

# Grey4Green

Active ageing and climate action through the  
involvement of senior citizens in nature conservation



## Handbook for **SENIOR VOLUNTEERS IN NATURE**

**Authors in alphabetical order:**

Associação BioLiving, Daniela Salazar Simões  
Associação BioLiving, Inês Pimentel Santos  
Association Des Agencies de la Democratie Locale, Virginia Stimilli  
Center for the Advancement of Research Development, Tassos Dimitriou  
Environmental Agency of Iceland, Julie Kermarec  
FO-Aarhus, Elizabeth Gregersen  
FO-Aarhus, Karin Coles  
Município de Lousada, Mariana Cardoso

**Editor:**

Mariana Cardoso, Município de Lousada

**Photo credits:**

Environmental Agency of Iceland  
FO-Aarhus  
Município de Lousada

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## PROJECT PARTNERS

### DENMARK

#### Frit Oplysningsforbund-Aarhus (FO-Aarhus) - Coordinator

FO-Aarhus (Association for Adult Education) is a non-government, non-profit organization established in 1973 to provide non-formal adult learning and counselling to the citizens of Aarhus. It has its own elected Board of Governors composed of representatives from the private sector, public administration, and the formal and vocational education sector. FO-Aarhus' basic expertise lies in non-formal adult education for the general public and specialization in programmes that help disadvantaged groups – e.g. immigrants, unemployed people, people with learning disabilities, dyslectics, people with mental issues – to enhance their quality of life and to integrate (or re-integrate) into society and the workforce. The aim is to strengthen the participants' personal, social, and vocational competencies as a stepping-stone to re-education, re-inclusion into the job market or further education.



### CYPRUS

#### Center for the Advancement of Research & Development in Educational Technology (CARDET)

CARDET is one of the leading adult education research and development centers in the Mediterranean region with global expertise in adult education, social inclusion, project design and implementation, capacity building, and e-learning. CARDET is independently affiliated with universities and institutions from around the world, such as the Yale University, the University of Nicosia and the International Council of Educational Media. CARDET has completed numerous projects relating to adult education, eLearning, literacies, blended learning, university – community collaboration, MOOCs, digital tools, volunteering, and VET. CARDET brings together an international team of experts with decades of global expertise in designing, implementing, and evaluating international projects.



### FRANCE

#### European Association for Local Democracy (ALDA)

ALDA is a non-profit association founded by the initiative of the Congress of the Council of Europe in 1999 whose main goal is to promote good governance and citizen participation at the local level. ALDA is a membership-based organization gathering more than 350 members (including local democracy agencies, local authorities, an association of local authorities, civil society organizations, universities, NGOs, grassroots associations, and public bodies), based in 45 countries over most of Europe and the European Neighbourhood countries, amongst these the Balkans, Belarus, Moldova, the Caucasus area, Turkey, and a few countries from the North African region. Its offices are based in Strasbourg (FR), Brussels (BE), Vicenza (IT), Subotica (RS), Skopje (MK), Chisinau (MD) and Tunis (TN). ALDA has 40 staff and various interns and volunteers who support the activities of the different offices. Today, ALDA is a key stakeholder in the field of local democracy, active citizenship, good governance, EU integration, human rights, and cooperation between local authorities and civil society. Most of its work is based on multilateral decentralized cooperation.



## ICELAND

### Environment Agency of Iceland (EAI)

Under the direction of the Ministry for the Environment, EAI's role is to promote the protection and the sustainable use of Iceland's natural resources, as well as public welfare by helping to ensure a healthy environment. It is EAI is a leading agent in environmental issues and nature conservation in the community. Its role Agency is to closely monitor the development of environmental issues and safeguard the welfare of the public. One of the main roles of EAI is to manage and protect the Snæfellsjökull National Park and other 115 protected areas in Iceland. According to the nature conservation act a Nature Reserve is an area protected for its importance for wildlife (flora and fauna) and landscape. The primary work method of EAI is group work and works well for formulating the future policy of the EAI in each instance. It has about 90 full time employees.



## PORTUGAL

### The Municipality of Lousada (Município de Lousada)

The Municipality of Lousada (ML) is a local public administration that manages an area of 95 km2 with about 50.000 inhabitants. This highly populated area, in a peri-urban region, faces many challenges regarding its sustainable development, life quality, and population literacy and citizenship. Thus, the ML's mission is to define guiding strategies and execute the resulting local policies through measures and programmes in various areas of our competence, promoting the quality of life of all citizens and ensuring high standards of quality services. Our work is directed at achieving sustainable development with benefits and opportunities to all our citizens, in terms of environment, social and economic fields.



## PORTUGAL

### Associação BioLiving

The objectives of this NGO are, among others, to promote sustainability through the engagement in environmental citizenship and public participation for the protection of nature, while boosting the social economy and fostering inclusion, peace, and solidarity, using education, natural resources, and the protection of nature as leitmotiv. BioLiving's operating model focuses on the proximity to communities, municipalities, schools, companies, and other NGOs. It believes that working in partnership with the stakeholders and populations facilitates the dialogue and the search for solutions for environmental education and nature conservation and their involvement and interest in environmental issues is more effectively promoted.



# 01 Introduction

The 'Grey4Green' Erasmus+ Project arises from the need to encourage a greater expression of civic participation of seniors in Europe in the environmental, social and cultural field. This demonstrates the potential of active ageing in favour of a cause essential to the whole society, such as environmental sustainability and the fight against climate change. With a consortium of six European partners - Denmark, Portugal, Cyprus, France and Iceland - the project aims to promote the social inclusion of the elderly through their involvement in the fight for sustainability and the mitigation of climate change in Europe.

To this end, it is important to gather information on the state of the art in each country, and analyse the key topics that will serve as a reference to foster informed decision-making by older people interested in environmental volunteering.

This Handbook for senior volunteers in nature is the result of a well-supported compilation based on the inputs studied by the various project partners. It is hoped that this document, especially focused on senior environmental volunteering, may help create a working framework that can be consulted and adjusted to the reality of any EU country, from local to global scale.



Grandparents of Climate Action in Aarhus (Denmark) in a sitdown strike for climate



# 02 What does it mean to be a volunteer?

Volunteering can be defined as a prosocial act of free will and without expectation of monetary reward, which seeks to positively impact another person, group or cause.

**“Volunteering means putting yourself at the service of others, the environment, society, without any personal gain other than the joy of giving.”**

*Louise, 22 years old, France, student*

Thus, it is assumed that a person volunteers their time, energy and talents to perform a service or task, motivated by the desire to share and/or receive new skills and learning. The commitment created by the volunteer may include local or international, face-to-face and/or digital, individual or group services. Social causes, civic action groups, advocacy, governance of public or private entities, self-help and mutual aid efforts in the service of the community, as well as a wide range of opportunities

to contribute to the materialisation of informal activities, are some forms of volunteer participation.

A volunteer gives his/her time and develops the challenges presented in the expectation of receiving a return by adding new experiences, knowledge and opportunities to evolve at an intellectual, personal, emotional, social and professional level.

**“For me, it makes sense to seek knowledge about climate change and possible solutions to the climate crisis. Together with others, I would like to help disseminate the knowledge gained and spread the commitment that comes from being part of a group.”**

*Tora Nautrup, 72 years old, Denmark, retired nurse*



Working in close proximity and interacting with the community and the work/professional sphere represent strong motivations for citizens to start voluntary collaboration. When the volunteer is focused on his/her career or professional area, volunteering may in fact be a potential

ally in enhancing the curriculum and the network of social and professional contacts.

