

# VOLUNTEERING FOR OUR FUTURE



Annual  
Report | 2011



**UN**

**Volunteers**

inspiration in action



*Cover photo:* A young Cambodian volunteer pins white ribbons on residents of her community in Prey Veng Province, Cambodia during a 16 Days of Activism Against Gender Violence campaign (25 November-10 December). The work of volunteers led to an impressive rise in public awareness about violence against women and girls.  
(Ramón Sánchez Orense, 2010)

## VOLUNTEERING FOR OUR FUTURE

The difference the **United Nations Volunteers (UNV)** programme makes is by demonstrating peace and development results and impacts through volunteerism. UNV has the ability and knowledge to bring about transformational change through volunteerism, community voluntary action and civic engagement through active partnerships with civil society, volunteer involving organizations, United Nations agencies and governments.

**This is inspiration in action.**

## ABOUT US

The United Nations Volunteers (UNV) programme is the United Nations organization that contributes to peace and development through volunteerism worldwide. Volunteerism is a powerful means of engaging people in tackling development challenges, and it can transform the pace and nature of development. Volunteerism benefits both society at large and the individual volunteer by strengthening trust, solidarity and reciprocity among citizens, and by purposefully creating opportunities for participation.

**[www.unv.org](http://www.unv.org)**

## WHAT IS SUSTAINABLE DEVELOPMENT?

Sustainable development is about meeting the needs of the present without compromising the ability of future generations to meet their own needs. It lifts people out of poverty, while at the same time protecting the natural systems that support economic growth.

Volunteerism contributes to sustainable development by engaging people at all levels of society to bring about transformational change in communities.

*In 2001, the United Nations General Assembly recommended that governments recognize the potential contribution of volunteerism to achieving sustainable development goals...Recognizing and building strategically on rich, local traditions of voluntary self-help and mutual aid can open the way to building up a new constituency in support of development efforts.*

*Excerpt from the 2011 State of the World's Volunteerism Report, p. 93*



UNV is administered by the United Nations  
Development Programme (UNDP)

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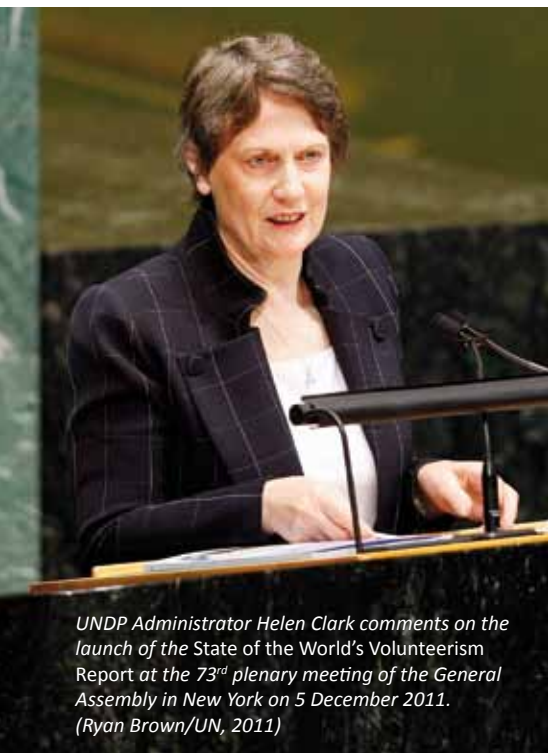
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*UN Secretary-General Ban Ki-moon meets members of a high school human rights club in Livingstone during his first mission to Zambia. International UN Volunteers Mwenzi Katolo and Bairbie Fee helped organize the students' presentation on human rights for the Secretary-General. (Georgina Smith, 2012)*



# Foreword



*UNDP Administrator Helen Clark comments on the launch of the State of the World's Volunteerism Report at the 73<sup>rd</sup> plenary meeting of the General Assembly in New York on 5 December 2011. (Ryan Brown/UN, 2011)*

## Volunteerism for Sustainable Development: The Future We'll Need

2011 was a year of momentous events for many. For the Arab States, it will be remembered as a year of uprisings and the beginning of transitions. A new nation was born in Africa, when South Sudan achieved formal independence. The population of the world reached seven billion.

Challenges to development continue, as ever. The ongoing effects of the global economic crisis and the continuation of conflict and armed violence in many places have taken their toll of lives and livelihoods.

Huge natural disasters like the drought in the Horn of Africa caused great suffering. All have hampered development. While at the global levels poverty has reduced and other Millennium Development Goals are on track, the benefits are not being universally felt.

Volunteers have been engaged in responding to crises, and upheavals. Often they are the first to help after disaster strikes – assisting in the immediate aftermath and fostering long-term community engagement in disaster management and recovery. They help empower people during difficult times. Now, more than ever, we need their efforts.

UNV promotes volunteerism as a catalyst for community participation, and as a key ingredient in consolidating peace and development. Originating from 162 countries, a total of 7,303 UN Volunteers contributed their expertise last year – almost one third of them nationals of the countries in which they served.

I myself met very impressive national volunteers during my memorable visit to Guinea a few months ago.

In the past year, UN Volunteers worked alongside more than twenty United Nations entities and many more local institutions.

In Côte d'Ivoire, for example, 344 UN Volunteers were involved in peace and development projects. The UNV Online Volunteering service expanded significantly, engaging the skills of 10,910 more people via the Internet.

At UNDP, we recognize and applaud the exceptional contribution which UN Volunteers make to sustainable development and peacebuilding. They provide inspiration through their actions.

We acknowledge too that volunteerism helps build community confidence and well-being, and creates opportunities for people to become the makers of their own destinies.

We honour all volunteers for their unique contributions to sustainable development.

A handwritten signature of Helen Clark in dark ink, written in a cursive style.

**Helen Clark**

*Administrator, United Nations  
Development Programme (UNDP)  
New York, May 2012*

# Preface



*UNV Executive Coordinator Flavia Pansieri speaks at a special session of the General Assembly at United Nations Headquarters in New York about the follow-up to the International Year of Volunteers and the commemoration of its tenth anniversary. (Ryan Brown/UN, 2011)*

## Volunteerism for Our Future: UNV Leading the Way

- strengthening response to disasters by people for people; and
- making strides toward peace and justice around the world.

On the following pages, in a series of vivid examples clustered under the above mentioned themes we show how UN Volunteers, together with communities around the world, have been supporting social, economic and environmental transformation.

In 2011, in the context of IYV+10, UNV published the first ever *State of the World's Volunteerism Report*. The report reveals that volunteerism makes a vital contribution to virtually all areas of human endeavor. It highlights many different forms in which volunteerism is expressed in different cultures and how the concept of volunteerism promotes the well-being of individuals and societies.

The year's activities culminated in a special dedicated meeting of the United Nations General Assembly on 5 December (International Volunteer Day) and a new resolution on volunteerism. In my speech to the General Assembly, I talked about the importance of volunteerism to the sustainable development agenda. And most importantly, I recognized the people behind this.

I spoke about volunteers I have met – a woman who cleans and catalogues community members' photographs salvaged from the March 2011 tsunami in Japan to safeguard memories for those who had lost all; a young man from Brazil who volunteers in El Salvador to help improve children's educational opportunities; and a person with a disability who volunteers online, remotely assisting a non-governmental organization (NGO) in another developing country. They, along with thousands of others, serve in areas of their professional expertise out of free

will. Why do they do this? Because they believe in solidarity among people, personal commitment and the importance of doing all one can to make a positive difference in the world in which we live.

A primary goal of the IYV+10 activities has been to shift the debate on volunteerism from being perceived as a marginal activity to being recognized as a mainstream asset that empowers large numbers of people to play a part in achieving the Millennium Development Goals and promote peace.

As you can see, there is much to celebrate about 2011. But, there were also moments of profound sadness. Four capable, committed UN Volunteers lost their lives as a result of violence and tragic accidents. Their commitment to peace and development and their devotion to those in need remain an inspiration to us all.

As this report is published, UNV is preparing to attend the Earth Summit in Rio de Janeiro. Together with our partners, we are calling for greater recognition of the contribution and impact of volunteerism and volunteers to create the future we want. Ultimately, recognizing and promoting volunteerism and the people who commit their time and efforts as volunteers will be the best confirmation for us that UNV and its dedicated staff continue to contribute to a better world.

**Flavia Pansieri,**  
*Executive Coordinator, United Nations  
Volunteers  
Bonn, May 2012*

The year 2011 marked the tenth anniversary of the International Year of Volunteers (IYV+10). And what a momentous year it was for volunteerism and all the volunteers the world over! During this celebratory year we really put 'volunteering' into 'development' and 'peace'. This could not have been accomplished without strong partnerships and a committed network of global stakeholders who collaborated with UNV on making the year an outright success. We showed collectively that volunteerism matters.

That is why we chose as this year's UNV annual report theme 'Volunteering for Our Future.' The report exemplifies the essential role that people, as volunteers and through volunteerism, play in the process of reaching sustainable development. We show how people power drives real change in communities.

In 2011, UNV has demonstrated that volunteering is essential to sustainable development through:

- building confidence in youthful communities;
- bringing people together;
- involving communities in the environment;





*A national volunteer programme in Burkina Faso fights poverty and fosters good governance. UNV supports the programme technically, financially and through the advice of its volunteers. In the area of education, local volunteer teachers have been battling illiteracy in rural and hard-to-reach areas, helping the country to address the second Millennium Development Goal: achieving universal primary education. (Philippe Pernet, 2010)*

# Building Confidence in Youthful Communities

Volunteerism is a force for positive social development. UNV programming — ranging from health care to job creation — aims to bolster peoples' skills and to support communities to become cohesive and strong. By empowering youth in communities with the know-how and confidence to act themselves, UNV contributes toward sustainable development at the local level.

The power of young people to be agents of change in their communities has never been more apparent than during the events in the Arab States during the last months. Increasingly, people are able to affect the course of events that shape their destiny; and volunteerism is one of the primary ways to channel this trend into constructive social engagement. In 2011, UNV launched the first phase of a regional youth volunteer programme covering **Egypt, Jordan, Yemen, Tunisia and Morocco**.

UNV is establishing and strengthening existing youth volunteer programmes in these countries. Key concerns of young citizens will be addressed through volunteerism. Issues such as earning an income, gaining life skills, employability, social responsibility, civic engagement and leadership will be addressed holistically for both young women and men.

Confidence building through volunteerism is already a reality in **Niger**. Through a national volunteer scheme, UNV has mobilized 65 national volunteers across 32 municipalities and assisted the government to develop projects and programmes that will sustain volunteer engagement in future generations. Community volunteers support a number of initiatives in the areas of literacy, public administration and management, agronomy, communications, crafts and skills, the environment, hygiene and sanitation and health.

In the **Ukraine**, UNV helps to strengthen the capacity of youth centres, community organizations, schools and universities to develop meaningful volunteer activities for young people in their communities. In 2011, one international and 11 national UN Volunteers supported 41 youth centres and 102 social projects implemented by volunteers. UN Volunteers also developed and disseminated 7,000 copies of a handbook *Increasing Youth Initiative and Sustainability*. Since the project's inception in 2008, 595 activities have taken place, with more than 13,680 young people participating.

Similarly, in **Bosnia and Herzegovina**, twenty national UN Volunteers work alongside government-funded public employees as counselor-advisors. The UN Volunteers provide a range of employment-related information, counselling and training services to young people across the country. Practical activities are conducted, such as workshops on résumé writing, and how to conduct job interviews and job searches. In 2011, the first year of the project, 1,468 young people received employment counselling and training; 1,000 secured jobs; and 3,000 young people showed a keen interest in volunteering.



## Promoting Entrepreneurship

UN Volunteers - nine national and one international - have been advocating for local volunteerism as a means to address poverty reduction in Zanzibar, islands off the coast of **Tanzania**.

These volunteers worked with the government to carry out core reforms and to build community capacity in entrepreneurship, maternal and child healthcare and social services (education, water and sanitation).

A major income-generating activity carried out by women in Kiuyu Mbuyuni in Zanzibar is seaweed farming. UN Volunteers have helped improve sustainability in the community by introducing improved

post-harvest technologies, including one that extracts a substance from the seaweed which can be used for soap-making, food, medicine, salads, spices and lotions. Volunteers have trained and supplied 35 most vulnerable households with dairy goats for boosting their income. More than 6,000 community members have been trained in modern beekeeping practices. Four historical sites in Micheweni District were rehabilitated and now generate income for community groups.

On the mainland, UN Volunteers, in cooperation with the Tanzania Chamber of Commerce and the Tourism Confederation of Tanzania,

planned and implemented over 12 training events for entrepreneurs. Topics covered were how to conduct market research and improve the use of information technology in business. The programme has facilitated the transfer of skills to business people throughout the 21 regions of the country. An SME SMS helpline was established to enable the Chamber of Commerce to respond to various queries. Support by volunteers was also provided in revitalizing the Hotel Association of Tanzania which is critical in enhancing the country's tourism. Workshops on Business Development Plans and Customer Relations Management were conducted.



