

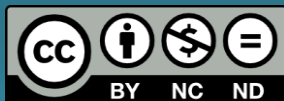




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Proyect



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***EVS IMPACT 21*** has involved an analysis of the impact of EVS on the work and personal lives of ex-volunteers who participated in EVS projects (in the framework of different EU programs) from 2002 to 2018; and evaluate to what extent the European Voluntary Service has allowed them to expand the desire to discover, develop as a person and learn by oneself, it has increased the appetite for learning new languages to communicate, sensitivity towards other cultures, respecting others and collaborative work, fundamental competencies in the 21st century.



Group of participants

The main activity of the project: EVS IMPACT on Communication Competence in Foreign Languages (EVS IMPACT 21) was a 7 day seminar in Santander, bringing together a group of different volunteers from 10 organizations and 10 countries. All young people from Armenia, Croatia, Czech Republic, France, Germany, Hungary, Italy, Serbia, Turkey and Spain have participated in EVS projects coordinated by Asociación Ser Joven from Spain (coordinating organization) or where this organization was a partner.

The main objective of the project was to analyse the impact of learning in EVS on personal and professional life of former volunteers who participated in EVS projects (under different EU programs) between 2002 and 2018 and the evaluation of the contribution of EVS in the development of the desire for discovering, self-development and awakening the desire to self-directed learning of new languages to communicate, and the sensibility towards other cultures and collaborative learning fundamental skills in the 21st Century.

Moreover, the project was an opportunity to exchange best practices and is a showcase of good hosting projects running in Cantabria to give more recognition and visibility to local institutions hosting EVS volunteers. In order to obtain the broadest possible view of the impact of EVS over the years, ex-volunteers were selected according to the dates of their projects.

Activity in all its phases were based on the methodology of non-formal education (using dynamics to facilitate peer learning, group learning), participative learning (participants will star and play an active role not only during the activities but also in the development of the tangible results of the project) and focused on the participants and their needs and based on their experience.

The project aims at giving visibility to the European Voluntary Service in the city of Santander in particular and in Cantabria in general.

The set of experiences and reflections are included in this publication like a curriculum vitae from each participant and could be useful tools for future EVS volunteers and their support structures.



# ÁGNES Mészáros

2012-2013 - Gira por el desarrollo, ONCE, Manucas, Ser Joven-  
One of the best period of my life, with lots of experiences, new international friends, trips and learning opportunity about myself

## ROLES AND TASKS

Promote fair trade and eco products

Helping out in shop Gira por el desarrollo

Chat with and accompany visually impaired persons to do the shopping, bank, ONCE...

Participate and help to organize Manucas weekends in the nature for local young people in Cantabria: traditional and natural building techniques, cleaning the beach

Promoting EVS and other Youth in Action programs, handcraft workshops for local young people

## CONTACT

 agneshungria@impact.evs



Hungary



## LANGUAGES

Hungarian



Spanish



English



## ACQUIRED COMPETENCES

More empathic towards and not "afraid from" disabled people

Knowledge of Spanish, German, Armenian, Turkish, French culture

Skills for living together

## APPLICATION IN YOUR LIFE (personal/prof.)

Spanish knowledge was required at work

I easily cooperate with people from different countries





# ANI Babayan

February - August 2013 Santander

I have done my volunteering at ONCE accompanying blind people.

## ROLES AND TASKS

Accompany blind people, help with shopping, homework, during trips, help with translations ...

## ACQUIRED COMPETENCES

Relationship building – building relationship with people from different nationalities, at the same time respecting their history, traditions, culture and customs.

Leadership skills, in particular effective management of team work and display of appreciation for that, presently I am working on developing my feedback giving skills.

Taking responsibility – when you live with your family and in Armenia we do so until we get married (this refers to girls), we are not used to taking responsibility because our parents do that for us. I learned to take responsibility and be accountable for my actions and decisions.

Decision making as well as risk and initiative taking are the next on my list. I was scared to take decisions and I was even more scared when those decisions were not being approved by my family or friends. Participating in the EVS was my first step to developing those skills.

Problem solving – this is one of the most required skills in the 21st century and the situations in which I appeared during my EVS, helped me start developing it in me, but there is still much room for it.