In the process of recruiting volunteers, the promoters provide a set of rights and responsibilities aimed at honouring the commitment to the basics of volunteering.



Senior volunteering plantation of native species (Lousada, Portugal)



## 03

# What is the importance, ecological and social meaning of volunteering in nature conservation?

The environmental challenges of the 21st century are complex, requiring solutions involving all sectors and stakeholders to identify the complexity of the various contexts and issues emerging around the globe. In a world in constant change, voluntarism remains constant as it represents a universal, dynamic and creative resource present in any society to support multidimensional responses to the central challenge of ensuring environmental sustainability. It is one of the main drivers of the global environmental movement, generating the mobilisation and participation of communities all over the world to help solve environ-

mental problems. Social cooperation for environmental protection occurs from the local to the global scale and materialises in a very wide range of interventions and actions, and the potential of volunteerism still has more to reveal, beyond what has already been recognised and studied. Where there is a well-supported and facilitated plan for local participation and civic engagement, the outcomes can go beyond the environmentally sustainable benefit to represent a vital factor of long term social transformation and empowerment.

**“Born in 1947, the world emitted 5.2 billion tons of CO2 annually. By 2019, this surged to 36.4 billion tons, averaging 4.8 tons per person globally and 5.9 tons in Denmark. Rising CO2 levels increase global temperatures, impacting future generations. Immediate action is essential for our descendants’ well-being.”**

*Johannes Yde, 76 years old, Denmark, retired*



Intergenerational plantation of native species (Lousada, Portugal)

In this way, more resilient and self-sufficient local communities are built, encouraging real and lasting changes in attitudes and mindsets, as this is what enables positive environmental impacts to be sustained.



Oak leaves in autumn season (Lousada, Portugal)

As researchers have raised the body of scientific evidence on the urgency of protecting natural values and heritage, and promoting the sustainable use of resources and services provided by ecosystems, there is a cross-cutting appeal to every citizen on the planet. Naturally, experts in nature conservation, science and environmental education play a key role, but it is also essential to involve people from all walks of life and with other interests and aspirations. Volunteers can be people whose lives are tied up with work in different areas and who fulfil themselves outside of working hours through the contributions they can make to nature conservation.

In fact, voluntarism is a very powerful mechanism that opens doors to broad, meaningful and, consequently, systemic participation at the level of environmental sustainability in their communities. There are inspiring examples all over the world, and one of the most notable is the Chipko Movement, which began in the 1970s with the mobilisation of a small group of female volunteers in the Uttarakhand region in India. They fought for the protection of the native forest on which they depended for their livelihood. This movement began to spread on a national scale, resulting in a ban on logging in many parts of the country.

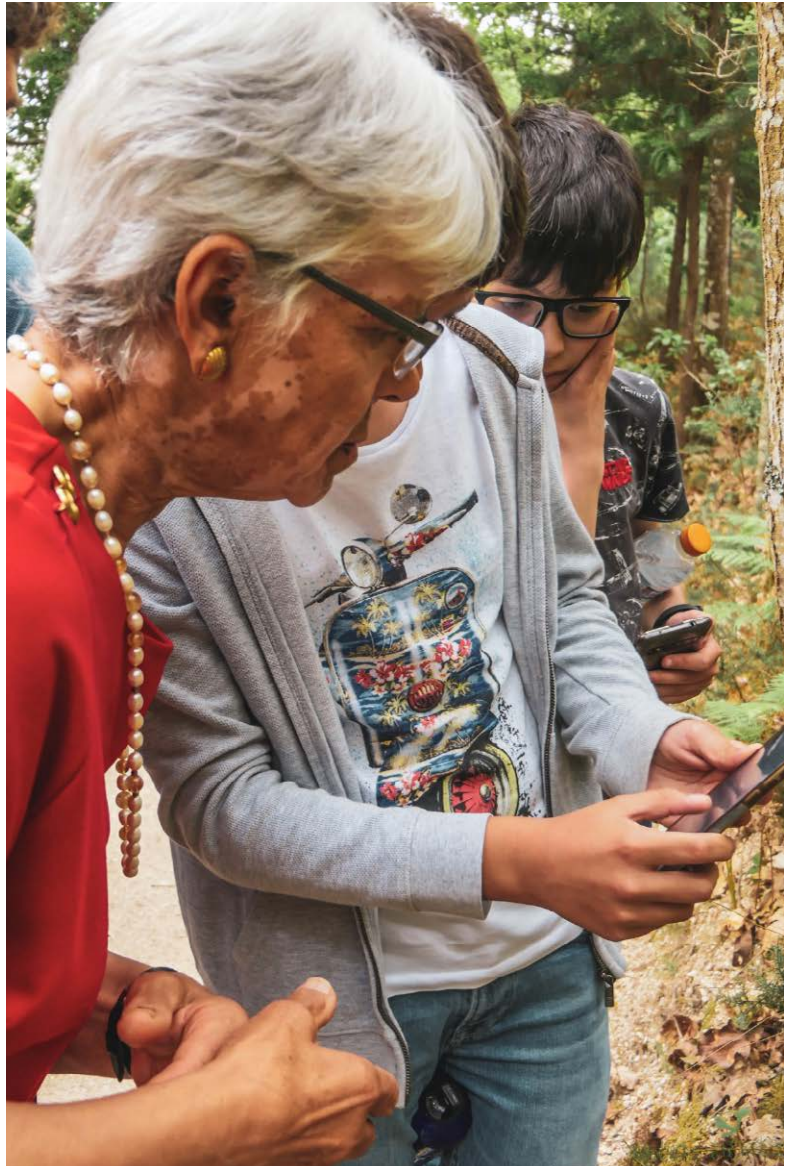
It is important to highlight that, although environmental volunteering is usually the main focus of attention, there is a long history of volunteer involvement associated with various activities that today we call environmental management. Known as naturalists, amateurs or self-taught, they are crucial volunteers, even if they are not officially considered as such. They have contributed to ecological



knowledge/understanding for centuries by collecting botanical specimens (e.g. in Kew-Gardens, London England) and by participating in programmes to observe and monitor wild flora and/or fauna (e.g. photographic records of birds taken by naturalists worldwide).

For individuals, volunteering can lead to a significant increase in environmental awareness and manifest itself in the adoption of a more sustainable lifestyle. In addition, volunteering actions in the field can have a direct impact on the conservation of natural values. Activities such as seed collection, creation and maintenance of plant nurseries, tree planting, removal and control of invasive alien plants, among other tasks typical of environmental volunteering programmes, have the potential to demonstrate relevant ecological impacts on the conservation and restoration of natural environments.

Volunteers support the work of many projects promoted by NGOs and public and private institutions, which can reinforce tangible environmental and social impacts, as both are strongly interconnected. Volunteer work is rejected on the basis of the values of generosity and solidarity, which is mirrored in the motivation patterns of volunteers as they take up the challenges and tasks presented with maximum commitment and dedication in nature.



Intergenerational citizen science activity in Mata de Vilar (Lousada, Portugal)

**“I see environmental volunteering as retribution, I give back to nature in hours of work what it gives me in happy days of existence.”**

***Manuel Nunes**, 49 years old, Portugal, city councillor for the Environment, Nature and Climate Action of Municipality of Lousada*

When volunteers have genuine and deep admiration for nature/ the environmental cause, they become fully engaged agents of the mission.

