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On April 13, 2015, the UN Secretariat invited the Post-2015 Volunteering Working Group (IAVE is a member of this group) to submit a paper related to the High Level Political Forums' (HLPF) main theme this year "Strengthening integration, implementation and review – the HLPF after 2015", to be issued as the official document of the 2015 session of the HLPF on sustainable development. The paper was drafted in consultation with the International Forum for Volunteering in Development, IAVE, and the Volunteering Working Group. The paper reflects key

messages of this year's HLPF and contains 6 recommendations for the forum to:

- Formally recognize the importance of volunteering as a crosscutting means of implementation for the SDGs, and in monitoring and evaluating progress towards meeting the SDGs at a global, national and local level position.
- Note the commitment of volunteer groups to sharing in the accountability for the successful delivery

## IAVE as a Signatory for the HLPF Position Paper

of the SDGs.

- Follow the lead of Member States by affirming their full support for the implementation of A/RES/67/290, which supports the participation of non-governmental actors.
- Ensure the data for monitoring of the SDGs is captured through participatory processes and includes the perspectives of the most marginalized, as well as the volunteers that work closest to them.
- Ensure the accountability, transparency and review framework for the SDGs involves community consultation at all levels, including representation of the most marginalized voices, as well as the volunteers

that work closest to them.

- Create a dedicated, permanent and independent Secretariat in order to deliver on its role in the global review and follow up of the Post-2015 agenda. This would need to be sufficiently resourced to enable the HLPF to effectively coordinate the HLPF sessions and reviews, to support states in their efforts, to coordinate the assessment of global progress, to facilitate the broad engagement of civil society and other stakeholders and to manage an agenda of thematic and institutional assessment.

Read the rest of the HLPF Position paper [here](#).

## IAVE National Representatives Respond to Nepal Disaster

Two IAVE National Representatives have undertaken the critically important task of raising money to support relief efforts in Nepal.

Md Ghani Ibrahim, Chief Operating Officer at Yayasan Salam Malaysia, IAVE's National Representative in Malaysia, tells us that they are raising money in support of Service Civil International (SCI) whose branch in Nepal is working with other NGOs on a blood donation campaign and distributing water, food, clothing and tents in the vicinity of Bhaktapur and Panauti and helping to reconstruct homes.

Supriya Lulla at NVPC, the National Volunteering and Philanthropy Centre, our IAVE National Representative in Singapore reports that through SG Gives, their online donation portal, and in cooperation with the Singapore Red Cross Society, they have raised well over \$1 million Singapore dollars.

## RWG Member Companies: Nepal Response

By **Lorrie Foster**,  
Facilitator, IAVE Research  
Working Group

### Ford

Through the Ford Fund, the Ford Motor Company is donating a total of \$200,000 to Nepal relief efforts. \$50,000 is going to Global Giving with another \$50,000 coming from employee donation matching.

### Google

Through Google's Person Finder function, Google is helping to locate individuals in the stricken region by allowing family members and friends to request and provide information about missing persons on the site. Google has enabled Crisis Maps and satellite imagery to aid in the relief efforts and Google Voice has decreased the cost of calls to Nepal. Google has committed \$3.5M in response including a \$1M employee gift matching campaign. An additional employee gift match campaign will benefit the Dan Fredinburg Foundation; Fredinburg was a Google

employee who lost his life in the earthquake.

### Microsoft

In addition to offering free Skype calls to and from Nepal, Microsoft has pledged a minimum of \$1 million in monetary and in-kind donations to support relief efforts. Microsoft is also encouraging their employees to donate to the cause, and in response, Microsoft will match their donations.

### RBC

The Royal Bank of Canada announced its support of relief efforts in Nepal through a \$75,000 donation to the Canadian Red Cross.

