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 - Тауарлардың сапасы мен  
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 өмір сүруін ұзарту мақсатында  
 - Адамдардың денсаулығын  
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ҚАЗАҚСТАН РЕСПУБЛИКАСЫНЫҢ  
 Денсаулық сақтау министрлігі  
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 медициналық және фармацевтикалық мамандықтар  
 кафедрасының профессоры  
 Мұсабаева Аманжол  
 А.А. Мұсабаева

# Mobilizing Skills

**“UNV volunteers helped us enhance the delivery of healthcare services and address the deficit of healthcare professionals. This cooperation yielded excellent results, with positive feedback received from staff and patients alike. We look forward to continued collaboration with UNV, as their specialized medical professionals help us build local capacity and advance our goals in health through the transfer of technology and know-how.”**

*Minister of Health Jerry Narace, Trinidad and Tobago*

**Volunteerism mobilizes communities to engage in local development by promoting greater awareness about development issues and strengthening community leadership. Volunteers are at the forefront of efforts to respond to community challenges and emergencies.**

**UNV works with partners to mobilize more than 7,500 highly skilled UNV volunteers and many more community volunteers every year. From humanitarian relief to health, and peacekeeping to electoral support, UNV volunteers support peace and development activities by developing capacity and providing technical expertise.**

Communities in developing countries are often challenged in gaining access to healthcare services. In 2009, about 850 highly skilled UNV volunteers served in medical professions, reaching out to address the needs of disadvantaged and remote communities. In rural Uzbekistan, UNV is working with the Government, UNDP, WHO and local partners on an innovative project to engage communities in combating tuberculosis (TB) through local volunteerism.

Spanning 2009-2011, the initiative serves a population of 1.2 million people scattered across 640 villages in Karakalpakstan, in the northwest of the country. The project is mobilizing 3,000 community volunteers, 2,000 of whom had been recruited as this report went to press. Six UNV volunteers serving with the project have equipped 30 Community Volunteer Trainers with

the skills they need to enhance the capacities of the community volunteers. The latter are being trained to report TB symptoms, assist in treatment, monitor incidence rates and disseminate educational material in the villages.

“The UNV, UNDP and WHO partnership to combat tuberculosis in Uzbekistan creates needed change through volunteerism and community engagement,” says Dr Michel Tailhades, WHO Resident Representative in Uzbekistan. “The role of volunteers in raising awareness is already well documented, for example in WHO’s global polio immunization campaigns. As an integral part of the UN strategy to promote human security and achieve the MDGs, this project’s strategic focus on community volunteerism is an example for future development projects.”

*Uzbek Community Volunteer Trainer Rametova Zulfia (right) and her peers are mobilizing 3,000 community volunteers to combat tuberculosis. Here, she works with a dentist and two nurses (from left to right) to document prevention, recognition and treatment processes. (Leonid Kudreyko, 2010)*



## Mobilizing volunteers to 'Teach India'

Partnering with the private sector can provide unique opportunities to engage more people in volunteering for development. In India, UNV supported the Times of India newspaper and the Times Foundation in mobilizing volunteers to contribute their skills to teach the less fortunate. 'Teach India' was an innovative, volunteer-based initiative to address illiteracy in under-served urban areas. A third of the population of the country is illiterate and about 42 million children do not attend school.

Four national UNV volunteers helped manage 'Teach India' in Delhi, Chennai,

Kolkata and Mumbai, cooperating with NGOs, schools, civil society, media and the private sector in implementation, publicity and funding. They assisted in screening thousands of applications and matching volunteer teachers to implementing partners. About 100,000 women and men were subsequently deployed as volunteer teachers in 2008-2009, teaching two hours a week to inspire interest in learning and promote self-esteem. Pictured above, retired banker Dolly Saini teaches mathematics to children at the Adharshila Welfare Centre in Delhi (Vasundhara Jolly, 2009).

The campaign looked beyond the social divide, bringing volunteers with different social, political, economic and educational backgrounds together with communities in need. This enhanced social inclusion and heightened awareness of the impact volunteering can have. "Teach India' opened people's eyes and made them realize they can give back to society," says national UNV volunteer Joshua Immanuel. "It made them aware of communities in need, especially children deprived of educational opportunities and facilities."