With regard to voluntary participation by the senior community, there is a multigenerational mirror reflected quite clearly. That is, older people are considered references for

children and young people in terms of the wisdom they represent. By taking on the role of volunteer, they are able to represent an excellent example of active citizenship. In other words, the involvement of older people can be a trigger to motivate and lead other generations to get involved in volunteering programmes.

The concept of ‘intergenerational justice’ has long been talked about and can be a driver for social cohesion and cooperation. This is because if seniors feel committed to environmental protection and are part of the global mission to actively safeguard the planet, they show a willingness to honour intergenerational justice.

Free time can be a limiting factor for youth and young adults’ increased involvement in volunteering. As senior citizens of retirement age have more time on their hands, they may contribute more regularly to ongoing environmental volunteering programmes than younger generations





Intergenerational citizen science activity in Mata de Vilar (Lousada, Portugal)



Intergenerational plantation of native species (Lousada, Portugal)



Senior volunteering plantation in the margins of Sousa River (Lousada, Portugal)



Environmental educational activity related to invertebrates and insects sampling demonstration (Lousada, Portugal)



# 04 Importance of active ageing

The widened life-span of the population worldwide has caused dramatic demographic changes and anthropological shifts that generate enormous social and economic challenges, highlighting the importance of active and healthy ageing.

According to the World Health Organization, worldwide, no other age group is experiencing such sharp growth. The well-known term “demographic revolution” shows that between 1970 and 2025 there is expected to be a 223% increase in the number of people aged over 60, and by 2050 projections estimate that there will be around 2 billion citizens aged 60 or over, 80% of whom will be living in developed countries. The current trend of moving towards an ageing global society awakens the need to create policy and institutional adaptations for active and healthy ageing throughout the lives of citizens.

In 2015, the World Health Organization defined Active Ageing as “...the process of optimising opportunities for health, participation and security in order to enhance quality of life as people age” and Healthy Ageing as “...the process of developing and maintaining the functional ability that enables well-being in older age”.

The last decade has been expressive in terms of an active and healthy ageing framework, which has been adapted as a global strategy in ageing policies and scientific research. Although there are several proposed models of active and healthy ageing, a global consensus is



Placement of a bird nest in seniors backyard (Lousada, Portugal)

needed to enable the implementation of concrete actions in the various countries. Healthy life years, which brings together the combination of psychological, physical and socio-economic parameters (e.g. factors such as urban environment, lifestyle and social inclusion) over the life course of the individual is capable of being a marker of





Senior volunteering plantation of native species (Lousada, Portugal)

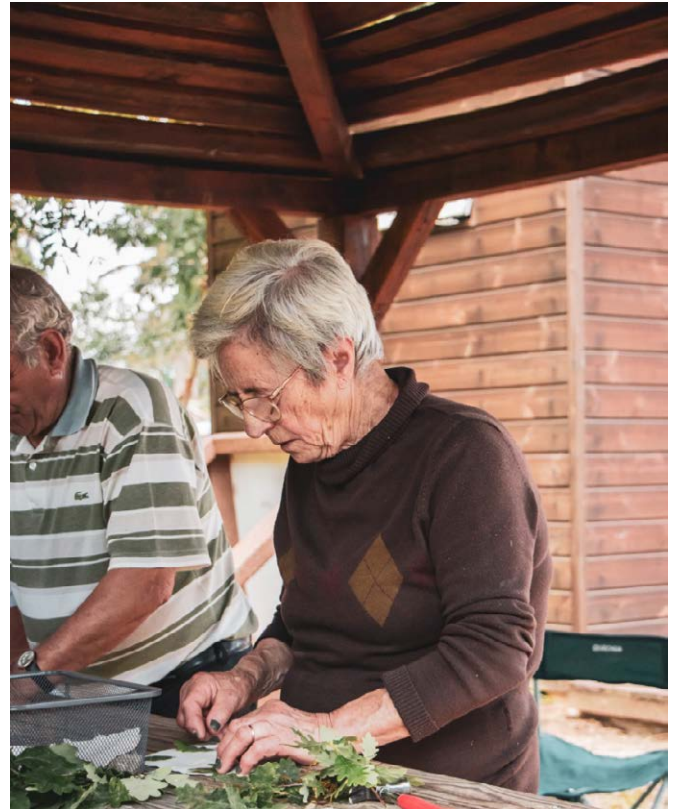
active and healthy ageing. The active ageing framework recognises the relevance of lifelong learning alongside formal education and literacy as being ingredients in a recipe that promotes participation, health and security in the ageing process.

**“I have always enjoyed participating and collaborating, whenever I am invited to volunteer. These are laurels that enrich my longevity. I enjoy being helpful and generous within my community.”**

*José Valinhas, 82 years old, Portugal, retired businessman*

The European Union along with national governments and health agencies are seeking to increase the ratio of older people who remain independent and healthy.

The contact and relationship with nature has shown



Environmental educational activity with seniors about local flora and a practical creative handcraft (Lousada, Portugal)

very positive results on well-being and active and healthy ageing of populations (including walks or hikes in nature). A recent study (2020) raises the important question ‘are people happy because they visit parks, or do they visit parks because they are happy?’, concluding that visiting parks/green spaces improves health and happiness, not the opposite. There are at least seven key benefits: psychological, cognitive, physiological, social, spiritual and tangible benefits of engaging with nature. The beneficial effects of being in nature, without the need to be physically active, reflect increased well-being, higher energy levels, reduced stress and have restorative effects such as positive mood swings and changes from tension and stress to more relaxed states. Such benefits depend on the level of immersion in nature experiences, for example whether one feels ‘fully present’ or ‘distanced’ from being in nature.

The benefits of senior involvement in environmental volunteering activities and/or in nature have been scientifically demonstrated, primarily because people feel pleasure and joy in being in nature doing something, which has an impact on well-being and quality of life in terms of mental and physical condition. Natural environments are spaces in which seniors report a significant feeling of pleasure when observing the flora in detail, increasing their fascination for natural elements and values, especially their beauty and complexity.



This pleasurable state of mind in green spaces seems to be important for overcoming stress, resistance or unpleasant situations. Actions of environmental volunteering in 3rd age, such as cleaning natural areas, gardening or farming show clear benefits on the level of physical activity, related to self-esteem and less functional limitation.

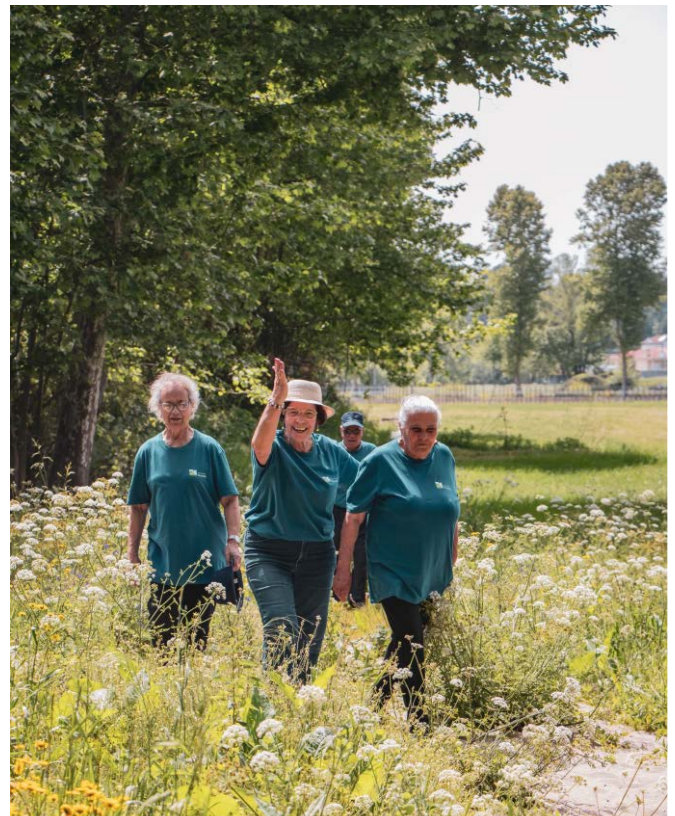
The impacts on socialisation due to older people's participation in nature conservation are also quite significant, and they arise from the increased sense of community and camaraderie between older people (volunteers), and engaging them in lifelong learning, which shows enormous benefits towards active ageing.

