, their communities and their country. They believe that better is possible and that active citizens can play a real part in making it happen.”

Volunteers along a wide spectrum of engagement play a key role during elections. Whether they are informing themselves about the issues, supporting a candidate or party, actively participating by helping out at a polling station or adopting a leadership role for a campaign, their efforts are collectively creating the community they want to live in.

Volunteer involvement, which includes civic engagement, has a powerful impact on Canadian society. It is vital for strong, inclusive and resilient communities. So it makes good sense for Canadians to continue to be actively engaged beyond the election. Volunteer Canada urges citizens to play an active role in their democracy by volunteering for the causes and issues that matter to them most.

International Volunteering Work Camps in Mexico

By Nicolás R. Aguilar Osorio,
Director, AMVIAC, Mexico



The Asociación Mexicana de Voluntariado Internacional A.C. (AMVIAC), one of IAVE’s newest members from Mexico, organizes international volunteering work camps in various regions of Mexico. Two of these work camps are part of the World Heritage Volunteers program and take place in two World Heritage sites in Xochicalco and in the village of Atlatlahucan, which has one of the 14 ex-monasteries from the XVI century on the slopes of the Popocatepetl volcano. The other two international volunteering camps will take place in the Guanajuato and Chiapas regions addressing cultural heritage, and social and environmental issues.

AMVIAC is also promoting the participation of Mexican and international volunteers in medium and long-term projects (ranging for periods of 1 to 12 months) in the Chiapas region with more than 15 projects.

International volunteering work camps have a long history in Mexico dating from 1985 when they were implemented after the bog earthquake that shook Mexico City.

Learn more at AMVIAC at <http://www.amviac.org>.

Empathy as a Basis for Volunteering

By Aura Sofía Díaz, Ph.D,
IAVE Member, Venezuela

Humans are equipped with innate abilities. These abilities can be turned into useful skills and capabilities. Because of this, humans are rich with a variety of abilities that can be used to enrich the lives of others.

We have three different systems in our brains: the system to promote thinking, the system of to feel emotions, and the system that guides our behavior. Humans therefore THINK, FEEL and ACT.

What is empathy and what do we think empathy is? Could it be to place ourselves into someone else’s shoes and to provide help at any given time? Or is it to collaborate with one another to help someone out of a difficult situation?

We’ve learned that it is far more complex than that.

According to the latest research in neuroscience, empathy is an innate sense in humans that we cannot separate from ourselves. We can't exist without it. Although we have not yet gotten used to certain concepts within this study the principle idea is simple: if you're better then my life is better, and if it improves the quality of life for the people in my country, my family will live in a better environment and therefore my beloved ones will live better lives. We know that we can improve the world through unity and helping one another, for the welfare of the entire society.

"Each organism communicates with any other organism through vibration. Everything made of atoms and molecules emit energy, which means that our bodies are reflecting the energies around us. However, to catch that energy, we need to feel".

Empathy is essential for humanity. It is essential because life goes by not in individual activities, but in the activities that occur through human interaction. Life happens through our connections with one another.

Proper understanding of empathy will allow you to act empathetically. To be empathetic means to think about how others may need, to feel what others feel, and the act upon these thoughts and feelings. Empathy is working to help improve the situation of others, and if you can't do it alone, you can look for support from others to collaborate. Empathy should be the basis for volunteering.

Some questions to consider: How do we approach our relationship with volunteering? Is it only necessary during times of extreme need? Is our desire to volunteer only momentary?

Let's review what volunteering is. Let's explore what it means to be a human being. Let's understand better what it means to be a citizen of the community and what we need to do to improve the quality of our lives as a group.

Is your passion for volunteering driven from my own will? And if so, is it only a temporary desire to feel fulfilled and feel "generous"? Or do you truly understand that by helping others, you are helping yourself? It's important to realize this fact: that by helping others to improve their quality of life, you are helping yourself, your family, your country, and the world.

This should be our conclusion: We are all one.

"That's his or her problem" is not a phrase that we should use, because it is not true. The attitude we should have is "What can I do to improve his or her situation so that I cannot only improve my life, but the lives of those all around the world?"

What is empathy? Put yourself in the place of others, think and feel like the others, and take action to help him or her. Empathy is not just taking action, but it also entails feeling his or her pain, loneliness, and abandonment. Empathy is feeling, thinking and acting.