

## Conference Documentation

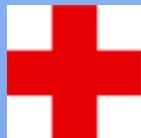
Accra, Ghana, West Africa

12th-16th December 2016

With financial support from the



Federal Ministry  
for Economic Cooperation  
and Development



Deutsches  
Rotes  
Kreuz



DRK Soziale Freiwilligendienste  
Mecklenburg-Vorpommern gGmbH



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This brochure was supported by ENGAGEMENT GLOBAL and funded by the Federal Ministry for Economic Cooperation and Development (BMZ). The responsibility for the contents of this brochure is borne solely by the author; the BMZ is not liable for the further use of the information contained therein.

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## 1.0 INTRODUCTION & BACKGROUND

The weltwaerts Partner conference for the West African Region, which was held under the theme: “Networking amongst Partners: A key to strengthening the weltwaerts program in West Africa”. The Conference took place at the Crown Liberty Hotel in Accra between the periods of December 12, to December 16, 2016. The general aim of the conference was to provide a platform for stakeholders in the weltwaerts program to dialogue and strengthen the network among themselves.

The conference which was co-hosted by the Agricultural and Rural Development Association of Ghana and its partner the German Red Cross Social Volunteering Services Mecklenburg-Western Pomerania. It was attended by Civil Society groups engaged in the weltwaerts program from Ghana, Benin, Togo, Cameroon and Germany. A total number of fifty seven participants were present at the conference.

Since the inception of the weltwaerts program, this conference happens to be the third in the series organized in Ghana.

The presentation of this documentation provides summaries of the various work outputs by participants and presenters, which have been captured in the main body. The appendices cover the detailed power point presentations. The gallery presents some of the memorable moments of the conference in still photographs.

We would like to appreciate the special contributions of all the participants and in particular, those who used our services for sharing with us their personal insights and aspirations. We thank the Federal Ministry of Economic Cooperation and Development (BMZ) for the kind funding of the entire conference.



## 2.0 PROGRAMME



### Programme Partner Conference Ghana – December 2016

	Sunday, 11-12-2016	Monday, 12-12-2016	Tuesday, 13-12-2016	Wednesday, 14-12-2016	Thursday, 15-12-2016	Friday, 16-12-2016
09:00 a.m.	Arrival at meeting place  (airport shuttle provided if arrival time notified)	- Greeting - Information - Programme developments	- Crisis management	- Agreements on project visits  - Project visits	- Intermediate resume  - Introduction stakeholders	Departure         Latest till 12 a.m.
10:30 a.m.		<b>Break</b>	<b>Break</b>		<b>Break</b>	
10:45 a.m.		- Expectations - Introduction of participants	- South-North component - Alumni dedication		- Panel	
12:30 p.m.		<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	
14:00 p.m.		- Timeline - Information for new organizations (if need be)	- Work Café	- Project visits	- Western Africa Network	
15:30 p.m.		<b>Break</b>	<b>Break</b>		<b>Pause</b>	
16:00 p.m.		- Presentation results Timeline	- Evaluation Work Café - Information concerning project visits	Latest return to hotel at 5:00 PM	- Prospects - Feedback - Good-bye	
18:00 p.m.		<b>Dinner</b>	<b>Dinner</b>	<b>Dinner</b>	<b>Dinner</b>	
<b>Evening programme</b>			Speed Dating (cancelled)	Films about volunteers	Presentation of projects	

### 3.0 DAY ONE Monday 12-December 2016

After a first welcoming and an informal get-together on the arrival day, the conference was officially started on the second day, dedicating the morning sessions to the introduction of the conference program, the exchange of participants' expectations and a general introduction to the *weltwaerts* program, followed by an opening prayer by Reverend Daniel Ayembilla, representative of Firm Lifeline Ministries, Ghana and followed by a welcome address from the Executive Director of Agricultural and Rural Development Association (ARA), Kingsley Nii-Addy respectively.

#### ACTIVITIES OF THE DAY

✚	Arrival of the delegates and Check In (Registration)
✚	Breakfast – 7:00 GMT
✚	Cultural music interlude to welcome participants
✚	Welcome Address
✚	Presentations
✚	Coffee break 10:30 – 10:50 GMT
✚	Expectations of the conference
✚	Introduction of participants
✚	Timeline – Presentation
✚	Welcome Dinner
✚	Speed dating

### 3.1 Welcome Address

Mr. Kingsley Nii-Addy expressed his pleasure to host the conference and further expressed his gratitude to the German Federal Ministry of Economic Cooperation and Development (BMZ), the Steering Committee of



weltwaerts, and the German Red Cross Voluntary Services in Schwerin, Mecklenburg-Western Pomerania.

He said the *weltwaerts* program has come a long way, and highlighted some of its initial challenges. He stated that the conference will provide the opportunity to address most of the issues concerning *Weltwaerts* program, and encouraged the participant to contribute to the success of the conference.

He was glad to have the array of participants from their destinations arriving safely to join the conference. He was of the opinion that one of the major ingredients for a good voluntary service such as the *weltwaerts* will greatly rely on the good cooperation between the sending and hosting organizations, on that note he encourages partners to communicate effectively and regularly to iron out all differences and to avoid misunderstandings.

He was of the opinion that one of the major ingredients for a good voluntary service such as the *weltwaerts* will greatly rely on the good cooperation between the sending and hosting organizations, on that note he encourages partners to communicate effectively and regularly to iron out all differences and to avoid

misunderstandings. He wishes the participants a most fruitful conference with interesting and stimulating discussions and exchange of knowledge so that collectively we can all contribute positively to the development of the weltwaerts program.



program in Ghana and to have a better cultural exchange. She said the German government is focused on developing vocational training and agriculture in the country.



### 3.2 Overview weltwaerts program

Following the official words of welcome, the moderation team introduced the conference program. After that the participants are invited to introduce themselves briefly on their responsibility, country and how long they are engaged in the weltwaerts program and their expectations regarding successful outcome of the conference.

### 3.2.2 Presentation of the weltwaerts program

#### 3.2.1 Presentation

A representative from the German Embassy in Ghana, Ms. Wiesner was impressed over the good work development of the weltwaerts program in Ghana. She said the German Embassy in Ghana provides an online registration for all German volunteers in Ghana, and would like to encourage civil society groups engaged in the weltwaerts program to inform the German youth to utilize the opportunity to register, since the embassy is concern about the number of volunteers in the country and where they are located. She reiterated the German government's commitment in assisting the weltwaerts



Ms. Birgit Pickel, representative of the Ministry of Economic Cooperation and Development (BMZ), in her presentation, stated that the German Federal Ministry created the weltwaerts program in 2008 for Economic Cooperation and Development (BMZ) relied on strong partnerships between sending organizations in Germany and the civil society organizations and institutions in the partner countries. According to Ms. Pickel, BMZ funds 75% of the program, while civil society organization takes care of the remaining 25%.