**“When I started volunteering, I realised that the smallest act of kindness can significantly impact someone's life. It's a way for me to show compassion and empathy to those most in need of it”.**

*Maria, 73 years old, Cyprus, retired nurse*

Environmental volunteering can also contribute positively to the usual attitude of social isolation of seniors, as it brings together people in the same circumstances in meaningful work in nature. The social outcomes expressed by many volunteers mention building a membership base in society, and developing a feeling that the effort has made or is making a difference in society.

The benefits for social identity and civic engagement occur to the extent that senior environmental volunteering enhances new social and interpersonal relationships, which consequently incites social cohesion and a sense of belonging to the place. When senior citizens come into contact with environmental activities in the older phase of life, it seems to fulfil the well-known feeling of 'Legacy Motivation', as it strengthens the will to contribute to a better planet and provokes the awareness and action of older people about the quality of life of future generations.



Interpretative walk to observe local biodiversity in Mata de Vilar (Lousada, Portugal)



“Volunteering in a natural environment made and still makes what we have around us richer and more beautiful. **I have the opportunity to have history and culture in my hands.**”

*Fabiana Mesquita, 17 years old, Portugal, high school student*

In this way, it becomes achievable to strengthen involvement and commitment to environmental protection and create a real and positive brand from the micro to the macro scale, and foster good individual and collective environmental practices.



Intergenerational plantation of native species (Lousada, Portugal)



Interpretative walk in Mata de Vilar (Lousada, Portugal) regarding trees and insects



## 05

# Make the most of your volunteer placement

Given that the Grey4Green Project is part of a consortium of five nationalities, this chapter discusses some experiences that volunteers can enjoy in various countries of the Project's partners, and that are also suitable for other European countries.

Thus, starting with being a volunteer in Denmark, aside from the fulfilment of doing volunteer work, there is the enrichment advantage of sharing experiences with like-minded folk. In terms of tax-free compensation and gifts, it is possible that volunteers can benefit from it.

Considering the variety of ecosystems that exist in Portugal, volunteers may have the opportunity to visit the indigenous forests remnant that occupy part of the country, the mountainous areas, riverside areas, estuary areas, cork oak forests, and marine ecosystems to get in contact with nature, both terrestrial and marine landscapes. Hence, on one hand volunteers may understand the complexity and diversity of nature-based solutions, and on other hand may to know different areas of volunteering work which have been explored and implemented at a national level.

Portugal is a small but greatly diverse country in terms of natural heritage. Additionally, Portugal has vibrant and authentic traditions which may be uncovered by the volunteers at a cultural and historical level through getting in contact with the local communities and with the typical food. It brings a feeling of fulfilment, since the results/impact of volunteer work can be enhanced.

**“Being in the incredible Icelandic nature and reducing the life and amenities to a very basic level gave me the chance to free my head of everyday worries and experience every moment being completely focused with my body and mind.”**

*Verena, 31, PhD student*

There are several cultural associations, charities, sports associations which one's volunteers may create contact with and even municipal councils: the benefits of volunteering are numerous: full board, transfers, excursions and culture exchange like no other. Volunteers can share experiences with French people, who also have a great affection for volunteering. From teenagers to high school students to professional adults, French people have been sharing their experience and knowledge by participating in different volunteer programmes every year.

In Cyprus volunteers can make the most out of their placement visiting historical sites, enjoying the beaches, trying traditional food, getting in touch with the community, sharing experiences with other volunteers, staying motivated, experiencing joy and fulfilment, and developing citizenship. By taking advantage of these opportunities, volunteers may have a positive impact on both themselves and the community volunteers are serving.

Volunteers in Iceland can take advantage of the volunteer programme meeting new people while enjoying the beautiful and unique nature, visit areas where they may not have been before, and have an incredible experience with other volunteers. But above all, volunteers have a feeling of fulfilment whilst working outdoors. It is relevant to keep in mind that making the most of the volunteering experience does not depend only on the country, the region, the community or the organisation, whereby the vision and attitude of the volunteers towards themselves and their surroundings will certainly have a lot of weight.

**For this reason, here emerges a list of some aspects that can help volunteers to make this experience as enriching as possible, not only for themselves, but for everyone involved and for the cause volunteers are committed to contributing to...**

- Maintain open and healthy communication with colleagues and the coordination team;

- If volunteers feel that there is any situation/condition that is making them uncomfortable, or worried it is important to share this feedback with the person in charge of the coordinating team;

- Being more introverted and/or shy are valid characteristics common to many people. If this happen to volunteers, they should look at this as a window of opportunity for them

to manage such emotions and become a little more open;

- The objectives that volunteers set themselves before the volunteer experience may change after their arrival and integration, and this is part of the process of personal and intellectual adaptation of each volunteer;

- It is important that the volunteers' expectations are realistic;

- Volunteers should decide what they want to achieve as a volunteer which will help to stay clear and focused during the work. Think about what volunteering can offer: new learning and knowledge, meeting and socialising with new people, having fun, or hoping that it will offer an opportunity to make a difference or contribute to a cause they believe in;

- If volunteers have the will of remember what they have learned, perhaps even to repeat it at a future opportunity, it is important to write down in a notebook all the learning that volunteers find interesting and useful;


- Volunteers should be aware of what have to give to the organisation, how donating their time, personal/ intellectual/ professional skills and knowledge, enthusiasm and passion for the cause are some of the contributions that will add value;

- In case of volunteers think it might be more interesting, safer or fun to embark on this experience with a friend, there is always to chance to invite someone to volunteer too;



Outdoor activity focused on the landscape and the biodiversity of Mata de Vilar (Lousada, Portugal)





# 06

## How to prepare your volunteering mission

Volunteering can be an unforgettable and very rewarding experience. However, there are so many options available that it becomes extremely important to set priorities and objectives right from the start, and to do thorough research. The quality of the experience will certainly dictate how this challenging human adventure can impact the volunteer's life.