UNV volunteer Gemma Carnacete (the Philippines) is a Primary Health Care and Community Mobilization Specialist. "We produced materials to dispel misunderstandings, myths and stigma about TB, and the community volunteers conducted house-to-house health education," she explains. "Last year, 444 TB cases were registered, resulting in 57 deaths. We are looking for a decrease in new cases and more rigorous treatment, because if it is left untreated, the disease can develop into a more virulent strain."

***"Volunteers are helping TB patients manage their daily challenges and improve adherence to treatment. Their efforts to increase the awareness and knowledge of the population are highly welcome."***

The NGO *Médecins Sans Frontières* (MSF – Doctors Without Borders) focuses on treating patients with the more advanced drug-resistant form of TB, and is an informal technical partner of the project. "Strengthening the existing volunteerism structures in the Karakalpakstan society facilitates early case detection and reduces stigma," says Andreas Bründer, Head of MSF in Uzbekistan. "Volunteers are helping TB patients manage their daily challenges and improve adherence to treatment. Their efforts to increase the awareness and knowledge of the population are highly welcome."

The UNV volunteers have also been working to engage different target groups within the communities, "because," as Gemma explains, "TB is a social problem. It is not just for those who are ill."

The skills and experience UNV volunteers bring help countries face obstacles to achieving the MDGs, including those related to health. In Malawi, UNV is working with the Government and UNDP to address an acute shortage of medical doctors and support the health delivery system. In 2009, about 50 UNV volunteer doctors served under the project, saving lives, training young graduates on the job and lecturing at the Malawi Medical College.

Many of them take on huge responsibilities. UNV volunteer Dr Elisabeth Muviri (Democratic Republic of the Congo) is the sole doctor in charge of 400 patients at Kasungu District Hospital in 2009. "I cover the rounds and wards and perform surgery, working with medical assistants and nurses," she explains. "In the maternity ward, 15 babies are born during the day, and another 10 during the night." Elisabeth also supervises junior health workers on preventive healthcare, provides on-the-job training, and is on stand-by for emergency calls. "Is it too much?" she asks. "Yes, but the need is too great."

The Chief Medical Officer at Mzuzu Hospital, Dr Bright Khosa, has been serving in the public health sector for the past 31 years. "We have a severe challenge, with so few Malawian medical doctors in the country," he says. "We called in UNV

volunteer doctors to develop capacity, not just fill a gap. We hope that more capacity building of nationals can be done, for example, if graduate doctors are made to stay at least five years after graduation. They owe that to their country. Then they can also benefit from the skills and training of these volunteer doctors."

Although the health sector of Trinidad and Tobago is one of the best equipped in the Caribbean, the lure of employment opportunities and training abroad, as well as local private practice, left many vacancies in the public healthcare system. UNV and UNDP have partnered with the Government since 2003 to address the short- and long-term needs for specialist medical professionals, general practitioners, health service managers and technical personnel.

UNV volunteer Dr Shahana Sharmin (Bangladesh) served as a General Practitioner in southern Trinidad from 2005-2009. When she first arrived, doctors were usually available for a few hours a day, although the public healthcare facilities were open longer. Shahana and other international UNV volunteer doctors set an example by giving the communities they catered to their full time and attention. The improved service also reduced the need for secondary and tertiary medical care of complications in cases that would otherwise have gone untreated.

*UNV volunteer Medical Doctor George Pape (right) from the Netherlands, attends to Elinah Phiri and responds to her mother's questions at Mzuzu Central Hospital in northern Malawi. (Eldson Chagara, 2009)*



At its peak, the project fielded 100 international UNV volunteer doctors across Trinidad and Tobago. As future attempts to strengthen the capacity of the healthcare system will focus on knowledge transfer, training and policy and planning capabilities rather than health service delivery, the number decreased to 30 UNV volunteer doctors in 2009.

***“Volunteers are from the local communities and understand the needs. With their support we are able to identify the key drivers of HIV/AIDS in the districts and model our responses based on this information, coming up with innovative ways to fight this pandemic.”***

UNV is working with the Government and UNDP in Zambia to respond to the challenges posed by the HIV pandemic within the framework of the Joint UN Programme of Support on HIV/AIDS (2007-2010). UNV volunteers are supporting the National Aids Council to mainstream HIV/AIDS, gender and human rights in district development plans.

