

VALUE – ANKARA 8-9 JUNE 2011

# TEACHING HOW TO TAKE CARE OF OTHERS

## Voluntary work and adult suffering

The outcomes of a research on  
training, carried out in 24 Italian  
associations of volunteers committed  
to chronic suffering.



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Anno europeo del volontariato 2011

**OSSERVATORIO SUL  
VOLONTARIATO– UNIVERSITA'  
CATTOLICA DEL SACRO CUORE  
- BRESCIA (ITALY)**

**DIRECTOR:**

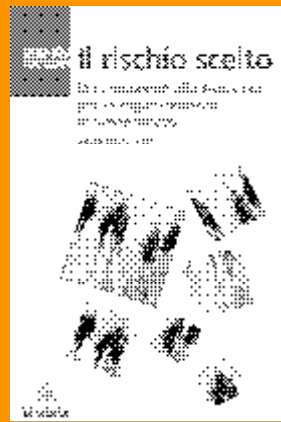
**Prof. Luigi PATI**



**2008**



**2009**



**2010**

**ESSERE  
CRESCERE  
VOLONTARI**

# **Formare alla cura dell'altro**

**Volontariato  
e sofferenza adulta**

*a cura di Luigi Pati*



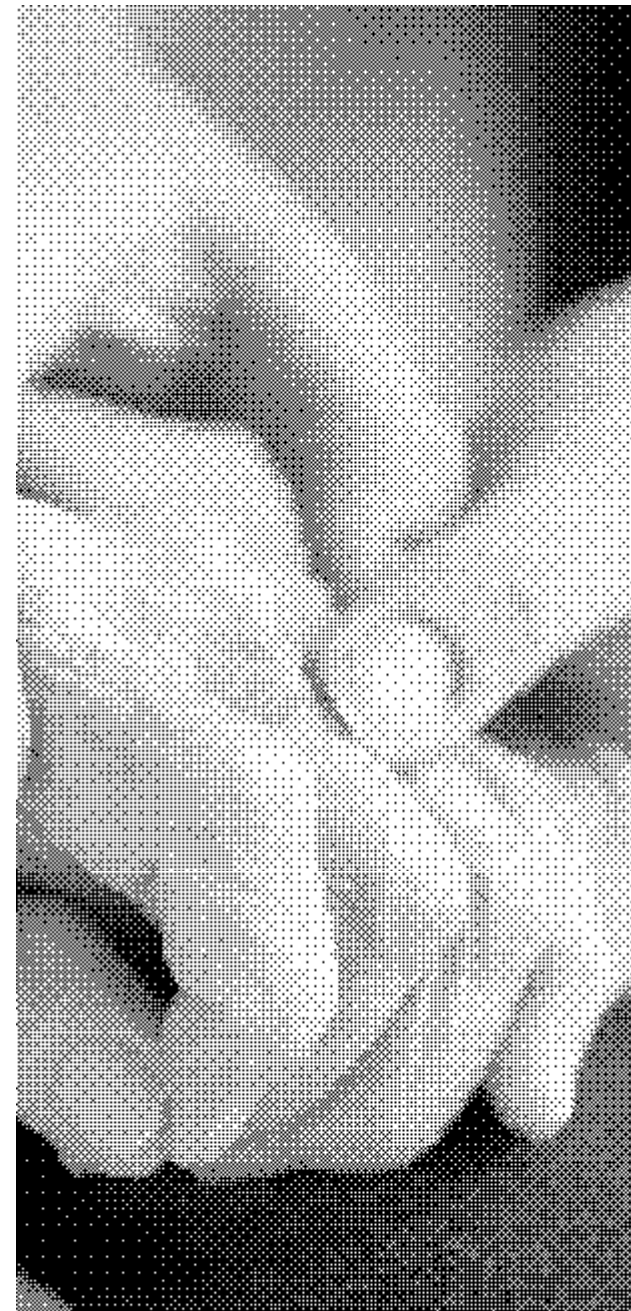
  
**EDITRICE  
LA SCUOLA**



## WHY ?

Several associations of volunteers carry out training paths. Sometimes they describe how they are done, but often they lack of an in-depth study of: the training models, their planning, the methodologies to be used, and how the results of this commitment are collected.

- How are the training paths for volunteers conceived?
- Which method is preferred?
- With whom are they conceived?
- Who is involved?
- Are the results evaluated? If yes, how?