**"I believe that volunteering allows me to express my gratitude for the blessings I have received in life. It's a way for me to give back to society and make the world a better place, one person at a time."**

*Petros, 60 years old, Cyprus, retired civil servant*

The most successful factor when there is an intention to do environmental volunteering is to choose the best opportunity that meets the skills, interests and availability of the interested person. Some essential steps to prepare volunteers' entry into the world of volunteering are:

- Clearly to define the aims and expectations of the volunteers' involvement in voluntary work;
- To clarify the volunteers' time availability, thinking about how far the commitment can go;
- To search for available volunteering opportunities. Volunteers can find causes or organisations with which identify through different means of dissemination, such as through the internet or the media (TV, radio, newspaper), or by contacting organisations, and even by asking friends and family;
- Explore in depth the organisation volunteers intend to apply as a volunteer in, as understanding what requirements and skills are needed, or the process of selecting and training volunteers can be helpful;

- To think about the financial conditions that the organisation provides, so that it will be easier to decide which volunteering opportunity volunteers want to take up. This is because there are voluntary organisations that require, for example, payment of the registration fee and/or insurance is done by the volunteer. However, there are many organisations that create conditions in which the volunteer has no expenses at all;

- To decide on preferences in terms of the type of work/tasks volunteers would like to do, and whether identify more with working alone, in pairs or in larger groups;

- When volunteers have an organisation in mind that interests them, it can be useful and even motivating to contact the volunteer managers directly, explaining that they are curious to know more about their work, and taking the opportunity to ask questions about the organisation, the location, logistics, etc. Volunteer managers are an excellent resource to guide beginning volunteers through the application process and involvement with the organisation. Environmental volunteering covers a wide range of opportunities from community volunteering to digital volunteering and can take volunteers to the other side of the planet. They can include working in relief scenarios in the face of natural disasters, through to more conventional nature conservation work.

**“The volunteering programme has taken a very important place in my life, as I chose to have a third career after I retired and took a new direction in my life towards nature conservation which is very satisfying for me.”**

*Roger, 78 years old, Iceland, former teacher*

When there is a conscious and responsible intention to embark on an adventure in the role of a volunteer, it is suggested that volunteers consider the following questions:

- Is the organisation a legitimate organisation for voluntary involvement?

- Does the purpose of the organisation meet the volunteer values, beliefs and aspirations?

- Does the organisation hold civil liability insurance and personal accident insurance for the volunteer?

- Does the role of the volunteer in the organisation be well-defined? Is it clear and specific?

- Does the organisation provide detailed written information about its mission and activities?

- Is the volunteer satisfied with the way the organisation uses its funds in accordance with its mission?



Intergenerational birdwatching activity (Lousada, Portugal)



Training course on active ageing and nature conservation promoted by the Grey4Green Project in Cyprus



# 07 Rights and duties of a volunteer

In 2012, the European Union launched a Charter specifically aimed at detailing the rights and responsibilities of European volunteers, believing that the implementation of these would improve conditions for volunteers and for volunteering in general. According to the EU, access to volunteering opportunities and active citizenship are rights, not privileges, and anyone has the right to volunteer, anywhere in the world. Ensuring access and encouraging participation in voluntary activities is crucial to fostering a culture of participation, responsible personal development and active citizenship in Europe and beyond. However, in the first instance, volunteers must be safeguarded and empowered through the ethical basis of the rights they need and the responsibilities that any workplace requires, whether volunteering or not. Thus, the EU has established the principles, norms, standards and objectives of volunteering, recognising that there are different realities and types of volunteering, and this is the starting point. The instruction and empowerment of volunteers allows them to be able to claim their rights, just as they know their

responsibilities. In short, the European Charter on the Rights and Responsibilities of Volunteers develops a cross-cutting understanding of the definition of a volunteer, volunteer activities and volunteering (independent or structured by an organisation) from the local to the European scale.

## 9.1 Rights of volunteer

### Core rights

**Article 1** Everyone who is doing a volunteering activity is entitled to have the status of “volunteer” if they so-wish and they should be entitled to these basic rights;

**Article 2** The volunteers are entitled to full protection of their human rights, when carrying out the volunteering activity;

**Article 3** Every person is entitled to equal access to volun-

teering opportunities and protection against all kinds of discrimination such as on the grounds of age, gender, sexual identity, race, colour, language, disability, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status and shall not be discriminated against on the basis of their background or beliefs;

**Article 4** No one shall be restricted by law from participating in a volunteering activity of their choice, as long as the volunteering activity is carried out in respect of Human Rights and contributes to the public good;

**Article 5** All volunteers shall be informed about their rights and responsibilities.

**Article 6** Every volunteer has the right to social protection during the volunteering activity in form of health care and liability insurance;

**Article 7** Every volunteer has the right to reconcile their volunteering activity with their private and working life, and thus can achieve a certain amount of flexibility during the volunteering activity. Every volunteer is furthermore entitled to refuse tasks that would go against their beliefs and/or convictions;

**Article 8** Every volunteer has the right to volunteer outside of their country of residence or birth. Therefore, if needed, a visa, free of charge must be obtainable through an open, accessible and transparent procedure which favours volunteer mobility. Right to support from volunteering providers (once volunteer positions are unpaid, make the volunteers eligible to enter as a tourist).

**Article 9-13** Right to support from volunteering providers. *See on the Appendix*

## Rights to personal development

**Article 14** Every volunteer is entitled to the necessary educational/training support in order to implement the volunteering activity to her/his full capacity and best knowledge;

**Article 15** Every volunteer has the right to have the contribution, skills and competencies gained through volunteering activities recognised by formal educational and professional structures and institutions. Volunteers should have the right to develop new skills and competences and the space to discover, experiment and develop their own learning path;

**Article 16** Every volunteer is entitled, if required by the volunteering activity, to flexibility of working time and educational activities in order to undertake volunteering activities. Should the implementation of volunteering activities require certain flexibility on the part of contractual or educational obligations, the volunteer shall seek agreement from the contractor or educational provider.

## 9.2 Responsibilities of the Volunteer

**Article 17** Every volunteer respects the rules of law and non-discrimination throughout their voluntary activity,

**Article 18** Every volunteer has the responsibility to respect the integrity, mission, objectives and values of the volunteering provider;

**Article 19** Every volunteer respects the commitments that are made with the volunteering provider regarding the amount of time and effort that have been commonly agreed to be put in the volunteering activity and the quality that has to be delivered;

**Article 20** Every volunteer has the responsibility to participate in training offered that are relevant for the volunteer and are related to skills needed in order to carry out the agreed tasks. The training shall be free of charge to the volunteer

**Article 21** Every volunteer respects the confidentiality of (organisational) information, in particular regarding legal affairs and concerning personal data of members, staff and beneficiaries of voluntary activities.

**Article 22** Every volunteer understands that volunteering aims towards benefits for the common good or society,

**Article 23** Every volunteer cooperates with other volunteers within the organisation, where relevant and contributes to the organisation's sustainability through communication with others and a hand-over at the end of their engagement.

**Article 24-28** Rights of volunteering providers. *See on the Appendix.*

**Article 24** Non-profit Organisations and groups, that are independent, govern themselves as well as other non-profit entities or public authorities that provide volunteering opportunities, are entitled to the status of a volunteering provider;





Senior volunteer teaching how to use tools to a group of students

**Article 25** Volunteering providers are entitled to a stable and sustainable support framework and enabling environment, including adequate funding structures that provide accessible, sustainable and flexible financing;

**Article 26** Volunteering providers are entitled to participate in political decision-making processes at all levels in the area of volunteering, representing the interest and needs of volunteers. Considering the expertise of volunteering providers, as the actors that are the closest to the volunteer, they must be consulted on matters regarding policy or law on the volunteering sector at all levels;

**Article 27** Volunteering providers should not be taxed on their income;

**Article 28** Volunteering providers shall select volunteers according to their mission and vision, and the specific skills and profile of volunteers if certain volunteering activities require them.