“A great capacity challenge lies at the sub-national levels,” says Rosemary Kumwenda, UNDP Assistant Resident Representative and HIV/AIDS Advisor.

“Effective HIV/AIDS response requires a grassroots approach. The community level, districts and the provinces need to take the epidemic into consideration in all their strategies and plans. Therefore, they need to be able to monitor and coordinate HIV/AIDS responses in their areas.”

UNV fielded 72 national UNV volunteers to support district level planning, coordination, implementation, and monitoring and evaluation of the national HIV/AIDS strategy.

Dr Ben Chirwa, Director General of the National AIDS Council explains that the Government decentralized its response, establishing District AIDS Task Forces coordinated by UNV volunteers in 72 districts. “Volunteers are from the local communities and understand the needs. With their support we are able to identify the key drivers of HIV/AIDS in the districts and model our responses based on this information, coming up with innovative ways to fight this pandemic,” he says. “UNV’s work is critical, mobilizing communities, supporting implementation and ensuring monitoring and reporting on what is happening in the districts. We now have district plans and programmes and are treating over 270,000 people.”

*At Claxton Bay Health Centre in Trinidad and Tobago, UNV volunteer Medical Doctor Shahana Sharmin (centre) from Bangladesh works with Lydia Benoit (right), the District Head Nurse and receptionist Maria Nanan. (Anthony Harris, 2010)*



Beyond addressing HIV/AIDS, UNV volunteers are providing communities with technical support to develop poverty reduction and community response projects. The Tuyakumbele Youth Project in Choma, for example, is reaching out to 4,000 young people. Chairman Joseph Banda says, "UNV volunteers are coming from an HIV/AIDS angle to address our cross-sectoral challenges. We have already trained 1,400 young men and women in skills and in HIV/AIDS, and they are now training others. We are convinced that this is a best practice, and are proud to say we are open to the world to come and learn from our experiences."

UNV works to advance development, also in crisis settings. Skilled UNV volunteers support humanitarian assistance, peacekeeping and post-conflict electoral operations. UNV support is critical in 17 of the United Nations Department of Peacekeeping (DPKO) missions: a third of the international civilians serving with DPKO are UNV volunteers. The largest single group serve in the Democratic Republic of the Congo (DRC), supporting the mandate of MONUC, itself the UN's largest peacekeeping operation. In 2009, over 700 UNV volunteers were assigned to MONUC and another 131 worked with UNDP, UNHCR and other agencies.

UNV volunteers serving with MONUC come from 89 countries and work in 27 duty stations across the country. In 2009, UNV volunteers served in newly-established Joint Protection Teams, working hand-in-hand with the military to help protect civilians from violence and human rights abuses. The UNV volunteers build relationships with key stakeholders, putting in place early warning systems and reaching out to local authorities or armed groups.

Kristen Petillon (France), a UNV volunteer Associate Protection Officer, recalls a mission in Walikale, North Kivu. Minutes after arriving, his Joint Protection Team discovered that a nearby village was at risk of being caught in the crossfire between two factions. "Our team and the 'Blue Helmets' negotiated a ceasefire and asked for a temporary zone of separation and a retreat of the armed units from their positions in the village," Kristen recalls. "Moreover, the team – thanks to some delicate negotiations – extracted two child soldiers from one of the groups."

UNV volunteer Charlotte Songue (Cameroon) coordinates the UN Joint Human Rights Office in



## Advancing peace in the Sudan

UNV volunteers serving in the Sudan advance peace through their contributions to peacekeeping and development activities. Assignments in Sudan accounted for nearly 15 per cent of all UNV volunteers deployed in 2009: 414 UNV volunteers served with the United Nations Mission in Sudan (UNMIS), 424 with the United Nations/African Union Hybrid Operation in Darfur (UNAMID) and a further 195 with UNDP, UNHCR and other UN entities.