Asking for help – We depend much on others and their opinions in Armenia, however, when the need comes we avoid asking for help or advice thinking that we might be viewed as weak, or lacking enough knowledge. I remember one of the blind women I was once accompanying told me that “the mouth is for speaking and for asking questions when you don’t know the answer.” I followed her advice, today I have developed that within me.

The ability of differentiating – now I am more focused on what satisfies me as a human and complies with my needs for “happiness.” When I was applying for the EVS I was in a very terrible state, with life appearing totally meaningless and my future very unclear, my experience gave me the ability to understand on what really matters and showed me how it feels when you step out of your comfort zone (even though the comfort zone is not satisfying) and make a difference for yourself.

Setting objectives, planning the process and implementing them

Fostering the culture of giving – When I was in Santander I realized that the one thing that does make me happy and contented with my life is giving without expecting anything back. Today a certain part of the money I earn goes to charitable actions and that’s what makes my life complete.

## CONTACT

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📍 Armenia



## LANGUAGES

Armenian



Spanish



English



## APPLICATION IN YOUR LIFE (personal/prof.)

What I have written in the competitions I apply every day in my life. It has made me more secure, positive and strong. There are many more that I have to develop; What I did before was "survive", now I live and take advantage of the opportunities that life presents to me.





# BEATRIZ López Nevado


12 months in Arbroath, Scotland.

I worked with people in social exclusion in a Drop-in organizing different activities.

## ROLES AND TASKS

Organization of entertainment and leisure activities, supervision of the social center

## CONTACT

 beaespaña@impact.evs

 Spain



## LANGUAGES

Spanish



English



## ACQUIRED COMPETENCES

Teamwork and collaboration, English management and confidence in its use, self-control and flexibility.

## APPLICATION IN YOUR LIFE (personal/prof.)

The experience of leaving for a year out of your comfort zone, facing a new culture, language and "work" partners, have made it come back stronger and eager for new projects.

On a personal level it has helped me to know myself and to develop resilience.

At the labor level, the learning of the language and the skills acquired in the work within the project, have encouraged me to initiate projects related to leisure and free time and languages.



# CRISTINA Pineda Mesquida

I've been here in Dresden for 3 months as a volunteer and I honestly could not be happier.

I have the opportunity to meet people from all over the world and to know their cultures and also the German culture and it is fascinating. I love it.

## CONTACT

 crisespaña@impact.evs



## LANGUAGES

Español



Inglés



Alemán



## ROLES AND TASKS

I help to organize seminars in the office with mails or materials, I also participate in seminars.

I receive and supervise the volunteers who come from seminary, I prepare the rooms and the program for the seminar. I take and organize the photos of the activities on the computer.

I decorate the office (my partner helps me decide what I have to do or fix) when I do not have much work.

## ACQUIRED COMPETENCES

Organization, responsibility and independence

## APPLICATION IN YOUR LIFE (personal/prof.)

Thanks to this work I have become more organized in the workplace and personal, I can say that I have also become more responsible and more mature.

This work has opened my eyes more. It has united me more with the people although there are times that we do not understand each other because of the language, but even so there is a link.

I have learned to be more patient and to evaluate from another point of view other traditions and cultures that previously seemed strange to me, now I find them super interesting




# ELIF Sözen

I was a volunteer in AMPROS from the end of 2014 till summer 2015. It was a great experience for me. These times had a strong power to change my mind and soul.

Thanks for it, i am more aware of differences and i am more openmind after all.

## CONTACT

 elifturquia@impact.evs



## LANGUAGES

Turkish



English



Spanish



## ROLES AND TASKS

I was like an activitiy officer in AMPROS

## ACQUIRED COMPETENCES

I never worked before with people with intellectual problems and my sensibility towards them and their needings increased.

I had to pass through some difficoult situations sometimes but I could handle them thanks to my mates and the guys from Ampros even the comunication was not easy.