*Women in Micheweni, Pemba Island, Zanzibar listen to the new radio station - set up with the help of UN Volunteers. Through this channel, important social and development issues are brought to community homes and discussed. (Nassos Chatzopoulos/Real2Reel Film Productions, 2011)*



## Securing Equal Rights through Gender Budgeting

UN Volunteers work with the United Nations Entity for Gender Equality and the Empowerment of Women (UN Women) to ensure that women's proposals and demands are increasingly considered in participatory planning and budgeting processes. UNV involvement in the project titled *Gender Budgeting and Volunteering through Civic Engagement: A Contribution to Democratic Governance and Gender Equality in Latin America* has resulted in higher budget allocations and expenditures for women's rights and gender equality in nearly all areas where UN Volunteers work.

In Ecuador, where the project was initiated, national UN Volunteer Martha Guerrero Jiménez has seen women's actions gaining space within the everyday life of her community. She has witnessed as well the individual growth and empowerment of women. "There is one woman named Erlinda," explains Martha, "who attended a leadership workshop in Orellana Municipality. It was extraordinary to watch her change. When she joined

the workshop, she was always looking down. Now she is one of the women leading the working groups, giving ideas and encouraging other women to participate. She also decided to go back to school and finish her basic education."

UNV seeks to strengthen and expand UN Women's work with pilots of this project in **Argentina, Bolivia and Ecuador**. The project increases the visibility of women's volunteer contributions to civic engagement. Proposals are developed and implemented which strengthen women's participatory decision-making in local government planning and budgeting.

Volunteers in these three countries initiated a monitoring and registration system; helped women's organizations strengthen their capacity to influence governmental planning and budgeting processes; helped make governmental mechanisms and public policies more effective in promoting women's rights and

gender equality; coordinated three studies on women's contributions to civic engagement; and carried out numerous workshops related to gender responsive budgeting and civic engagement.

Martha notes that through the programme in Ecuador many women have gained awareness about their rights and feel empowered enough to question and challenge traditional gender roles within their families and communities. They have expressed the wish to continue to learn and improve their skills so that they can raise their quality of life. Development plans, which are often created on a long-term, 10-year basis, now include a gender focus and women's rights, as well as sufficient resources to achieve the results and objectives stated in these plans.

*National UN Volunteer Martha Guerrero Jiménez conducts an exercise with leaders of women's organizations in the Municipality of Orellana, Ecuador. The women gathered to discuss Annual Operative Plan 2012 that will coordinate their actions to promote gender budgeting. (María de los Angeles Manzano, 2011)*



## Coordinating Actors on the Ground

"It is most rewarding to be able to work in the field in direct contact with beneficiaries on humanitarian issues, discuss directly with them their needs, advocate for their rights and through this, see their resilience against future shocks strengthened," says international UN Volunteer Birgitt Hotz who works with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) in **Somalia**.

A Humanitarian Affairs Officer who has been stationed in numerous

locations in Somalia since 2009, she is now in Galkayo, central Somalia.

In this complex and fractured landscape, her task is to negotiate with various actors on the ground to ensure that people in need get the help they deserve. Birgitt strengthens beneficiaries' resilience, which has enabled them to know and claim their rights. She also helps coordinate aid agencies through a cluster approach and draws attention to humanitarian gaps and upcoming emergencies.



*Pictured (above) Birgitt Hotz meets with the elders of the Dir clan to discuss humanitarian needs and the problems they face due to marginalization in Huurshe, central Somalia. (UNV, 2011)*

## Making Inroads into Sustainable Health and Nutrition

Volunteerism makes accessibility to a healthy life in many communities a reality. UNV promotes sustainable health and nutrition by training and assisting local professionals. Not only are improvements being seen within clinics and hospitals, but long-term care and counselling through qualified local health professionals help build healthy communities.

Tuberculosis (TB) has been eliminated in many parts of the world, yet it remains a threat in **Uzbekistan**. One of the ways that UNV contributes to tackling this health challenge is by organizing local information campaigns and training community volunteers. In five districts of the Karakalpakstan region, 3,000 individuals were trained to work directly within their communities. UN Volunteers have now given over the project fully to local initiatives, with community members continuing to work with families and neighbours to prevent the spread of the disease.

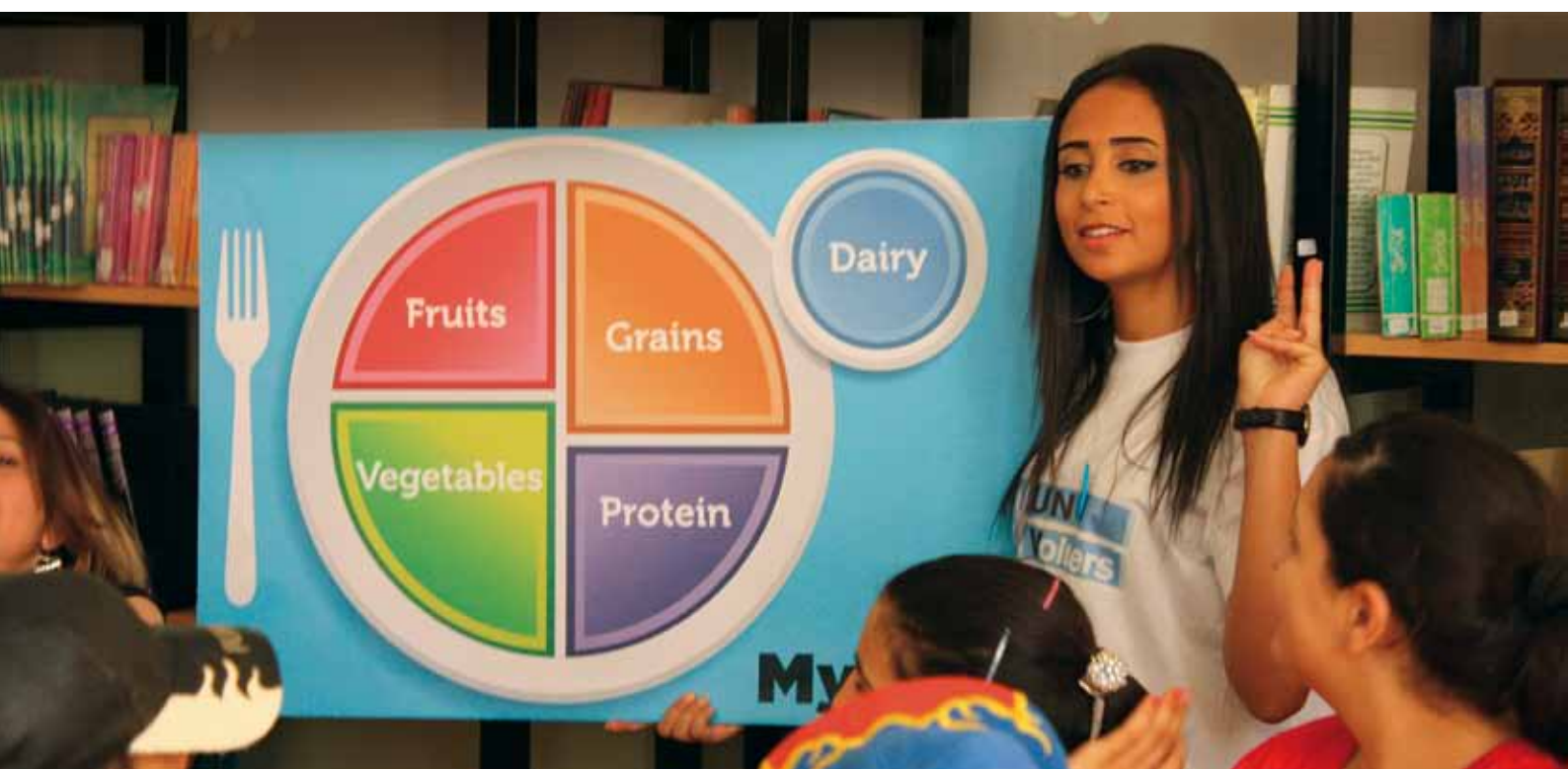
In the **Dominican Republic**, UNV supported initiatives to reach Millennium Development Goal 5 (improve maternal health) and Millennium Development Goal 6 (combat HIV/AIDS, malaria and other diseases). Two international UN Volunteers advocated for social protection policies for people living with HIV/AIDS, emphasizing the need to respect human rights of vulnerable groups.

UN Volunteer Annalisa Staffa works in maternity hospitals implementing the medical protocol necessary to eliminate the transmission of HIV. Meanwhile, Ruth Fernandez supports universal access to antiretroviral treatment through the public health system.

In **Guinea Bissau**, international UN Volunteer and a gender and governance specialist, Antje Kraft, works for UN Women and provides hands-on technical advice to the government, the national parliament, civil society and the UNDP country team. The country adopted a law against female genital mutilation (FGM) in June 2011. "It is an enormous privilege to be able to work on issues that I've always been passionate about ever since I became a gender advocate when realizing the existence of FGM as a teenager," says Antje. "It is a good feeling to be able to contribute to advancement in such a wonderful country facing such strong challenges."

*One activity undertaken by UNV in **Syria** to mark IYV+10 was to raise nutrition awareness in summer camps. In collaboration with the United Nations Children's Fund (UNICEF), students from Kalamoon University's volunteer club trained adolescents, teachers and administrative staff at camps in the Jaramana area. (Razan Rashidi/UNICEF, 2011)*

*"I now have even more conviction than before," explains Annalisa Staffa, UN Volunteer in the Dominican Republic, "that the key to achieving results is to be involved at the local level."*





## Sharing Knowledge on Reproductive Health

As part of the United Nations Population Fund's (UNFPA) ongoing programme in **Chad**, five international UN Volunteers – all gynecologists – are supporting the National Directorate of Reproductive Health and Immunization to help improve reproductive health at district level. This includes working on issues related to maternal and child health, family planning and prevention and management of sexually-transmitted diseases, along with addressing HIV/AIDS and gender-based violence.

The programme mobilizes international UN Volunteer specialists and teachers to train health personnel in the above areas and rallies national volunteers to strengthen local participation.

One important aspect is that UN Volunteers work side-by-side with communities. Capacity building of

local health workers and traditional practitioners, as well as support of local health organizations, has contributed to national ownership. Already the quality and standard of health services have improved. There is increased access to healthcare for the population and improved capacities of local health personnel and traditional practitioners to respond to immediate emergencies, especially for obstetric care.

UN Volunteers in **Haiti** – with support from UNFPA and UNICEF – have improved access to essential reproductive healthcare services in communities affected by the 2010 earthquake. About one million earthquake affected people, of whom around 230,000 are of reproductive age, are benefiting through the creation of well-equipped and staffed clinics that

offer basic emergency obstetric and neonatal care.

Each clinic has one international UN Volunteer Midwife and one national midwife who exchange experiences. In addition, Haitian midwifery students and nurse helpers have received obstetrical training to ensure the clinics can continue beyond UNV involvement.

*Doctor Vittaya Jiraanankul, a lieutenant from Thailand, examines sick children in remote Buru, West Darfur. Most children in the village have serious diseases and infections due to lack of health care. (Albert Gonzalez Farran/UNAMID, 2011)*



## Adapting Local Solutions to Boost Nutrition

In the **Lao People's Democratic Republic (PDR)**, Larissa Bruun and her fellow UN Volunteers assigned to the United Nations Food and Agriculture Organization (FAO) have been working to improve diets. In this landlocked South-East Asian country, 40 per cent of children under five are malnourished and have protein and nutrient deficiencies. FAO has included practical aspects in its nutrition initiatives through two projects: capacity building at national, provincial, district and community levels and promoting edible insects which are rich in protein and nutrients.



*Larissa Bruun, UN Volunteer in Lao PDR, is eating insects in Vientiane, where FAO informs the general public about fighting malnutrition through an edible insect campaign. (Charlotte Spinazze, 2010)*

"Insects as human food is nothing new to the world," Larissa explains. "However, to our knowledge this is the first time that the United Nations is acknowledging this potential food source with concrete action."

While the project may be novel for the United Nations, it is really nothing unusual in Lao PDR. Insects are a

culturally acceptable, indigenous food. What the project does is amplify and direct this rich food source toward the children who are suffering from energy, protein and micronutrient deficiencies. "This work is the kind of development I truly believe in," says Larissa. "It is working with an indigenous solution."