She indicated that the Voluntary Service Program was created with a framework of development policy, which does not depend on the financial status of the young people. She mentioned that the volunteer service contributes to achieving the 2030 Agenda for Sustainable Development (Sustainable Development Goals- SDGs). Crucial for the implementation of the Agenda is global learning and the promotion and strengthening of civil society groups. She also mentioned that in 2011 the program was evaluated after a three year pilot phase, which has led to many new developments, which includes the creation of the South- North component in 2013.

### The aims of the weltwaerts program

Regarding the aims of weltwaerts program, Ms. Pickel firstly introduced the development policy issues whose key objectives were to introduce young people to development policy issues as well as to facilitate a volunteer service suitable for this purpose.

**Introducing development policy issues:** A key objective of the weltwaerts program is to introduce young people to development policy issues, to develop an interest in and commitment to these issues, and to facilitate a volunteer service involving assignments suitable for this purpose.

Weltwaerts makes a key contribution to development information and education work within the sense of "global learning" and helps to develop youngsters within the field of development policy. Beside language skills and dealing with development policy issues, the volunteers also acquire key skills in the field of intercultural communication, socio-cultural co-operation and social responsibility; skills which are extremely valuable in an increasingly globalized society. She said weltwaerts is contributes to strengthening of civil society structures in the partner countries and in Germany. The volunteer service also promotes networking between civil society organizations in Germany and in the partner countries. The increasing engagement prior to, during

and after the volunteer service is an integral part of the development policy volunteer service.

### South-North component

Interest in the South-North component is high, and the number of South-North volunteers continues to increase. For 2017 the number will increase from 63 to an estimated 70 active host organizations. She also stated that the objectives defined in the concept address the strengthening of the development policy nature of the program and the promotion of an equal exchange between the partners of the global South and the global North, personal development of volunteers in a non-formal learning process, strengthening of civil society and the partner organizations in particular, creating stimuli for local development policy work in Germany North-South and South-North volunteers.

Volunteers in 2016: (N-S)		
a.	Total (as of October 2016): 3704	
	Percentage of females	70,2 %
	Average age:	19,2 years
Volunteers in 2016: (S-N)		
a.	Total (as of October 2016): 453	
	Percentage of females	57,5 %
	Average age:	23,5 years

## Current evaluations

Ms. Pickel mentioned that weltwaerts as a program is constantly developing and very dynamic and due to that the current evaluation was carried on in 2016 to enable them improve the program further. These three current evaluation include: The instrument of "country contact person" is in its pilot phase until 2017, The South-North component is also currently being evaluated and finally the weltwaerts program is being evaluated by an external evaluation institute

## Partner Dialogue

Regarding the partner dialogue, Ms. Pickel stated that the implementation of the voluntary service is based on "partnership and cooperation with the participating partner organizations in the Global South" and the results of all past partner conferences show that partner organizations recommend strengthening of partner dialogue. She said also that basically, partner dialogue takes place on two levels, which are the implementation level, and the management level.

Ms. Pickel stated clearly that Partner Dialogue was also discussed in the last session of the program steering committee in June 2016 where she mentioned that from March 2017 onwards, partner organizations can be visible on the weltwaerts website. She said that in 2016, the program steering committee has sent out a survey to get to know which partner networks exist and what aims they have and also, the agenda of program steering committee sessions will be translated and sent to the partner networks before each committee meeting.

## Country Contact Persons

Regarding the country contact persons Ms. Pickel stated the area of visas and security shows us that not everything is without complications, the reasons for this trend are in some cases a worsening of the security situation, she said that currently, there are country contact persons in 18 countries who will support the program and provide help in particular to the sending organizations.

## Diversifying target groups

The evaluation of the weltwaerts program recommended strengthening the approach to target groups previously not reached. In the sense of social inclusion and diversity, she said the weltwaerts program is working hard to strengthen the efforts to increase the engagement of previously under-represented target groups in the voluntary service work. In 2015, three „competence centers" were set up with the mandate of providing advice across the program and approaching previously under-represented target groups.

The focus points of the centers are: People with the following

- Impairments/disabilities
- Vocational training
- Intermediate/secondary school leaving certificate
- Immigrant background.

They will help to identify and remove barriers to entry for these target groups. The German Federal Ministry for Economic Development and Cooperation is providing additional financial support for volunteers with impairments/disabilities.

Figures show that in 2014 only 1% of volunteers state to have an impairment/disability; 2% had a vocational background and 13% had a so-called immigrant background.

## Weltwaerts on Facebook

Ms. Pickel also said that the weltwaerts program recently launched a Facebook page with the central desire to increase awareness of the weltwaerts program and she added that all sending institutions and all volunteers and partner organizations are invited to prepare content for this page.

## Weltwaerts committee structure

Ms. Pickel once again stated that the weltwaerts was founded in 2008 by the German Federal Ministry for Economic Cooperation and Development (BMZ), and is

financed by the BMZ. Weltwaerts is much more than that since it is a program that is jointly managed by state and civil society, and there are a number of stakeholders worldwide and there are several partner organizations in more than 180 countries. She mentioned that altogether, there are 180 German “sending organizations” which implement the program within a given program framework. She stated that the quality of the weltwaerts volunteer service is the responsibility of the sending organization and their partner organizations. For maintaining quality are the sending organizations and that they receive a quality certificate by completing a certification process carried out by external inspection bodies to prove that they adhere to the quality standards of the weltwaerts program, as laid down in the “catalogue of quality standards”, that was developed in 2014. She added that matters of program development and program management are discussed and decided in the program steering committee and that the program is quite large and there are a variety of topics for the steering committee to deal with, which is why the steering committee has working groups to support its work which are the quality working group which serves as a committee for quality work at program level and the working group on procedures which supports and advises on procedural matters as well as its permanent working groups.

Finally she said that since the program is quite complex the coordination unit of the weltwaerts, which is located within the “Engagement Global” institution, was founded in 2008 to provide technical and conceptual advice to the Federal Ministry for Economic Cooperation and Development.

## 4.0 Expectations



Mr. Stefan Beutel, introduced the timeline to the participants to solicit the various expectations of the conference. Since there are different levels of knowledge among the members, the idea was to bring all the weltwaerts stakeholders on the same pedestals on the information sharing.

The participants subsequently formed three working groups to discuss their expectations by the end of the conference. The groups were: Host Projects, Sending Organizations, and the Receiving Organizations.

### 4.1 Project Host Group Discussions



The Project Host Group, made up of twenty representatives from different African countries chaired by Joshua Konkankoh, CEO of Better World organization in Cameroon.

After their discussion, the group charged stakeholders of Weltwaerts to implement the Sustainable Development Goals since its components reflect in all aspects of the weltwaerts program.

On communication, the Host Project Group recommended that weltwaerts must strengthen the communication structure between the Host and the Sending Organizations in order to seize any gap that gives way for uncertainties in the work of the host organizations during their duties.

