



Info pack

Volunteering Activities in the Netherlands (2021-2027) coordinated by the Rock-Solid Foundation

Second Annual 2022-2023

GENERAL INFO

Dear volunteers, future volunteers and Sending organizations,

We are looking forward to meet you in one of the coming years in the program of ESC 2021- 2027 and to start a new ESC Volunteering year with you. We would like to welcome you as a worker in the social restaurant / hostel in Lunteren and for everything that is needed in our foundation. You may be one of the 11-14 future volunteers coming to the Netherlands.

We hope that in the year ahead you will not only learn about the Dutch culture and language, but that you also learn from each other. The ESC Volunteering year will be a challenge for you to meet yourself, to meet other people, to meet the world and find out about your own culture and beliefs. You can be sure that it will be a life changing experience!

My name is Chris van Maanen, president of the Rock-Solid Foundation and organizer of the ESC Volunteering projects described in this info pack. Our organization has years of experience in collaborating with sending and hosting organizations in the field of social care for people with mental and physical disabilities and recently we opened our social restaurant in Lunteren. Lunteren is a village in the geographical centre of the Netherlands.

At this moment we work with a team of 12 volunteers for 12 months, the majority of them is working in our new social restaurant/small hostel and inside the organization of Rock-Solid foundation for international youth work.

Right now, we are trying to get 2 equal teams to make it work properly ☺, because we can't have that in summer, which is prime time, there are no volunteers for 2 weeks in the restaurant.

So, the schedule for starting up and getting there will be:

- 1st team is from 1 sept 2021 till 25 august 2022 (1st annual)

- 2nd team is from 1 June 2022 till 25 May 2023 (4 people) (2nd annual)
- 3rd team is from 1 September 2022 till 25 August 2023 (7 people) (2nd annual)
- 4th team is from 1 June 2023 till 25 May 2024 (5 people) (3rd annual)
- 5th team is from 1 September 2023 till 25 August 2024 (6 people) (2nd annual)

And so on

What is a social restaurant/hostel, and why is it social?

Well, our restaurant has different aspects to it that make it social:

- It is giving an opportunity for international volunteers to gain work experience and learn a lot in the managing of a restaurant.
- We run a quality food restaurant, but for lower prices because we are non-profit, therefore more people can afford to go to a real restaurant and not only to a fast-food place for example.
- We are teaching you (or maybe the others because you already know) how to try to be as sustainable as possible, by separating garbage, but also by the choices we made for the restaurant and discovering together what can be improved.
- We promote the idea of shared tabling, which means that people who are alone or lonely or who just like to meet new people are sharing the same table.
- We will not put “time pressure” on the guests, if they like to stay for a chat or a listening ear, we want to be there for them!
- We connect our volunteers in this way with the local community and because of that we are doing a lot of promotion of the E+ and ESC opportunities for young people.
- We will try to use your other talents, maybe you are gifted in project writing, in helping with final reports or making schedules etc.
- Also, we hope to start with day-care for people with disabilities or with a distance to the labor market. This means people with disabilities can work with the team of volunteers and us together in the cleaning of the building, but also in the cooking and serving part. This is not sure yet; it depends on demands and possibilities too.

So, working at our social restaurant/hostel is hard work and more often than not it will feel like a regular job, but the points mentioned above are what makes this job different! Your hard work is also what makes all of the above possible in the first place. You will also love our village however many people will consider it as quite small. Don't worry, The Netherlands is a small country and major cities are easy to visit. After a 1.5-hour train trip you will be in the centre of Amsterdam! Many other cities are even more close by.

You will start with 4-5 volunteers in June, and the other 6 or 7 volunteers will start in September. This way we can create an overlap for the restaurant.

Will your job only be in the restaurant and hostel?

- Can be yes, can be no, because in our organization there is a lot more to be done. We will try to use your qualifications as much as possible!
- Also, we may need practical help in maintenance of the restaurant. Like painting the walls, redecorating the building, renovating rooms and cleaning the street/terrace.
- Or we need you to join us in a project, a youth exchange for example, to help with the cooking, facilitating and helping in the writing of the final report. Or anything that has to do with supporting, preparing, executing and evaluating the project.
- Or we need you in setting up projects for local youngsters.
- Or we need you for coming with us to do promotion activities in schools or on the streets or bringing around flyers, putting up posters for promotion etc.
- So... basically everything needed for Rock Solid to be Rock Solid (and helping Rock Solid grow) will be part of your job!
- It might also be possible that you will be involved in a project in which we collaborate with local organizations that work with people with a mental and/or physical disability. These local organizations are Siza, Humanitas, Norschoten and MOMO. Projects like these do not occur on a regular basis though, they are occasional and therefore it's not sure that one will take place during your voluntary year.