Many of the UNV volunteers supported the groundwork for the 2010 electoral process. Over 140 served with UNMIS, assisting the National Elections Commission in training electoral staff, providing civic and voter education, organizing logistics and conducting operational planning. Another 100 supported logistics and administration. Pictured above, Italian UNV volunteer Training Officer Erica Masiero (second from left) engages in a mock polling exercise as part of electoral staff training in Kassala, Eastern Sudan (Andrea Schüchner/UNV/UNDP, 2010).

"The holding of elections is a key milestone on the road to lasting peace and tranquillity," says Electoral Operations Officer Bashudev Bhandari (Nepal). "Offering guidance, advice and sharing experience with our counterparts are part and parcel of a UNV volunteer's obligation – which I am enjoying."

Through their assignments, UNV volunteers forge links between the UN and the people. Abraham Mabor Makeny, one of 24 national UNV volunteers with UNMIS, is a Civil Affairs Officer in Rumbek. "The conflict created a culture of war, impaired relationships, created mistrust and encouraged counterattacks in which properties and lives were lost," he says. "As a national UNV volunteer, I can count on the vast network of people I know to spread a message of peace."

UNV volunteers were also at the heart of tangible development and construction efforts. Eight UNV volunteers worked with the UNMIS Roaming Roads Maintenance Programme, upgrading 94 kilometres of the crucial Kaya to Juba road, linking Southern Sudan to Uganda and the DRC. "The impact of their work has immediate results in the areas where they operate," says Logistics Officer Noel Ngaha from the Regional Joint Logistics Operations Centre. "It is work like theirs that will leave a lasting impression in the communities."

During 2009, UNV also supported UNAMID in preparing the ground for peacekeeping operations in Darfur. Seven UNV volunteer HIV/AIDS Officers conducted essential training for the 14,000 African Union troops, and 62 others maintained the 4,000-strong transport fleet. A UNV volunteer Geophysicist and three Hydrogeologists struck water at Shagra near El-Fasher and opened two water wells, improving water supply for the local community.



*Irish UNV volunteer Eoin Young (left), a UNV volunteer Public Information Officer with the UN Mission in the Democratic Republic of Congo, confers with mission spokesperson Madhodje Mounoubai during a press conference in Kinshasa. (Myriam Asmani/MONUC, 2010)*

the Equateur Province. She helps institutions promote and protect human rights through awareness-raising workshops. “We give civil society organizations the tools to better understand their rights and duties,” she says. In her four years as a UNV volunteer, Charlotte has been able to see the direct impact of her work. “In the community, people are now speaking out against sexual violence, and there are more denunciations of abuses and illegal actions.”

The protection of civilians and the full implementation of MONUC’s mandate would not be possible without accurate information gathering, analysis, and distribution. Three UNV volunteers support the Joint Mission Analysis Cell, an integrated civilian and military structure, in handling information, conducting analyses and providing advice to allow informed decision-making. Six others work with the Public Information Division, ensuring efficient communication from the mission to the communities it serves.

***“Being called a volunteer is a special gift in itself, because it is more of a blessing to give than to receive. I can bring change to somebody’s life. I, as an individual, can impact someone’s life positively by the little things I do.”***

UNV volunteers also play an essential role supporting the operational needs of the mission ‘backstage’. Linda Achieng (Kenya) is a UNV volunteer Administrative Assistant with the MONUC Transport Section. “Being called a volunteer is a special gift in itself, because it is more of a blessing to give than to receive,” she says. “I can bring change to somebody’s life. I, as an individual, can impact someone’s life positively by the little things I do.”

In 2009, more than 1,000 UNV volunteers were assigned to UNHCR, representing 17 per cent of its field presence. UNHCR is the third largest partner of UNV; the number of UNV volunteers serving with UNHCR every year has almost tripled since the partnership began in 2000. UNV volunteers often work at the local level, linking community services to the needs of the people.

In Myanmar, UNV works with UNHCR to assist approximately 200,000 people along the Thai border and in the south-east of the country. The local knowledge and language skills of 14 national UNV volunteers have helped to build confidence among communities and development partners. Their activities focus on improving livelihoods for these vulnerable populations, in particular women and ‘extremely

vulnerable individuals', such as the elderly and people with disabilities.