Mr. Konkankoh further mentioned the use of social media platforms such as Facebook, Twitter and among others should be used to achieve and strengthen the network between the said organizations.

#### Results

- a. To build in a system of monitoring, evaluation and reporting weltwaerts should ensure viable communication network between partners
- b. Formation of a term of reference – Memorandum Of Understanding (M.O.U.)
- c. Getting a weltwaerts Newsletter

## 4.2 Receiving Organization Discussions

This group stated that they expect to share experience about the project and how volunteers are handled by other receiving organizations with other participants of the conference. The team said they would like to form a network for more interaction with each other.

They further indicated that they hope the conference

will help clarify general programs such as declaring policies, strategies, finances, and administrative work.

The group is expecting an improvement in the capacity building and communication between stakeholders of

the program. According to them, there will be a firm working environment when these are achieved. They however indicated that the role of mentorship aspect is a key component to ensure good support for the program and expressed the hope that things will change after the conference.

#### Results

After the meeting, the group came up with the following outcomes

- ✚ Sharing experiences
- ✚ Networking



### 4.2.1 Sending Organizations Discussions

The Sending Organization Group on its part indicated that their expectation about the conference was to identify the challenges within the weltwaerts program. Some of which were acquisition of visa for the volunteers and labor market neutrality.

Another expectation they raised was to identify the aims of project hosts and receiving organizations in the program. They were optimistic that, the conference will give them the opportunity to share ideas.

#### Results

After their meeting, the group came up with the following expectations;

- a. Unearthing and solving weltwaerts Challenges
- b. Exchanging ideas and cultural differences to build contact as well as to improve on the Weltwaerts program.
- c. To learn more on the aims of the Host Project
- d. To know and proficiently build on the motivation of the host project concerning the weltwaerts program.

The groups also shared their thoughts in line with factors below.

- ✚ Sharing experiences
- ✚ Networking
- ✚ Clarifications of general weltwaerts programs
- ✚ Improving the capacity of receiving organizations
- ✚ Information for new organization

## 5.0 Timeline

After the lunch break, participants were grouped to share their experiences in relations to the weltwaerts program in their countries. The groups were;

- a. Participants with three (3) months to one (1) year experience with weltwaerts;
- b. Participants with more than one-year experience (matured group) and
- c. Sending organizations and other German institutions.

## 5.1 Beginners

The group with a year or less experience with weltwaerts was given an insight presentation on the general makeup of the program by Hannes Jaehnert, Coordinator weltwaerts quality program from the German Red Cross. He hinted that there are over 3000 weltwaerts volunteers to date worldwide. Touching on the overview of the program in Ghana, Mr. Jaehnert said the country is a member of the 65 countries who receive weltwaerts volunteers with about 200 volunteers currently in the country.

He highlighted the role of BMZ in the weltwaerts program, adding that, the BMZ is part of the political system and financiers of the program. He disclosed to the group that the volunteers are not charged before being sent to the receiving organizations because they want the program to be opened for all.

Nonetheless, issue was raised about the laziness of some volunteers. In a quick response, Mr. Jaehnert appealed to the project hosts to give the volunteers the good practice since they (volunteers) are young. He added that, good communication between the sending organization and the receiving organization as well as the project hosts.

About disables, Mr. Jaehnert explained that several discussions would take place to ensure that a disabled volunteer is protected. He said they would evaluate the level of which the volunteer is disabled and communicate with all stakeholders involved to make sure that volunteer is safe.

## 5.2 The Matured Group

The matured group resorted to approach their task by going along a series of steps to help in assessing and presenting their problems and challenges within their individual organization.

- a. Draw a graph
- b. Tell your story to your counterpart
- c. Get together in groups to state your satisfactions and dissatisfactions about the weltwaerts program.

The matured group was then divided into groups where representatives explained the problems their organizations face through a line chart showing the high and the low performance of their organization in each year.

The group was then divided into four, which included the Ghana Group headed by Christopher Adu-Gyan, Cameroon Group led by Denis Nangop, Togo Group headed by Felix Ekpeko and Benin Group had Victor Dansou as their leader.

Issues the groups shared were their dissatisfaction about the difficulty in securing visas and working permit for volunteers. Some examples include when volunteers were made to incur extra cost because the prices of visa increased before they could get into the country.

Suggestions were given that there must be an upgrade of the system where such packages should be added to the green card to save any havoc should any of this situations should happen the next time.

Some groups complained about the psychological and mental problems of volunteers. The groups suggested that the Sending Organizations should communicate more information about their volunteers especially if they are troubled with any medical or mental issues in other to pre-inform them so they know how to handle such situations.

Some organizations also complained of insufficient financial aids given by the Sending Organizations to carry activities. According to them, the money is sometimes insufficient for them to complete their work and thus resort to using personal funds. Issues:

- a. Acquisition of visas and working permit.
- b. Psychological problems of volunteers

- c. Inadequate finance

Suggestions

- a. Permit costs should be added to the Visas costs to save time and stress (if possible)
- b. Effective communication from Sending and Hosts organizations to volunteers



## 6.0 DAY TWO

Tuesday 13- December 2016

### ACTIVITIES OF THE DAY

 Breakfast
 Morning Devotion
 Recap of previous day's activities –
 Introduction to the day's topic  (Crisis management)
 Crisis management in the Weltwaerts program
 Coffee Break – 11:08 – 11: 45 GMT
 South-North component
 Alumni dedication
 Lunch Break – 1:00- 2:45 GMT
 Work Café
 Break
 Project visit Information
 Dinner

The topic for discussion for the day was crises management: their types and how to build a proper structure to unearth the crises.

The day's meeting began with a Muslim opening prayer by Suleman Chaiba Manaf.

The conference commenced with a recap of what transpired during the previous meeting led by Kingsley Nii-Addy. During the discussion, it was suggested that project hosts are given some orientation about the program. It was also stated that there is the need for capacity building. An area such as training of mentors was identified as critical.

### 6.1 Crisis Management

Mr. Kingsley Nii-Addy suggested that communication could be used as a major tool to solve crisis during the program. According to him, there should be effective communication between the project host and their partners in order to establish relationship and trust. He further shared an experience he encountered when a volunteer was involved in a car accident and was able to solve the issue with the help of his partner organization.

He was of the view that some volunteers become aimless when there is inadequate communication between the volunteer on one hand and the Sending and Hosting Organizations on the other.

Mr. Addy said some crises encountered in the Weltwaerts program were severe to the extent that it could bring down an organization, hence the need for the topic.

He said crises could be fertile opportunities for learning and change if an organization is equipped with the right tools to handle them. There are two sides to managing any crisis: planning and response. Organizations that anticipate the possibility of a crisis and prepare properly

will be better equipped to manage such situations or avoid them altogether. A guidebook addresses three key questions to help guide your risk management and crisis response planning. He further urged participants to have a plan when handling crisis within the program.