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# Legge 38/2010

## Art. 8

4. In sede di Conferenza permanente per i rapporti tra lo Stato, le regioni e le province autonome di Trento e di Bolzano, su proposta del Ministro della salute, mediante intesa ai sensi dell'articolo 8, comma 6, della legge 5 giugno 2003, n. 131, sentite le principali società scientifiche e organizzazioni senza scopo di lucro operanti nel settore delle cure palliative e della terapia del dolore, **sono definiti percorsi formativi omogenei su tutto il territorio nazionale per i volontari che operano nell'ambito delle due reti.**

### CAMERA DEI DEPUTATI

Doc. CCXXXVIII  
n. 1

### RELAZIONE

SULL'ATTUAZIONE DELLE DISPOSIZIONI PER  
GARANTIRE L'ACCESSO ALLE CURE PALLIATIVE  
E ALLA TERAPIA DEL DOLORE

(Anno 2010)

*(Articolo 11 della legge 15 marzo 2010, n. 38)*

Presentata dal Ministro della salute  
(FAZIO)

# Which training paths?

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**Basic training** (getting started)

**Continuous training** (updates);  
supervision (management of the  
relation of help and of emotions)

# RESEARCH OUTLINE

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**staff: Luigi Pati**

**Elisa Bara, Chiara Buizza, Silvia De Marinis, Maria Paola Mostarda**

Collaborators: Michele Conchieri, Silvia Benetti

## GEOGRAPHICAL DISTRIBUTION

15

5

4

### Typology of Organisations of Volunteers

Local: 19

Regional: 2

National: 3

## The involved organizations of volunteers:

**North:** ADVAR (Assistenza Domiciliare gratuita Alberto Rizzotti) (Treviso), AISM (Genova), Amici di Raphael (Brescia), ANAPACA (Torino), ANGOLO (Associazione Nazionale Guariti o Lungoviventi Oncologici Onlus) (Aviano - PN), ANT (Bologna), Assistenza domiciliare gratuita Alberto Rizzotti Onlus (Treviso), AVO (Associazione Volontari Ospedalieri) (Brescia), AVO (Magenta), AVO (Padova), AVULSS-OARI (Chivasso - SO), Fondazione "Opera San Camillo" - Centro Camilliano di Formazione (Verona), GVMAS (Gruppo di Volontariato per Minori e Adulti Sieropositivi HIV) - ANLAIDS (Associazione Nazionale per la lotta contro l'AIDS) (Milano), Siro Mauro per le Cure Palliative (Sondalo – SO), VAD (Brescia), VIDAS (Milano).

**Centre:** Caritas Diocesana di Roma (Roma), ANTEA (Roma), Associazione Culturale "Attilio Romanini" (Roma), AMSO (Associazione Assistenza Morale e Sociale negli Istituti Ospedalieri) (Roma), Coordinamento Regionale Gruppi di Auto Aiuto (Firenze).

**South:** Caritas Diocesana di Palermo (Palermo), Hospice Madre Teresa Di Calcutta (Larino – CB), AIL (Associazione Italiana contro le Leucemie, linfomi e mieloma) (Palermo), Associazione Non più Soli nella lotta contro i tumori (Castrovillari – CS).



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# CASE ANALYSIS: HOW?

1



**ANALYSIS OF THE  
ORGANIZATION**

2

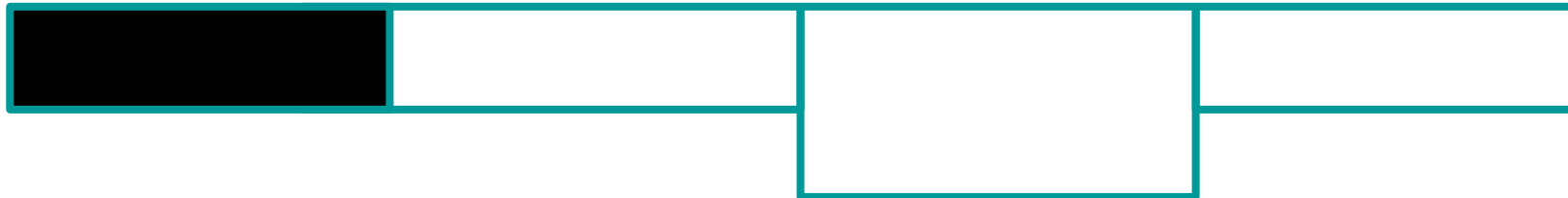


**REFRESHER  
PROJECT**

3



**INTERVIEW TO THE  
PERSON IN CHARGE**



# ANALYSIS OF THE ORGANIZATION

## A. Breve profilo dell'ORGANIZZAZIONE

1. Denominazione o ragione sociale (personalità giuridica)
2. Mission e/o vision
3. Tipologia di attività
4. Destinatari del servizio (tipologia e numero)
5. Dimensioni (totale numero collaboratori distinti tra personale retribuito e volontari)
6. Anno di costituzione
7. Sede centrale e/o periferica
8. Sito internet (indirizzo sito + e-mail)

## B. Breve profilo dei VOLONTARI

1. Caratteristiche socio-anagrafiche (età, sesso, titolo di studio, ...)
2. Attività svolte
3. Forme di impegno (indicare con % per le diverse funzioni)
  - a. Occasionale: \_\_\_\_%
  - b. Esecutiva: \_\_\_\_%
  - c. Integrativa: \_\_\_\_%
  - d. Promozionale: \_\_\_\_%
  - e. Professionale: \_\_\_\_%
1. Eventuali problemi/necessità circa i volontari
2. Aspetti positivi/risorse circa i volontari