Khin Pwint Oo ('Ma Pwint') is a national UNV volunteer Community Social Services Specialist who works directly with such communities. In consultation with beneficiaries, Government officials and UN agencies, she and her team conduct needs assessments, leading to small projects to help people change their lives. For example, Ma Pwint and her colleagues developed plans to help ethnic minorities produce their own food and generate additional income from fisheries, animal husbandry and vegetable gardening.

"On-the-job training on organic fertilizer production and use was successfully carried out in a displaced community in Thandaung Township," adds Saw Terry, also a national UNV volunteer Community Social Services Specialist. "The UNV volunteers and UNHCR enabled people to make use of organic fertilizer on their own. We also conducted further discussions with vulnerable women in the Mon region about raising pigs, and held discussions with another women's group about the benefits to farming of draft cattle or even mini-tractors."

In addition, public health specialists "lend their hands" in support of community-based health initiatives, Ma Pwint says. "For instance, national UNV volunteers are engaged in the distribution and demonstration of modern child-delivery medical equipment and offer guidance on health needs."

National UNV volunteer civil engineers are also invaluable to UNHCR's activities, notes Ma Pwint. "This was particularly important after Cyclone Nargis in 2008," she says, "when UNV volunteers assisted affected communities in the delta and Yangon areas." The UNV volunteers provided materials and helped in building low-cost shelters for vulnerable people.



## Meet UNV volunteers... responding to disasters

UNV volunteers are often well-placed to provide immediate assistance in the aftermath of natural disasters. The fact that they work directly with communities, and often live in their direct vicinity facilitates early warning and response.

In Botswana, national UNV volunteer Kebonyemodisa Watota stepped in when the communities he worked with were hit by the worst flooding in 30 years. Watota (centre, photo: UNV, 2009) knew the communities through his HIV/AIDS awareness-raising activities under the Community Capacity Enhancement Programme. His local knowledge and language skills thus proved invaluable in assisting the Botswana Defence Force and Red Cross volunteers as they assessed the situation in the villages of Kauxwi and Xakao.

The aid workers also needed Watota to help persuade distressed and confused local people to temporarily move from their ancestral homes to higher ground. "As a UNV volunteer, I facilitated dialogue during the meetings," he says. "This was possible because I had already been working with the villagers, so I was not new to them and this accelerated dialogue. I stayed with them for three nights after relocation to assure them that the new place was safe."

In China, national UNV volunteers were quick to offer their help after the Sichuan earthquake happened. Liu Lei, the only UNV volunteer serving nearby at the time of the disaster, was the first to volunteer as a field interpreter for the International Federation of the Red Cross and Red Crescent Societies. Fellow UNV volunteer Gao Wei was serving with the Beijing Youth League at the time, and immediately volunteered to assist its disaster relief mission with equipment supply.

Like Watota in Botswana, Lei's local knowledge proved invaluable. He recalls the first days after the disaster. "My first task was to collect further information about the location, population and number of casualties, and I liaised between international aid agencies, local authorities and affected communities." Lei's efforts ultimately helped the Red Cross work more closely with other NGOs and facilitated the arrival of targeted aid.

# Engaging the development community online

***“Online volunteering is a unique way of contributing to the good of mankind without necessarily leaving your immediate environment. I am a legal practitioner with three little kids. I may not be able to get involved in peacekeeping in war-torn areas or other UN activities in troubled spots around the globe. However, I feel elated that within the confines of my little corner, I can help in resolving vital global issues by researching and making recommendations on issues concerning women and children.”***

*Gertrude Ene Onuoha, an online volunteer from Nigeria, supported the Saratoga Foundation for Women Worldwide with research on women and the MDGs in Ghana*

Mobilizing volunteers and engaging communities goes beyond sending specialists to the field. The UNV Online Volunteering service engages the global online community, mobilizing people to volunteer for peace and development.

To tap into this vast reservoir of expertise, organizations register on the UNV Online Volunteering service

website – [www.onlinevolunteering.org](http://www.onlinevolunteering.org) – and advertise the services they require, from project design to communications and promotional products. Online volunteers then scan these opportunities to see which they are best suited for, and contact the organizations to offer their support. Development organizations select those volunteers whose skills and experience best match

their needs, and work with them over the Internet.