## 6.2 Presentation by Ms. Birgit Pickel on Crises Management

Each year, approximately 3,300 young men and women get involved in the weltwaerts development volunteer service in countries of the Global South. Such assignments are not without risk, and sending organizations as well as partner organizations are aware of their responsibilities. Together they ensure that the volunteers are accompanied extensively during their assignments. Nevertheless, emergencies and crisis situations can always occur.

## 6.3 What is a crisis?

Crises are understood to be situations that endanger the physical and mental health of the volunteer. These are objective threats (such as natural disasters and civil war) and all subjective borderline experiences and emergency situations that are associated with stresses, which are hard to endure (traumatic experiences) or acutely hazardous threats (e.g. criminal assaults).

Less attention is given to interpersonal conflicts, for example in the cooperation between sending and hosting organizations, the volunteers, and other stakeholders in the places of assignment. These conflicts also require reasonable management, but they are not covered at this point because here we focus on crisis management that goes beyond personal accompaniment and conflict management.

A flexible and quick response in emergency situations is particularly needed if the crisis occurs in the form of an emergency, characterized by the fact that immediate action is necessary.

## 6.4 Responsibilities

Crisis management is part of a comprehensive quality management system and is therefore the responsibility of each sending organization itself. The crisis management system is thus a key tool in prevention and intervention in crisis situations.

This means: Each sending organization is itself responsible for developing and implementing an emergency and crisis management system. This also means that each sending organization is responsible for communicating this crisis management system with the parties involved in the implementation and monitoring of the voluntary service, so that all relevant participants know their responsibilities.

The crisis management system of each sending organization should therefore be adapted to the specific structures and processes of the organization.

## 6.5 Requirements for crisis and emergency management systems

She touched on requirements for crisis and emergency management, which each sending organization should meet:

- a. Within the scope of health precautions, the sending organizations ensure that volunteers receive information on the necessary health precautions (e.g. necessary vaccinations) and health protection (e.g. list of local addresses) and on the general security situation in the country of assignment (e.g. code of conduct). The sending organizations must also make an instantaneous contact available to volunteers at all times for emergencies (24/7 availability, e.g. via the assistance service). In addition, many sending organizations provide additional contact options to their volunteers for personal crisis situations (without 24/7 availability), e.g. through local mentors, regional coordinators or

weltwaerts own volunteer coordinators in Germany.

- b. Sending organizations must arrange travel insurance, accident insurance, and liability and repatriation insurance for assigned volunteers for the duration of their voluntary service.
- c. The security advice and travel warnings of the Foreign Office and additional instructions and restrictions of the Ministry for Economic Cooperation and Development (BMZ) are authoritative for the assignment of weltwaerts volunteers. Sending organizations and volunteers must keep themselves informed about the security situation on the ground and follow the travel and safety advice of the Foreign Office. Volunteers must not travel either officially or for private reasons to areas that have been blocked for weltwaerts volunteers by the Foreign Office or by BMZ. No later than after arrival in the country of assignment volunteers must be entered on the list of the Foreign Office of Germans residing in the consular area (ELEFAND list). In case of deterioration of the general security situation (e.g. natural disasters, political unrest), embassies can contact the volunteers via the ELEFAND list.
- d. The sending organizations must have a written crisis and emergency management plan available, which they share with all relevant participating parties (e.g. volunteers, partner organizations, host organizations, mentors etc.) The design of the sending organization's specific crisis and emergency system, in the framework of which the crisis and emergency system management plan is produced, depends on the sending organization's own structures and processes and will be communicated amongst all parties involved (including in the context of education and mentoring of

volunteers - e.g. at the preparation seminars).

## 6.6 Implementation of crisis management

It is in the nature of things that accidents, acute illnesses and crises cannot be predicted. An emergency system must therefore be able to respond flexibly to such situations under very different circumstances or contexts.

Parties involved in the weltwaerts program can form a reactive network when it comes to the emergency and crisis management.

On the informal side are stakeholders that make a significant contribution to the proper functioning of the emergency system, but whose contribution is difficult to predict or plan due to the situation or type of emergency. Nevertheless, it can be assumed that contact with the formal system will be made at the earliest opportunity.

Some stakeholders, such as other volunteers or mentors, are within both the informal and the formal system because they might initially provide spontaneous first aid or ad hoc support and then - when possible - establish contact with the 24/7 emergency support of the insurance company/assistance service.

As just shown, the various participants form a network. The contact with the 24/7 emergency support, e.g. insurance company/assistance service should be established as quickly as possible via an alarm chain.

Most foreign health insurance policies offer as part of their insurance package an assistance service, which guarantees 24/7 availability and responsiveness, and in this context includes, for example, return flights and confirmation of cover.

The only case in which assistance services are not used is in situations where the sending organization - because of its special organizational structure - offers these core services itself (e.g. DRC - National/International Red Cross).

The 24/7 availability and/or the assistance service emergency telephone number must be known to all relevant participating parties and can, for example, be recorded on an emergency card. In addition, the 24/7 emergency contact for German embassies in the country of assignment will be provided. Embassies can thus activate the alarm chain in situations where emergencies are brought to their attention.

The German Embassy should be involved/informed in an emergency to improve flow of information and harmonize further procedures. However, the responsibility for Crisis- and Emergency Management lies with the sending organizations.

**The role of the LAP [country contact person] in crisis and emergency management:**

In countries where a LAP is deployed, the LAP can in exceptional circumstances also set the existing emergency chains in motion and thus act within her/his assigned tasks. For example, LAP can represent an additional form of support in the context of their defined tasks in special crisis and emergency situations.

Excerpt from the „Policy to implement the "Country Contact Person," scheme in the Weltwaerts Program“, as at: 17/11/2014: “In special cases, [the LAP] assumes contact with a volunteer to assist in an extraordinary emergency situation (e.g. natural disasters or political unrest) at the initiative of a quality association, a sending organization or the German Embassy. If the existing security structures do not engage, the LAP can in special crisis and conflict situations also be available as a direct contact person for the volunteers (emergency option). The responsibility for the management of crisis situations remains with the sending organization. The role of the LAP as an emergency option should be communicated in such a way that existing security structures of the sending organization cannot be circumvented or weakened.”

## 6.7 Ensuring the quality of crisis and emergency management

At the level of implementation, the weltwaerts program consists of three central participating parties:

- a. The volunteer
- b. The partner organization in the country of assignment and
- c. The sending organization.

These participating parties:

- a. Exchange information regularly on crisis and emergency management
- b. Provide necessary information to each other relating to crisis and emergency management (e.g. regarding options for action in crises and emergencies and information regarding holiday replacements, personnel changes, substantive conditions, new safety assessments etc.)
- c. Ensure the flow of information in cases of acute need for action.

To support communication in the area of crisis and emergency management, the corresponding information can be compiled in the respective working language and/or visualized (e.g. in the form of an emergency card, stickers, leaflets, flowchart).

This ensures that sending organizations, partner organizations and volunteers are continuously exchanging information with each other and the crisis and emergency system is implemented and developed according to demand.