## APPLICATION IN YOUR LIFE (personal/prof.)



# EWA Nieweglowska

## ROLES AND TASKS

- Be in touch with other coordinators in Europe
- Take part in EVS promotion programs
- Social media activities
- Be responsible for other volunteers

## CONTACT

 ewapolonia@impact.evs

 Poland

 Ewa Nieweglowska



## LANGUAGES

Polish



Spanish



English



Norwegian



## ACQUIRED COMPETENCES

- Communication in foreign languages (Spanish and English)
- Flexibility
- More initiative
- Improve my social relations (international)

## APPLICATION IN YOUR LIFE (personal/prof.)

- Manage my own economy
- Learning to adapt to new environments
- Improve my skills as my digital competence -social media-



# FRANCESCA Pantano

I worked for the Asociacion "Ser Joven" in summer camps, in a project called "La noche es Joven" and in some cultural exchanges. I worked for the Asociacion ONCE with blind people. I arrived in Santander in May 2010 and I came back home in December 2010.

## ROLES AND TASKS

I worked as a leader in summer camps and in cultural exchanges, my tasks were to organize and to coordinate activities both with Young people and with adults. In "ONCE" I worked with blind people, accompanying them in their daily activities.

## CONTACT

 francescaitalia@impact.evs



## LANGUAGES

Italian



Spanish



English



## ACQUIRED COMPETENCES

I improved my skills in Spanish, and I have learnt how to work with people from different countries and how to work in a multicultural environment.

## APPLICATION IN YOUR LIFE (personal/prof.)

I acquired more confidence in speaking Spanish and English and now I'm an English and Spanish teacher in my own Association founded 4 years ago with other girls.





# JUDITH-LIBAN Navina

## ROLES AND TASKS

Accompaniment of blind people

## CONTACT

✉ [judithalemania@impact.evs](mailto:judithalemania@impact.evs)

📍 Germany



## ACQUIRED COMPETENCES

Understand, speak and write Spanish.

Be more sensitive towards intercultural differences.

## APPLICATION IN YOUR LIFE (personal/prof.)

## LANGUAGES

German



Spanish



English



Personal: I try to speak Spanish to my son and travel to use language skills

Professional: I use English and Spanish working with refugees. The empathy.





# KATARYNA Markowska

## ROLES AND TASKS

Coordinator assistant in European projects  
Helping in daily issues of the office and management of the social media  
Management of volunteers' blog  
Helping in: Ser Joven workshops, MTL trainings, work camps, arrival trainings...  
Friday EVS talk and talks at UC  
Helping in preparing the Impact I (logistic and overall study about the impact that EVS had on ex volunteers' lives) EVS' final evaluation document design

## CONTACT

✉ [kasiapolonia@impact.evs](mailto:kasiapolonia@impact.evs)



## ACQUIRED COMPETENCES

Spanish  
Knowledges about NGOs' work and way of working in Spain  
NO formal education methods  
Living and communicate with other countries' people  
Theory and examples of cultural adaptation  
Design, logistics and organizational skills

## APPLICATION IN YOUR LIFE (personal/prof.)

Thanks to my EVS I got to know about no formal education and I ended up working in a focal point, a NGO in Poland. My personal experience is very important is very important in my job: I coordinate european and local projects.

I am better at understanding the difficulties and the needings of foreigners in Poland and is easier for me to me to give them the right help and support. I can use the skills I purchased during EVS in my job for the EVS trainings and understand the situation of many people moving to other countries for different reasons.

## LANGUAGES

Polish



Spanish



English





# LUBOŠ Kožíšek

01/03/2012 - 31/08/2012 Santander

“World from a different perspective”.

The most important activity was to accompany visually impaired people.

## ROLES AND TASKS

Cooperation with La Once organization and an NGO called Ser Joven

Accompanying of visually impaired people

Taking part in a ceramic workshop

Helping to promote blood donations

Participating as a volunteer in festival “La Noche es Joven”

Participating as a volunteer in a workshop called “Manucas”

Taking part in International WorkCamp of archaeological excavations in Mataporquera

## CONTACT

 lubosrchecha@impact.evs

 Czech Republic

 Lubos Kozisek



## LANGUAGES

Czech



Spanish



English



## ACQUIRED COMPETENCES

Improvement of my Spanish language skills

Intercultural competences

Experience with assisting to visually impaired people

New communication skills (regarding blind people)

Knowledge of Cantabrian and Spanish culture

## APPLICATION IN YOUR LIFE (personal/prof.)

I'm able to communicate well in Spanish.

I can travel, knowing Spanish and English, to a lot of places in the world.