## C. Storia FORMATIVA dell'ente

1. Anno di avvio dell'attività formativa
2. Tipologia iniziative formative per il volontariato in sanità (dal 2005)
3. Partenariato formativo (se sì, con quali enti)



# WE INTERWED...



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*Marina Casadio (ANT BOLOGNA), Gabriella Pagani Cesa, Laura Contri, Maria Cecilia Giovannardi (AVO BRESCIA), Loredana Pianta (AVO MAGENTA), Dario Ciapetti (AMICI DI RAPHAEL), Lino Corrodano, Giovanni Versano (ANAPACA TORINO), Manuela Lotto, Chiara Novello (AVO PADOVA), Raffaele D'Anna; Anna Cullotta (Caritas Diocesana di Palermo), Ilenia Trifirò (AIL - Associazione Italiana contro le Leucemie, linfomi e mieloma, sezione di Palermo), Marilena Bongiovanni (Associazione Nazionale Guariti o Lungoviventi Oncologici Onlus (ANGOLÒ Onlus), Anna Mancini, Maria Eufrazia Valori (ADVARE – Assistenza domiciliare gratuita Alberto Rizzotti Onlus), Salvaggio Maria (Associazione NON PIÙ SOLI NELLA LOTTA CONTRO I TUMORI), Carmine Travaglini, La Porta Patrizia (Associazione HOSPICE MADRE TERESA DI CALCUTTA), Barbara Silvestri (Associazione SIRO MAURO), Roberta Brugnoli (VIDAS), Severino Bocchio (VAD), Romina Raspini, Ginevra Paoli, Francesca Gori (COORDINAMENTO REGIONALE GRUPPI DI AUTO AIUTO – Firenze), Giulia Menchetti (AVULSS– Chivasso), Malaika Ribolati (CENTRO CAMILLIANO DI FORMAZIONE – Verona), Silvia Negri, Giovanni del Bene (GVMAS - GRUPPO DI VOLONTARIATO PER MINORI E ADULTI SIEROPOSITIVI HIV ONLUS) - ASSOCIATO AD ANLAIDS - SEZIONE LOMBARDA – MILANO), Salvatore Geraci (Caritas Diocesana di Roma – Area Sanitaria), Adriana Turriziani (Associazione Culturale “A. Romanini”), Silvana Zambrini, Giampiero Genovesi (ANTEA), Marcella Mazzoli (AISM), Pina Cervini, Maria Sofia Barbasetti, Lidia Natali (AMSO).*

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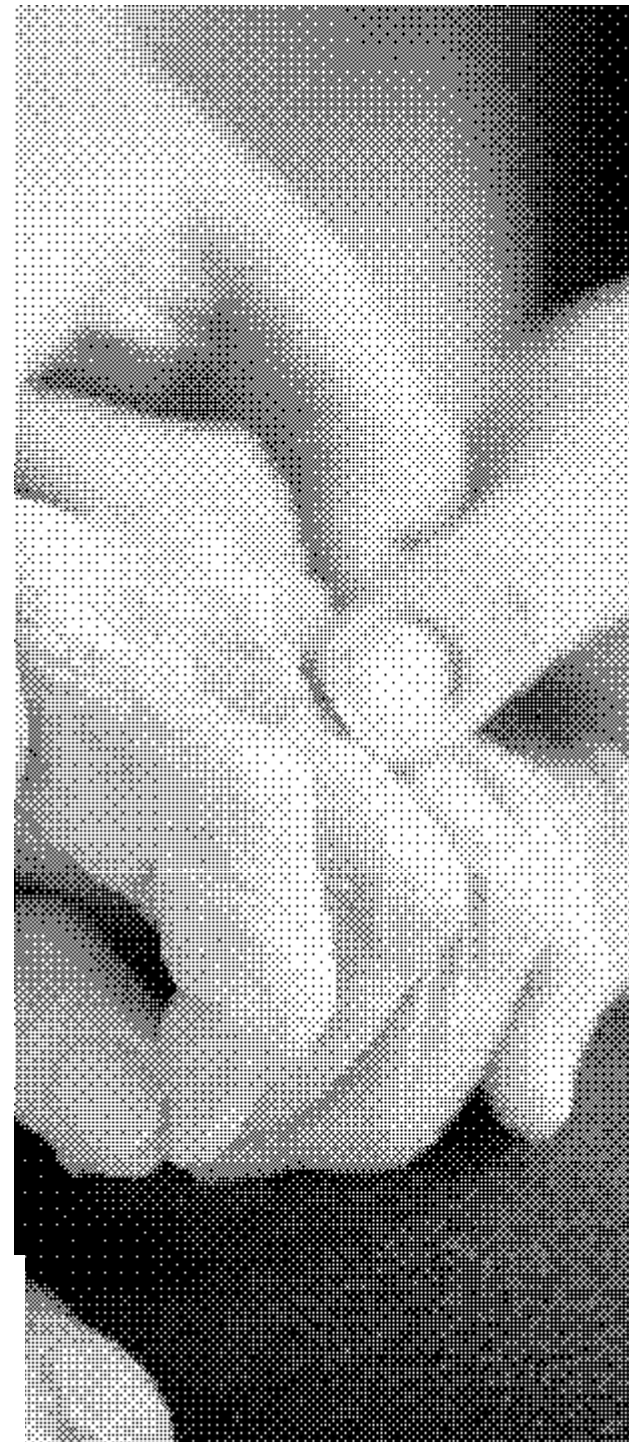
# RIELABORATION