*Mothers and children await their appointments with medical personnel at a Muslim Aid-run health centre at Leda in Cox's Bazaar, Bangladesh. National and international UN Volunteers support these refugees from neighbouring Myanmar with community services. (Fay Walker, 2012)*



# Bringing People Together

**Sustainable development requires participation of all groups in society in order to succeed. UNV builds bridges to strengthen community ties and draws diverse people together to help consolidate peace and development gains. All members of civil society — women, children and youth, the elderly, indigenous peoples and other marginalized groups — need to be actively engaged in their own future in order to make it a sustainable one.**

Through its support to the Leling Senior Citizen Cooperative in Beijing, **China**, UNV helps improve the quality of life for the elderly. The Leling initiative operates at the grassroots level, using volunteers to provide home-based care and resources so that senior citizens can enjoy a happy and dignified life. At the beginning of the project, UN Volunteers helped identify areas for development through site visits and in-depth consultations with core staff. The project was further enhanced by training and advice from a national UN Volunteer and an international project coach. Due to its success, the Leling model has received numerous awards, been highly recognized by the local government and been expanded to wider communities in the country.

Five national UN Volunteers in **Mauritania** have been monitoring a project that aims to reduce and prevent community conflicts. The *Conflict Prevention and Strengthening Social Cohesion* programme complements the work of the Office of the United Nations High Commissioner of

Refugees (UNHCR) within local communities. Under this project, 140 local officials have been trained in conflict management and prevention. The main target groups are marginalized people, including former slaves and refugees returning from Senegal and Mali. Intergenerational and advocacy forums have enabled youth – through theatre – to present problems to their local politicians and community members.

In **Sudan**, in collaboration with UNFPA and other partners, UNV marked World Population Day in July 2011 by conducting a nationwide campaign advocating value and respect for the country's diverse population. Diversity and volunteerism for peace and development were promoted by three student organizations. Celebrations took place in El Geneina, Kassala and Khartoum simultaneously and included over 500 community youth volunteers. UNV mobilized local volunteers to perform street theatre addressing population issues. Volunteers also painted diversity and peace messages on campaign site walls.

***“Volunteerism encourages social inclusion in societies and that provides an environment for sustainable development. Societies in which diversity is respected show signs of social and economic development.”***

***Germán Robles Osuna, UNV Programme Officer in Sudan***



National UN Volunteer Nguyen Thi Dieu Hang, with microphone, fields questions from youth during an assembly on HIV/AIDS prevention at a school in Hanoi, Viet Nam. (UNV, 2008)

## Engaging People Living with HIV/AIDS

UNV has supported local partners in the development of a project called *Alternative Livelihoods for Youth Affected and Infected by HIV/AIDS through Skill Development and Youth Volunteering* in **Ethiopia**. The project came about as a response to the multiple impacts of HIV/AIDS on youth.

With one international and three national UN Volunteers involved in the project – and about 300 local volunteers – youth affected and infected by HIV/AIDS have been trained in income-generation and related skills.

Sefinesh Wondiru, a 29-year-old beneficiary, explains how the project personally touched her. “My life used to be so difficult. I am HIV positive and have a six year-old daughter,” she explains. “I used to spend most of my days begging with my child. Thanks to this initiative, I gained confidence in myself. I have received counseling, life skills, business development training and a small grant to start my own business baking and selling *injera* (a local flat bread). My health condition is improving slowly. I went from begging myself, to having the opportunity to support beggars in my neighborhood.”

In **Viet Nam**, people living with HIV/AIDS have also been empowered to create their own better future. Through a UNV project called *Promoting Greater Involvement of People Living with HIV* voluntary participation in planning and implementing HIV activities has greatly increased and the rights and dignity of those living with HIV/AIDS have been advanced. UNV cooperated from 2006 to 2011 with the Viet Nam Women’s Union at the national level as well as in Ho Chi Minh City,

Hanoi, Haiphong and Quang Ninh to improve lives, families and communities.

“Being a UN Volunteer changed my life,” says Nguyen Thi Dieu Hang, a national UN Volunteer in Hanoi, who worked on the project. When Nguyen was expecting her first child she discovered that both she and her child had been infected with HIV by her husband. “At that time, HIV was considered by society as a horrible and incurable disease,” she recalls. “Those were the saddest days of my life... struggling with the pain while going to work and taking care of my daughter.”

Volunteering helped Nguyen rise above her struggle. She has spent the past five years visiting people affected and infected with HIV/AIDS in Hanoi. In addition to inspiration, she offered them technical advice on accessing health services, on setting up peer support and empathy clubs and on becoming volunteers in programmes that explain, prevent, treat and help people living with HIV.

The project improved the extent to which those infected and affected participate in decision-making processes, including being represented on the Country Coordinating Mechanism of the Global Fund for AIDS, TB and Malaria.

The project also increased knowledge and awareness of women’s experiences and vulnerabilities in terms of conception, childbirth and child-rearing. To wit, the Viet Nam Women’s Union will now integrate HIV prevention and awareness into its core communication and education activities so that the wider community of women can benefit.



## Building Shelter and Resilience for Refugees

Approximately 28,000 refugees of the initial 250,000 people who fled Myanmar in 1991-1992 continue to reside in two camps in Cox's Bazaar in **Bangladesh**. UNHCR provides basic assistance to these refugees. Meanwhile, activities – such as skills development, education, computer training for youth (managed by volunteers) and kitchen gardens – help refugees to become more resilient and to rely more on themselves.

UNV has taken a lead role in programme development in collaboration with partners the United Nations World Food Programme (WFP), the World Health Organization (WHO), UNICEF and local agencies. The programme is designed around three objectives: ensuring

protection for all persons, realizing the social and economic well-being of beneficiaries and achieving long-term solutions.

Two international UN Volunteers are helping to manage community services inside and outside the camps. In collaboration, several national UN Volunteers have been providing protection support. A group of national and international UN Volunteers also assists UNHCR with nutrition, water and sanitation, shelter and community services. One international UN Volunteer, Wilfredo Tiangco, supervises construction teams in the camps and even designed the shelters which are currently being built.

*Shaun Nemorin, UNV Associate Community Services Officer, and Sesheeni Joud Selaratnam, UNV Programme Officer, overlook a makeshift camp in Bangladesh harbouring refugees. (Fay Walker, 2012)*



## Bringing People Together through Online Volunteering

Engaging in development and peacekeeping activities is hard work and requires hands on commitment. However, commitment can come in many forms – including virtual. The UNV Online Volunteering service connects development organizations and volunteers via the Internet. It allows access to skills and experience that might not be available locally and provides know-how from a much broader pool of people.

Peace and development organizations increasingly use the UNV Online Volunteering service. The number of assignments rose 10 per cent last year alone. In total, 10,910 UN Online Volunteers engaged in 16,982 assignments in 2011.

## Hope through Technology

In January 2011, the NGO *La ferme aux arbres de Dekese* (The Farm with Trees of Dekese) started to work with three UN Online Volunteers to develop software that will make it easier to plan and implement socio-economic development projects in a war-torn and isolated region in **the Democratic Republic of the Congo**. The software enhances the local administration's capacity to capture and analyze population-related data.

Volunteers Alex Kambou and Ali Siribié, both from Burkina Faso, and Bernard K. Allouan, from Côte d'Ivoire,

dedicated themselves to the project and to assisting Dekese's sociocultural development while themselves experiencing political unrest in their home countries. The volunteers were often affected by lack of telephone and Internet connection. An IT design engineer, Bernard even lost all personal belongings while working on the project, including his laptop.

"Voluntary work, and this project in particular," says Bernard, "has made me realize how much we all need help from others. The region for which this project was conceived is one of the

most isolated in the world because of war. How could I be indifferent when I come from a country that has just been through ten years of war itself?"

Indeed, the volunteers' efforts were worth it. "The results of this online collaboration facilitated through the UNV Online Volunteer service was beyond the NGO's expectations," says Antoine Ndong, who coordinated the collaboration.

The national government in Kinshasa, which was contacted to aid in the project's implementation, is likewise extremely interested in the new software. An extension of its application to Occidental Kassai, a district with around two million residents, is being discussed.

Equally motivated by the prospect that the computer age has finally reached their homes, young people of the region formed a volunteer association to assist in basic data entry to expedite planning of projects: a positive sign that the region is becoming more accessible and that new hope for development is emerging.

*A traditional chief in Dekese, an isolated and war-torn region in the Democratic Republic of the Congo. He is one of 16 chiefs who sent their hats, walking sticks and chairs as symbols of their culture to La ferme aux arbres de Dekese, an NGO trying to make Dekese more accessible, with the help of UN Online Volunteers.*





## Connecting Local NGOs with Experts and Funds

For more than five years, UN Online Volunteers have been engaged in the work of GRACE Association in **Pakistan**. The NGO works to improve the quality of life of vulnerable communities in less developed parts of northern Pakistan.

UN Online Volunteers have lent a hand to strengthen programmes in early childhood development and the rehabilitation and inclusion of people with disabilities. Volunteers have helped develop projects, write funding proposals, access Internet-based resources and link with other international organizations and networks.

Khadim Hussain, the organization's

founder and president, is grateful for the support from afar. "The educational resources to which our staff gained access through registration with the National Association for Education of Young Children in the USA enabled us to start an early learning class at the GRACE Public School and with money raised we were able to purchase wheelchairs."

UN Online Volunteers designed a website and numerous publications, creating a consistent visual branding for the organization. GRACE Association's biannual newsletter, professionally designed and written by volunteers, facilitates the NGO's participation in

the global network of organizations working for people with disabilities.

Kate Anderson Simons, an education consultant who has been an active UN Online Volunteer for GRACE Association since 2007, supports GRACE's early childhood development programming in Skardu, Baltistan. During a week-long visit in 2011, she got to know the people on site and helped the GRACE Public School Skardu to further improve their learning techniques and procure new didactic materials. Kate's support to the school will continue through live virtual training for the teachers, building upon the personal connections they have developed.



*The UNV Online Volunteering service connects skilled and motivated people with development organizations — wherever they are in the world. All they need is an Internet connection. (Philip Sen, 2012)*

*"There is a certain satisfaction and joy in knowing that you have been a help to others," says Ali Siribié, a UN Online Volunteer who works at home as Assistant Director of the Information Technology Department for a district in Burkina Faso. "People who have lost all hope, for instance, can now see the light at the end of the tunnel - because of your actions."*





*Local volunteers remove stones from an aquaduct which helps protect the village Douar El Moudaa in Morocco from spring floods and erosion. With UNV support, volunteers built a water tower, reservoirs, 11 dams and irrigation canals to bring water to the village and the fields. (Bruno Deceukelier/UNDP-GEF CBA, 2011).*

# Involving Communities in their Environment

Development must embrace a holistic approach leading to true long-term change. Sustainable development connects social, economic and environmental elements so that communities can thrive. UNV takes action in many countries by encouraging climate change adaptation and environmental protection. Most importantly, UN Volunteers ensure that people have a say in how best to live in harmony with their environments.

UN Volunteers in Choma, a rural area of **Zambia**, work with unemployed youth building skills in farming, beekeeping and construction through a project called the *Youth Environmental Management and Education Project*. Under the project, local chiefs allocate parcels of farmland for the exclusive use of youth, free-of-charge. UN Volunteers bring know-how on conservation farming methods to the project. Together, these actions apply integrated environment and natural resource management practices, as well as embrace the principles of local ownership.

In **Benin**, UN Volunteers have been involved in a project that supports municipalities and local volunteer organizations to design, develop and implement tools for environmental management planning. Through the *Projet Promotion du Volontariat pour la Gestion Décentralisée de l'Environnement au Bénin* (Project to Promote Volunteering in Decentralized Environmental Management) UN Volunteers have made a difference by focusing on raising awareness of the value of volunteering and offering coaching to local voluntary organizations.

UNV and the United Nations Educational,

Scientific and Cultural Organization (UNESCO) have committed to continue, in collaboration with partners, annual training on solar electrification in rural and remote areas in **Mali**. UNESCO organized the third annual African School of Solar Energy for francophone African countries in Bamako at the end of 2011. Catherine Collin, an international UN Volunteer working with UNESCO, stresses that they build much needed capacity in renewable energy through the training. "As an alternative to the national electricity network, renewable energy offers better perspectives for sustainable development in rural and remote areas, also for improving people's lives and contributing to achieving the Millennium Development Goals."

Likewise, in **Comoros**, communities are better prepared for environmental changes thanks to a project on capacity development for climate and natural disaster risk management. UN Volunteers are tasked with setting up monitoring systems and training local people on climate adaptation agricultural methods. Reforestation of mangroves is an example of activities contributing to the sustainability of the community.



## Adapting to Climate Change as a Community

Small communities are frequently the most severely affected, yet the least prepared to handle the effects of climate change. To address this, UNV has been a partner in the UNDP Global Environment Facility (GEF) Community-Based Adaptation project since 2009. The project aims to build the resilience of communities and the ecosystems on which they depend. UN Volunteers' involvement has been instrumental in piloting this five-year initiative in countries worldwide.

Within the project, UNV strives to enhance community mobilization, facilitate volunteer contributions and ensure inclusive participation. The project is generating invaluable knowledge and lessons for replication. It is also facilitating capacity building of partner NGOs and local community-based organizations.

