

IVY POLICIES

Participation Policy





Liability, risk management and safety

Specific measures ensure the health and safety of volunteers during their experience. With these policies, we aim for every person to feel safe and cared for – both volunteers and mentors.

PREVENTION POLICY: INSURANCE FOR VOLUNTEERS

All volunteers participating in the programme are covered by insurance policies for health, accident and liability in the country of deployment and during missions.

A health insurance policy provides help should any medical emergency arise due to illness, an injury or an accident.

With accident insurance, we aim to activate a policy that offers a pay-out in case a volunteer is injured due to an accident.

Liability insurance means that we want to protect volunteers from potential claims in case of damages to third parties and persons – for example, damages that could occur to the rented accommodation, but also to other people's properties, in case of personal accidents.

AEBR is committed to finding the best policy coverage.

Volunteers deployed in a different country in which they normally live are covered by a policy provided by the insuring company Dr Walter GmbH.

Volunteers deployed in the same country in which they already live are covered by national policies on a case-by-case basis. AEBR, in consultation with the host organisation and the volunteer, will look for the best options offered by national insurances schemes: the policies with higher premiums in relation to best price–quality ratio criteria will be selected. AEBR will ensure that each policy respects the minimum standards to ensure that each volunteer is guaranteed protection, as follows:

- Health insurance benefits should include at least inpatient/outpatient medical treatment, including operations and transport costs to the nearest hospital (e.g. with ambulance vehicles).
- Accident insurance should include the following conditions: disability benefit, accidental death benefit, and rescue costs if these are not covered by health insurance.
- Liability policies should include personal liability insurance, with a lump sum for personal injury and/or property damage that will vary from country to country. If possible, the policy should explicitly cover damage linked to the volunteering activity.

The programme covers the costs of the policies with dedicated funding. Volunteers who are not yet covered receive a new policy arranged by the IVY team, while volunteers who already possess a policy are reimbursed the existing costs if they pay out-of-pocket for such costs. It should be noted that AEBR is not liable for purchasing a private policy for health insurance if universal coverage applies. However, if needed and upon internal approval, AEBR covers additional costs for necessary treatments and medicines prescribed by a doctor which are not covered by the national health system. AEBR strives to ensure the same conditions for each volunteer to the greatest extent possible, to guarantee a safe and protected environment for the volunteers and their host organisations.

PROCEDURES TO PREVENT CONFLICT AND RESPOND TO RISKS

Rights and responsibilities are outlined in the IVY volunteering agreement and must be fully observed by all parties.

Any breach should be communicated to AEBR's IVY team at ivy@aebr.eu. AEBR will react promptly to help identify corrective measures.

The following measures are designed to prevent conflict, and AEBR makes these clear to both volunteers and host organisations:

- the volunteer must not act in any way that could put others or themselves at risk of being injured;
- if a conflict situation arises, the volunteer may ask their mentor to facilitate communication between the volunteer and the local environment or other parties at the host organisation. The mentor should be able to provide an independent and objective evaluation of the situation;
- if a conflict arises between the volunteer and the mentor, the volunteer can ask to have another person appointed as their mentor – the supervisor, for example. In the event of a conflict situation, the volunteer should be supported and must cooperate actively with the coordinating and host organisations to avoid communication problems;
- volunteers, mentors and supervisors always have the possibility to report problems/issues to AEBR;
- if a serious incident occurs, the volunteer can expect the mentor to establish and maintain appropriate contact with the coordinating organisation, their next of kin (if required or requested) and the insurance company, if necessary.

AEBR's IVY team can be reached at ivy@aebr.eu.

If an alternative contact at AEBR is needed because of conflicts with the IVY team members, please contact other members of AEBR's team at info@aebr.eu. The information will be treated with confidentiality.



Confidentiality and Data protection

The Interreg Volunteer Youth programme is built on the principle that each participant – AEBR, host organisations and volunteers - respects the confidentiality of personal and organisational information of the other actors involved, in particular regarding legal affairs and concerning personal data of members, staff and beneficiaries of volunteering activities.



SPECIFIC MEASURES ENSURE THAT THIS PRINCIPLE IS MET

- Confidentiality: AEBR, host organisations and volunteers should keep all information related to volunteers, the organisations and the people involved confidential.
- Data protection: AEBR and host organisations should comply with the General Data Protection Regulation (GDPR) guidelines. All personal information collected and stored should be kept secure and used only for the purpose for which it was collected.
- Access to information: Volunteers should have access to the information they need to perform their tasks effectively. However, they should not have access to information that is not relevant to their work.
- Sharing information: AEBR, host organisations and volunteers should not share information about the people involved and the organisations or other people involved with anyone outside the programme without prior permission.
- Reporting: Host organisations and volunteers can report any breach of confidentiality or data protection to the programme manager at ivy@aebr.eu. AEBR will react promptly to help identify corrective measures.





AEBR is grateful to each mentor and volunteer who participates in the programme. We understand that it is an investment that each individual makes, an extra effort that requires dedication on a personal level.

For this, we are excited and thankful for each person who embarks on this adventure with us and we strive to make the experience as positive as possible.

We would like to express our sincere appreciation to all the volunteers and mentors who have taken part in the Interreg Volunteer Youth programme. Your contributions and dedication have made a significant impact on the Interreg community and on cooperation.

To show our recognition and participation in IVY, we distribute a certificate and a digital badge to each volunteer – and a digital badge to each mentor who request it. With these, we want to highlight the participants' engagement in building a Europe that is based on solidarity across borders.

These certify certain competences acquired by participating and reward participants.

Online badges can be displayed on LinkedIn and websites, and be shared on all social media channels.

We use other occasions as well to show our gratitude and recognition through testimonials, social media and communication.





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