The use of an ***explicative*** pedagogy, that explains what it is happening, and that is not limited to the description of the event

*Thinking about the educational experience is thinking about the possessed knowledge, and about the knowledge generated by the practical acts (L. PATI, 2008)*

*The narrations do not induce a sterile self-retreat. On the contrary, they strengthen the change, the individual experience in a collective money that can therefore circulate on broader basis (L. CADEI, 2008)*

# SOME RESULTS THAT CAME TO LIGHT...



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# The main critical states of the volunteers

<b>SENSE OF BELONGING TO THE ORGANIZATION</b>	7
<b>CONTINUOUS TRAINING</b> (continuous training for the volunteers , constant supervision to elaborate experiences of pain/death)	6
<b>MANAGEMENT OF RELATIONS AND EMOTIONS</b> (management of emotions/emotional stress, short-term relations with a sick person, management of the relation, initial resistance to get in the game)	4
<b>LEADERSHIP MANAGEMENT</b> (training of people in charge, difficulties to find a coordinator within the group, conflicts within the group and with the hospital staff, management of the leadership)	4
<b>TURN OVER</b> (discontinuity/turn over, volunteers recruitment, burn-out or abandonment for being too much emotionally involved)	3
<b>NETWORK RELATIONS</b> (scarce relations with other oncological associations, coordination with local health and social services)	2
<b>TEAM WORK</b> (comparisons within the group , integration problems in the team)	2
<b>ROLE DEFINITION</b> (to make family members understand the role and the functions)	1

# The personal characteristics of volunteers

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- listening
- availability
- put him/herself in the service of the others
- expertise in the relation of help
- qualification
- responsibility
- awareness



***Be specialists in HUMANITY!***

*The common denominator is to be specialists in humanity, everywhere, even when we drove a disabled or underprivileged person somewhere, even if we do not talk about health, the first thing we ask is a sensitivity and specialization in humanity and in the relation of help. Both characteristics are common to all volunteers [T.11.1].*

# COURSES OR PATHS?

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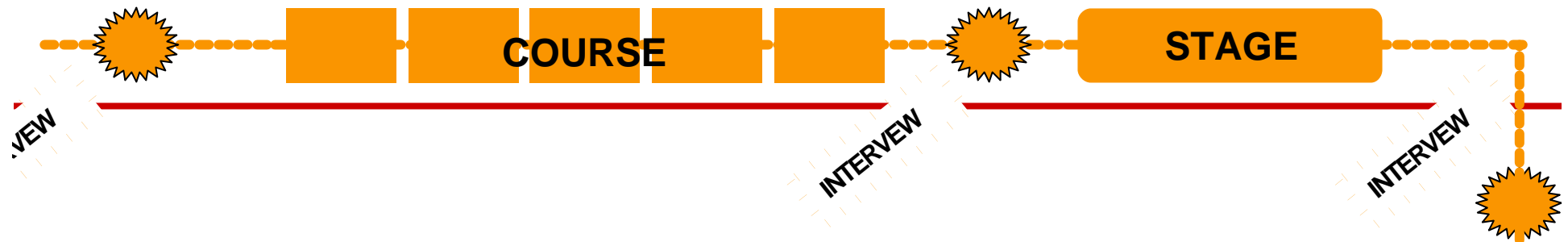
“**PATHS**”, where **classroom training\*** interlaces with **one-to-one conversations, training activities, group meetings**, and lasts medium-long periods of time.

The planning becomes sensitive to the **participants' learning capabilities** and appears as a way to “**accompaign**” the “educational” relation, that is focused above all on taking care of the volunteer.