## Reducing Risks while Augmenting Incomes



*Tony Nelson and other members of the Community Development Committee carry out terracing activities to reduce the impact of rainfall on the land in Glengoffe, Jamaica. (Roosevelt Lawrence, 2011)*

One such partnership between UN Volunteers and local communities is happening in Glengoffe, a farming community in **Jamaica**. Glengoffe is located in a mountainous area within an important watershed, the Rio Pedro Valley, and has experienced heavy soil erosion. There are fears that the hilly terrain and more intense rainfall due to climate change could exacerbate the erosion problem.

The *Glengoffe Climate Change Adaptation Project* is introducing agricultural-related activities that reduce the risks of landslides and flooding, while lessening the impact of extreme drought on crop production. Community-based adaption activities here also focus on protection of biodiversity, while safeguarding the livelihoods of communities.

Michelle Curling-Ludford, a national UN Volunteer, has supported local volunteers and motivated the community to participate in project activities.

For example, people in the community have devised a business plan to use surplus fruit to start fruit juice production. The project sells the juice at schools in the area, which generates employment and additional income for the community.

*“Glengoffe is a wonderful community to work with as the spirit of volunteerism is second to none,” explains national UN Volunteer Michelle Curling-Ludford. “Through their own actions, they are taking gigantic steps in preparing their community for the future impacts of climate change.”*

## Catalyst for Self-Help

In **Namibia**, the Siya Community-Based Adaptation Self-Help Group in the Kavango Region began an agricultural project to improve their own food security and boost incomes.

Theodora Haundjangi, the volunteer chairperson of the group, encouraged community members to grow staple foods, such as pearl millet and maize, as well as sunflowers on a ten-hectare group plot using conservation agriculture methods and a drip-irrigation system.

The group's idea proved so successful that a visit by the country's president in February 2011 led him to say that this was one of the most promising agricultural adaptation projects in the country. President Pohamba encouraged the group to carry on their hard work and to inspire others to take up similar activities.

The Siya self-help group has done just that by sharing the new skills gained through training and supervising a nearby community group on conservation agriculture.



*Ndango Lucia Liyawo, current chairperson of the Siya Community-Based Adaptation Self-Help Group in Namibia's Kavango Region, walks through sunflower fields. (Tuhafeni Nghiluanye/CES, 2010)*

## Saving Forests through Volunteerism

Changing the way people cook can not only reduce deforestation, but if done correctly, it can also create jobs and encourage entrepreneurship. In **Namibia** UN Volunteers have teamed up with an NGO called Creative Entrepreneurs Solutions to distribute fuel-efficient cooking stoves.

"The communities came up with the ideas themselves," explains Andreas Tweendeni, a field coordinator of the project. A fuel-efficient, easy-to-use and environmentally-friendly stove, the EzyStove, was designed by university students in Finland and tested by women in Namibia. Since the EzyStove saves energy and is efficient to cook with, it has been widely adopted by communities in both rural and urban areas.



In Dhulikhel municipality in **Nepal**, UNV, UNDP and the *Public-Private Partnerships for Urban Environment* supported a similar improved cooking stove initiative. As in Namibia, older methods of cooking were contributing to high fuel consumption, deforestation and air pollution. The cook stoves procured for a pilot project benefitted 52 households, or a total of 250 people. A national UN Volunteer supplied technical support, assessed the needs and mobilized the community. The volunteer encouraged local engagement in the project, promoted awareness and helped to build a stronger relationship between the community and the local government.

UNV is involved in another project in **Viet Nam** that helps the country prepare to implement measures to reduce emissions from deforestation. The project is called the *United Nations Collaborative Programme*

*on Reducing Emissions from Deforestation and Forest Degradation (UN-REDD)* and is co-founded by UNDP, FAO and the United Nations Environment Programme (UNEP).

Akane Hanai, a UN Volunteer Programme Specialist for the project, supports stakeholder engagement in the project. UNV involvement ensures that capacity building and awareness raising campaigns for government staff, civil societies and the public are integral to the changes taking place.

"At first I struggled to develop relationships with NGO stakeholders and government counterparts," explains Akane, "because there are numerous stakeholders who have initiated various kinds of projects related to REDD and forest protection in Viet Nam. However, once I began participating in technical working groups, participants provided helpful comments and shared their opinions."

*UN Volunteer Suman Humagain discusses how new technology is used with a beneficiary of the cooking stove project in Dhulikhel, Nepal. UNV and UNDP are trying to reduce deforestation, fuel-consumption and air pollution through this creative measure. (Anna Maria Guiney, 2010)*





*Volunteers in Sudan create a mural to promote diversity and inclusion under the framework of the tenth anniversary of the International Year of Volunteers.  
(Germán Robles Osuna, 2011)*

# Showing that Volunteering Matters

People are at the very heart of sustainable development. UNV took the opportunity in 2011 to engage governments, the United Nations system, civil society and NGOs around four volunteering ‘pillars’ – recognition, facilitation, networking and promotion. As the United Nations-mandated focal point for the tenth anniversary of the International Year of Volunteers (or ‘IYV+10’), UNV offered partners a voice at global and national levels, and also launched the first ever *State of the World’s Volunteerism Report*.



With the eyes of the world on 2012’s ‘Rio+20’ United Nations Conference on Sustainable Development, and on the development agenda after the 2015 Millennium Development Goals deadline, the relevance of community action is gaining increasing attention.

International Volunteer Day 2011 saw renewed commitment to volunteering through the adoption of United Nations General Assembly Resolution A/Res/66/67. Co-facilitated by **Brazil** and **Japan** and co-sponsored by 97 countries, the resolution encourages and invites Member States and the United Nations system to work even closer together on the integration of volunteers into development programmes and policies.

The resolution was one of many highlights of the anniversary Year, during which a broad range of partner organizations joined UNV to increase awareness of the positive power of volunteering. Throughout 2011, together they sought enhanced recognition of volunteering among governments and the United Nations; they facilitated policy and legislation to help people better tap the potential of volunteers; they built and reinforced volunteering networks both nationally and globally; and they continued promoting the values of volunteering.

At the regional level, UNV convened a sequence of dialogues to collect ideas, opinions and recommendations on ways forward for volunteering. Altogether, UNV gathered together more than 300 representatives from nearly 100 countries representing governments, civil society, academia, the private sector, youth groups and donors. Findings from these events helped inform global-level conferences in Bonn and Budapest.

However, the main actions of IYV+10 were in the field. UNV Field Units in countries around the world – supported by specially recognized UNV IYV+10 national coordinators and thousands of volunteers – helped coordinate activities at the national level. The UNV IYV+10 coordinators, with their volunteering experience and local knowledge, proved instrumental in improving recognition, facilitation, networking and promotion of volunteering in their home countries. Examples of their work are seen on the next pages.

For more details and full texts of the various recommendations and declarations of IYV+10, please visit [www.iyvplus10.org](http://www.iyvplus10.org).



## Inspiring Youth in Egypt

Heba Nosseir served as UNV IYV+10 coordinator in **Egypt**. She was inspired by how people joined together during her country's revolution. "People provided support services, cleaned the streets, protected utilities...all spontaneously, as volunteers." Heba decided, she says, to have her own 'self-revolution' and became a volunteer.

"I believe that in volunteerism resides great potential that might solve some of the developmental challenges my country faces," says Heba.

Through IYV+10, Heba was keen to prove the many ways that volunteerism can be beneficial. For example, she and UNV

colleagues organized a poetry evening and an employment and volunteering fair at Cairo University. In coordination with a local NGO, UNV held a special event where some 400 corporate volunteers helped prepare students for the workforce.

On International Volunteer Day 2011, Heba was invited to the United Nations in New York, where she shared her volunteer experience in Egypt with civil society stakeholders. She also opened the multimedia exhibition 'Volunteers of the World.'

"For me," explains Heba, "IYV+10 was the opportunity I had been searching for; to make the sky my limit."



## Recognizing Sustainability in Brazil

For IYV+10, UNV in **Brazil** promoted dialogue and cooperation between civil society, the private sector, government and citizens through a nationwide *Decade of Volunteerism* project.

A key component of the project was a campaign *O Planeta é Voluntário. E Você?* (The planet is a volunteer. And you?). The campaign was developed in coordination with UNDP and a volunteer network called Rede Brasil Voluntário. National UN Volunteers raised public recognition of volunteerism by showing how it can lead to social change.

The campaign's message established parallels between what humanity gains from our planet and how humanity can give back. Multimedia material was disseminated through social

networks, stimulating innovative conversations and inspiring new partnerships.

Heloisa Coelho, a participant in Brazil's IYV+10 activities and the Executive Director of Riovoluntário, a volunteer-involving organization, describes the importance of the events: "IYV+10 in Brazil was crucial for fostering dialogue, mobilizing greater numbers of volunteers and strengthening the volunteering network."

"Actions taken under IYV+10 in Brazil," Heloisa continues, "will also impact positively on Rio+20. And 'Planet Volunteer' will continue running as an important link to United Nations initiatives in favour of a more just, equitable, sustainable and happy world."

## Facilitating Volunteering Policy in Kenya

For volunteerism to have a true impact on development, government support is invaluable. **Kenya** will soon have a national volunteering policy thanks to a concerted push toward change during IYV+10. In 2011, the growing national volunteer network in Kenya accelerated its long-standing discussions with the government about policy formulation. This formidable network represents more than 50,000 volunteers around the country, with members including UNV, the Ministry of Youth Affairs, the Kenya Red Cross, VSO Jitolee and others.

Peter Musakhi, Assistant Director for Gender and Social Development in the Ministry of Gender, Children and Social Development, expressed his appreciation for the advocacy efforts of UNV in the development of the policy. "As the Ministry responsible for volunteerism matters in the country," he says, "we appreciate UNV's relentless effort and support over the last year toward the volunteer policy-making process. It's through this support and momentum that the Ministry gained focus and was able to

get the process underway, together with other stakeholders."

National UN Volunteer, George Oloo, served as the IYV+10 Coordinator in Kenya and helped put management and coordination structures in place. "The year has provided new momentum to volunteer organizations," says George. "It shows just what we can achieve when volunteer organizations work together."



## Promoting New Ideas in Timor-Leste

Communities in **Timor-Leste** have a myriad of needs, but citizens often find it hard to identify and address them. To help tackle this issue and with large numbers of UN Volunteers already in place for electoral support, 2011 was the perfect moment for a major volunteering promotion drive.

The UNV-led campaign *Ha'u Voluntario ba Timor-Leste* (I Volunteer for Timor-Leste) opened dialogue about volunteerism and motivated Timorese people to get involved in community projects.

"Before the campaign," remarks Elesita Roserio, Advocacy Programme Officer at the Alola Foundation, a women's rights NGO, "many people didn't understand the real meaning of volunteerism."

UNV also helped establish a national IYV+10 committee composed of local governments and several other organizations, such as Australian Volunteers International, the New Zealand United Nations Police contingent and the National Police of Timor-Leste.

With a special emphasis on youth, IYV+10 volunteers targeted students from secondary schools and universities in Dili, the capital city, as well as urban youth centres and young people in districts. More than 5,000 people under the age of 25 were reached first-hand with presentations on volunteerism.

UNV and partners also set up volunteer information booths at national sports events, such as the

Dili Marathon and the 'Tour de Timor' cycling race, attracting hundreds of people each time. Paper fans, wristbands, posters and brochures with simple yet direct volunteerism messages were distributed to another 5,000 people.

"Having given out thousands of orange wristbands during these events," says Sebastian Urresta, UN Volunteer Communications Officer, "now it is not uncommon to see policemen, teachers, students, taxi drivers, housewives and construction workers carrying the volunteering message on their wrists."



## IYV+10 Worldwide

Through stakeholder organizations, IYV+10 activities took place in many other countries throughout the world. In **Japan**, 56 volunteer-involving organizations, in cooperation with the government and private sector, launched a national IYV+10 committee. Directing nationwide attention toward disaster relief following the devastating earthquake and tsunami of March 2011, the committee's aim was to bridge the gap between disaster response and volunteering in daily life.

IYV+10 also coincided with the first 'European Year of Volunteering,' in which national coordinating bodies for volunteerism were set up in all 27 European Union member states.

**Germany** recognized the efforts of more than

23 million volunteers during a nationwide 'Activity Week 2011' in September, one of the biggest volunteer events in the country ever.

The **European Council** adopted conclusions on the role of voluntary activities in social policy. These included recommendations on supporting civil society organizations and integrating volunteering into relevant European Union programmes and policies.

Meanwhile, UNV staff sent out a global call for children to offer their thoughts about volunteering through words and pictures. Contributions came in from all continents and a book is available to download at [www.iyvplus10.org](http://www.iyvplus10.org).