Here you can check out the website of the restaurant: www.aantafellunteren.eu

Here you can check out our Facebookgroup:
<https://www.facebook.com/groups/rocksolidprojects>

The call is open for program countries and partnering countries according to ESC.

Your voluntary year

During the ESC Voluntary year, volunteers will be actively involved in the different activities of Rock Solid, on local and regional level. The volunteers will also attend Dutch classes for foreigners. The duration of the majority of the ESC Volunteering projects is 12 months (360 days according to the guide) and they mostly start on the 1st of June or 1st of September every year.

Next to that we occasionally organize a short-term project for an individual with a disability and an accompanying assistant. These are tailor made projects so a description will not be provided in this info pack. Most of the general info for a short-term project is the same, but of course living conditions and working conditions will be specified to their needs.

Lunteren, a village right in the middle of the Netherlands, will be the center of the projects. It's the place where all of the volunteers will be hosted, where language courses take place, where the restaurant/hostel is located and where team building activities will be organized etc. The travel time from your apartment to the restaurant is only a minute by foot 😊

Working hours and free days

The volunteers are working for a total of 32 to 36 hours a week. This includes the Dutch classes (2 hours per week for the entire year) and other mandatory activities (excluding team-builders). All volunteers will work according to a set working schedule and keep in mind that you will work during most weekends (Friday and Saturdays). This is because Friday and Saturday are the busiest days in a restaurant and a lot of customers come in to enjoy their weekend. On these days you are most needed. That being said, free time is very important and every week you will have 2 or 3 consecutive free days. Besides that, you will have 24 days of holidays which you can spend throughout the year, more information regarding holidays are down below and in the activity agreement.

Rock Solid and it's people

Rock Solid Foundation has workers with solid practical experience concerning all the aspects of the project cycle:

- Project coordinators: Chris van Maanen and Jeanine van Maanen
- Overall Mentors and facilitators for all volunteers: Cece Ristov and Tim van Maanen. They will have contact with the volunteers and the working place on a regular basis, they will arrange a lot of practical things and organize most of the teambuilding activities.
- Head chef of the restaurant: Max van Maanen
- Teacher for Dutch lessons (all year long for 2 hours a week)

This all-in combination of experience and expertise will give a solid base for a good ESC Volunteering placement.

What do we want and expect from you?

- Team spirit.
- A passion for and/or experienced in cooking and/or serving and willing to learn how we are doing it in the Netherlands.
- A passion for social work and youth organizations.
- Open communication.
- Open for new challenges and having a hands-on mentality.
- Good feeling for hygiene and not afraid to clean.
- 18-30 years old.
- Not had an EVS/ESC long term before.

The goals for the volunteers:

- Contribute to a just society.
- Develop and discover new skills, knowledge and work experience.
- Increase the ability to (learn to) live and work in groups.
- Take note of and being part of Dutch culture, society and language.
- Meet other young people from different cultural, social, economic and religious backgrounds, in a respectful and open manner.
- Reflect on their own spirituality and to be open to other religions, cultures and lifestyles.

The goal for the volunteers is divided into two dimensions:

- **Engage** – participating in social projects, being part of a community, learning how to live together with other volunteers with different backgrounds, beliefs and ideas, becoming actively involved in cultural exchange.
- **Personal growth** - getting more mature and becoming more independent, learn how to work in a team, getting a broader understanding and perspective about society, discover and develop new personal qualities, skills and talents.

Profile of the volunteers and selection process:

- We aim for volunteers who are interested in social work and preferably have experience in restaurants/hotels or are very interested in it.
- One of the conditions to apply is good knowledge of English and proper social skills because the volunteers have to work and communicate together and with others on a daily basis.
- Another condition is a Proof of Good Conduct, because this is obliged for Dutch youth- and social care.
- The candidate can send his or her application to Chris van Maanen by mail: info@rocksolidfoundation.eu, this should contain a CV, motivation letter and photo and preferably Facebook contact.