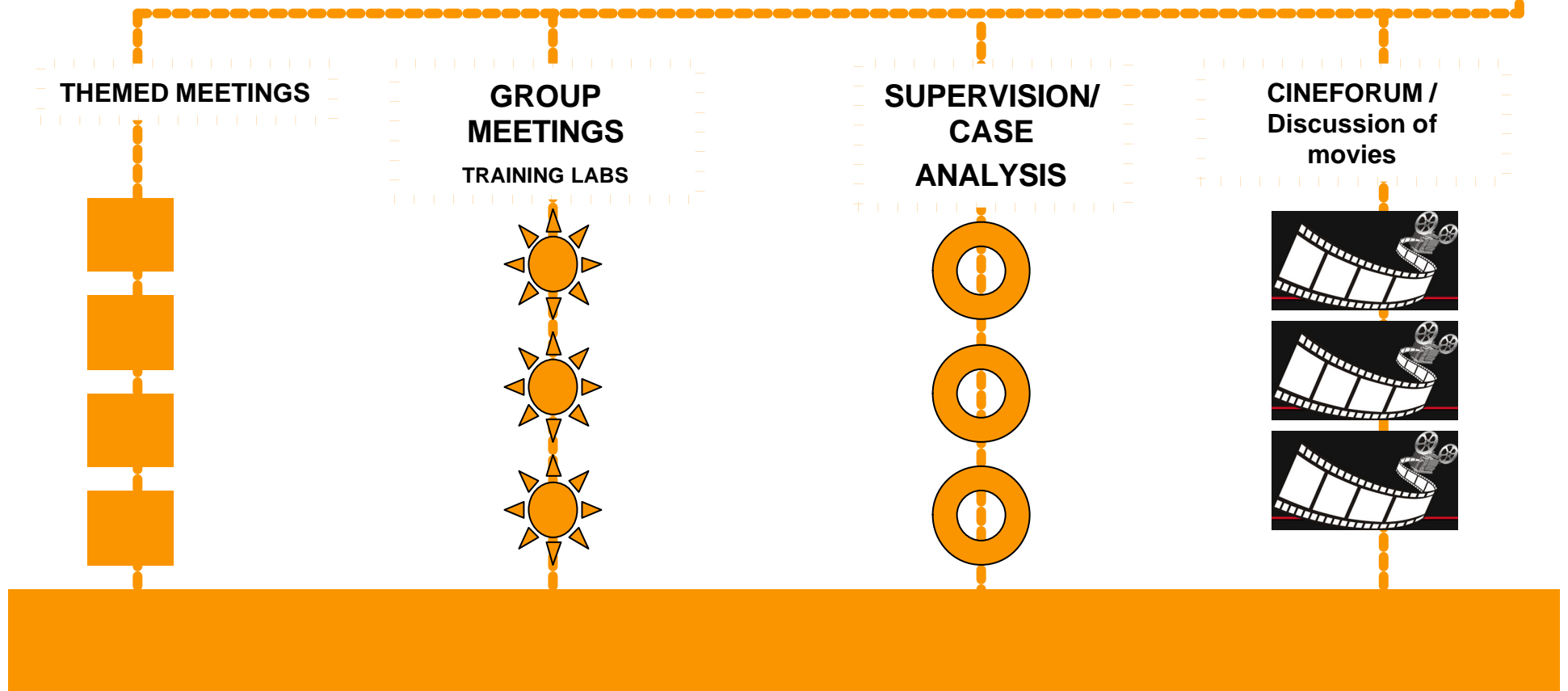
*\*It is noteworthy to mention the presence of two training offers based on distance learning.*



## BASIC TRAINING (course)



## CONTINUOUS / SECOND LEVEL TRAINING (paths)



# TRAINING METHODOLOGY

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The interviewed  
associations use:

- **34% face-to-face methods**
- **21% mixed methods**
- **17% experiential**
- **8% role-playing and simulation**
- **8% counseling**
- **4% biographical essay**



# TEACHERS ?

The trainers are mainly **psychologists** (both as teachers, and for conversations and supervisions)