The process costs the users nothing, and is monitored from UNV headquarters in Bonn to ensure quality control. The Online Volunteering service also mobilizes a diverse range of people. In 2009, about 62 per cent of online volunteers were themselves from the



South. About 53 per cent of the 9,427 online volunteers who completed assignments in 2009 were women, and about 200 online volunteers reported disabilities. The UNV Online Volunteering service leverages a wide range of expertise, and often builds lasting capacity for grassroots organizations.

In Pakistan, the Grace Association aims to “empower and improve the quality of life of marginalized and vulnerable communities in the least developed parts of the country” and grew to a stage where it needed outside help. In response to the NGO’s call on the Online Volunteering service website, people from Pakistan itself to Jordan and the United States of America formed a team of 10 online volunteers that worked on developing grant proposals and augmenting the Grace Association’s communications and branding.

Their contribution was critical in improving the Grace Association’s services, notes founder and volunteer manager Khadim Hussain, as they helped develop projects, access Internet-based resources and link with international organizations and networks. For example, the team helped the Grace Association register with the Association for Education of Young Children in the United States of America. “The educational resources to which our staff subsequently got access enabled us to start an early learning class at the Grace public school,” Khadim says, “and with the money raised through *globalgiving.org* we were able to purchase wheelchairs.”

Laura Gamboa-Cavazos (Mexico) helped the Grace Association to research and contact potential partner organizations. She also worked with Grace Association staff, developing their skills and knowledge in teaching young children. “Online volunteering has many advantages and rewards,” she says. “Most incredible is the chain of people

*Khadim Hussain is founder and director of the Grace Association in Islamabad, Pakistan, which has benefitted from the UNV Online Volunteering service. A team of 10 online volunteers supported the NGO by developing grant proposals and enhancing its communications and branding. (Waqas Anees, 2010)*

who want to make a difference. I have two best friends who I met through online volunteering, and the sharing of knowledge, information, education and culture has been enormous. Once you start, you will never want to finish. You keep looking for other organizations to help.”

Another 10 online volunteers, mostly architects and engineers, assisted the NGO *Ingénieurs sans frontières* (Engineers Without Borders) in Cameroon. These supported the design of a Knowledge Centre for Development, for example, researching potential partners and creating the architectural plans for the building. The Knowledge Centre aims to foster the promotion of science and technology in African development.

“Online volunteers played a crucial role in allowing us to better conceptualize the project and to define our strategy,” says Emilienne Lionelle Ngo-Samnack, who coordinated the online volunteers. “By sharing their skills, the online volunteers strengthened the organizational and technical capacities of Engineers Without Borders and its staff.” Online volunteers also created a modern website for the NGO, and provided online training and a manual so that the Engineers Without Borders staff could manage the website without further support.

In 2009, online volunteers undertook 172 per cent more assignments than the previous year, completing a total of 14,313 assignments. About 6,500 of these were in education, including designing and delivering free online courses for refugees. Another 2,500 assignments were related to the youth sector, such as the design of a youth action guide to promote youth involvement in community development, and 2,000 others supported the promotion of the MDGs and researched global development issues. About 92 per cent of organizations rated their interactions with online volunteers as ‘good’ or ‘excellent’. The website received more than half a million visits in 2009, almost double the figure for 2008.

## Sharing innovation in Brazil

UNV supported the development of a Portuguese-language volunteering portal based in Brazil that has helped promote the use of the Online Volunteering service. The initiative, launched by the NGO *Instituto Voluntários em Ação* (Institute for Volunteer Action – IVA), strengthens the capacity of local non-profit organizations to mobilize and manage online volunteers, and promotes volunteerism.

Bruna Bruno, a national UNV volunteer working with IVA, coordinated workshops to train the staff of volunteer centres from five Brazilian states on the use of the portal and management of online volunteers. She also designed materials for volunteer centres to use in replicating the training for partner organizations in their respective states. The number of NGOs registered on the service increased following the training and volunteer placement is also steadily increasing. More than 80 per cent of the organizations involved have expressed their satisfaction with the services provided by the online volunteers.

Bruna has also used the portal herself to support an environmental awareness-raising campaign run by UNEP. “Through IVA’s portal, I was able to work with 297 online volunteers on the production, translation and distribution of UNEP promotional materials encouraging civil society to assume responsibility for environmental preservation,” she says.