*(left to right, from page 22)*

*A mural promoting social cohesion through volunteering in Khartoum, Sudan. (Ayman Suliman, 2011);*

*Local volunteers in Pisco, Peru, raise awareness of the Millennium Development Goals. (Bart Tilkin, 2011);*

*Professor Zhang Xiaohong, one of the experts leading China's national report on volunteerism at the Beijing conference celebrating International Volunteer Day and 30 years of UNV in China. (Zhang Yulei, 2011);*

*Children in India show off the 2011 special volunteering edition of the children's monthly newspaper Jugnu. (Amita Dahiya, 2011);*

*Civil society volunteers conduct free eye exams for people in Timor-Leste. (Sebastian Urresta, 2011);*

*Installing a water tank for a marginalized community in Kuria, Kenya, with the help of IYV+10 volunteers. (Sabbas Dennis, 2011);*

*Joining hands to symbolize volunteering at the Fourth International Forum of Youth for Sustainable Development in Oezzane, Morocco. (Mohamed Saili, 2011);*

*Sri Lanka's volunteer of the year, Dr. Sinnaiah Thevanathan, picks up his recognition award on national TV. (W.A.K. Sanjeewa, 2012);*

*A national volunteer in Burkina Faso meets with a UN Volunteer counterpart. (Philippe Pernet, 2011).*



## A New Perspective on an Old Tradition:

### *State of the World's Volunteerism Report*

A critical goal of IYV+10 was to reinforce perceptions of volunteering as a mainstream asset for peace and development. UNV therefore commissioned the first *State of the World's Volunteerism Report*. Titled 'Universal Values for Global Well-being,' the report is a call to integrate volunteerism into the new development agenda.

There is growing recognition that the development paradigm based on economic development and access to services is severely limited. Equally, the view that gross domestic product (GDP) provides an adequate picture of the success of a society is increasingly being challenged. The report states that "strong and healthy economies are desirable, but only inasmuch as they enable people to lead lives that bring them well-being." Solidarity, passion for a cause and the desire to give back to society – in a word 'volunteerism' – are inherent in well-being.

As well as emphasizing its contribution to well-being for both individuals and societies, UNV's report shows that volunteerism is both universal and widespread. However, misconceptions and a lack of standard measuring methodologies obscure the potential reach and scope of volunteerism.

The report illustrates how volunteerism

and community-led strategies can have a strong impact on development at the grassroots. It highlights that an understanding of volunteerism is essential to incorporating this vital asset into international peace and development agendas.

The new publication was presented to the world on International Volunteer Day 5 December 2011 at the United Nations General Assembly in New York. It was simultaneously launched in 80 countries.

Delivering a message to the General Assembly on behalf of United Nations Secretary-General Ban Ki-moon, Deputy Secretary-General Asha-Rose Migiro recognized the dedication of volunteers and their wide-ranging efforts to promote the goals of the United Nations.

"With the world population having surpassed seven billion," Migiro said, "we must tap every person's potential to help others. Volunteering matters."

International Volunteer Day was an opportunity for the General Assembly to hear the voices of UN Volunteers too. Highlighting the "power and potential" of her work, Shoko Fujita, a UNV Child Protection Officer working with UNICEF in **Timor-Leste**, explained how stories of children being sexually abused and exploited had driven her to do something to protect them.

Flavio Lopes Ribeiro, project coordinator for Brazilian UN Volunteers in El Salvador, also speaking to the General Assembly said, "When we are connected with spiritual and human values, a true adventure begins. This is what volunteers do; we donate our energy and personal abilities as a small gift to the world and what we receive back is beyond words."

You can read and download the full report at [www.unv.org/swvr2011](http://www.unv.org/swvr2011).





*UN Volunteers fill a ditch as part of a sustainable reconstruction project of UNDP and the Bureau for Crisis Prevention and Recovery (BCPR) after an earthquake hit the south of Peru. (Enrique Fernández Muñoz, 2009)*

# Strengthening Response to Disasters by People for People

Many countries have experienced natural disasters — floods, landslides, drought, fires and earthquakes — in recent years. Volunteers are usually the first people to respond to the immediate needs of the community when disaster hits. More sustainable development requires that disaster risks are reduced and communities are better prepared for response and recovery. Governments around the world realize this and UN Volunteers actively support governments and local communities with their disaster prevention and preparedness efforts.

In **Ecuador** UNV and UNDP are working side by side on a project to increase people's awareness about natural hazards and strengthen the ability of local communities to respond efficiently. The project works with volunteer-involving organizations in three provinces (Manabí, Guayas and Chimborazo) vulnerable to natural disasters — flooding and volcanic eruptions.

These provinces benefit from a strong existing presence of community volunteers. Through the project, local volunteers are empowered to address natural disasters through training on risk management, disaster response (including first aid) and climate change. Trainees are encouraged to share what they learn with their families and other community members. Likewise, relationships are strengthened between communities and government to foster an environment that will allow quicker and more coordinated disaster response.

In Chimborazo Province, local volunteers devised the slogan: “We work with our own hands. We must rebuild the defenses and protect nature to leave a healthy space, safe for our children.”

In earthquake and tsunami stricken **Japan** massive volunteer mobilization shows the resilience of the Japanese people and brings hope to all of us. One portrait of this engagement is of the tireless volunteers in Minami Sanriku Cho, a town that was almost annihilated in 2011, who are gathering and restoring over 100,000 personal photographs for the community.

Another volunteer project, *Kizuna*, which means ‘connection’ or ‘bond’ in Japanese, was founded by students of the Kwansei Gakuin University. It links schools worldwide with local Japanese schools that were damaged during the recent natural disasters, bringing messages of encouragement and providing funds for disaster struck communities.

*“Volunteers have a critical role to play in creating awareness about the sustainable management of natural resources that can prevent and mitigate the impact of disasters,” says the State of the World’s Volunteerism Report. “Likewise,” the report notes, “communities with more trust, civic engagement and stronger networks have a better chance of recovering after a disaster.”*



## Reconstructing Haiti, One Volunteer at a Time

After the devastating earthquake of 2010, the Government of Haiti identified the urgent need to reduce the vulnerability of the population. There was a need not only to rebuild the country, but also to strengthen capacities to better prevent, mitigate and respond to future disasters. A Caribbean island country, Haiti is prone to a wide range of natural phenomena – earthquakes and cyclones among them. Coupled with difficult socio-economic conditions, the Haitian population is exposed to high levels of risk.

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With this in mind, UNDP established a Disaster Risk Reduction Unit and launched a programme in support of the National Disaster Risk Management System. UNV provides this programme with three international UN Volunteers based in Port-au-Prince and nine

national UN Volunteers spread across the country, all serving as Disaster Risk Reduction Experts. The volunteers work within a project UNDP established in support of the National Disaster Risk Management System.

The international UN Volunteers are dedicated to donor advocacy, external communications and inter-institutional coordination. They play an important role in the reinforcement and coordination of a risk management project forum, which brings together government and NGO stakeholders. These volunteers support simulation exercises and compile lessons learned in preparation for the cyclone season and facilitate thematic groups on protection, shelter and awareness.

The national UN Volunteers perform a wide variety of tasks. Wadson Montisino Cledanor, a trained

agronomist, is a Technical Coordination Assistant in the south of the country. As tropical cyclone Tomas threatened the island in November 2010, Wadson coordinated activities to inform and assist people to prepare for the storm and helped contain an existing cholera epidemic. “I am proud of my work as a UN Volunteer,” says Wadson, “because I have the opportunity to serve the most vulnerable communities in my own country and I get the chance to encourage others to become volunteers and contribute to the development of Haiti.”

UNV provides an additional international and three national UN Volunteers in Haiti to work with the United Nations Human Settlements Programme (UN-HABITAT) creating emergency plans and returning people to safe houses and neighbourhoods.



*National UN Volunteer  
Natacha Jeudy,  
a Social Mobilization Specialist  
with UN-HABITAT, discusses restoration  
projects with community members  
at a UN-HABITAT Community Resources  
Center in Bristou Bobin, Haiti.  
(Jose Rende Torres, 2012)*



*UN Volunteer and Civil Affairs Officer Houssene Sebogo supports the association Être ensemble de Carrefour Prince (Being Together of Prince Crossroads) with a project that promotes the production, transformation and sale of cassava among women in rural areas of Jérémie, Haiti. (Jose Rendee Torres, 2012)*

The volunteers have helped set up ten emergency community and shelter centres in the greater Port-au-Prince area, among other things. The centres aim to strengthen the capacity of local communities to articulate their needs. Natacha Jeudy, a national UN Volunteer specializing in social mobilization, manages the resource centre in the Bristou Bobin neighbourhood. She sees it as a 'one-stop-shop' for the coordination of technical assistance and information for community leaders, community organizations and households

"When I arrived, participation was limited," explains Natacha. "Thanks to the guidance I've been providing, we have started to see a lot more people voluntarily taking part in the activities, especially women." This last point, she says, makes her especially proud. "Community participation makes the recovery process inclusive, participatory and broadly owned," Natacha notes.

## South-South Cooperation

*UN Volunteer Rita de Cassia Dutra, second from left, and teachers of the Salvador Hidalgo Cornejo school in Guadalupe, San Vicente, El Salvador are drawing up the concept of an ideal school. This is part of the activities of a Disaster Risk Reduction workshop held twice a month in the school with teachers and community members. (Etel Matiello, 2011)*



A project called *Escuelas Vivas* (Living Schools) in San Vicente, **El Salvador** aimed to reduce the risks faced by communities in times of disaster, as well as to improve food security for families. This was done through a unique South-South collaboration between the Brazilian and El Salvadoran governments.

Five international UN Volunteers from Brazil with experience and training in family agriculture and natural disaster prevention and mitigation were sent

on assignment to El Salvador.

The Brazilian UN Volunteers worked hand in hand with three school communities in the municipalities of Guadalupe, Tepetitán and Verapaz. "I admire the volunteers' hard work, who had left their homes to share with our people all their knowledge. It is truly priceless," says Bernardo Lopez from Secretaría de Inclusión Social.

Brazil has an extensive programme

of public school vegetable gardens, including nutritional education for children and their families. Moreover, Brazil has experience implementing disaster prevention at the community level. Using participatory processes, led by the Ministry of Social Inclusion, the communities in El Salvador changed from being mere recipients of social assistance to becoming active participants in the development processes that determine their future.





*Volunteers from every part of Japan joined hands to help people in regions of the country devastated by the tsunami that followed the earthquake of 11 March 2011. Here, volunteers remove the debris of houses that struck Japan at the sea port in Yonezaki Cho, Rikuzen-Takata City, one of the most severely affected areas, with 1,844 people dead or missing from a total population of 24,246. Over 900,000 people volunteered in disaster-struck regions of the country as of March 2012. Most engaged in recovery activities at their own expense, often using their annual leave from work. (Shinji Nagase/UNV, 2011)*

## Former Volunteers Mobilize in the Philippines

In December 2011, Typhoon Washi lashed Mindanao and neighboring areas in the southern **Philippines**. The storm brought torrential rains, flash floods and landslides. Over 1,400 people lost their lives and tens of thousands of houses were damaged. More than half a million people were forced from their homes and the livelihoods of roughly 625,000 people were disrupted.

As luck would have it, the Mindanao Volunteering Network for Peace and Development was launched several months earlier by the UNV Philippines Field Unit and partners during IYV+10. This network included former UN Volunteers who mobilized to help in the emergency. One of the important roles undertaken by the volunteers was to alert city officials of the

importance of data management to help families affected by the typhoon.

A UNV Philippines team, composed of serving and former UN Volunteers, was visiting Iligan City when the typhoon hit. The team immediately began to mobilize and facilitate voluntary support from UNV alumni and partners through texts, emails and telephone calls relaying the needs of the affected communities. Roy Pamitalan, a former UN Volunteer, visited four of the city's ten evacuation centres in one day to assess the situation. Roy reported that "evacuees needed cooked food, blankets, medicine and portable toilets." Meanwhile, Muss Lidasan, an academic and former UN Volunteer from Cotabato City contacted his network to mobilize resources.



*In Cagayan De Oro City, Philippines, students from Xavier University collect and distribute donations for the earthquake-hit region. The university's volunteer groups established the volunteer centre to help affected communities. (Akiko Abe/UNV, 2011)*

## Ensuring Flow of Information during Crisis in Libya



*Volunteers, accompanied by a UNHCR staff member, gather Nigerians who are requested at a processing point in Choucha camp in Ras Jdir, southern Tunisia. UNHCR established a presence there to respond to the mass influx of people crossing into the country to escape violence in neighbouring Libya, the majority of whom were third-country nationals. (Jason Tanner/UNHCR, 2011)*



When the **Libya** revolution began in February 2011, OCHA engaged a volunteer-based standby task force to develop a virtual 'Libya Crisis Map' showing live information from traditional and social media covering events in the country. Approximately 150 UN Online Volunteers maintained and operated the website.

"These volunteers worked tirelessly under a great amount of stress to ensure the crisis map was as good as possible. They provided a service that would not have been available without them," says Andrej Verity, Information Manager at OCHA.

The virtual map offered relief organizations – such as WFP, UNHCR, the Red Cross, USAID and others – real-time information on health needs, security threats and refugee movements. The data made it easier for organizations to plan and quickly direct humanitarian aid to where it was needed most.