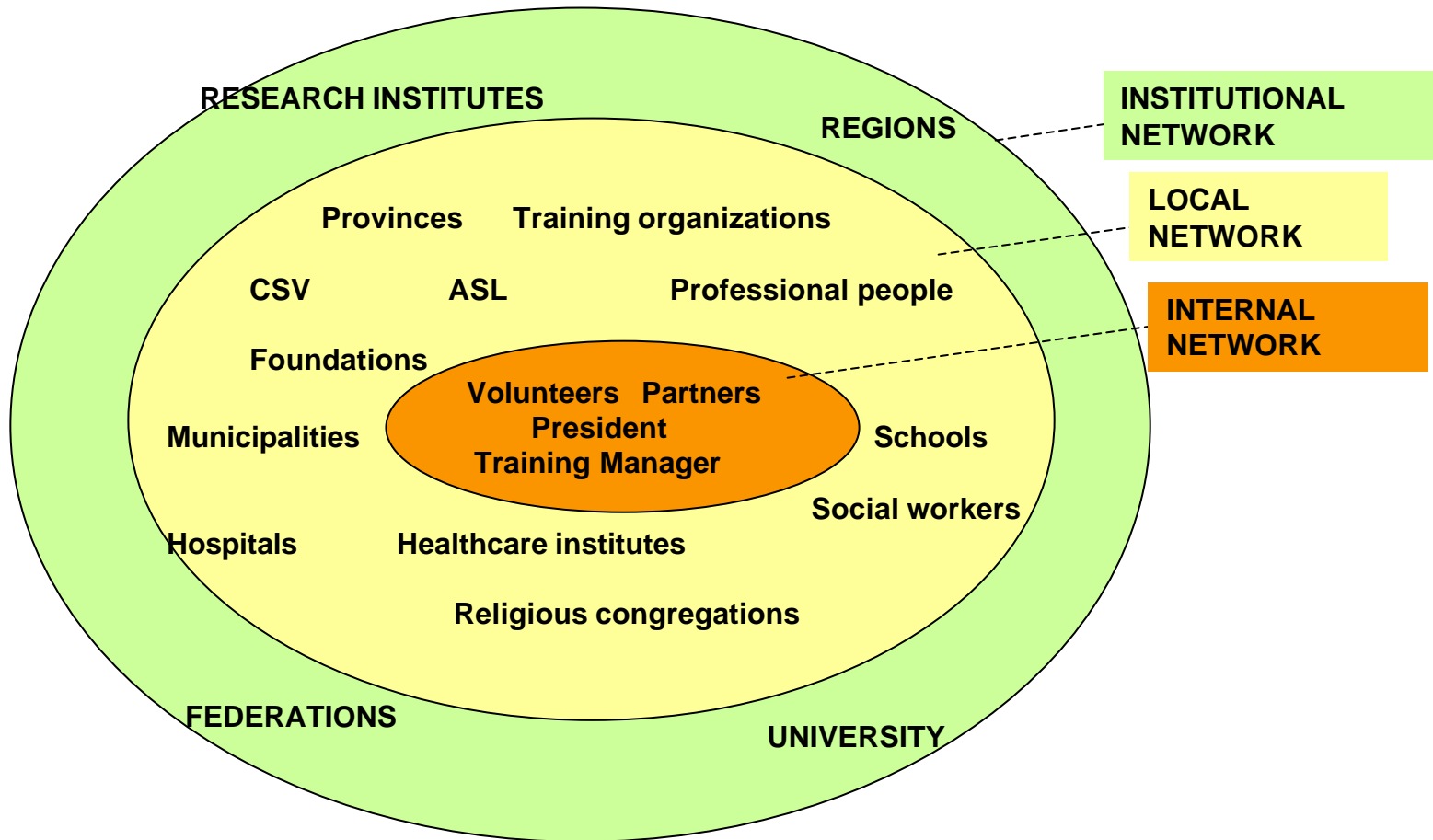
**Expert volunteers** are often present as witnesses, and as tutors both in the classrooms and during services.

In some organizations there is the figure of the **volunteer coordinator**. He/she is present during the courses, and takes care of specific needs of the participants to the training path. In general, he/she opens and closes the training path.

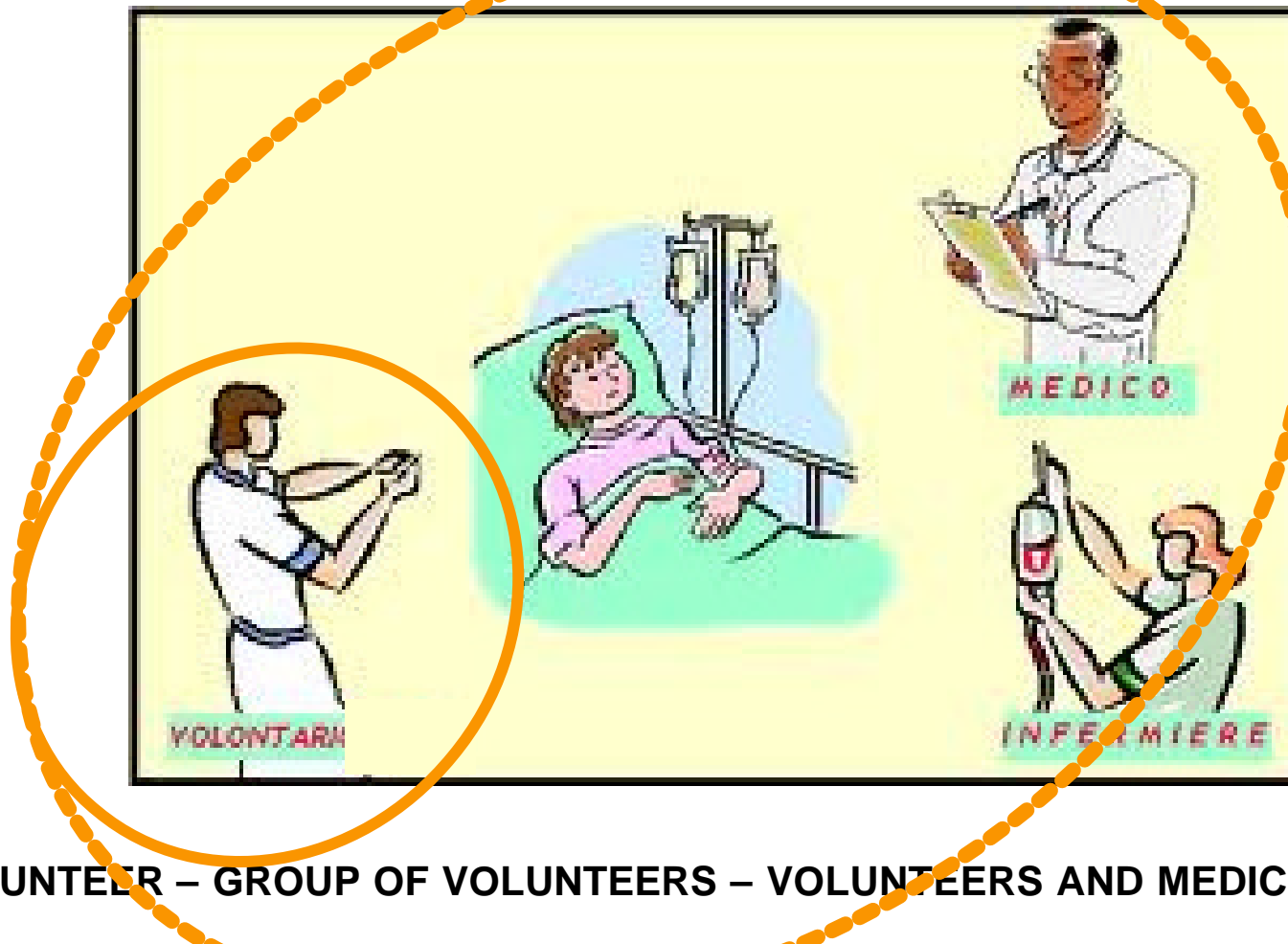
Less frequently, there are **experts of reciprocal-help**.