## 6.8 Ensuring the quality of crisis and emergency management

- a. Certification by external testing authorities

Within the mandatory certification of sending organizations by external inspection bodies, various test systems and indicators are used to test relevant quality aspects of the crisis and emergency system of sending organizations.

- b. Support by quality associations

The quality associations accompany and support the sending organizations according to the latter's needs in order to effectively develop the organization's crisis and emergency management, e.g. in the form of individual consultation, and participation in training and workshops. In addition, the quality associations enable the regular exchange of technical and cooperative experience with crisis and emergency management between the sending organizations.

The crisis and emergency management is constantly being developed in cooperation with sending organizations and quality associations, e.g. criteria and indicators are worked out and agreed together. Consequently, the relevant participants in the crisis and emergency system can flexibly and effectively respond to current needs and, where applicable, make necessary adjustments.

## 6.9 Quality Work Group

The quality associations regularly exchange information on relevant topics of quality work and reflect new insights from practical experience with sending organizations and the implementation of the program to the Quality Work Group and possibly other relevant bodies.

In relation to the crisis and emergency system in the Weltwaerts program, it is the task of the Quality Work Group to professionally accompany and support the

demand-oriented development and to regularly examine the existing quality requirements for the system.

Crisis and emergency management in practice - Feedback and questions

- a. What is your experience in dealing with crises and emergencies of volunteers in practice?
- b. Where do you see challenges in crisis and emergency management?
- c. Do you feel sufficiently informed about the crisis and emergency management system?

## 6.10 Brief Suggestions on risk management

Participants were given the chance to share some suggestions to manage crisis during the program. A participant raised concern about the curiosity of some of the volunteers. According to him, the volunteers will defy all warnings and go to a place where he or she was asked not to go.

Also, it was stated that, some volunteers ignore rules by the project host, which according to them, was a problem in managing crisis during the program.

Another crisis mentioned at the conference was the psychological crisis. According to a participant, some volunteers become home sick which affects them psychologically during the stay in the country. In response to this, Mr. Nii-Addy urged the project hosts to be proactive and plans quickly in order to solve problems of that magnitude.

Other suggestions made by participants included;

- a. The need for some partner organizations to contact other partner organizations in times of crisis so as to facilitate the resolutions of the problems the organization may face.

- b. Psychological and emotional problems, as suggested by the participants, should be handled in a professional way since the volunteer may be depressed and would not need a harsh way to address the issues.
- c. Organizations can register volunteers on Ghanaian phone lines and create Whatsapp platforms where volunteers can quickly reach out to their mentors to share their dire concerns

In his presentation, Hannes Jaehnert, Coordinator Weltwaerts Quality Program, German Red Cross, explained how receiving organizations can deal with crisis during the program when they are faced with one. He divided the solution into three parts;

- a. Micro,
- b. Meso and
- c. Meta.

To the Micro Solution, he said volunteers must be directed to contact the person at his or her host placement, that is, the mentor. On the Meso, he suggested that the volunteer can contact the desk office, incident hotline, and the German Embassy. According to him, the Meta solution includes contacting the headquarters, support service, and situation rooms.

## 7.0 South-North Component Presentations

### 7.1 Facts and figures

Ms. Birgit Pickel first stated that the pilot phase of the South-North component program enables young people from the partner countries of the Weltwaerts program to serve as a weltwaerts volunteer in Germany. She added that on 20th of February 2014, Minister Müller invited the first South-North volunteers to the Federal Ministry

for Economic Cooperation and Development (BMZ) for a kick-off event. She said they were pleased that from 2016, up to 800 volunteers will be able to begin serving as volunteers in Germany looking at the facts that up to 810 volunteers have participated since 2013.

### 7.2 South-North component: Who can participate?

Talking about those who can participate, Ms. Birgit Pickel made mention of the sending organizations, host organizations and the volunteers. Moreover she highlighted briefly on the requirements of volunteers which includes, their age preferably 18 to 29 years, school or vocational qualification, willingness to learn German, an openness, a willingness to learn, interest in intercultural issues and development policy and finally their willingness to engage in civil society upon returning to their home country.

### 7.3 South-North component: Which tasks are the organizations responsible for?

She also spoke about the responsibilities of the various organizations. Firstly, she stated that the sending organizations are responsible for applying for the program, selection of the volunteers, and preparing the volunteers and providing follow-up upon their return. Secondly she said also that the host organizations in Germany bears the overall responsibility for the program and act as the interface between partner organizations, volunteers and places of assignment as well as support the volunteers in establishing a social network and in integrating in their new environment; and establish a network with former weltwaerts volunteers.

## 7.4 South-North component: Financial framework conditions

She spoke about the financial framework conditions where she said that the amount of funding for the weltwaerts South-North component is limited to a maximum of 880 EUR per month per volunteer (so-called volunteer month) and as such is somewhat higher than for the North-South component. She also stated that funding helps to cover the living costs of the volunteer, it also cover costs for visas and the costs accrued by the sending and host organizations for holding the seminars. She added that the funding is proportional meaning 75% of the costs eligible for funding are assumed by the BMZ; whilst 25% is covered by the financial resources of the sending and host organizations.

## 7.5 Assignment examples

She said the assignment posts are located throughout Germany and that volunteers are mainly deployed to assignments in the area of social services, environment and development policy education as well as cooperation and support on the farm, work with school classes and children on the topic of sustainable agriculture.

Outlook and current topics: Evaluation of the South-North component.

She made mention of the fact that the South-North program component was initially run through a three-year pilot phase, meaning the last volunteers of the pilot phase will arrive in 2016 and in order that recommendations for the further development of the program component can be made, the South-North component will be subject to an external and independent evaluation.

## 7.6 South-North Partner Conference in 2016

She spoke about the first program-wide partner conference for the South-North component which took place from 09.-13.05.2016 in Berlin/Germany and she stated the total participants were 60. Also she spoke about the presence of high-ranking representatives from the Federal Foreign Office and the Federal Ministry for Economic Cooperation and Development took part, as well as representatives from the Embassies of South Africa, Mexico and Bosnia. A current South-North volunteer participated in the conference panel. She mentioned that for one whole week, the participants discussed on different aspects of the South-North component, and identified challenges and ending it all by handing over recommendations for action to the program steering committee. She spoke about the key topics, which are partner dialogue and participation, quality assurance, cooperation with the National Voluntary Service scheme, and returnee engagement, which were also discussed.

South-North component: Questions and suggestions

Some few questions and suggestions were made about the following;

- a. Are you already involved in the South-North component?
  - i. What is your impression of the current developments in the South-North component?
  - ii. How do you perceive the planned involvement of partner opinions in the work of the South-North working group.
  - iii. How can quality in the South-North component continue to be improved?
  - iv. What are your suggestions for the further development of the South-North component?

- b. Are you not yet involved in the South-North component?
  - i. What is your impression of the component?
  - ii. Are you interested in participating? What would make it interesting for you?
  - iii. In your opinion, what should we continue to work on.

