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Dear friend,

we are very sorry that you find yourself in this situation. We are trying to provide you with best possible volunteer service as we possibly can under the circumstances.

As you know, work of volunteers is extremely important in times of crisis. However, it needs to be well organized and provided with quality in order to truly help all people in need.

This is why the group of experienced volunteer organizers (Legis/Macedonia, Novi Sad Humanitarian Center/Serbia, Volunteer Centre of Hungary (ÖKA) /Hungary, Voluntary Action Sheffield/UK, CEV-European Volunteer Centre/Belgium) has joined in this effort to improve organization and delivery of volunteer services in times of refugee crisis.

But, we really need your help and advice in order to deliver best possible support to refugees. We have to start from real life experience of people who provided or received volunteer help, i.e. both volunteers and refugees. It is only from your experience that we can learn and create recommendations on how to improve volunteer services in times of refugee crisis.

Please read the following questions and try to answer them. They should help you to comment on organization and delivery of volunteer services, but also to suggest possible improvements.

1. What do you think of the work of volunteers (done by people who were in direct contact with you offering you aid, information or services, humanitarian workers) in camps, collective centers or similar places you've been in so far? Were they well organized? If not, please describe the problems you've noticed in volunteer services. Which other services/activities would have been helpful/useful to you and your family?

*The all worked very well, and helpful
and continued to help us, very well
organised.*



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

Yes,

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

Yes they understood well, they are not like here they help on a mostly bases, here is better.

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

No



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5. Do you have any suggestions on how to improve the work of volunteers and their coordination?
Do you have any suggestions to improve volunteer coordination, supervision or organization of
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No I was satisfied

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Place and date: 9.11.16 SHEFFIELD

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E/

Yes.

they provided us with

It was helpful

— English lessons
— medication
— food, shelter.

It was not a nice place but volunteers helped us to be stronger.

* Yes they were organized — call every one together and gave advice.

Volunteers came from France England they stayed with us for nights and long hours just to give us comfort + feeding us.



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I was happy with their work. - helping us without expecting anything.

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

They understood our needs - came frequently.
Yes you could see it in their faces.

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

No problem with the volunteer all we thought about was how to get out of the jungle.



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Need for more volunteers
because there were alot of people
who needed help but could
not be reached.

There should a way to provide
more care for the children, elderly
and women.

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" Hazebrouck camp "

① Very good Job, Yes they were very organised and they know what they do.



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

~~most of them understood my situation
because they understood "Arabic"~~

* Yes, I'm satisfied with quality of
services

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

- most of them understood my situation
because, they understood "Arabic"

- No, they were not sensitive

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

IF I do not find someone for
translation it could be a problem -



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more medical, and more Resd -
~~we~~ can help people in camps -

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Name: _____

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Place and date: Sheffield, 11/11/2016.

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C

- very good and I ~~for~~ found help and
for my people.

- They were very organized.



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Yes, helpful and I like it -

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

— Yes, they understood, if they do not understand me, they just ask someone to help them with translation - I ~~thank~~ thank them for their help.

— No, they were not sensitive -

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

No -



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provide ~~SIM~~ SMS cards, to
let them contact with their ~~friends~~
family and friends.

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The Jungle is not good, the people were good, no thing was missing



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

No, we didn't receive medical help when we need it, it was not good there.

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

Yes, they were just normal people

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

Not with the volunteers, we had problems with the police



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Provide them with more clothes
and tents to help people.

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I could tell they were volunteers - they were very helpful (1 yrs ago). I never got any government (French) coming to help. but ~~the~~ people from the French local country, Belgium, Britain, Ireland, Holland; They always introduced themselves. and nationalities

They could do better with being organized with the supplies. They used to come in small groups (vans). if you were not near the place of arrival, you could miss out due to lack of communication. - but they were very good.



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They tried their best but due to shortage of volunteers sometimes it was hard to satisfy the whole camp.

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

Yes they understood but they could not do anything.

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

No.



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It would be better if there was
a centrally controlled office where
all volunteers could deliver their
supplies and recruit / register so that
they can be distributed evenly / orderly.
Some people need to miss out on
help provided.

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The volunteers did well



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The services were ok, and I was satisfied. I spent 2 months there everything was alright for me.