# THE “STAKEHOLDER” OF TRAINING PATHS

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# Training paths: the recipients



**VOLUNTEER – GROUP OF VOLUNTEERS – VOLUNTEERS AND MEDICAL TEAM**

# Which partnership among the social actors?

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In most of the cases the interviewees claim to be **autonomous** in the management of the training process, either for the specificity of the context or for the presence of training experts.

Even when the network is broad, it is not always characterized by exchanges and collaborations.



# VERY DIFFERENT RELATIONS WITH Centers for Voluntary Service (CVS)

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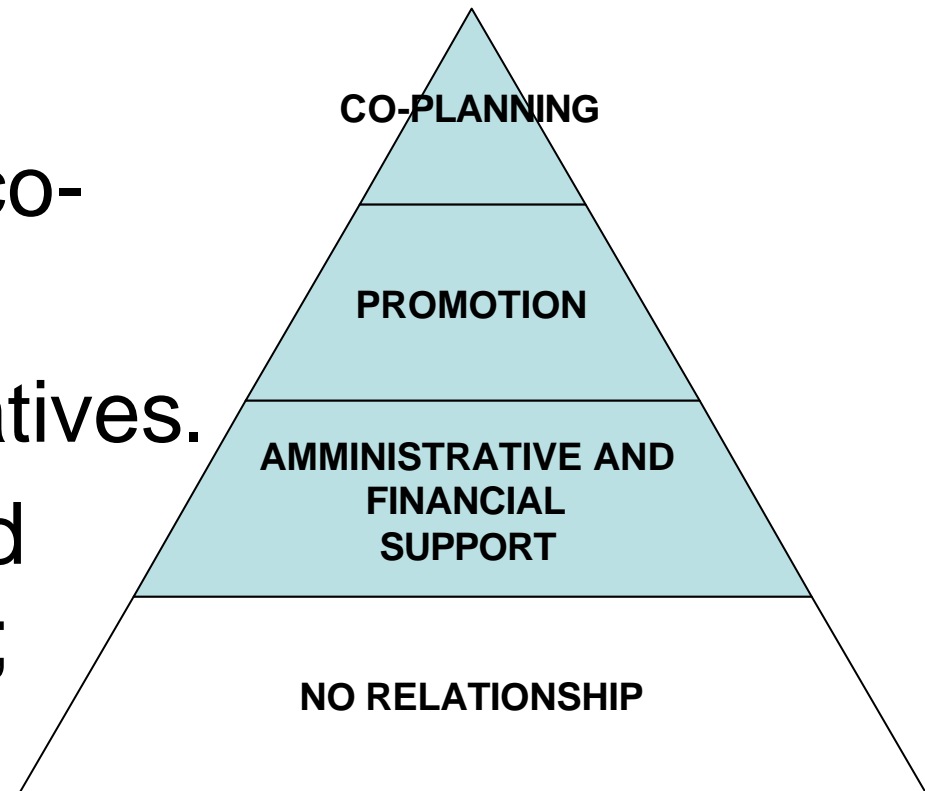
Weak relations	Strong relations
<i>Due to our specificity, the contribution of the CVS is minor, since we have continuous and dedicated resources for training. We are open to collaborations (for instance, for the choice of some speakers for the basic training of the volunteers, even if in general we use our operators also for training). It is perhaps a bit rigid with respect to the writing of possible projects, so we work autonomously. [T.8.12].</i>	<i>Given the offer increase, it is absolutely impossible to cooperate on the side of voluntary work; .. something has been done by the CVS, we have received a huge help from them, not only with respect to fundings, but mainly as support and assistance, e.g. press releases and so forth [T.2.11].</i>



# THE FUNCTION CARRIED OUT BY THE CVS

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- Professional exchanges, consultancy and co-planning;
- Promotion of initiatives.
- Administrative and financial supports;
- No relationship



# EVALUATE THE TRAINING



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# LIGHTS AND SHADOWS

## 1. NOT MUCH FORMALIZED

- The VdF does not emerge from the projects; furthermore, the 66,7% does not claim to have a system of v.
- The Vol turns out to be unsatisfied of the evaluation they carry out.
- The VdF does not appear, but ...