### 7.7 South-North working group

She mentioned the pilot phase of the South-North component is supervised by a working group which consist of representatives of the involved participants from Germany whose topics included visa procedures, mechanisms for partner consultation, South-North partner conference in Berlin 2016 just to mention a few.

### 7.8 Outlook and current topics: South-North working group

As the first committee in the weltwaerts program, the South-North working group is trying to consult partner organization on certain topics and to obtain their feedback. For the South-North working group this means: On important topics, the working group would like to obtain the opinions of the respective sending organization of the South-North component so that partner perspectives can be incorporated in the further development of the component. She said in addition, the main outcomes of the meetings and evaluation products are summarized and translated into English and Spanish.

### 7.9 Challenges associated with the South-North Component

- a. A participant indicated that volunteers return from their visit to have their families and societies demand a lot from them.
- b. Mr. Banacéma of ASEVEC - VIA e.V. indicated that communication between the Sending and receiving organization was poor and that prickled some problems.
- c. The south North Organizations do not give volunteers good residence as their Ghanaian partners do to volunteers from Germany, which was later replied to be a problem of the organization in Germany.

#### Suggestions

- a. Volunteers must be motivated with funds from the German Organization in a form of allowance in order to mitigate pressures from families and other associate.
- b. Volunteers must be taken through some intensified interview sessions in order to select volunteers who have understanding of the weltwaerts program.
- c. Mr. Banacéma suggested the need to incorporate educating the parents of the southern volunteers about the Weltwaerts program.
- d. Amin Zaaki of Nima e.V. suggested that there should be a newsletter or booklet on the experience of South-North volunteers to communicate and further educate and broaden the understanding of the Europe setting and clear the

wealthy notion about Europe.

- e. Mr. Geisler of CVJM stressed on the need for both partners to learn how to deal with racism and prejudice

## 8.0 Alumni Dedication

Ms. Mescheder, a volunteer alumna, gave a presentation on her experience as a volunteer. Ms. Mescheder came to Ghana as a volunteer with ARA being the receiving organization. She was in Ghana between the years of 2010 and 2011. During her volunteerism, she worked as second-class teacher in a school in a rural community in Gomoa Ojobi near Accra.

She said volunteers could organize fundraising events to support their projects and organizations when they get back home. She also suggested the need to create awareness about the weltwaerts program so that people will be interested in the program; adding, that there are some Germans who do not know anything about the program. She also urged volunteers to deal with racism, prejudice about Africa when they return home.

She spoke about some of the activities of the Alumni-Work in Germany, which included their engagements in organizations, fundraising events for projects, activation of new prospective volunteers from schools, institutions, and organizations. Also with the aid of a map, she showed some of the cities in Germany the alumni are aiming at working with and these included Brandenburg, Berlin, Hessen and many others. She talked about some of the things she did after the volunteer service in Ghana 2010 – 2011 and they included the following;

- a. Preparation and follow up trainings, DRK Mecklenburg-Western Pomerania
- b. Join groups, exchange
- c. Visiting trainings on Development politics and Racism

She also spoke about some of the issues volunteers should deal with which included racism, prejudices, conflicts in projects, host families, being Obruni, high expectations, seeing volunteer service as exchange program to share their experiences and support sustainability.

Additionally, she made mention of some ideas to improve Alumni-Work which were the creation of better network in smaller regions and trainings for trainers on same standard and better quality.

## 8.1 Work Café

Resuming from lunch break, Mr. Henry Lovelace Yanney introduced the participants to the next activity, which is the work café. The work café, he explained was a tool to address the major issues raised during the earlier sessions of the conference, but for which time had not permitted them to be dealt with.

Topics identified about the program were;

- a. Crisis management for volunteers,
- b. Transparency among partners in the voluntary service,
- c. Mentor training and capacity building,
- d. Aims and motivations of host projects and receiving organizations, and
- e. Involvement of partner organizations in volunteer selections.

The participants were thus divided into five working groups to deliberate on the above-mentioned topics.

## 8.2 Group Discussions

### Group One (Crisis management for volunteers)

Group one, under the leadership of Kingsley Nii-Addy had 23 members and discussed about crisis management for volunteers.

During their discussion, they identified some areas they thought were dangerous to the volunteers. The group mentioned the beach as one major place, which poses as threat to the safety of the volunteers. They suggested that, the volunteers must be taken through serious orientation. They indicated that there should be a well-structured supervision to monitor the movement of the volunteers.

#### Results

Upon deliberating on the issue, the group identified the following as a way of reducing crisis in the weltwaerts program

- a. Serious orientation for the volunteers
- b. Well-structured supervision and monitoring
- c. Effective communication between volunteers and mentors

### Transparency among partners in the voluntary service and Involvement of partner organizations in volunteer selections

Mr. Beutel facilitated the combination of Group 2 and 5 on discussions, which focused on the Transparency amongst partners in the weltwaerts program, as well as the involvement of Partner Organizations in selecting volunteers before they proceed on their travel. The group noted that in order to improve transparency within the two parties, there is the need to share a realistic Budget of projects within both partners of the program.

The group further indicated that there is the need to motivate the project host and the receiving organization, as well as share the goals of the program amongst the two parties.

According to the group, there is the need to be transparent in the communication between both parties which may comprise of the Health backgrounds of the volunteers. There must be constant communication and this can be achieved if both parties schedule easy way to communicate using Social media platforms like skype.

On the selection of volunteers, the group unanimously accepted that there should be the involvement of both partners in the volunteer selection process; develop clear selection criteria where openness on very important aspects of the volunteers such as the health information of will be shared.

#### Results

- a. Improving communication channels amongst partners
- b. Encouraging the project host and the receiving organization
- c. Involving all partners in selecting volunteers
- d. Share realistic budgets with all partners involved in the program
- e. Provide Financial support for meetings between the SO and HO to facilitate transparency and communication among partners

### Group 3 (Mentor training and capacity building)

Group, three on the other hand, based their discussion on mentor training and capacity building in the weltwaerts program.

Comprising of nine (9) members and with Mr. Henry Lovelace Yanney as the facilitator, the group advocated

for the need of a contact person for the volunteer to be at the project site. They argued that there must be someone that the volunteer can report to directly. This was finally accepted as the Line Manager.

In their conclusion, they suggested some training and increased resources that should be given to the mentors. Some of the training they mentioned includes:

**Results**

6.3.1 In-house training,

6.3.2 Out sourcing training,

6.3.3 Sending organizations must undertake mentor training, peer training, as well as inter-organizational mentor conference/workshops.

**Group 4 Aims and motivations of host projects and receiving organizations**

Group 4 also discussed the aims and motivations of the Project Host and the Receiving Organizations

This group was facilitated by Ms. Verena Weber and touched on the aims and motivations of the Host Project and the Receiving Organizations

The group mentioned that the continuation of running projects has motivated their organizations a lot since it provides some sort of assurance that they don't toil in vain.