With over 17,000 views in the first 72 hours, the information provided by the map was essential in a confusing situation. It provided situational awareness for geographical areas that the United Nations and other international organizations could not access alone, due to

security limitations. Users could easily filter the map to extract information on operationally-relevant thematic and geographical areas, perform basic gap analysis and be alerted to new reports in areas of their interest.

Brendan McDonald, chief of the information services section at OCHA, said the volunteers' work was essential to improving awareness of the situation inside the country. "If you go back a couple of years, all of this information might have been available, but it would have been seen as noise coming at you in multiple formats," he explains. "Libya Crisis Map did an extraordinary job aggregating all of this information."

Estella Reed, a native of Brunei Darussalam living in the United Kingdom, was one of the UN Online Volunteers in this project, coordinating the team and training new volunteers. "The work was eye-opening," says Estella. "A huge juxtaposition in terms of witnessing on the one hand the terrible human suffering and sadness caused by mankind and on the other, the incredible use of new technologies and the way and speed in which technology evolves and can be put to such good use helping others."

*The Libya Crisis Map was created by UN Online Volunteers in March 2011 at the request of OCHA. It displayed live online information relevant to humanitarian relief efforts in Libya. (OCHA, 2011)*



*On International Youth Day, national UN Volunteers and beneficiaries of the UNV-supported UNDP Enhanced Public Trust, Security and Inclusion Project joined a parade coordinated by the Ministry of Culture and Sports in Guyana. (Michiru Ito, 2011)*



# Making Strides toward Peace and Justice Worldwide

Without peace and justice, sustainable development cannot take root. In 2011, thousands of UN Volunteers engaged in United Nations peace efforts worldwide. The work of these volunteers ranged from supporting electoral processes in emerging democracies; giving technical, logistical and legal assistance to communities and municipal governments; to organizing sporting events for divided groups. According to United Nations Secretary-General Ban Ki-moon, “We have to create a world where the rule of law, social justice, accountability and a culture of prevention will be the foundations of sustainable development and durable peace.” UN Volunteers embrace this notion and work tirelessly to promote the rule of law as our best hope for sustainable, peaceful and prosperous societies.

UN Volunteers helped electoral officials in **Chad** to hold the country’s first municipal elections. Elections are a vast undertaking, requiring a great deal of preparation and manpower. Working with UNDP, 21 UN Volunteers were mobilized to provide technical assistance to local branches of the National Electoral Commission.

The UN Volunteers first contributed to presidential elections on 25 April 2011 and then followed-on over the next six months supporting local branches of the electoral commission to organize the municipal elections.

UN Volunteers likewise mobilized in 2011 to begin the long process of preparing for elections in 2012 in **Timor-Leste**.

As part of the United Nations Electoral Support Team, UN Volunteers are providing logistical assistance and advice for election planning, organization and preparation in the country.

UN Volunteers from all over the globe – Brazil, Cape Verde, Côte d’Ivoire, Cuba, Indonesia, Italy, Mozambique, Nigeria, the Philippines, Portugal, Spain and Timor-Leste itself – are conducting and monitoring civic and voter education activities, among other tasks.

*“We came to contribute to the success of the electoral mission, to support our national colleagues through capacity building for peace and sustainable development in the country,” says Aranzazu Chacon Gomez, a UN Volunteer from Spain who worked in Timor-Leste in 2011.*



## Contributing to a Peaceful Transition in South Sudan

The United Nations was a key participant in the February 2011 independence referendum that led to the birth of **South Sudan**. Putting an end to over two decades of civil war between Sudan's north and south, the referendum process has been praised for its peaceful and transparent execution. In this closely

watched election, nearly 99 per cent of Southern Sudanese voters chose secession.

213 UN Volunteers took part in this historic event, serving with the United Nations Integrated Referendum and Electoral Division. The Electoral Division helped procure ballots and registration kits, organized voter registration campaigns and provided logistics and technical support.

UN Volunteers will continue to play a role in independent South Sudan – 150 are deployed in key public sector institutions in all ten states. The state level has been targeted for volunteer assistance as this is where the needs are seen to be most acute. The UN Volunteers are working side by side with national civil servants in development planning, finance management, revenue collection, public sector reform, statistics, urban planning and rule of law.



*Polling station volunteers in remote Tambura, Western Equatoria State, South Sudan, prepare for the independence referendum. UN Volunteer Jacob Dinneen helped the volunteers set up and memorize procedures to ensure a fair vote. (Jacob Dinneen, 2011)*

VOLUNTEER  
POST



*UN Volunteer Guillaume Fardel discusses registration challenges for Somali and Ethiopian refugees and asylum-seekers with UNHCR personnel at Mayfa's Registration Centre on the Arabian Sea coast. (UNHCR, 2008)*

## Staying Where Needed in Yemen

Guillaume Fardel, a UN Volunteer working with UNHCR in southern **Yemen** observed that, "2011 proved a particularly difficult year for Yemen." There was an increased influx of refugees and asylum-seekers, new internal displacements and significant security challenges.

Despite growing instability and worsening security, a record 103,000 refugees, asylum seekers and migrants from the Horn of Africa made the perilous journey across the Gulf of Aden and the Red Sea to Yemen in 2011.

Guillaume's task is to monitor the reception of new arrivals to the coasts of Yemen. He also is engaged in registration, legal services, supervision

of immigration detention and gender-based violence response. His work takes him to Kharaz camp that hosts 17,000 predominately Somali refugees and to Aden, where he monitors urban refugee caseloads.

Notwithstanding the rising numbers of refugees fleeing war, extreme poverty, famine and drought in the Horn of Africa and arriving in Yemen – which is facing its own challenges – UNHCR was able to maintain all its essential and life-saving services for its persons of concern. "In that challenging context," explains Guillaume, "my UNV colleagues and I were entrusted with additional responsibilities that enabled UNHCR to continue to make a difference."

## Saving Lives in Côte d'Ivoire

With no democratic elections held for nearly a decade, **Côte d'Ivoire** has endured many years of political turmoil and armed conflict. When presidential elections finally took place in November 2010, UNV played a vital role in the process. More than 200 UN Volunteers supported the United Nations Operation in Côte d'Ivoire (UNOCI) as election supervisors, data entry operators and data collectors during the transportation of ballots and other electoral material to the local independent electoral commissions.

Sadly, soon after the elections, fighting erupted in the country between forces loyal to the internationally-recognized election winner and those loyal to the incumbent. Many aid workers and expatriates had to be evacuated following this new crisis, but 70 dedicated UN Volunteers stayed behind to provide medical, logistical and other support to UNOCI.

Among these, 25 UN Volunteers supported the running of a call line for people to report cases of human rights violations committed following the presidential elections. As a result

of the high number of calls received, within a week one phone line turned into a 24-hour call centre.

The volunteers working in the call centre registered 320 complaints within a week and 4,300 in the first three weeks of the centre's opening.

At a time when the movement of most United Nations personnel was restricted, the call centre became the main source of information for UNOCI. The information collected served as an indicator of danger and was used to determine the security level to make operational decisions accordingly.

"Flash infos were sent out directly about individuals in distress. Escorts and patrols were then sent to specific areas, particularly where lives were at stake, in a bid to dissuade attacks on the civilian population," says Crescentia Dingah Sonseh, a Cameroonian UN Volunteer Electoral Adviser before and during the elections and one of the UN Volunteers who stayed behind to help run the 24-hour call centre.

Marcienne Ngarambe, a UN Volunteer from Burundi, was a Human Rights

Officer who assisted with the call centre. She recounts the time when a man phoned to say that his wife was going into labour, but that he was unable to take her to the hospital because there was shooting nearby. He wanted to know if UNOCI could send an ambulance. "That wasn't possible," says Marcienne, "but I alerted the medical team instead, who called the man and guided him through the delivery. I phoned the man the next day and he informed me that, thanks to our support, everything had gone well."

The call centre also enabled investigations to be carried out in the field – to take statements from victims and witnesses, carry out patrols in order to reassure the population and draw the mission's attention to situations that required urgent intervention. Overall it was a key factor in allowing UNOCI to permanently monitor the situation in the country, to document allegations of human rights' violations and, in some cases, to help prevent human rights violations before they happened.

*UN Volunteer and Electoral Advisor Herve Kalamba (middle), the UN Commissar of the electoral commission in Kononfla (left) and Mesmin Nguessan, the chairman of the commission (right), make sure that the ballots match the register of voters. (Adele Ravida/UNV, 2010)*





## Improving Access to Justice

Social justice is a basic right in any society. Working closely with communities, both state and civil society actors have a responsibility to uphold and defend equality for all.

UNV engages with partners at both the local institutional and grassroots levels, seeking to build justice and promote reconciliation through programmes that address the aftermath of war, violence and human rights violations.

UN Volunteer Kuyang Harriet hails from South Sudan, was trained in Uganda as a lawyer and works for justice in **Timor-Leste**. She supports UNDP's Justice System Programme in Oecussi District, a western coastal enclave of Timor Island, where she provides prosecutors' offices with technical, logistical and administrative assistance. Her work helps strengthen the judicial system and civil society counterparts to ensure that the administration of justice is both prompt and inclusive.

UNV furthers access to justice in Timor-Leste by taking part in mobile justice activities, radio broadcasts and commemoration of important international days like Human Rights Day and the 16 Days of Activism Against Gender Violence Campaign.

Access to quality public services is not always easy in the **Democratic Republic of the Congo**, and UNV's involvement in one of UNDP's flagship projects aims to address that. Covering all provinces of the country, the *Programme d'appui à la décentralisation et au développement locale* (Decentralization and Local Development Support Programme) began in 2010, and national and international UN Volunteers have been vital to its success.

Since the 2006 elections, the government and local authorities have focused on peacebuilding, decentralization, strengthening the rule of law and advancing local development.

UN Volunteers have been working with provincial and local administrations, often in remote communities and arduous conditions, to give people public resource management skills and better services.

UN Volunteers in the country also mobilize communities to help draft provincial development plans, which strengthen local authorities and decentralized structures, while firming up conflict prevention and management strategies. Volunteers have also created a database of civil society organizations to ensure that people's voices will be heard in the future.

While working with legal clinics during a good governance programme in **Uzbekistan**, UNV and UNDP recognized a demand for an online tool. Though the clinics offered important community services, their limited resources made it difficult for them to adequately address people's concerns. UNV and UNDP therefore helped set up a legal support website. The site is run by pro-bono law student volunteers and is designed to help citizens obtain the legal advice and support they require.

While the website and legal clinics directly benefit users, they also expose law students to a unique form of professional experience through which they develop a greater sense of social responsibility.



*In Atauro Sub-District, a small island north of Dili, Timor-Leste, national UN Volunteers Natercia Mendes and Gil Boavida explain to community members how the electoral process works. Leading up to the presidential elections, national UN Volunteers prepared simple materials and graphics to show the importance of each person's vote. (Sebastian Urresta, 2011)*

## Protecting Children's Rights in Bolivia

UN Volunteers serving with the UNICEF child protection section in **Bolivia** have been offering municipal governments technical support since 2003. Currently, 2,767 community volunteers are active in 1,300 Bolivian communities.

According to Sandra Carbajal, a national UN Volunteer with UNICEF in Bolivia, "A major achievement in 2011 was getting the 'Community Promoters for Human Rights' strategy included in the national development agenda."

Every municipal government in Bolivia must create a Child Protection Office and encourage community participation in defending the needs and promoting the rights of children and adolescents.

Under the UNV-supported community promoter strategy, volunteers are chosen by their peers to disseminate information about children's rights and to report any rights violations.

*UN Volunteer Gisela Hurschler introduces a new game to children and teachers at the Poroma Child Centre in Chuquisaca, Bolivia. Gisela provided technical assistance to the Early Childhood Development project, supported by UNICEF. (Victor Cespedes/UNICEF, 2010)*



## A Role Model in Darfur

Many UN Volunteers originate from countries or regions that have struggled through the same type of difficult situations in which they now find themselves working. Take Mohammad Sarhan, a UN Volunteer for the African Union-United Nations Mission in **Darfur, Sudan** (UNAMID).

Mohammad was born in the Occupied Palestinian Territory and raised in a refugee camp in Nablus. He became disabled at a young age when he was injected mistakenly with the polio virus, which was thought to be a polio vaccine. Despite his handicap and modest origins, Mohammed managed to travel to the United States to study computer science. However, more challenges lay ahead. The Gulf War started and his family fled Kuwait for Jordan. In Jordan, Mohammad worked for several companies and eventually joined the United Nations

Relief and Works Agency for Palestine Refugees in the Near East (UNRWA). Mohammad became the focal point for the development and review of the UNRWA disability policy.

"I have always been passionate about volunteering," says Mohammad. "It all started with my family and the mosque when they helped anyone in our street who needed help."

Mohammad later moved homes and jobs again, this time joining the Communications and Information Technology Section of UNAMID in Darfur as a UN Volunteer. It wasn't long before he realized that there was much to do for the community, especially for disabled persons.