**Article 29-35** Responsibilities of volunteering providers. See on Appendix

## 9.5 Responsibilities to support volunteers

**Article 36** Volunteering providers shall reimburse expenses occurring in relation to the volunteering activity for the volunteer;

**Article 37** Volunteering providers shall give a clear task description for the activity that the volunteer should carry out. The content of the task description should be, to furthest extent possible, developed and agreed on together by the volunteering provider and the volunteer and, if needed, should be updated during the volunteering activity;

**Article 38** Volunteering providers commit themselves to developing and implementing quality standards that ensure preparation and briefing, offer personal guidance, assistance and monitoring throughout the entire process, clear evaluation mechanisms and full support in the realisation of the required follow up activities; ideally the volunteer provider should aim to have a quality assurance system;



**Article 39** Volunteering providers shall offer the necessary tools and access to existing and foreseen resources to volunteers in order to allow them to implement the agreed activities;

**Article 40** Volunteering providers shall ensure efficient handover and reporting structures for volunteers in order to guarantee sustainability of volunteering activities;

**Article 41** Volunteering providers shall ensure the right to participate in the decision-making process for volunteers in regards to the volunteering activity at the most appropriate level. Volunteering providers should ensure volunteers feel ownership of the project through co-decision in the process implementation and the right to participate in the democratic processes related to the project. The volunteering provider should ensure access for volunteers in order to participate in the organisation's life and decision-making processes. Furthermore, providers shall ensure that volunteers have the autonomy to develop their own initiatives as long as they contribute to the organisation's cause;

**Article 42** Volunteering providers shall ensure that the neces-

sary support for specific target groups of potential volunteers, such as people with disabilities or mental health problems, minors or older people are provided for those who want to volunteer. Responsibilities to support the personal development of the volunteer;

**Article 43** Volunteering providers shall ensure necessary educational support for volunteers throughout the process. Moreover, the volunteering providers shall ensure that the volunteer is given the possibility to develop skills and competences and provided with the tools to consciously reflect on the learning processes;

**Article 44** Volunteering providers shall ensure that tools for recognition of the competences and skills acquired during the volunteering activity are put in place, in cooperation with educational and professional structures and institutions;

**Article 45** Volunteering providers shall ensure the privacy of the volunteer in personal and working life, and shall also protect their data.



A team of volunteers doing some trailwork in Ásbyrgi (Iceland)

# 08

## Legal framework of green volunteering programmes



Basis of the legal framework for volunteering/ main legislation regulating and framing the activity of volunteering. None of the partner countries have a specific law for volunteering among seniors, but rather the law covers all volunteers and for all types of volunteering work.

### Denmark

Denmark has no specific law for volunteering among seniors, but rather the law covers all volunteers and for all types of volunteer work.

- Rules and guidelines for volunteering in municipalities and regions;
- Rules on the working environment in voluntary social organisations.

### Portugal

Portugal has in accordance with current legislation, volunteer work is guided by the principles of solidarity, participation, cooperation, complementarity, gratuitousness, responsibility and convergence.

- Basis of the legal framework of volunteering- Portuguese Law No. 71/98;

- Legal framework for the practice of volunteering in Portugal-Current Legislation;
- Decree-Law No. 388/99 of 30 September regulates Law no. 71/98, of 3 November, creating the conditions to promote and support volunteering;
- Study on Volunteering in the European Union- Report Portugal.

### France

The French Ministry of Cities, Youth and Sport publishes an annual guide to volunteering, "LE GUIDE DU BÉNÉVOLAT", which includes important provisions such as insurance for volunteers. While some associations are required to take out insurance (e.g. holiday centres, sports clubs), it is strongly recommended that others take out civil liability insurance. Associations should list the people and activities involved when taking out insurance.

Temporary extensions of cover can be requested for exceptional events. Other options include personal accident insurance and special cover for company vehicles. It's important to check that personal insurance covers volunteers using their own vehicles. Many banks and insurance com-

panies offer policies suitable for associations.

Reference: [Law of 1 July 1901 on the contract of association](#)

## Cyprus

As a Green Volunteering programme in Cyprus, it is important to understand the legal framework for volunteerism in the country. Here are some resources and information regarding the legal framework for green volunteering programmes in Cyprus:

- Cyprus Law on Volunteerism: The Cyprus Law on Volunteerism (Law 93(I)/2017) outlines the legal framework for volunteering in the country. It defines volunteering, outlines the rights and obligations of volunteers and volunteer organisations, and establishes procedures for the recognition of volunteer organisations;
- Legal Framework for Individual Volunteers: Individual volunteers in Cyprus are protected under the country's labour laws, which outline the rights and protections for workers. Additionally, volunteers are protected under the Cyprus Law on Volunteerism;
- Legal Framework for Organisations Engaging Volunteers: Organisations engaging volunteers in Cyprus are required to register with the Department of Volunteerism of the Ministry of Interior. Registered organisations are recognized as legal entities and are entitled to certain benefits and protections;
- Legal Framework for Profit-Making Organisations: Profit-making organisations in Cyprus are not eligible to engage volunteers. However, they may engage in corporate social responsibility programmes, which can include supporting volunteer initiatives;
- Insurance and Protection of Volunteers: The Cyprus Law on Volunteerism requires that volunteer organisations provide insurance coverage for volunteers during their service. This includes coverage for accidents, illness, and liability. Additionally, volunteers are protected under Cyprus' labour laws;
- Websites and Articles on Regulatory Framework: The Department of Volunteerism of the Ministry of Interior is the main government body responsible for regulating and promoting volunteerism in Cyprus. Their website provides information on the legal framework for volunteerism in the country, as well as resources for volunteers and organisations.

## Iceland

The general framework is that special laws do not apply to the employment of volunteers or to their work. However, it may be that special groups are stipulated in special laws, e.g., in the law on lifeguards and search and rescue teams. It is worth mentioning that according to Article 1 Act on workers' working conditions and the mandatory insurance of pension rights, salaries and other working conditions, which the member organisations of the labour market agree on, must be the minimum wage, regardless of gender, nationality or length of employment for all workers in the relevant profession in the area covered by the agreement.

The parties to the labour market have also specifically emphasised that it is considered contrary to collective agreements and principles in the labour market for volunteers to perform general jobs for employees in the economic activities of companies, since the aforementioned laws apply to those jobs.

Voluntary work for the benefit of the public good, charity-culture or humanitarian issues, on the other hand, has a long history, and the members of the labour market have not commented on this.

Statement by ASÍ and SA regarding volunteers, where i.a. the above is stated.

Voluntary work for the benefit of nature conservation is based on strong viewpoints or ideals. The goal is that the work benefits the natural environment and the public, like rescue teams, the Red Cross and scouts, but does not promote the economic interests of individuals or companies.

Volunteer work for the benefit of nature is known in many parts of the world. Without the help of volunteers, conservation goals would not be achieved in many areas, they carry out practical work but also have a lot of knowledge that they acquire and share. Volunteers often do tasks that would otherwise not be done. The Europarc Federation has prepared guidelines for the quality management of volunteer work in protected areas in Europe, and there is a description of the definition of volunteer work at the Environment Agency in accordance with those rules.

More information on the Environment Agency of Iceland website.





# 09 Health & safety issues

Prioritising health and safety ensures a positive experience for senior volunteers, team leaders and reinforces the quality of the organisations. Thus, in most of the European countries the volunteers may have full access to the safety information, to keep them aware of and responsible for the things which depend on them and those that depend on the organisation.