- The information we request is not intended to reject a candidate, but to get an idea of what the candidate's interest and abilities are and how he/she can grow as a person and what they can add to the project. In this way we can make an assessment in which project the volunteer fits best and have an idea about the support that the volunteer will be needing throughout the year.
- When we think a candidate is suitable, we invite the candidate for a Skype call. This will be done by the mentors and/or Jeanine and Chris van Maanen (coordinator). During this conversation we're trying to get to know the candidate, talk about expectations and provide them with extra information about the projects and our organizations.

Within Rock Solid Foundation we keep the selection process transparent and in fair shape, with direct involvement of the sending organizations and volunteers. In our communication we pay much attention to the expectations of the volunteer and the placements, and we try to prepare the volunteers as well as possible for their ESC Volunteering months in the Netherlands. We work in accordance to the standards and rules for employees in youth and social care, which state that a volunteer always provides extra help to serve and never can replace professional workers. (For sure you can work alone with a client if there is no danger, but there will always be a professional backup nearby.)

After the final selection of the volunteers we start all the practical arrangements.

Rock Solid will always try to arrange an advanced planning visit (apv) for the ESC Volunteers (an apv is outside the budget). With this visit, we try to involve all volunteers in another activity funded by Erasmus+ (training or youth exchange), so there are extended possibilities for getting to know each other and getting acquainted with working and living places

Some practicalities.

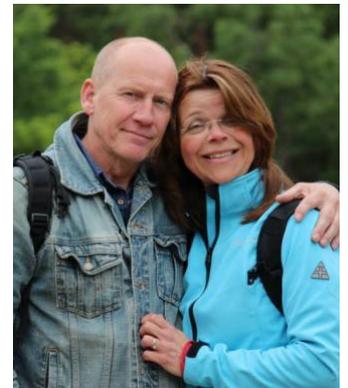
- In the first 2-3 months there is the possibility that you need to share your room with one other person, after that for the remainder of the year you will have a private room. We will divide the rooms by lottery since some are bigger than others.
- Rock Solid is a nonprofit organization, we need to pay the workers of course and all the practical things but we only want to make the best projects and give the best opportunities for the volunteers, so all the money is being invested back into the organization and the projects.
- For the Sending organizations we decided if you want to send volunteers, we will pay for sending costs up to 350 euro per volunteer, if you don't need the money and you allow me to put it in the projects, even better. This is the same agreement for all partners.

- If you need a visa to come and stay in the Netherlands (as a non-EU citizen for example), we will arrange the entire application for that.
- We always register you in our local municipality, and because of that you will have the possibility to get a Dutch bank account. This means you never have to walk with cash in the Netherlands (besides the first 6-8 weeks) since you can pay almost everything and everywhere with card. You will receive your food+pocket money automatically each week. Also, you will have internet banking.
- In our organization you will get a so called OV-card (if we can afford it), with this card you can travel by train for free everywhere in the Netherlands. Unlimited free travel in the weekends and during the week only outside of the rush hours. The rush hour takes place on Monday till Friday from 6.30AM to 9.00AM and 16.00PM to 18.30PM. Please note that the OV-card is something extra we provide because of the possibilities it offers to you. It is not within the budget and therefore it may be revoked or the subscription may be altered when (financially) necessary.

Chris and Jeanine van Maanen, Coordinators of Rock-Solid Foundation

Rock Solid is a foundation created by Chris and Jeanine van Maanen with over 25 years of experience in this field.

Rock Solid gives youngsters a chance to take part in exchanges or training courses in all over Europe. Next to that Rock solid is now responsible for coordinating these three hosting organisations and the volunteers involved. Complete procedure of application, accreditation, all the paperwork, finances, documents, final reports, housing etc. is organised by Rock Solid. Next to that Chris and Jeanine are trying to be the glue between all the volunteers and mentors involved.



Mentors and facilitators

Cece and Tim are the main mentors, coaches and facilitators for Rock-Solid Foundation.

They are responsible for contact and (reinforced) mentorship for all the volunteers and will have on regular basis a chat with you about your wellbeing, they will be the first person to contact for the volunteers in case of personal problems or issues.