"As I grow older," he notes, "I realize that I get more out of volunteering than I could ever give; it makes you feel better about life and yourself."

**VOLUNTEER  
POST**



*Mohammad Sarhan, a UN Volunteer working for the Communications and Information Technology Section of UNAMID supports the Darfuri Disabled Club by raising awareness and funds for their workshops and services. (Hermelinda Plata, 2011)*



# Acronyms

<b>FAO</b>	Food and Agriculture Organization of the United Nations
<b>GEF</b>	Global Environment Facility
<b>FGM</b>	female genital mutilation
<b>IYV+10</b>	Tenth anniversary of the International Year of Volunteers
<b>NGO</b>	non-governmental organization
<b>OCHA</b>	United Nations Office for the Coordination of Humanitarian Affairs
<b>UNAMID</b>	African Union-United Nations Mission in Darfur, Sudan
<b>UNDP</b>	United Nations Development Programme
<b>UNEP</b>	United Nations Environment Programme
<b>UNESCO</b>	United Nations Educational, Scientific and Cultural Organization
<b>UNFPA</b>	United Nations Population Fund
<b>UN-HABITAT</b>	United Nations Human Settlements Programme
<b>UNHCR</b>	Office of the United Nations High Commissioner for Refugees
<b>UNICEF</b>	United Nations Children's Fund
<b>UNOCI</b>	United Nations Operation in Côte d'Ivoire
<b>UNODC</b>	United Nations Office on Drugs and Crime
<b>UNRWA</b>	United Nations Relief and Works Agency for Palestine Refugees in the Near East
<b>UN WOMEN</b>	United Nations Entity for Gender Equality and the Empowerment of Women
<b>WFP</b>	United Nations World Food Programme
<b>WHO</b>	World Health Organization



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## **STATISTICAL AND FINANCIAL INFORMATION FOR 2011**

### **Our mission**

Volunteering brings benefits to both society at large and the individual volunteer. It makes important contributions, economically as well as socially. It contributes to a more cohesive society by building trust and reciprocity among citizens. The United Nations Volunteers (UNV) programme is the UN organization that supports sustainable human development globally through the promotion of volunteerism, including the mobilization of volunteers. It serves the causes of peace and development by enhancing opportunities for participation by all peoples. It is universal, inclusive and embraces volunteer action in all its diversity. It values free will, commitment, engagement and solidarity, which are the foundations of volunteerism.



# United Nations Volunteers

## UN Volunteer statistics worldwide - 2011 Annual Report

Countries	National	Sent	Received	Countries	National	Sent	Received
Afghanistan	-	44	114	Egypt	24	28	13
Albania	4	3	7	El Salvador	1	3	5
Algeria	3	2	8	Eritrea	-	49	2
Angola	-	5	5	Estonia	-	1	-
Argentina	10	10	1	Ethiopia	227	85	32
Armenia	3	3	5	Fiji	3	13	8
Australia	-	34	-	Finland	-	56	-
Austria	-	8	-	France	-	119	-
Azerbaijan	-	2	3	Gabon	-	1	5
Bangladesh	47	53	21	Gambia	10	14	13
Barbados	1	-	-	Georgia	-	7	4
Belarus	-	1	-	Germany	-	49	-
Belgium	-	98	-	Ghana	29	118	9
Benin	106	79	11	Greece	-	8	-
Bhutan	-	29	-	Guatemala	12	3	19
Bolivia (Plurinational State of)	48	4	19	Guinea	3	71	18
Bosnia and Herzegovina	34	7	11	Guinea-Bissau	8	3	25
Botswana	1	2	6	Guyana	47	1	8
Brazil	13	38	5	Haiti	18	59	302
Bulgaria	-	4	-	Honduras	19	4	10
Burkina Faso	23	36	9	Hungary	-	4	-
Burundi	14	83	79	India	102	135	2
Cambodia	5	9	32	Indonesia	49	41	15
Cameroon	26	146	12	Iran (Islamic Republic of)	-	8	-
Canada	-	78	-	Iraq	-	5	-
Cape Verde	5	3	8	Ireland	-	60	-
Central African Republic	1	29	32	Israel	3	-	6
Chad	-	32	125	Italy	-	164	-
Chile	1	4	2	Jamaica	1	3	-
China	17	5	7	Japan	-	88	-
Colombia	74	20	29	Jordan	4	8	16
Comoros	7	6	5	Kazakhstan	14	5	5
Congo	17	16	21	Kenya	151	228	45
Costa Rica	1	3	-	Kosovo	8	2	54
Côte d'Ivoire	19	84	325	Kuwait	-	-	1
Croatia	2	5	1	Kyrgyzstan	6	1	10
Cuba	-	2	1	Lao People's Democratic Republic	4	2	35
Cyprus	-	1	1	Latvia	-	1	-
Czech Republic	-	13	-	Lebanon	40	14	12
Democratic Republic of the Congo	42	191	778	Lesotho	4	4	23
Denmark	-	19	-	Liberia	24	173	309
Djibouti	5	4	17	Libya	7	-	2
Dominican Republic	9	1	21	Lithuania	-	2	-
Ecuador	39	7	27	Luxembourg	-	2	-

**National:** UN Volunteers serving within the country or territory. For example, during 2011 there were four Albanian national UN Volunteers engaged within Albania.

**Sent:** UN Volunteers of the country serving abroad as international UN Volunteers. For example, during 2011 there were three Albanian nationals on UNV assignments in other countries and territories.

**Received:** UN Volunteers of other nationalities serving in the country or territory. For example, during 2011 there were seven international UN Volunteers working in Albania.

Countries	National	Sent	Received
Madagascar	9	17	11
Malawi	22	16	96
Malaysia	-	10	6
Maldives	-	1	2
Mali	11	46	14
Mauritania	18	4	15
Mauritius	-	1	4
Mexico	3	14	-
Micronesia (Federated States of)	-	-	2
Moldova	-	2	-
Mongolia	1	3	3
Montenegro	6	1	1
Morocco	3	13	24
Mozambique	48	12	23
Myanmar	-	22	3
Namibia	16	3	10
Nauru	-	-	1
Nepal	35	119	59
Netherlands	-	27	-
Netherlands Antilles	-	-	1
New Zealand	-	9	-
Nicaragua	39	2	11
Niger	60	67	35
Nigeria	22	95	2
Norway	-	9	-
Occupied Palestinian Territory	19	7	1
Pakistan	2	83	7
Palau	-	-	2
Panama	2	-	3
Papua New Guinea	-	2	2
Peru	17	9	13
Philippines	4	244	6
Poland	-	6	-
Portugal	-	33	-
Republic of Korea	-	30	2
Romania	-	16	-
Russian Federation	1	30	2
Rwanda	25	92	25
Saint Helena	-	1	-
Samoa	1	-	4
Sao Tome and Principe	-	1	3
Senegal	10	41	26
Serbia	-	15	-

Countries	National	Sent	Received
Seychelles	-	1	3
Sierra Leone	4	199	29
Singapore	-	4	-
Slovakia	-	1	-
Solomon Islands	-	1	11
Somalia	-	8	31
South Africa	-	18	61
South Sudan	62	3	497
Spain	-	93	-
Sri Lanka	26	39	16
Sudan	38	53	770
Suriname	-	-	1
Swaziland	-	3	3
Sweden	-	27	-
Switzerland	-	68	-
Syrian Arab Republic	4	9	18
Tajikistan	-	10	3
Tanzania, United Republic of	43	74	32
Thailand	-	9	24
The former Yugoslav Republic of Macedonia	-	5	1
Timor-Leste	9	35	262
Togo	9	35	12
Trinidad and Tobago	-	5	17
Tunisia	-	5	6
Turkey	45	5	8
Turkmenistan	-	1	-
Tuvalu	-	-	1
Uganda	29	179	33
Ukraine	17	25	9
United Arab Emirates	-	-	1
United Kingdom of Great Britain and Northern Ireland	-	57	-
United States of America	-	88	-
Uruguay	2	8	3
Uzbekistan	13	6	7
Vanuatu	-	-	1
Venezuela (Bolivarian Republic of)	11	4	6
Viet Nam	27	1	22
Western Sahara	-	-	12
Yemen	25	6	27
Zambia	33	27	16
Zimbabwe	14	43	5
<b>Total</b>	<b>2,180</b>	<b>5,123</b>	<b>5,123</b>

The designations employed and the presentation of material in these lists do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations, UNDP or UNV concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.



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## UN Volunteer statistics worldwide - 2011

### Annual Report

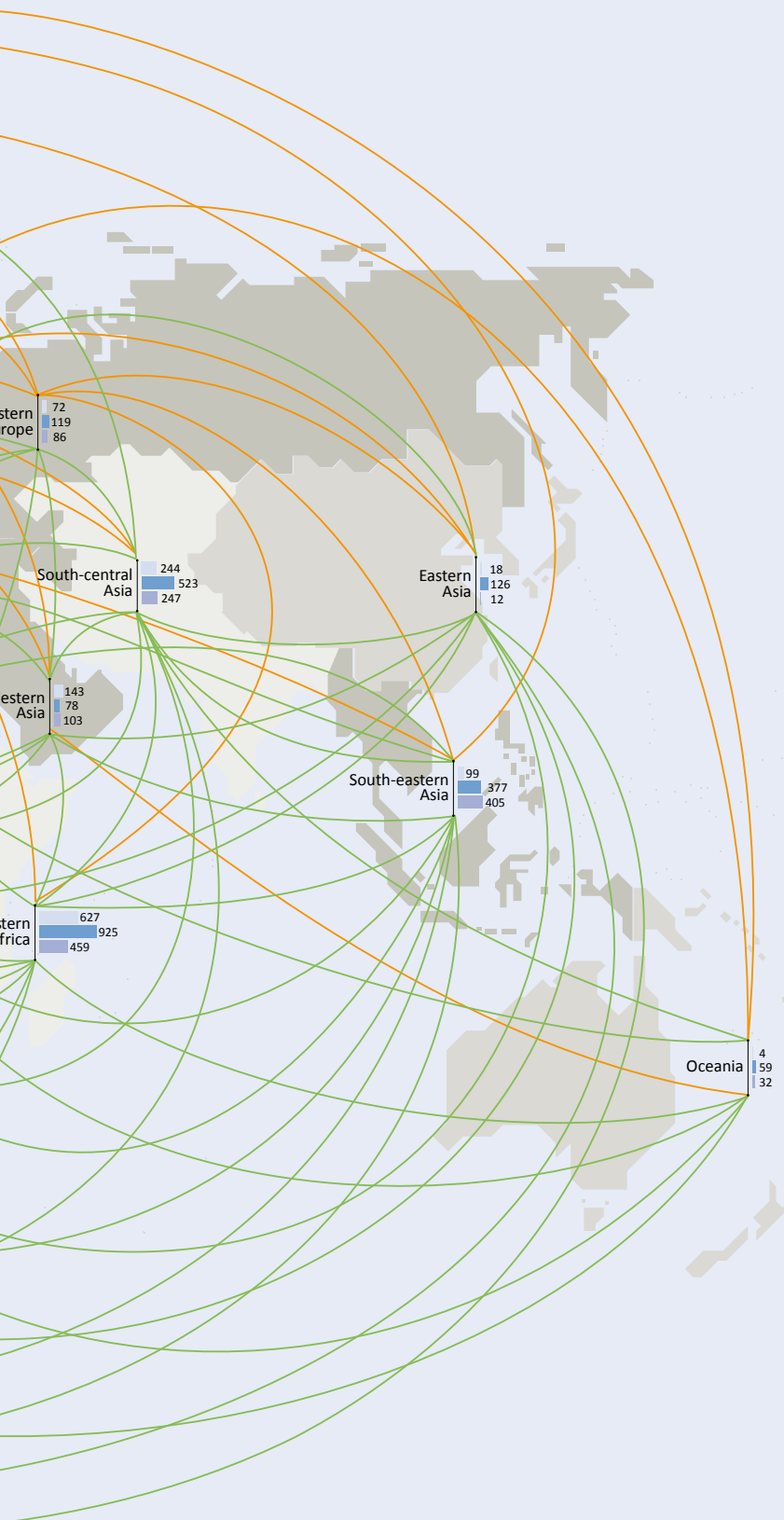
Regions	Regional	Sent	Received
Caribbean	29	70	342
Central America	77	29	48
Eastern Africa	627	925	459
Eastern Asia	18	126	12
Eastern Europe	72	119	86
Central Africa	86	421	981
North Africa	136	104	1,332
Northern America	-	168	-
Oceania	4	59	32
South America	262	105	114
South-central Asia	244	523	247
South-eastern Asia	99	377	405
Southern Africa	21	30	103
Western Africa	359	1,069	862
Western Asia	143	78	103
Western Europe	0	923	0
<b>Total</b>	<b>2,177</b>	<b>5,126</b>	<b>5,126</b>

**Regional:** UN Volunteers from the region serving within the region.  
For example, during 2011 there were 29 Caribbean UN Volunteers engaged within the Caribbean.