The group is being motivated by the program since it promotes intercultural learning especially when volunteers are made to get involved in the way of life of the people. This, the group mentioned that it tends to reduce prejudice and stereotypes.

The involvement of some volunteers in their religious activities in the homes and other projects Sites also

motivate some organizations to still be part of the weltwaerts program.

**Results**

- a. Continuous progress of the weltwaerts program through problems solving
- b. Religious diversity strengthens relations between participants and participating organizations



## 9.0 DAY THREE

Wednesday 14-December 2016

### ACTIVITIES OF THE DAY

 Breakfast – 7:00 GMT
 Morning devotion
 Agreement on projects visit sites
 Project visit sites
 Return to conference grounds
 Dinner
 Exhibition night

On December 14, 2016, the third day of the weltwaerts Partnership Conference was held at 9hrs GMT. The day started with a devotion and prayer by Rev. Geisler who took his Bible text from Exodus 3:12. Participants were taken through activities of the

### 9.1 Project visits

As part of the schedule for the day, participants were grouped into four with each group tasked to visit some project involved in the weltwaerts program. The project towns were strategically chosen based on variety and proximity to the conference venue. At the end of it all, the four project communities were; Gomoa Ojobi, Haatso, Gomoa Panfokrom and Agona-Swedru. Apart from Haatso located in the Greater Accra Regions, the rest were all in the central region of Ghana. All the selected projects are weltwaerts approved projects for which volunteers from Germany have been serving for a

number of years. Some details of these projects are as follows:

### 9.2 Gomoa Ojobi Project

The Gomoa Ojobi Project is a Community Basic School, called Havillah Academy. The school comprises of three sections namely; Kindergarten, Primary and Junior High Schools. The school is located less than an hour west of Accra in the Eastern part of the Central Region. There are 140 children in the project in all. This is a school that was set up through the benevolence of a returnee community member who stayed in the United States. He has offered a number of scholarships for disadvantaged children in the community. Volunteers in this project have been involved with supporting teachers in the areas of creative art, sports and computer studies.

### 9.3 The Haatso Project

There were two projects located in this community, which were used. The first was a handicapped home, and the next is a children's welfare home. In the handicapped home, about thirty people with various degrees of handicap are catered for in this home. The home offers accommodation, feeding, medical care and emotional support to the inmates. The project has been set up by some private initiative as the proprietor identified the need for setting up this facility to address the ever-increasing issues surrounding people with such infirmities. There is no dedicated funding to that project and hence depends on the benevolence of the donor public. In the course of the visit, the organizers and even some of the participants supported to raise some donations in the form of food items and some cash for the inmates.

The other project, which was the children's home, caters for disadvantaged children, who are either orphans or from very difficult homes. The children numbering twenty five are able to attend schools outside the

facility. The facility provides most of the needs of the children. Periodically the children are offered the chance to spend some holidays with some members of the extended families.

## 9.4 The Gomoa Panfokrom Project

This is one project that is a government initiative. The project is called the Gomoa Panfokrom Community Development School. It is a co-educational and social welfare school. It was set up to capture the youth who have fallen out of the mainstream educational system due to poor grades from the basic schools, or teenage pregnancy related issues and other social challenges that have put such youth out of their education. Programs designed for them include most technical and vocational courses including cookery, dressmaking, cake craft, carpentry and masonry, electricals, and other traditional courses like English, Mathematics, computer studies and science.

The project is one and half-hours from Accra, in the western direction. The student population is about three hundred. Volunteers in this project often assist the teachers in their fields, most interesting to the volunteer. This has seen them supporting the teaching of mathematics, cookery, electricals, and dressmaking.

At the visit of the participants, the Principal of the facility held a lunch reception for the team. They were given the background and the current state of the facility. She expressed gratitude to the German government through the BMZ, for supporting the project with volunteers. She hoped the cooperation would continue to grow. After a period of interaction with the school authorities and the volunteer present, the team departed to the conference venue.

## 9.5 Agona Swedru Project

Frankeve Foundation Complex Institute is the project that was targeted in the Agona Swedru area. This facility is a total private venture. The set-up is quite similar to that of Panfokrom Community Institute, the difference

being mainly that of ownership. This project was quite interesting for participants as most appreciated the initiative of this civil society group. Most participants were highly motivated by the set-up and expressed a lot of gratitude for the opportunity.

The trip also afforded the participants the opportunity to have a short city and community tour out of the conference environment. Upon arrival from the trip, the various groups gave an account of their visits.

## 9.6 Exhibition

After dinner, participants undertook an exhibition of their projects and interacted with each other with the aim of sharing with partners and colleagues, the operations, benefit, challenges and measures to improve on their activities and concepts of their projects.

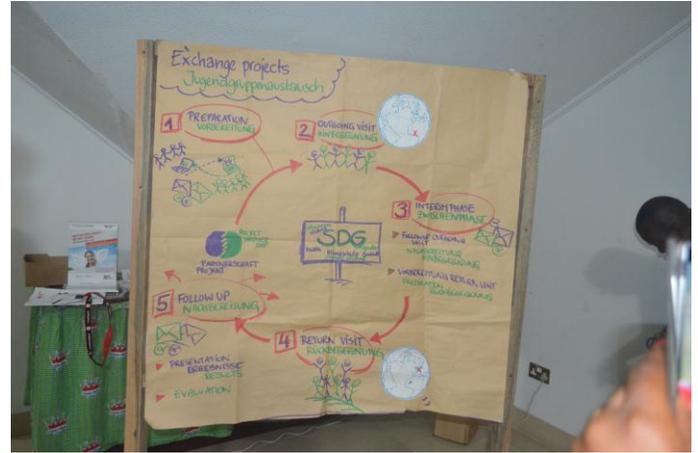
## 9.7 Weltwaerts - exchange projects in the context of Agenda 2030

Mr. Pawel Prokop, representative of Engagement Global introduced the newly launched exchange Project by the Germany's Federal Ministry for Economic Cooperation and Development (BMZ) in line as part of its activities in connection with Agenda 2030 for Sustainable Development. It provides an opportunity for youth groups from Germany and countries in Africa, Asia or Latin America to conduct exchange projects together, enabling them to take an active role in shaping global society in a sustainable manner.

He said the Exchange project is in the context of Agenda 2030" funding line adds a development-related youth-group exchange component to the weltwaerts program. The aim is to enhance the ability of the youth to understand global issues through participation in youth group exchanges. They will be able to recognise their own responsibility as global citizens and actively take on responsibility for future issues facing the global community.

Designed for young people between the ages of 16 and 30 from Germany and the Global South, The funding line is particularly targeted to youth groups that have previously not concentrated on development issues. In the pilot phase, it will focus on exchanges between Germany and African partners.

The funding line is also intended to support project partners in youth education and exchange and to strengthen global partnerships. It aims to promote dialogue, cooperation and networking between civil society actors from the South and the North.