### UPS

UPS's support is up to approximately \$800,000 and includes 3 charter flights in addition to the \$200,000 in grants to WFP, CARE and UNHCR. The first flight included consolidated goods from multiple agencies from the WFP's UNHRD warehouse in Dubai. The company also did charters for UNHCR and UNICEF from Dubai to provide shelter and child protection kits. The Logistics Cluster has specifically identified Fork Lift operators to handle and process incoming relief cargo as a priority. UPS, working with its in-country service provider, has provided 3 forklift operators who will support Logistics Cluster operations for 1 month. The company has an LET member ready to deploy, but because the Logistics Cluster had the necessary capacity, they identified highly skilled forklift drivers who can quickly transfer goods from incoming flights to outgoing trucks, as one of their most pressing needs. UPS is also working with the Salvation Army on a 50mt charter from Pakistan to Nepal including tents and mosquito nets that we expect to depart by weeks end.

### Walt Disney

The Walt Disney Company has committed \$1 million to support recovery and rebuilding efforts for victims of the earthquake in Nepal through Save the Children and American Red Cross. In addition, The Walt Disney Company Foundation will match eligible U.S. cast member and employee donations— from \$25 up to \$15,000 per year—to Save the Children, American Red Cross and other humanitarian organizations approved to participate in the Disney Employee Matching Gifts Program.



## Webinar Series on Knowledge Development

By **Mónica Galiano**, Senior Consultant, IAVE Corporate Strategy

On May 21, IAVE hosted a webinar specifically tailored for our members who were interested in corporate volunteering.

Dr. Debbie Haskin-Leventhal, an associate professor in Management Macquarie Graduate School of Management (MGSM) in Sydney, Australia, was invited to give her presentation on “Engaging employees through purposefulness and meaningfulness”. Dr. Haski-Leventhal is the associate professor in Management at Macquarie Graduate School of Management (MGSM) in Sydney, a Faculty Leader of Corporate Citizenship, and the Director of Master of Social Entrepreneurship. She is an active member of IAVE who has presented in several IAVE conferences in the past.

Dr. Haski-Leventhal's webinar focused on corporate volunteering and how it can be enhanced through a

sense of meaningfulness at work. The presentation was based on a 2013 study conducted in Australia with over 4,000 employees from leading Australian companies. The study examined motivations to volunteer, satisfaction with corporate volunteering, barriers to participation, and the relationship between corporate volunteering and a positive work atmosphere.

IAVE members from all over the globe was present for the webinar, including but not limited to: Argentina, France, Australia, Singapore, India, Belize, Nigeria, the Netherlands, Russia, the U.K, and the U.S.

For those who could not attend this webinar, please look over the [presentation here](#) and watch the [webinar recording here](#).

### **Save the Date for our next webinar: June 23rd**

Featuring **Megan Haddock** from the John's Hopkins Center for Civil Society Studies, and **Ksenija Fonovic** from the Associazione Promozione e Solidariety (SPES). The webinar will focus on the ILO Manual on Measuring Volunteering.

**Registration link coming soon. Don't miss it!**

## **Growing the Global Network of National Volunteer Centers**

By **Ramona Dragomir**, Manager, Network Development  
IAVE's newest initiative to support the development of volunteer infrastructure around the world, namely the [Global Network of National Volunteer Centers](#), recently welcomed two new members from Germany and Macao. The two new members will

join over 15 other similar organizations around the world in connecting with each other over issues of how to best promote and support volunteering at the national level in their countries and regions.

The [Federal Association of Volunteer Agencies](#) (bagfa – Bundesarbeitsgemeinschaft der Freiwilligenagenturen e.V.) acts as both an umbrella organization and a professional association, promoting and empowering volunteer agencies on the ground, in Germany. The [Association of Volunteers Social Service Macao](#) works to enhance the level of the Macao volunteer services and to encourage more people to join in volunteer activities.

The purpose of the Global Network is to enhance volunteering worldwide through harnessing and developing the influence, capacity and leadership of organizations at a national level to promote and support volunteering. Find out more [here](#) about who the rest of the members of the Global Network are and how your organization can join.