I've learnt to work in a multicultural team.

This experience helped me to get a job in the UK in the past. (I worked with physically disabled people there).

It was in a whole picture an invaluable experience.

I became a stronger person.

I've met many inspirational people.

I've gained friends forever.

# LUCIE Vlčková

Santander, 1.4.2009 – 31.10.2009

I have worked as assistant of blind people. I have helped with organization of activities in Ser Joven.

## ROLES AND TASKS

Accompanying the blind people to their hobby club in the Once, to the doctor or just to stroll and chat

Organize and help with events for young people (Night is Young), Free time activities in the Work Camp - archaeological excavations in Mataporquera

## ACQUIRED COMPETENCES

In the first place spanish language. Before EVS, I only knew basic concepts of language.

Nobody spoke my language in Santader or in volunteer meetings. My mentor did not speak English. The first month was difficult, but that was the best way to learn the language.

Before EVS, I thought that in Spain is hot, flamenco and the bulls. But Cantabria and the whole north is totally different. It was a great and good surprise.

Working with the blind people is very interesting. They need a lot of attention outdoor, for instance on stairs or when transporting by bus. And at the same time you can walk by the sea and talk with such a beloved people about life before and after they went blind and about living in Spain.

At the work camp, I met the people from around the world. I have tried to speak Spanish and English at the same time and to switch quickly between these two languages but found out, that it is impossible for me.

## APPLICATION IN YOUR LIFE (personal/prof.)

I have no problem speaking Spanish, I do not speak well but without fear.

I promote EVS wherever possible. I think it is lifetime experience.

## CONTACT

 [luciercheca@impact.evs](mailto:luciercheca@impact.evs)

 Czech Republic

 Lucie Kettnerova



## LANGUAGES

Czech



Spanish



English





# MARTA Fernández-García

My volunteer experience lasted 10 months, from September 2017 to June 2018. The project took place at the University of Pécs (Hungary), in the department of attention to students with special needs. It was a very enriching experience on a personal and professional level. I learned about the daily reality that university students live and I easily integrated into their culture and lifestyle. I also had the opportunity to start my own projects: creativity workshops, conversation clubs in English and specific events about Spanish culture.

## CONTACT

✉ [martaespaña@impact.evs](mailto:martaespaña@impact.evs)



 Marta Fernández-García



## LANGUAGES

Spanish



English



Hungarian



## ROLES AND TASKS

My tasks were different and flexible. There was no specific routine; the work was based on the needs that we had weekly or daily. My workplace was an office used for the needing of the students. Students used this space to make copies or print for free, go to the physiotherapist, use the computers, practice English / Spanish with me or go to my personal project. I also had some work out of the office: I accompanied the students to their classes or bus stops, I helped a student at her home and I participated in events in educational centres.

## ACQUIRED COMPETENCES

Language skills (Hungarian and English)

Social and emotional skills

Knowledges about other cultures and way of living

Knowledges about people with some kind of disability

Communication strategies

Autonomy and responsibilities

## APPLICATION IN YOUR LIFE (personal/prof.)

I could make new foreigners friends thanks to my language skills, and also extend job possibilities in Spain. Everything what I learned during my EVS made me a better person, self-conscious and stronger. All skills that make a better person of you will also reflect in your work life.





# PHILIPP Oberthür

My name is Philipp and I did my voluntary service in 2015 in Colindres, Cantabria, working at the municipal youth service with children and adolescents of various ages. This work as well as my everyday life in Colindres have made of my EVS experience one of the best of my life.

## ROLES AND TASKS

Work as a supervisor in the municipal kindergarten and youth center, give English classes/tuition, organize games and leisure events (one day up to one week); work as a supervisor during an international archaeological youth work camp

## CONTACT

✉ philippalemania@impact.evs

📍 Germany



## LANGUAGES

German



Spanish



English



## ACQUIRED COMPETENCES

Apart from having improved my Spanish a lot, I have learned how to supervise large, heterogenous groups of people without forgetting to respond to the individual needs of every person. Also, the EVS has taught me how to better organize myself and how to effectively manage my resources. My time abroad and life in a new city obliged me to let go of certain fears, and to expose and adapt myself to new challenges.