## 10.0 DAY FOUR

### Thursday 15-December 2016

#### ACTIVITIES OF THE DAY

✚ Breakfast
✚ Morning devotion
✚ Presentation on project visit
✚ Introduction of stakeholders
✚ Coffee Break
✚ Panel discussion
✚ Lunch
✚ West African Networking
✚ Dinner
✚ Cultural evening
✚ Participants Certificate

### 10.1 Panel discussions

Representatives from each partner country present at the conference constituted the panel for the discussion. Mr. Hannes Jaehnert moderated the panel discussion with members, which included Ms. Corinna Mescheder, Mr. Amin Zaaki, Mr. Christopher Adu-Gyan, Mr. Joshua Konkankoh, and Mr. Joseph Bikek.

The panel with the aid of the members discussed some pressing issues of the weltwaerts program, which was captured under culture shock. The role of the mentor

and how to improve and manage other issues that volunteers are faced with.



On the issue of Culture Shock, the house acknowledged that much must be done to improve the situation since it sometimes put the parents of the volunteers in an uncomfortable position due the distressed calls from their wards during their volunteering year.

#### Discussion on Visa Issues with weltwaerts

On behalf of the Chief in Command of the Ghana Immigration Service, Superintendent William Sabi of the Ghana Immigration Headquarters educated and held an interaction on requirements and processes of visa and work and residence permits acquisitions in Ghana. In his submission Superintendent Sabi indicated that for legal and security issues, there is the need for organizations to register their establishments and acquire all needed

He again stated that it is prudent to give adequate and accurate information about the state of the volunteers in the course of the applications.

Mr. Zaaki raised concerns on the unstable aviation rates as it affects the financial status of partner organizations.

Sup. Sabi assured the participants that the Ghana Civil Aviation Authority would do all it takes to improve upon that situation.

#### Recommendations

Mr. Adu-Gyan recommended that the host and receiving organizations should ensure that the mentors would create conducive atmosphere that will reassure volunteers of your commitment and readiness to providing solutions to their problems.

## 10.2 West African Weltwaerts Network (WAWwN)

Participants discussed about the West African discussion were to find the best practice to setting weltwaerts network. In view of this, participants were grouped into three to discuss the issues confronting the initiative.

### Group 1: Objectives and benefit of the WAWwN



The group was made up 13 members and was represented by Christopher Adu-Gyan who noted that it is important to get a well-structured framework and clearly defined principles that will be commonly recognized by all countries under the West African Weltwaerts Network chapter.

The group recommended that the WAWwN should be structured in a manner that will allow the free flow of ideas, experiences and a long lasting vision, which will assure a common voice of the West African partners and

actors to guide and make progress in the weltwaerts program.

The group recommended that there should be a great sense of solidarity, belongingness and hardworking of all West African partners to guarantee the sustainability of the initiative.

### Group 2: Steering Committee formations



The group was tasked to identify personalities that will make up the steering team for the network. It was made up of 17 members and headed by Solomon Appiah.

The group deliberated on putting in place a well-structured organizational arrangement where leaders nominated will be expected to work in in line with it.

In the submission, the group indicated that it is prudent for the network in the subsequent years must consider documenting laws and orders to direct the personality, operations and sanctions which will inform a common line of action.

With respect to the aforementioned, the group unanimously remained on nominating two representatives from each West African Countries present at the time.

For the Republic of Benin, Victor Dansou and Ernest Ahouignan were nominated while Felix Ekpeko and Sani Banacéma are to represent Togo. For Cameroon, the group nominated Joshua Konkankoh and Florentine Nekdem and for Ghana, Kafui Aheto and Kingsley

Nii-Addy, who relinquished the honor to Henry Lovelace Yanney due to the fact that the latter had already been involved in a number of activities in similar fashion in the immediate past.

It was recommended that a partner organization in Germany should be sought to help support the activities of the Network.

### **Group 3 Efficient running of the network**

The group was made up of only German representatives adding up to 9 members and was headed by Mr. Hannes Jaehnert.

The group, on their part in the formation and the efficient running of the network, noted that the German partners could only hold up to a strong decision after they are well informed about the main goals of the West African counterparts.

They again mentioned that it is important that the West African partners identify a common type and form of communication tools to adopt for the sake of networking.

The group emphasized on the need for the West African partners to clearly define the kind of resources that will be required for the implementation and sustenance of the WAWWN since that will inform the a definite line of action. The Network would also have a lobbying role and ensure that an informal website (portal) is developed to access relevant information regarding the weltwaerts program.



### **10.3 Evaluation of the conference**

In general, participants were delighted and satisfied with the outcome of the conference. According to them, the conference presented them the opportunity to deliberate on issues, which will help improve the Weltwaerts program in the West Africa sub-region.

The conference was evaluated with the distribution and the filling in of the conference evaluation questionnaire. In general, the participants gave a very positive feedback upon the moderation, organization and the conference itself. They were very appreciative about the quality of the content and the professional approach of the moderators. They highly recommended BMZ for the support and prayed it to continue funding such conferences.

## 10.4 Farewell evening

The last evening was graced with a Ghanaian Highlife Band and buffet for all participants. The evening program was filled with dancing, traditional food and singing. The conference then officially closed by thanking the moderation team, the organizers, the BMZ and all participating persons for their support to make this a successful conference. The participation certificates are handed over by the moderation team.

## 10.5 Closure of the conference

Mr. Stefan Beutel presented a pictorial result on all the activities that transpired throughout the conference showing the day-to-day activities within and outside the conference.

Mr. Joshua Konkankoh, speaking in his position as the prefect for the conference, rounded the entire program showing his appreciation for the proper organization of the conference. He was grateful also for the presentation of the results of the whole program in pictures. He admonished the participants to uphold the various outcomes of the conference to enable it hold sway for the positive developments of the entire weltwaerts program in the near future.



🇬🇭 Place of the conference:	🇬🇭 Ghana, Accra
🇬🇭 Leading Sending Organization:	🇬🇭 DRK Soziale Freiwilligendienste Mecklenburg-Vorpommern gGmbH
🇬🇭 Cooperating Sending Organization:	🇬🇭
🇬🇭 Partner Organization involved in the planning:	🇬🇭 Agricultural Rural Development Ghana
🇬🇭 Date of the conference:	🇬🇭 12 - 16 December 2016
🇬🇭 Total number of participants:	🇬🇭 57
🇬🇭 Number of participants from the following countries:	🇬🇭 Ghana: 26 🇬🇭 Togo: 6 🇬🇭 Benin: 5 🇬🇭 Cameroon: 7 🇬🇭 Germany: 11
🇬🇭 Proportion men/woman:	🇬🇭 43/14
🇬🇭 Conference language:	🇬🇭 English (French translation available)
🇬🇭 Main topics:	🇬🇭 Crisis management 🇬🇭 South-North component 🇬🇭 Alumni dedication

## **Imprint**

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