## **Sarah Hayes Leaving the IAVE Secretariat**

Sarah Hayes, Consultant Director of IAVE's Global Corporate Volunteer Council (GCVC) has announced her plan to leave her consultancy with IAVE at the end of June.

In announcing Sarah's decision to GCVC members, Kathi Dennis, IAVE's executive director, wrote:

"Sarah's journey with IAVE began at the IAVE World Conference in Amsterdam in 2001. At that time she worked with KPMG managing their global corporate volunteering program. In 2002 Sarah became the first IAVE board member representing corporate volunteering. In 2005/6 Sarah helped launch our Global Corporate Volunteer Council with six founding companies. It was one of the highlights of the IAVE World

Conference in India. Corporate volunteering has been an integral part of IAVE ever since.

“Over the past 10 years Sarah has worked very hard to help build the GVCV to an engaged network of 50 companies and leaves GVCV in good order, ensuring that IAVE and her successor will be able to build on this work.”

## News from IAVE Members

### The Global Day of Citizen Action 2015 in Mauritius

By **Mahendranath Busgopaul**, Halley Movement, IAVE National Representative, Mauritius

Halley Movement, a United Nations ECOSOC registered organization, partnered with [CIVICUS](#) to launch a Global Day of Citizen Action 2015 workshop on May 16 in Mauritius.

The workshop grouped NGO representatives from Halley Movement’s partner organizations. H.E. Dr. N. Nokwe, the High Commissioner of South Africa, conducted the launch Ceremony. She spoke about the importance of citizen actions in the world, especially in the context of Mauritius. She presented a call to action for people to think about civic space, understand their rights, and increase awareness about

the importance of civic space and our needs to mobilize and engage.

During his welcome address, Mr. Mahendranath Busgopaul, Secretary-General of Halley Movement, pointed out that the Global Day of Citizen Action is a worldwide event giving ordinary citizens a platform to speak out, organize, and take action. Through participation, everybody is helping each other to understand what’s happening in our countries and aid in creating awareness about the importance of ‘civic space’.

Two group sessions were organized after the launching ceremony with discussions focusing on the Sustainable Development Goals and child welfare issues.

To learn more about the Global Day of Citizen Action [click here](#).

### European Convention: Country Living with a Socially Sustainable Future

By **Eugen Baldas**, IAVE Vice President, IAVE Regional Representative, Europe

In May 2015, a European Convention with the focus on a socially sustainable future in rural areas took place in Freiburg and St. Peter/Black Forest. Approximately 70 participants from 15 European countries discussed the challenges of social sustainability in rural areas and inspirational projects that current exist. They also discussed contributions made by a socially conscious church towards sensible living conditions throughout the European countryside. The German Caritas Association, with support of others, organized the convention.

Profound changes have seriously affected rural areas. Hardly any gainful employment is to be found in farming any more: those who remain on the land are obliged to travel considerable distances to work, school, musical or sports events, cultural activities – and even to church or social services. What is it like to “grow old” in the country nowadays, especially when the children and grandchildren do



not live nearby? Those who depend upon the support of others have difficulty accessing social services. These people include the handicapped, refugees or migrants seeking care, and poor or disadvantaged people. Local public transport is “uneconomical” and therefore unavailable!

These and other challenges are left to charitable and voluntary care in country districts – not only in Germany but also in other European countries. How can country areas be developed in the future with pressing social needs in mind? Answers were given during the plenary and presentations conducted by representatives from several countries throughout Europe.

## Uniting Generations through Volunteering

By Oscar Bravo IAVE National  
Representative, Peru

On March 27, Peru had its Global Youth Service Day celebration in conjunction with the 15<sup>th</sup> anniversary of the Group of Students Volunteers at the Universidad Nacional Agraria La Molina, also known as the GaVitos. Authorities from the public sector, university professors, representatives from the Ministry of Women and Vulnerable Populations (MIMP), representatives from the United Nations Volunteers Program, the President of CENAVOL Peru, and the national representative of IAVE in Peru were all in attendance.