*What they reported to me... rumours.. [T.4.13]*

*We do not carry it out in specific moments, but through informal contacts with the participants [T.7.16]*

# LIGHTS AND SHADOWS

## 2. VERY PRAGMATIC

- The organizations of volunteers listen, collect opinions, phone, meet. They use a few structured tools.
- The organizations of volunteers turn out to be unsatisfied of this system of V.
- The loyalty and the expertise acquired by the volunteers are carefully checked, also from a qualitative viewpoint.

*The monitoring system was based on our feeling that everything was going on well [T.15.16]*

*We have a lot of stuff to do...  
[T.1.13]*

*The obtained considerations bring to  
(...) a different organization of the items  
[T.14.13]*

### **3. VERY DIFFERENTIATED: different goals, actors, methods...**

- Very polarized VdF [organizations of volunteers: very careful (54,2%) and neglecting (29,2%)].
- Different goals: evaluate the v., the organizational and inter-organizational changes, review of the training paths.
- A lot of collaborators are involved (Multistakeholder): coordinators, staff, direction, sick people, family members.
- Methods: a huge variety!



# METHODS FOR VdF

(expressed by 20 organizations)

goal:	
Training outcomes	34
Evaluation of the training	21
Monitoring	19
Evaluation of the introduction	11
Data concerning the process	6
Organizational outcomes	6
Tot.	97

Data concerning the v. on duty (10)

Control of their on-duty activities (10)

Evaluation of the v. by other people (4)

An autonomous group is formed (3);

Other (6)

Follow up (1)

Observation (13)

Questionnaire (5)

Direct contacts (1)

**WHAT A PEDAGOGICAL  
DEVOTION!**

*The culture of the voluntary work is the culture of poor people, and therefore it is oral. Nobody has time to write things down [T.6.16]*

*The resource is (...) to force them not to provide categorical evaluations, and this allows them to express their mental schemes [T.15.16]*



## 4.QUALITATIVE

Among the methods that are used we can find:

- **observation (even of the reflection skills trend)**
- **group breathing spaces (even together with health workers)**
- **monitoring (also by phone calls)**
- **direct contacts**
- **interviews...**

*The value of our courses does not concern the classical training, but concerns the care devoted to **each person**, to **increase his/her value at maximum** and to **motivate him/her** [T.10.14].*

## 5. A GRATEFUL EVALUATION

In some cases, a REFINED TRAINING SENSITIVITY to come along with and motivate again each single volunteer comes to light.

Such data refute the hypothesis of careless organizations of volunteers with respect to valuation.

- **THEY CARRY IT OUT BY MEANS OF “ad hoc” STRATEGIES AND METHODS, INSTEAD.**
- **THEY APPEAR TO BE IN SEARCH OF “AD HOC” MODELS OF VdF THAT FIT IN WITH THEIR NEEDS**



# LIGHTS AND SHADOWS

**Deep differences among organizations of volunteers are confirmed: a really variegated STELLAR SYSTEM**



**A DIRECT CORRELATION between COMPETENT volunteers trainers and OVER-TERRITORIAL VOLUNTARY ORGANIZATIONS**

Innovative (even with respect to e-learning), conscious plans, sensitive to the growth of each single volunteer are carried out by over-territorial organizations of volunteers

# Some planning directions

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## *1. RECOGNIZE AND SPREAD THE TRAINING EXPERTISE OF THE ORGANIZATIONS OF VOLUNTEERS*

Detect the effective projects, results, and training methods.

Spread the training expertise of the designers and of the teachers of the voluntary work, that otherwise would remain implicit/implied.

Spread the studies concerning the voluntary work training.



## **2. ENABLE DIFFERENT TRAINING PATHS AND METHODS**

Give value and justify different training choices (internal courses, inter-associations courses, seminars and congresses, supervision, discussions of movies, individual conversations, distance learning...)

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## **3. START AND/OR BOOST FORMATIVE COLLABORATIONS**

- Develop collaborations among organizations of volunteers, Research Centres, Universities, and so on.
- Create **inter-associations courses**, focused on the development of cross-domain competences, on exchanges of experiences and on continuous learning

## **4. IMPROVE THE FUNCTIONS OF NETWORKS (CVS)**

The CVS are not fully “exploited” by the associations of volunteers.

Possible actions:

- promote the different training functions of the dei CVS;
  - boost the courses promoted by different organizations of volunteers;
  - study the training needs to create inter-associations and/or cross-associations courses (for instance, for the teachers, for the coordinators of the volunteers, for the group facilitators, and so on).
- 



**Thanks for your  
attention!**

**Maria Paola Mostarda**  
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