**“Volunteer work requires skills and gives you the responsibility to complete the task, and it does bring a lot of satisfaction in the end to see what you have accomplished.”**

*Roger, 78 years old, Iceland, former teacher*

- In order for volunteering to take place safely, essentially tasks that may have some increased risk, it is important that volunteers follow a set of rules and guidelines in order to reduce accidents or incidents. When volunteering actions involve the use of work tools, their modus operandi must also be presented to the volunteer in a clear and detailed manner;
- Once again, depending on the type of organisation and volunteering, the implementation of training actions can be preponderant not only in terms of volunteer safety, but also the quality of the work done;
- The field and coordination team, in case the structure of the organisation includes such positions, must be fully available for any further clarification to the volunteer about the health and safety conditions of the volunteer programme;
- During the application and/or recruitment process, the volunteer must present his/her medical profile in a responsible manner in order to ensure that the organisation is aware of any type of medical condition that deserves special attention

from the field team and/or coordination, such as the existence of autoimmune disease (e.g., rheumatoid arthritis) or chronic disease (e.g., coronary heart disease);

- If the volunteer is on medication, he/she must ensure that he/she has the necessary and sufficient medication with him/her for the period of time in which he/she will be carrying out the work;
- The volunteer must inform the organisation about any food or environmental allergies and/or intolerances. In addition to avoiding cases of allergic reactions that may require medical assistance, it can also facilitate the organisation's internal logistics;
- The volunteer must be informed if he/she will be covered by the insurance, because, depending on the organisation, this may be the responsibility of the volunteer himself/herself, in which case there is an obligation to take out accident insurance, or it may be guaranteed by the promoting entity. There are also certain entities that do not require any type of insurance, however, the volunteer must be aware of the implications that this may have in case of any health problem or accident;
- Most European countries have a national healthcare system which provides healthcare services to citizens and residents of the country. Green volunteering programmes should ensure that their volunteers are aware of their rights to access healthcare services under this system. It is advisable that the volunteer carry the European Health Insurance Card (EHIC) with her/ him if she/he is a European citizen, so that if there is a need for medical treatment, hospital expenses can be reduced;
- Each European country, although it has some cross-cutting guidelines as members of the European Union regarding health and safety issues in voluntary work, has differences in regulation and legislation at government level. Thus, it is important for the volunteer to be properly informed about all health and safety issues with the organisation with which he/she intends to collaborate;
- The volunteer must never work alone, being generally accompanied by a member of the team leader (or coordinator), who can ideally be trained in first aid, especially when it comes to outdoor volunteer programmes;
- Organisations discuss on an ongoing basis how they will ensure a safe and healthy physical and mental working environment for your volunteers;

- In a voluntary association/ organisation (even without employees), it is the board that will be considered the employer. It is therefore the responsibility of the board, which should regularly discuss the association's working environment, preferably with management and volunteers.

The guidelines presented above cover a large part of volunteering programmes in the European Union, however, it is important that the volunteer consults the specific guidelines/ regulation of each European country, and of each promoting organisation. For example, regarding Denmark, the aim of the Working Environment Act is to create a safe and healthy physical and mental working environment for everyone. The rules in the law therefore apply to everyone who 'works' - even if it is voluntary work, and regardless of whether the work is carried out under the auspices of an association, municipality or a third place. Health and safety legislation voluntary work in Denmark is subject to a number of requirements, such as the layout of the workplace, how the work is to be carried out and how technical equipment is to be used. There are also requirements to ensure that volunteers are not at risk of injury in connection with their voluntary work. Despite present national legislation, there are organisations, such as the Association of Grandparents' Climate Action in Aarhus in Denmark, although they include citizens in civic actions, do not require the same type of specificity in terms of health and safety issues, since the involvement of volunteers has a greater activist expression and less practical field work (such as, for example, plantations, construction of paths , etc.).

Thus, it is clear that the volunteer needs to know well the conditions related to health and safety issues, considering the country and organisation in which he is included.



Photography session with elderly people for communications purposes



# 10

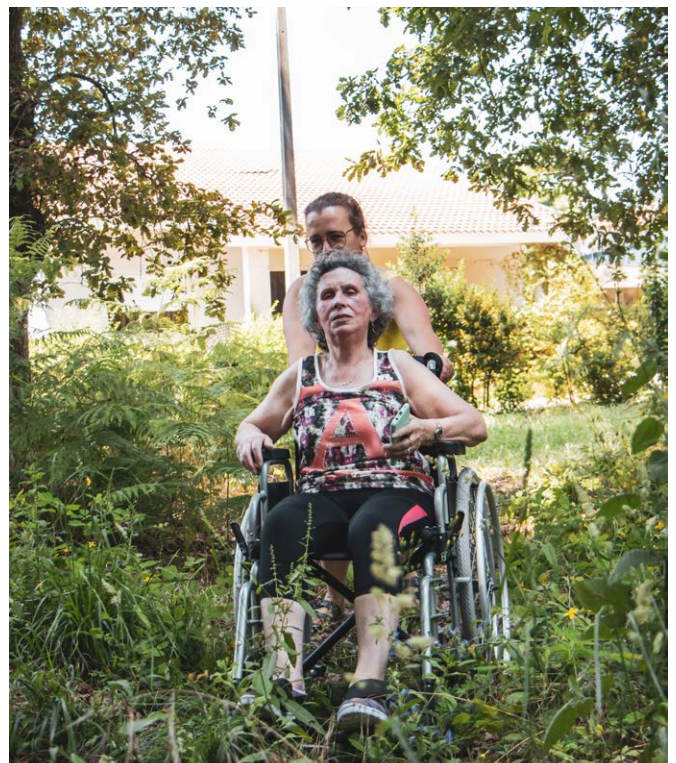
## What to do in case of...



There are several scenarios that can occur during a senior volunteering programme, and specifically in a volunteering activity or action.

If the seniors face difficulties accomplishing the tasks—whether technical, social and emotional tips/strategies can seniors receive to be more prepared and confident? How can the seniors as volunteers contribute to the group cohesion and motivation? Seniors who face difficulties accomplishing tasks while volunteering can benefit from technical training, social support, and emotional reassurance. Seniors can contribute to group cohesion and motivation by sharing their experience, providing guidance and support, leading by example, and fostering a sense of community within the group.

If volunteers face any difficulties during the programme, they can always find the support from the team leader or the coordinator of the programme. The team leader always keep the information given by the volunteers confidential. Volunteers will be surrounded by people with the same mindset and willingness to help you feel included in the project.



Interpretative walk focused on *Lucanus cervus*, a national protected beetle (Lousada, Portugal)



# 11

## Useful emergency contacts



### France

#### Medical and Police Emergency Contacts:

Ambulance and Emergency: 112.

Fire Service: 18.

Police: +33 (0)3 90 23 17 17.

Central Police Station: +33 (0)3 90 23 17 17.

Gendarme Police Station: +33 (0)3 88 37 52 99.

ASUM Medical Emergencies: +33 (0)3 88 36 36 36  
or +33 (0) 800 71 36 36.

#### Other Contacts:

Taxi: +33 3 88 12 21 22. Open 24 hours.

Deaf and hard of hearing people emergency number: 114.

## Cyprus

### Medical, Safety and Police Emergency Contacts:

Ambulance and Emergency: 112 or 199.

Police: 112 or 199.

Fire Department: 112 or 199.

Cyprus Civil Defense: +357 22405100.

### Other Contacts:

Cyprus Third Age Observatory: +357 22445453.

## Portugal

### Medical, Safety and Police Emergency Contacts:

Ambulance and Emergency: 112.

Public Health Line: +351 808 211 311. Every day, from 8am to 12pm.

Public Security Police: 112 or +351 218 111 000.

Republican National Guard: +351 213 217 000.

Portuguese Civil Defense: +351 214 247 100.

Fire Service: 117 or 112 or +351 213 422 222.

### Other Contacts:

Senior Citizen Line: +351 800 20 35 31. Weekdays from 9:30 am to 5:30 pm.