Volunteers and the state joined their efforts to host the celebration suitable for all ages. MIMP who focuses on the wellbeing of older adults, San Juan de Miraflores that manages municipal youth, the Universidad San Ignacio de Loyola, the International Association of Charities AIC, the Rotary Club of La Molina, the Association Guides Scouts, the League against cancer, and CENAVOL Peru which is the national volunteer center for the country, all joined forces to advocate for the fair treatment of the elderly and to prevent abuse of the elderly.

Abuse of the elderly is the action or inaction that causes physical, psychological, or social harm to older adults that is resulted from stereotypical perceptions and ignorance about their stage in life. This type of abuse is prevalent throughout the world and it greatly affects the health and human rights of millions of elderly people. It’s an issue that needs to be raised and eradicated.

To draw attention to the society about this social problem, the General Assembly of the United Nations has designated June 15 as the day to advocate awareness of the abuse and mistreatment of older adults, worldwide. Lectures, discussions, courses, parades, shows, among others are held to promote better treatment of the elderly.

With the framework of this call to action, the MIMP will host events in several cities throughout Peru. This is a unique opportunity for IAVE for all of its networks including the Global Youth Volunteers (GYV), Global Corporate Volunteer Council (GCVC), and Global Network of National Volunteer Centers (GNNVC), to get involved and promote better treatment of the elderly. [Write to us](#) and join the cause!

## #365Recognize: It’s Time to Take a Fresh Look at Volunteer Recognition

By Volunteer Canada, IAVE National  
Representative, Canada

Volunteer recognition is one component of volunteer engagement that constantly needs to be revisited and renewed. Ongoing recognition is crucial to making volunteers feel appreciated and engaged year-round.

[Our volunteer recognition study](#) shows you how Canadian volunteers want to be recognized. It shows the how, when, where and even the why of volunteer recognition may be very different from

your current perception. The study may motivate you to rethink your recognition activities and consider new ones that have way more impact.

Here are three key findings from the research, with tips to help your organization build an integrated and broader strategy for the fine art of saying thanks in a way that will have impact and really resonate.



### **Key Finding One: Many volunteers are not really interested in traditional recognition methods** Tips:

1. Volunteers like to be thanked on an ongoing, informal basis – a verbal thanks goes a long way.
2. Instead of throwing a formal banquet, tell your volunteers how they make a difference in the community.
3. Involve volunteers in decision-making related to their engagement.
4. Today's volunteers have erratic schedules; so offer scheduling flexibility when possible.
5. Volunteering is a two-way relationship, so provide your volunteers with the chance to give and receive regular feedback.

### **Key Finding Two: One size does not fit all**

Here are five tips to demonstrate the many ways you can recognize your volunteers:

1. Some volunteers enjoy public accolades while others prefer to hear it one-on-one
2. Offer to serve as a reference for job hunting volunteers
3. Build in a questionnaire with your orientation to learn what motivates your volunteers
4. Organize training sessions to help volunteers develop the skills they want to gain
5. Personalized tokens of thanks can highlight a volunteer's personality

### **Key Finding Three: You don't need to spend a bunch of money**

Here are five tips to recognize your volunteers without dipping too deep into your budget:

1. Impact statements are a simple but effective way to recognize volunteers
2. Let your volunteers get to know the people they serve
3. Acknowledge volunteers for their individual contributions
4. Nominate a volunteer for a community service award
5. Organize informal get-togethers to highlight the social appeal of volunteering

**How does your organization recognize volunteers? Join the Twitter conversation using the #365Recognize hash tag and [watch our video](#) to learn more.**

## **Australia's New National Standards for Volunteer Involvement**

By **Volunteering Australia**,  
IAVE National Representative,  
Australia

"Volunteering Australia's new National Standards for Volunteer Involvement were launched to mark the beginning of National Volunteer Week 2015. The new Standards incorporate significant changes to the original standards in order to reflect best practice in volunteer management in Australia's current work environment.