Furthermore, my EVS has been a good training for how to process a lot of new impressions, become conscious of my social environment and learn a lot of things parallelly. Eventually, I have learnt a lot about disciplining myself when facing worries and big challenges.

## APPLICATION IN YOUR LIFE (personal/prof.)

The acquired skills have helped me in many regards during my personal life as well as during my university studies. Having already found solutions to many seemingly unsolvable problems, one approaches challenges in a far more relaxed way. Especially regarding my studies, the EVS experience has prepared me to always push myself further – even for projects I do not feel as passionate about – and to work in a team.



# RENAUD Balleyguier

Santander, 2012-2013

## ROLES AND TASKS

Helping in the shop called "Gira por el desarrollo"

Helping blind people in ONCE

French workshops

## CONTACT

✉ renaudfrancia@impact.evs



## LANGUAGES

French



Spanish



English



## ACQUIRED COMPETENCES

In the shop I improved my technical and commercial language getting to know new vocabulary

At ONCE, working with blind people, I had to learn to express myself better, clearer than normally, being very specific

For my French workshops I had to learn how to manage with some group dynamics

## APPLICATION IN YOUR LIFE (personal/prof.)

Nowadays, in my actual work I am using a lot the skills I purchased during my EVS (I am running the international relations for an university): ability to cooperate with other countries' representatives, intercultural sensibility and flexibility, getting used to work with young people, adapt my job to different kinds of public.





# SARA Tabarelli

My volunteering was a unique experience, a stroke of luck. I did not get to enter the university, so I discovered the EVS. I applied for a place in AMPROS in October, and suddenly at the beginning of November I was already in Spain facing this sudden change of life. I always remember them as the 7 best months of my life. Many adventures, many new people and a lot of learning concentrated in such a short time. Today, almost 4 years later, I have not left Spain yet. The EVS changed my life.

## ROLES AND TASKS

Workshops designed and adapted to disabled people: yoga, zumba, handmade jewellery, theatre, cooking... Helping in the organization of AMPROS festival: theatre, choreographies, music spectacles...

Organization of events for them and their families

Decoration of the Centre depending on the period of the year/event/party

Benidorm Holy Week Vacation: a trip to Alicante to have vacations with the users of AMPROS and by this way giving a break to their families. We had to take care of them during 4 days

## CONTACT

✉ saraitalia@impact.evs



## LANGUAGES

Italian



Spanish



English



German



## ACQUIRED COMPETENCES

Awareness to the needing of disabled people, group dynamics, organization and management skills, knowledges about mental diseases and their treatment or therapy, language skills: I reached a really good level of Spanish...

## APPLICATION IN YOUR LIFE (personal/prof.)

I work in a youth hostel here in Spain where many schools come to have English immersion thanks to the language skills that I purchased during my EVS. I move easily in the animation field and with big groups, doesn't matter the age of the kids that visit us during the year. We do many workshops with them and we practice a lot the no-formal education. Sometimes we have some kids with mental health problems or disability and I am the one who really connects with them thanks to my experience.



# TEA Tomić-Ferić

01/04/2014 – 31/10/2014

"Let me see with your eyes"

I have accompanied blind people in their daily activities

## ROLES AND TASKS

Accompaniment to blind people

Participation in the workcamp of archaeological excavations in Mataporquera

Promotion of the blood donation campaign

## CONTACT

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 Croatia

 Tea Tomić - Ferić



## IDIOMAS

Croatian



Spanish



English



## ACQUIRED COMPETENCES

Communication in Spanish

Intercultural competences

Ability to communicate with blind people

## APPLICATION IN YOUR LIFE (personal/prof.)

Experience for everything in life.

New perspective of things

Spanish serves me on trips



# UNA Radonjić

## ROLES AND TASKS

Accompaniment of the members of the ONCE, help, and support in different activities (administrative procedures, going to the doctor, to the bank)

## CONTACT

 unaserbia@impact.evs

 Serbia

 Una Radonjić



## LANGUAGES

Serbian



Spanish



English



Euskera



## ACQUIRED COMPETENCES

More assertiveness

Flexibility

Initiative

Linguistic competences

## APPLICATION IN YOUR LIFE (personal/prof.)

Manage money better and take my life more calmly but with more initiative



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