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

The volunteers understood our situation, our country, our religion our background. They were not sensitive because they have a good sense of volunteering and they know what they were doing.

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

No, they tried to explain everything



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*Move school in the camp and increase
the number of teachers.*

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They were very good, they were organised well,



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I was satisfied

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

Yes they understood my situation

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

They didn't have an office there, that was a problem, but they came everyday. It was Calais, but it is closed now.



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I have not suggestions

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- Good, and they were very organised -
- Food.



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

Yes I was satisfied, but the things
about sleeping not good.

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

- most of them they do not understand
my position -
- Sometimes they were sensitive,

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

No, I did not have -



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I do not have any suggestions, ~~that~~
They did well.

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Some people were and others were not helpful. They were well organized there were no other services just volunteers



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Any way I will be satisfied as I couldn't do anything about even if I wasn't

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

Even if they understand our situation, they couldn't do anything about it as they had a system to follow.

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

Sometimes when I wanted them I couldn't find them.



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5. Do you have any suggestions on how to improve the work of volunteers and their coordination?
Do you have any suggestions to improve volunteer coordination, supervision or organization of
volunteer services in general during refugee crisis?

Give the volunteers more training

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Name: _____

Family name: _____

Age: _____ years

Country of origin: _____

If no data are entered, only your comment may be publically displayed.

Place and date: 9.11.16 Sheffield

Thank you!

Jungle
Calais



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Dear friend,

we are very sorry that you find yourself in this situation. We are trying to provide you with best possible volunteer service as we possibly can under the circumstances.

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But, we really need your help and advice in order to deliver best possible support to refugees. We have to start from real life experience of people who provided or received volunteer help, i.e. both volunteers and refugees. It is only from your experience that we can learn and create recommendations on how to improve volunteer services in times of refugee crisis.

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1. What do you think of the work of volunteers (done by people who were in direct contact with you offering you aid, information or services, humanitarian workers) in camps, collective centers or similar places you've been in so far? Were they well organized? If not, please describe the problems you've noticed in volunteer services. Which other services/activities would have been helpful/useful to you and your family?

The volunteers are very good people,
they are helpful and well organized



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

Yes, I was satisfied

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

Yes they understood my situation well.

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

No there was no problems.



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I have no suggestions

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The volunteers were very helpful, they helped teaching people English or french. They provided jackets and clothes to people and food. They were well organized.



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

Yes they are very kind and try to help you all they can.

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

Yes - some of them, we could not communicate with others as they were very busy.

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

No - none at all.



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I have no suggestions.

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The work of volunteers was very good
They were well organized in their job
Services like food very helpful.



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

Yes, I am satisfied with the quality of services.

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

Yes, I feel that volunteers understood my position, for example if I need help with food and other things.
No, they were not sensitive

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

No



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*Just go ahead and help more
people-*

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Name: _____

Family name: _____

Age: _____ years

Country of origin: _____

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Place and date: Sheffield, 09/11/2016

Thank you!



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They were very good and they were well organized.



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

Yes, I am satisfied

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

Yes, they understood my situation.

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

I had no problem in contact with them.



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No, I have no suggestions accordingly.

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Family name: _____

Age: _____ years

Country of origin: _____

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The volunteers were great, we had
volunteer doctors from 9am to 5pm,
It was winter and you received some
food



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

Yes, quite happy, they came once a week in Calais.

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

Yes, they tried to do their best as could. Some people were very kind to refugees, some came from Belgium and brought sweaters. And also there is a church open every Monday that donates some food and clothes as much as they can.

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

No, I have worked with volunteers and charities back home with refugees.



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5. Do you have any suggestions on how to improve the work of volunteers and their coordination?
Do you have any suggestions to improve volunteer coordination, supervision or organization of
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First of all, this is my opinion, the people need
better accommodation, the refugees need more
emotional support, and better advice available.
Have more volunteers, students from universities
available and trained to offer support, more
interpreters are needed to make things
easier as many people were scared of foreign
people.

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networks and other) available to volunteer organizers named above.

Please write below personal data for which you agree to be publically displayed with your comment:

Name: Justat

Family name: Ahmed

Age: 29 years

Country of origin: Sudan

If no data are entered, only your comment may be publically displayed.

