

## BEST PRACTICE: „SZÉPKORÚAKÉRT A HEGYVIDÉKEN” = “For the elderly of the Hegyvidék”

The project is coordinated and managed by the Social Care Centre of the 12<sup>th</sup> District Local Government of Budapest (Hungary)

### *Target group of the program*

- The elderly living at Hegyvidék (12<sup>th</sup> District, Budapest) and working age inhabitants taking care of their aged parents at home
- The aging population in need of help concerning their needs during the ageing process.
- The 80+ inhabitants who are living in the area requiring personal support.
- The 60+ inhabitants are involved in the community development programme.

### *Activities, specific tasks*

The project is realized through regular cooperation and continuous contact. Weekly meetings are held with the participation of the maintenance representatives. 3 supplementing sub-programmes – have been elaborated:

- Information point
- Volunteer programme
- Community development

This chapter is dealing with the volunteer programme only

### *The volunteer programme*

The aim of the volunteer program is to involve students, pensioners and working age neighbours of the district into volunteer activities related to the 80+ inhabitants who are the clients of the Hegyvidék Care Centre.

Further targets are the promotion and dissemination of the culture and methods of volunteering with the professional support of the Volunteering Hungary - Centre of Social Innovation. The sensitization of the Hegyvidék Care Centre professionals as well as the training of the-would be volunteer guides also belong to the programme tasks. Similarly important is the promotion of the volunteering activity in respect of the concerned age groups i.e. for elderly people so that they can realize the emergency situations and the need of appropriate treatment. *Volunteers' activities*

- Spending time with the 80+ people i.e. talking to them, reading to them, walking with them, cooking or cleaning their apartment or their courtyards, removing snow from around their houses if needed, attending to them in other ways in the interest of maintaining their mental health.

- Personal assistance e.g. Providing help in arranging official matters outside of the district, accompanying the person in need to the doctor or medical treatment etc.
- Other social activities e.g. Distribution of donation to those in need, etc.)

### *Guidance or Mentoring*

Tasks of the volunteer guides (in Hungary: volunteer guides are called: volunteer mentors):

- To disseminate the volunteer programme and its advantages among those involved in the personal assistance programme at the social services.
- To manage the connections of volunteers with the elderly, provide help in understanding the aging people, being present if necessary.
- To follow-up and supervise the caring activities of the volunteers, to control the activities during the care process.

### *Who can become a volunteer guide in the programme?*

Those working as social workers in the home care assistance can become guides.

### *What are the conditions of becoming a volunteer guide in the programme?*

Social workers with civil service- or other employment-contracts of at least 6- month duration with the Centre can apply on voluntary basis. .

### *Choosing of volunteer guides*

The persons in question have already been chosen to become social workers during their admission process. No other condition is stipulated for those already employed.

### *Who are the trainers of volunteer guides?*

The guides are trained by an external trainer of the Volunteering Hungary - Centre of Social Innovation. It is of vital importance to have an external person as trainer as employees take their training more seriously.

*Duration of the training: 32 hours, 2x2 days*

### *Topics of the guides' training*

Volunteering, motivation of volunteers, follow-up tasks, preparation of the elderly for being cared for, case studies, competences, discussion of the voluntary tasks in detail

### *Weekly hours of guiding*

The preparation of the elderly for the attendance of a volunteer has taken place in the course of the caring process, if needed. The volunteers got acquainted with the elderly people during the usual work of the guides. More time was needed for the contact with the volunteers.

### *Supervision*

No supervision had taken place during the first year but it was held from the second year on.

### *At which forum and with whom can the guides discuss their work?*

Problems, crisis situations can be discussed with the coordinator of volunteers as soon as possible. The project manager can be contacted when necessary. At quarterly or bi-monthly intervals there are case discussions led by the project leader.

### *Monitoring*

No monitoring has been performed. The monthly case discussions with the volunteers provide complete overviews of the activities and the volunteer's vs guides relationships.

### *Compensation for extra work*

On contractual basis the volunteer guides get a fee at quarterly intervals the amount of which is calculated on the basis of the number of guided volunteers.

### *How are your colleagues motivated to become volunteer guides?*

Besides the fee promised for additional tasks no other motivation has occurred. The guides, however, have taken part in study tours of several days long on 2 occasions. The first one was organised for the guides and the second one was a common programme for both the guides and the volunteers.

Once a year (in December) the volunteers and the guides have an informal meeting with catering. On these occasions the new volunteers are introduced.

The most frequent problem is to achieve the acceptance of volunteers by the elderly.

### *According to you who is the best guide and why?*

The best guide is defined on the basis of various facts such as commitment, mental and health conditions of the beneficiaries, their openness and acceptance. There are 2-3 mentors who have 5-6 volunteers at a time.

The whole program is financed by the Local Government of Budapest.

For further information please contact Erzsébet Szokoli, social worker, social politician, founder of the program „SZÉPKORÚAKÉRT A HEGYVIDÉKEN” = “For the elderly of the Hegyvidék (Highland)”, [erzsiszokoli@gmail.com](mailto:erzsiszokoli@gmail.com)