"The Standards provide a sound framework for supporting the volunteer sector in Australia. The Standards are much easier to follow and are adaptable to different organization types and different forms of volunteering which reflect the diversity of this growing sector."

The Standards can be viewed [here](#).

## Good News and More Good News: The Measurement of Volunteer Activity

By **Megan Haddock**, International Research Projects Manager, Johns Hopkins Center for Civil Society Studies

Despite what everyone seems to know inherently, volunteering is often overlooked, invisible, and under-funded in the policy agendas and discussions. A major reason is that reliable data about volunteers are hard to come by. Most existing data have been assembled through one-time surveys utilizing diverse definitions, or through large general-purpose surveys that often use small samples and only one or two questions about volunteering. As a result, findings are inconsistent, no systematic comparisons are possible either across countries or over time, and opportunities to assess approaches to volunteer management and promotion are being lost.

### Good news!

This changed in 2011 when the International Labor Organization, working in cooperation with the Johns Hopkins Center for Civil Society Studies and a team of international experts, adopted the *Manual on the Measurement of Volunteer Work* for use by national statistics agencies. This *ILO Manual* represents the first-ever internationally sanctioned approach for gathering official data on the amount, character, and contributions of volunteers. National governments now have the information needed to measure volunteering according to the same level of standards used to measure other forms of work (such as paid employment).

The data collected won't answer all of the questions we have about volunteers, but will offer the ability to move the conversation past the anecdotal to the empirical and provide a foundation for the development of other variables of interest in the future.

### More good news!

In 2013, the world's community of labor statisticians

took a radical step and adopted volunteering as an official form of "work," which moves it from the status of activities countries *might-measure-if-interested* to the status of activities countries *should-measure-if-able*. (In this context, the word "work" should not be confused with "employment" and "paid work." In labor statistics terms, the term work is used to distinguish certain activities from leisure and personal time.)

### The Global Volunteer Measurement Project

The *ILO Manual* thus offers an important opportunity to increase the recognition of and support for volunteering worldwide and to benchmark progress over time. Despite this good news, volunteer groups need to communicate their support for the *ILO Manual* to government officials and statistics agencies, which will only produce data when there is a perceived demand for the information and when the funds and technical assistance needed are available. Statistics agencies also need to know that volunteer groups will partner with them to provide advice, understand volunteering in the local context, help translate the *ILO Manual* and survey module into local languages, to monitor the implementation of the survey module, and to support the dissemination of the resulting data.

To help encourage the implementation of the *ILO Manual* in as many countries as possible, IAVE has joined up with the Johns Hopkins Center for Civil Society Studies to make volunteer groups aware of the *ILO Manual* and to support efforts to see it implemented.

To learn more about the *ILO Manual* methodology and for resources to help you launch this effort in your country, please visit the [Center for Civil Society Studies website](#) and contact Megan Haddock, International Research Projects Manager at the center: [megan.haddock@jhu.edu](mailto:megan.haddock@jhu.edu).

Please also join Megan for a webinar on June 23 to learn more about the features of the *ILO Manual* on June 23.



# CCVA Releases Updated Competency Framework for Professional Management of Volunteer Engagement

The [Council for Certification in Volunteer Administration](#) (CCVA) has announced an updated “competency framework” that “clarifies and defines the full range of tasks involved in the professional management and leadership of volunteer engagement.”

It also becomes the foundation for the Certified in

Volunteer Administration (CVA) credential. The new framework details seven competencies:

- Plan for Strategic Volunteer Engagement
- Advocate for Volunteer Involvement
- Attract and Onboard a Volunteer Workforce
- Prepare Volunteers for their Roles
- Document Volunteer Involvement
- Manage Volunteer Performance and Impact
- Acknowledge, Celebrate and Sustain Volunteer Involvement

While much of the updated tasks and skills are very similar to the content of the previous set of competencies, the format of these new competencies reflects current best practice in the world of professional credentialing.

The complete document, **2015 CVA Competency Framework**, is available as a [free download](#). We encourage you to share it with colleagues and use it as a resource for your work in this field.