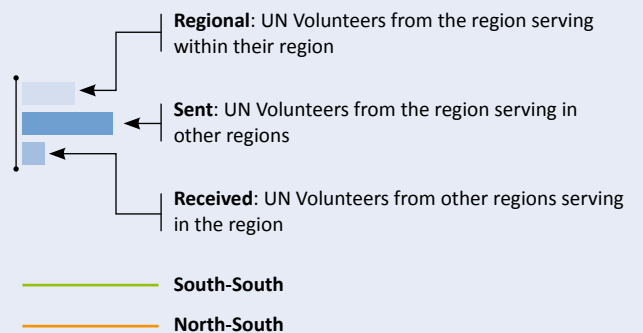
**Sent:** UN Volunteers from the region serving in other regions.  
For example, during 2011 there were 70 Caribbean UN Volunteers on assignment in other regions.

**Received:** UN Volunteers from other regions serving within the region.  
For example, during 2011 there were 342 UN Volunteers from outside the Caribbean working within the Caribbean.

The terms used are drawn from the United Nations Statistics Division.



#### Map legend



The lines on the map (left) indicate the movement of international UN Volunteers from their home regions to their assignments around the world. Close to 83 percent of UN Volunteers come from the South and most also serve in the South.



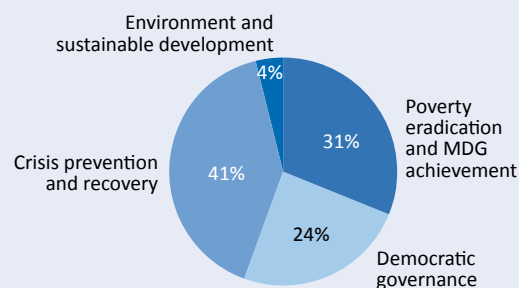
## Statistics

1

<b>Number of UNV assignments</b>	<b>7,708</b>
<b>Number of individual UN Volunteers</b>	<b>7,303</b>
Countries of assignment	132
Countries of origin	162
<b>Origin of UN Volunteers</b>	
From developing countries	6,045 83%
From other countries <sup>a</sup>	1,258 17%
<sup>a</sup> High-income OECD, Central and Eastern Europe and the Commonwealth of Independent States (CIS)	
<b>Gender</b>	
Female	International 1,805 National 968 2,773 38%
Male	International 3,318 National 1,212 4,530 62%
<b>Types of assignment</b>	
International UNV assignments	5,397 70%
National UNV assignments	2,311 30%

2

### UNV ASSIGNMENTS BY PRACTICE AREA



3

### NUMBER OF UNV ASSIGNMENTS WITH MAIN PARTNERS

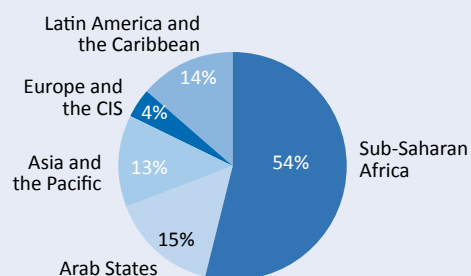
United Nations <sup>b</sup>	3,205
UNDP/UNV	2,651
UNHCR	991
WFP	203
UNICEF	121
UNFPA	117
OHCHR	83
UN WOMEN	54
UNEP	48
UN-HABITAT	31
UNAIDS	23
Others	181

Total: 7,708

<sup>b</sup> United Nations includes DPKO and OCHA.

4

### UNV ASSIGNMENTS BY REGION



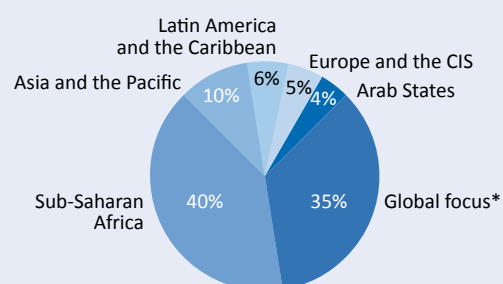
5

### ONLINE VOLUNTEERING SERVICE

<b>Number of online volunteering assignments</b>	<b>16,982</b>
<b>Number of online volunteers</b>	<b>10,910</b>
<b>Origin of online volunteers</b>	
From developing countries	6,593 60%
From other countries	4,317 40%
<b>Gender</b>	
Female	6,124 56%
Male	4,786 44%
<b>Number of registered organizations</b>	<b>1,723</b>

6

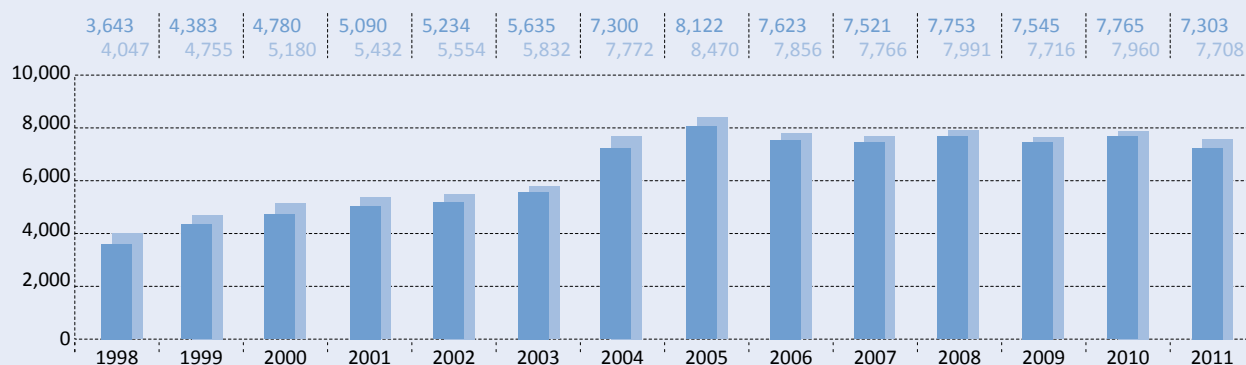
### ONLINE VOLUNTEERING ASSIGNMENTS BY REGION



\*Global focus includes projects across multiple countries

7

### TREND IN THE NUMBER OF UN VOLUNTEERS/ASSIGNMENTS SINCE 1998<sup>c</sup>

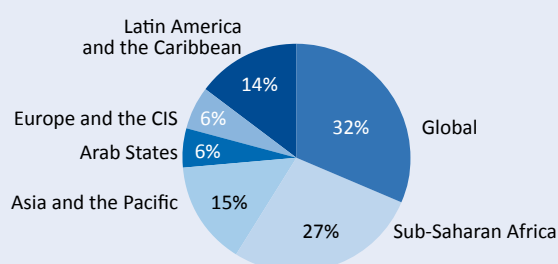


<sup>c</sup> Dark blue represents UN Volunteers. Light blue represents assignments.

## UNV Programme Expenditure in 2011 (Thousands of US\$) Total: \$23,639.6

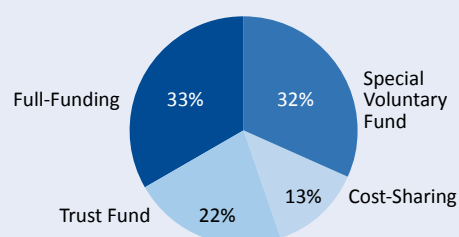
8

### DISTRIBUTION BY REGION



9

### DISTRIBUTION BY SOURCE OF FUND



## Contributions to UNV in 2011 (Thousands of US\$)

DONORS COUNTRIES	Government		UN System & Other Contributors	TOTAL
	Special Voluntary Fund	Other Resources*		
Afghanistan	0.5	-		0.5
Argentina	-	348.9		348.9
Australia	-	642.5		642.5
Bangladesh	1.0	-		1.0
Belgium	484.8	2,252.7		2,737.5
Brazil	-	600.0		600.0
China	30.0	-		30.0
Cyprus	1.4	-		1.4
Czech Republic	17.2	126.3		143.5
Denmark	-	740.6		740.6
Finland	-	1,236.6		1,236.6
France	-	1,178.7		1,178.7
Germany	2,498.0	1,833.6		4,331.6
Israel	10.0	-		10.0
Italy	-	724.6		724.6
Japan	-	3,013.2		3,013.2
Luxembourg	-	580.1		580.1
Micronesia (Federated States of)	-	82.1		82.1
Norway	-	77.7		77.7
Panama	0.5	-		0.5
Republic of Korea	-	300.0		300.0
Spain	-	2,285.6		2,285.6
Sweden	577.5	-		577.5
Switzerland	1,016.4	807.4		1,823.8
Syrian Arab Republic	4.9	-		4.9
Thailand	1.6	-		1.6
Turkey	10.0	-		10.0
<b>SUBTOTAL COUNTRIES</b>	<b>4,653.8</b>	<b>16,830.7</b>		<b>21,484.5</b>

### UNITED NATIONS SYSTEM

DESA Department of Economic and Social Affairs		7.9	7.9
FAO Food and Agriculture Organization of the United Nations		119.2	119.2
OCHA United Nations Office for the Coordination of Humanitarian Affairs		883.5	883.5
OHCHR Office of the United Nations High Commissioner for Human Rights		1,209.1	1,209.1
UNAIDS Joint United Nations Programme on HIV/AIDS		150.6	150.6
UNCDF United Nations Capital Development Fund		346.5	346.5
UNDP United Nations Development Programme**		50,831.0	50,831.0
UNEP United Nations Environment Programme		359.5	359.5
UNFPA United Nations Population Fund		3,056.2	3,056.2
UN-HABITAT United Nations Human Settlements Programme		341.4	341.4
UNHCR Office of the United Nations High Commissioner for Refugees		20,435.0	20,435.0
UNICEF United Nations Children's Fund		1,300.8	1,300.8
UNIDO United Nations Industrial Development Organization		24.6	24.6
UNIFEM United Nations Development Fund for Women		159.4	159.4
UNITED NATIONS (Memoranda of Understanding)		114,411.1	114,411.1
UNOPS United Nations Office for Project Services		527.2	527.2
UNOSDP United Nations Sport for Development and Peace		143.8	143.8
Various - ONE PLAN FUND		58.1	58.1
WFP World Food Programme		4,549.5	4,549.5
WHO World Health Organization		142.1	142.1
Others		367.0	367.0
<b>SUBTOTAL UNITED NATIONS SYSTEM</b>		<b>199,423.5</b>	<b>199,423.5</b>

## Contributions to UNV in 2011 (Thousands of US\$)

DONORS OTHER CONTRIBUTORS	Government		UN System & Other Contributors	TOTAL
	Special Voluntary Fund	Other Resources*		
Cisco Systems	-	-	160.0	160.0
Peace Development Foundation	-	-	28.7	28.7
Subtotal OTHER CONTRIBUTORS	-	-	188.7	188.7
<b>TOTAL CONTRIBUTIONS</b>	<b>4,653.8</b>	<b>16,830.7</b>	<b>199,612.2</b>	<b>221,096.7</b>

### OTHER INCOME

Interest and other Income	341.2	523.4	24.9	889.5
Reimbursable support service	-	-	10,583.9	10,583.9
SUBTOTAL OTHER INCOME	341.2	523.4	10,608.9	11,473.5
<b>TOTAL CONTRIBUTIONS AND OTHER INCOME</b>	<b>4,995.0</b>	<b>17,354.1</b>	<b>210,221.0</b>	<b>232,570.2</b>

## Expenditure for Year Ending 31 December 2011 (Thousands of US\$)

	Government		UN System & Other Contributors	TOTAL
	Special Voluntary Fund	Other Resources*		
Programme Expenditures	7,523.3	16,116.3	186,877.3	210,516.9
Programme Support	-	-	17,859.2	17,859.2
Management & Administration Support	-	-	7,654.0	7,654.0
<b>TOTAL EXPENDITURE</b>	<b>7,523.3</b>	<b>16,116.3</b>	<b>212,390.5</b>	<b>236,030.1</b>

## Average Annual Volunteer Costs in 2011 (Thousands of US\$)

	Yearly living allowance incl. accommodation	Other costs***	Total yearly average cost
International UN Volunteers	26.2	16.8	43.0
National UN Volunteers	7.1	3.1	10.2

\* Other resources comprise trust funds, full funding of UNV assignments and cost sharing

\*\* Includes Biennial Support Budget from UNDP

\*\*\* Comprises non-recurrent costs relating to assignment travel and settling-in allowance, insurances, provisions for medical and security evacuations, repatriation travel and resettlement allowance



*Back cover photo:* Members of the Muslim Scouts of Algeria plant a tree at a picnic area frequented by families in the Bouchaoui Forest.  
(UNV, 2009)



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For information about becoming a UN Volunteer, please visit the UNV website:  
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For more information about the UNV Online Volunteering service, please visit:  
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Report | 2011



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inspiration in action