National Taxi Center: +351 218 111 100.

## Denmark

### Medical, Safety and Police Emergency Contacts:

Ambulance and Emergency Service: 112.

Danish Institute for Voluntary Effort (Center for Frivilligt Social Arbejde) : +45 66146061.

Danish Seniors (Danske Seniorer) +45 35 37 24 22.

Volunteer Jobs Frivilligjob - +45 31 68 56 87.

The Elderly Case (Ældre Sagen) +45 33 96 86 86.

## Iceland

### Medical, Safety and Police Emergency Contacts:

Ambulance and Emergency Service: 112.

Health services map: <https://www.heilsuvera.is/kort/>

Medical Emergency Contact: 112.

Available 24 hours a day, every day. 112 is Europe's only emergency telephone number, available throughout the European Union. Calls are free.





# 12

## A brief overview of volunteering in Europe



In 2011, the European Parliament Special Eurobarometer 75.2 concerning voluntary work stands out that “We can reliably estimate that more than 100 million citizens engage in voluntary work”. This study also concluded that 3 out of 10 people consider themselves to be civically active. Almost 80% of European citizens recognise volunteering as an important part of democratic life in Europe.

“Life has given me so much. I realised I had a lot of energy and understood that I could not keep it just for myself. I believe that the spirit of volunteering is part of my

DNA, in fact I have always felt the need to help others. **The gratitude that comes back to you repays the small sacrifices.”**

*Marie, 76 years old, France former kindergarten teacher*

More recently, in 2011, according to the 2011 European Parliament Special Eurobarometer 75.2, 22-24% of Europeans (aged 15+) are involved in voluntary work on a regular or occasional basis, with similar participation rates among men and women. Rates of involvement in volunteering vary significantly from one Member State to another. The Nordic EU countries tend to have the highest rates of volunteer participation, for example in the Netherlands it is around 57%,

Denmark 43% and Finland 39%, while Poland and Portugal show the lowest rates, 9 and 12% respectively.

It can be said that investment in volunteering reflects investment in social cohesion. All these EU statistics and findings highlight the value of volunteering and the need for it to be fully recognised as a generator of a greater sense of European identity and active citizenship, a contribution to the common good, human and social capital. There are countless examples in Europe demonstrating the potential of volunteering as a source of economic growth, a new path to integration and employment, and a facilitator of processes to combat economic, social and environmental inequalities.

There is no doubt that volunteering is a key manifestation of active citizenship and, along with political participation, it deserves greater recognition, ideation, promotion and facilitation by Member States, organisations, the business fabric and citizens themselves.



Intergenerational plantation of native species (Lousada, Portugal)



# 13

## Difference between volunteering & service learning



Volunteering and service learning may be perceived as two very similar concepts and activities. In reality, they are terms used to describe interrelated philanthropic work, but they presuppose distinct approaches. There are several possible paths when it comes to engagement with services rendered to the community or to nature, the most expressive being Volunteering and Service Learning, both of which assume the participation of citizens on a voluntary basis, without financial return.

Education and skills requirements are two factors that distinguish approaches to civic participation. On the one hand, volunteering offers the opportunity to recruit anyone for any project, i.e. it does not require a certain level of expertise. For example, a person with an academic background in history can volunteer in a nursing home, a school or a nature conservation programme. For the exemplary performance of the volunteer no background knowledge in the area of volunteering is required. On the other hand, service learning stipulates that the volunteer needs to integrate classroom sessions, thus ensuring the complementarity of the theoretical and practical component of the work to be carried out. In this case, an example of this type of participation may be a person studying physiotherapy who seeks to become involved in a medical project, putting into practice previously acquired knowledge. Similarly, the voluntary commitment in accepted service learning is usually six months, whereas 'traditional' volunteering can be any period of time. In short, service learning is a parallel combination of studying and volunteering, whereas volunteering is simply based on the concept of any citizen offering to contribute to and benefit from civic involvement, with no compulsory interest in the training aspect.



Workshop of making homemade biscuits alluding to the local biodiversity of Lousada (Portugal)



# 12

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# Appendix

## Additional information regarding rights and responsibilities of a volunteer:

### Right to support from volunteering providers

**Article 9** Every volunteer is entitled to the reimbursement of expenses incurred in relation to the voluntary activity, respecting the different levels of reimbursement that result from the diversity of voluntary activities. These reimbursements shall be excluded from any form of taxation;

**Article 10** Every volunteer is entitled to be treated according to the existing norms, principles, standards and goals of volunteering policies;

**Article 11** Every volunteer is entitled to a coherent task description that allows them to implement the volunteering activity with a clear understanding of its aims and objectives. The task description should be, to the furthest extent pos-

sible, developed and agreed on together between the volunteering provider and the volunteer and, if needed, should be updated during the volunteering activity. Furthermore, it should be defined in the European Charter on the rights and responsibilities of volunteers. (Universal Declaration of Human Rights 7) Please see Article 28 volunteers and paid staff have complementary roles and the volunteering providers must ensure that good cooperation exists between these two personnel categories;

**Article 12** Every volunteer is entitled to support and feedback throughout the volunteering activity. This includes preparation of the activity, personal guidance and assistance during the implementation of the activity, proper evaluation and debriefing following the activity and full support in the realisation of the required follow-up activities;

**Article 13** Every volunteer has the right to participate in the decision-making process regarding the volunteering activity at the most appropriate level. In addition, each volunteer should have access to the organisations' democratic decision making processes. Each volunteer should have some ownership of the project through co-decision in the



process implementation and the right to participate in the democratic processes related to the project.

## Rights of volunteering providers

**Article 24** Non-profit Organisations and groups, that are independent, govern themselves as well as other non-profit entities or public authorities that provide volunteering opportunities, are entitled to the status of a volunteering provider;

**Article 25** Volunteering providers are entitled to a stable and sustainable support framework and enabling environment, including adequate funding structures that provide accessible, sustainable and flexible financing;

**Article 26** Volunteering providers are entitled to participate in political decision-making processes at all levels in the area of volunteering, representing the interest and needs of volunteers. Considering the expertise of volunteering providers, as the actors that are the closest to the volunteer, they must be consulted on matters regarding policy or law on the volunteering sector at all levels;

**Article 27** Volunteering providers should not be taxed on their income;

**Article 28** Volunteering providers shall select volunteers according to their mission and vision, and the specific skills and profile of volunteers if certain volunteering activities require them.

## Responsibilities of volunteering providers

### Core responsibilities

**Article 29** Volunteering providers commit to develop a volunteering policy that respects the rights of the volunteer;

**Article 30** Volunteering providers shall be acquainted with the valid legal framework for volunteering and verify legal aspects concerning the implementation of the volunteering activity;

**Article 31** Volunteering providers shall ensure the minimisation of risks and provide clear guidance for the volunteer. In this context the provider commits itself to creating the safest possible environment for the volunteer and to providing full information linked to the possible risks related

to the volunteering activity;

**Article 32** Volunteering providers shall offer equal and transparent access to information concerning volunteering opportunities, as well as to the rights and responsibilities of volunteers;

**Article 33** Volunteering providers shall put into effect inclusive and equal recruitment processes for volunteering activities. They shall identify barriers and develop measure to overcome them, in order to engage diverse groups;

**Article 34** Volunteering providers shall ensure an infrastructure for insurance provision that covers social protection in form of health care and liability insurance for the volunteer during the volunteering activity;

**Article 35** Volunteering providers shall promote volunteering and its benefits for the society and for the individual.



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