Some more important info:

You will get a contract called the Volunteering Agreement. In here we describe all the duties and rights of all the participating actors in your ESC: you, your sending- and hosting organization and the coordinating organization. All of these actors will sign this before the start of your service, and everybody will get a scanned copy on mail.

Drugs and alcohol

You have chosen to do an entire voluntary year and this is a serious commitment, for which you need to give a 100% too. This is why we have a strict alcohol and drugs policy. We expect you to enjoy alcohol responsibly in your free time and **NEVER** during working hours or with clients at **ANY** time. Excessive drinking will not be tolerated. The use of drugs is **NOT** allowed during your voluntary year. This includes so-called 'soft drugs' (**cannabis**). If you are using drugs or excessive amounts of alcohol, you can be send home immediately. This is because you are in touch with guests and clients that can have big issues with these kinds of things, therefore it is absolutely unacceptable in and around the living- and working places and a serious problem if you are doing it!

Holidays & national holidays



You are entitled to 24 holiday days during your voluntary year. You can use these, for example, to visit your family or travel around The Netherlands. You need to inform us at least 3 weeks in advance if you want to take days off. This is so that we can arrange somebody to fill your place during your absence. Of course, there may be exceptions to this when something

suddenly comes up and you have to leave sooner but where possible please try to give 3 weeks' notice. You are obligated to inform Chris and your mentor when you are leaving the country and where you are going.

The Netherlands has the following National Holidays:

Date	National Holiday
25 th and 26 th December	Christmas
1 st January	New Year's Day
In April	Easter Sunday and Monday
27 th April	King's Day
In May 2018	Ascension Day
In May 2016	Pentecost Sunday and Monday

National Holidays are usually counted as extra days off and are not deducted from the 24 holiday days you are entitled to. If you are asked to work on a National Holiday, then you may use the extra free day later in the year.

Food, accommodation and pocket money

The Rock-Solid Foundation will provide you with food money and pocket money every week, 40 euros and 35 euros respectively. This is mentioned in the activity agreement and we always follow the advice of national agency and the ESC rules in this. The first payments you will receive in cash until you have your Dutch bank account. You will shop for food/drinks yourself with the food money provided to you every week. Cleaning material will be provided by us, free of charge. Needless to say, everything needed for your personal hygiene will NOT be provided and must be purchased by yourself. The daily cleaning of the house you will do together with your flat mates. You will be provided with a one-person bedroom (sometimes sharing a room for a shorter period can be necessary) your room will have a desk and closet. We will also provide bed sheets and towels for you during the year. You will share the kitchen, toilet and bathroom with those who you live with.

Bike

We will happily provide you with your own bike, but we ask for a deposit of 50 euros at the beginning of the year. In return you will receive a complete functioning bike that has been checked before given to you. The bike will have head- and rear lights, good functioning breaks, a greased chain, a lock and tires in good condition. During the year it's your own responsibility to take good care of the bike. The costs for maintenance (either at a bike repair shop or when buying parts/equipment) is at your own expense. At the end of the year, when you hand over the bike back to us, you will receive the 50 euros that you paid at the start of the year. Please note that you will only be given the 50 euros if the bike is in good condition, that means with working head- and rear lights, no flat tires and good functioning breaks.

Insurance

It is important that you are insured against medical costs, accidents and third-party liability during your voluntary year. This is covered through an international insurance by CIGNA for your ESC Volunteering, this will be done by your sending organization. Keep in mind that your projects will provide insurance against accidents and third-party liability during working hours. We do suggest that you take a travel insurance in the case of theft or loss of articles during personal trips/holidays throughout the year.

ESC Volunteering training

As a volunteer you will be expected to attend to several trainings during the year. The first is an on-arrival training by National Agency in the first weeks of arriving and a midterm evaluation organized by National agency during spring. The exact dates will be given to you directly when they are clear.

Practising your Dutch

It is good to start practicing your Dutch now already at home so that you start to become familiar with the language; it is worth while putting a little time in now to learn a few basic words. Buy a book, a CD or go online for free, share tips and tricks with one another. Here are a few websites to look at;

<https://www.babbel.com/>
<https://www.learn dutch.org/>

However, should you have any questions then please do not hesitate to contact us.

With Regards,

Chris van Maanen, (<https://www.facebook.com/chris.vanmaanen>)

Rock Solid Foundation for International youth work.

(<https://www.facebook.com/groups/rocksolidprojects/>)

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