Place and date: 9-11-16

Thank you!

Shaffield



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Europe for Citizens Programme
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~~Handwritten scribble~~

~~This~~ Good services

Yes ~~is~~ they well organized



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

services ~~however~~ No Good
The services ~~provided~~ were not good, such
as medical, food. Yes.

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

No they did not understand my position
Yes they are very sensitive, I was
not able to talk to them.

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

Yes, I ~~was~~ could not able to contact
with them.

Yes, I got misunderstandings. I speak
a little English and my mother language
is Arabic



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5. Do you have any suggestions on how to improve the work of volunteers and their coordination?
Do you have any suggestions to improve volunteer coordination, supervision or organization of
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- Open the Calais camp against "Jungle"
- No

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Name: _____

Family name: _____

Age: _____ years

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Place and date: Sheffield, 09/11/16

Thank you!



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The work of volunteers in Calais are very organised, useful and the services is better but the problems is the place, bad situation there.



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

Am not satisfied with the quality of services.
There are some days we are not find any food to eat.
For medical aid only there is basic things, like headache.

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

Some of volunteers are involved and know all other information and situation but the other they are not understood our position and they do his jobs only (like give us clothes).

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

I speak little English so I did not find any problem to communicate with him.



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5. Do you have any suggestions on how to improve the work of volunteers and their coordination? Do you have any suggestions to improve volunteer coordination, supervision or organization of volunteer services in general during refugee crisis?

many problems happened in calais because the fitting between the refugees in the line. so to avoid that the volunteers should go to the refugees in his tent.

most of the refugees have different culture in the food, so the supervisor must familiar with that.

All refugees have bad mood because their own situation and problems. so all staff working their must know that.

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Please write below personal data for **which you agree to be publically displayed with your comment:**

Name: AMAR

Family name: HAMZA

Age: 32 years

Country of origin: SUDAN

If no data are entered, only your comment may be publically displayed.

Place and date: victoria hall, 9 nov 2016

Thank you!



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*Very good, they were well organised
Services like food, clothes & medical help.*



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

Yes,

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

Yes they understood,
No they were not sensitive

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

There were no problems.



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5. Do you have any suggestions on how to improve the work of volunteers and their coordination?
Do you have any suggestions to improve volunteer coordination, supervision or organization of
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I don't have a suggestion, but if they
opened more kitchens and serve more
food that would be ok.

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In 2003 - 2004 the volunteers were very good, later the work they did was not as good. They were well organized. There were health organisations in the camp, sometimes they were good sometimes they were not so good. 12 years I have been in camp



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

I was sometimes satisfied, sometimes not.

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition, your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

They understood our situation

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

The queue was not open enough, sometimes you needed them and the queue was closed there was nobody there.



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No

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In the camp they are no volunteers then
People are paid to help refugees.
They were helpful. and the services are
helpful too!



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2. Were you taken care of properly? Are you satisfied with the quality of services and provisions delivered, such as medical aid, food and other necessities? Was it done responsibly, calmly and with sympathy? If not, please explain.

Yes,

3. Do you feel that volunteers understood your position properly (i.e. situation in your country, why you fled, your customs and tradition; your religious views, etc.)? Do you think they were sensitive in that matter? If not, please explain.

They understood but they treated us as a second class. They were not sensitive.

4. Did you have any problems in contact with volunteers? Did you have any misunderstandings, other than a language barrier? If yes, please explain.

No



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5. Do you have any suggestions on how to improve the work of volunteers and their coordination?
Do you have any suggestions to improve volunteer coordination, supervision or organization of
volunteer services in general during refugee crisis?

Anything offered should be helpful, but
I don't have any suggestions in my mind
now -

Please note that we may use your comment with your name, family name, age and country of origin in
order to raise awareness of and promote volunteer work through public media (web pages, social
networks and other) available to volunteer organizers named above.

Please write below personal data for **which you agree to be publically displayed with your comment:**

Name: _____

Family name: _____

Age: _____ years

Country of origin: _____

If no data are entered, only your comment may be publically displayed.

Place and date: Victoria Hall, Sheffield,

09/11/16

Thank you!

