

Do It Yourself! !

Reader for an Inclusive Advocacy



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# ≡ 01 Preface

## Being a volunteer means...

Honorary work at Exil is as diverse as the association itself: With us you can actively promote that people with a flight or migration history feel accepted in Osnabrück. Your voluntary engagement is an important part in ensuring that Osnabrück is a place where all people can experience Exil in all its variety. Your work at Exil is important, so Osnabrück can continue to be a City of Refuge, where all people feel safe.

Our association greatly honours your commitment. We want to offer our support, enabling you to realize your plans and ideas with fun and enthusiasm. This means you can make an appointment and/or contact us by phone (0541 380699-16) or mail (ehrenamt@exilverein.de).

In honorary work at Exil, we don't tolerate forms of social exclusion. We oppose any type of discrimination – like racist remarks, sexist abuse or derogatory talk to people who are unfamiliarly physically or mentally differently talented or equipped. To a point, we simply want to be a place of diversity, and we expect you to recognize this diversity as enriching for society and the association.

For us, honorary work also entails sharing responsibility in the volunteer groups, everyone taking over tasks according to their own resources and competence. Fulfilling adopted tasks dutifully and reliably is essential for groups to function well. Naturally, something can always crop up. So it's important to communicate this within the group, or find another person in the group who can take over the task.

As a volunteer, you are giving part of your time and energy to the association and the people that you work with. For that, we thank you loads! It is up to you, how much time and energy you invest, and you can talk about in in your group. It can always be, in honorary work, that there are times where it all gets to be too much, and you pass your limits. We ask you to watch out for yourself. There's always the possibility of reducing your obligations and talking to the volunteer coordinators, should you reach your boundaries.

In return for your dedication, apart from being supported by the association and us volunteer coordinators, you see us working to turn your commitment into your qualification. Regularly we offer workshops that contain specialized information, on subjects like „Trauma and Flight“, „Intercultural Exchanges“, „Antiracist Courses of Action“, and much more. We have implanted several methods of assistance, for you to use while engaged in your honorary work, including counseling hours, monthly meets, a planned response system in case of abuse, a mobile phone for emergencies. We're receptive to your recommendations, and you make us happy when you tell us what you need to successfully volunteer with Exil.

*Great to have you here!*

your voluntary coordinators



Lara Benteler & Maria Neunteufel („LaMa“) Osnabrück, Oktober 2019

## ≡ 02 Association

### Guiding Principles

We worked out our guiding principles in 2016. A lot of people were involved: members, co-workers, our board and volunteers. We defined our mandate, our concept, our agency and how we work together. These are your guidelines, should you volunteer with Exil.

#### **We support people with a migration and/or getaway history.**

We are contacts for people with a migration and/or getaway history, and we stand for their interests. We support them, as a socially and politically active association, in shaping their lives in Germany. We champion cohabitation and cultural exchange, and we lobby for the reduction of prejudice and discrimination.

#### **We support their rights.**

We advocate that refugees and migrants live here free of fear and humanely, no matter what their social, cultural or religious origin. Whatever their status of residence, we stand up for their rights, to the authorities and the public. We also support those who otherwise would not get access to a similar range of services. To achieve these targets, we employ cooperation and networking.

We encourage all people living here to work towards bettering migrants' conditions and offer many chances to engage. We wish to shape and transform, which includes conveying the necessity of an open society. We are politically active, rising to current debate. We promote cultural diversity. We are interested in art and culture from all the world, wishing to make it more visible.

#### **We create a range of offers for refugees and raise public awareness.**

We fashion alternatives, especially for those refugees who have no access to counselling, education, cultural or social opportunities. Our counselling serves persecuted and displaced persons looking for a safe haven in Germany. The emphasis is on refugee and migration law and with first response and integration consultation. We share our knowledge with others. We provide educational offers for people with a history of flight and/or migration. We support activities furthering mutual respect and understanding among each other, allowing all participants to develop their skills.

We point to grievances concerning the processing of refugees, and we take a stand to asylum and migration policies, both locally and beyond the region. We purposefully use press and public relations to promote political and humanitarian issues and to inform and sensitize our fellow human beings.

#### **We are appreciative among each other.**

For us it goes without saying to be supportive and appreciate all humans generally. Co-working with people with a history of migration and/or flight, we encourage them to shape the association with us. We all are attentive, all members and the people we support.

Our work thrives through honorary volunteering. We offer spaces for ideas and collaboration to all dedicated. We emphasize collective decision making.

Inside our association, we promote respectful exchange and transparency in our information feeds. Our dedication depends on a structure open and trustworthy. We want to achieve together, transcending generations. As an organisation which never stops learning, we continue to educate ourselves. We aim to be in dialogue, listening, questioning, challenging, honouring. For us, open-mindedness, honesty and courage belong to a culture of togetherness. Humour and cheerfulness are a source of energy at our sometimes draining social work.

### Q & A membership

Maybe, wanting to be a volunteer, you also thought about becoming a member of Exil. What does that entail? You don't have to be a member to volunteer, but we'd be very happy if you'd join Exil as well. As a member, you help us aiding people with a history of migration/flight even more. Following, we answer some of your questions, which will also help with informing the public if you volunteer for infopoints or at events.

#### **What exactly does Exil do?**

We support refugees and migrants with integration, through counseling, qualifications, learning German and leisure, meeting and cultural offers. Our co-workers counsel victimized and evicted people addressing all needs concerning the asylum process, rights of residence and life in Germany. Our team also processes information about the lives and issues of refugees to create an awareness about their rights and needs, in the public, in the administration and with politicians. Our aim is to sensitize for the demands of integration and create acceptance for migrants in everyday life.

You can find a lot more information about our work at [www.exilverein.de](http://www.exilverein.de).

**How many take up your offers?**

That is difficult to say. We have over 3,000 counseling talks per year. Not only in support of refugees and migrants, but also answering questions by honorary volunteers, other NGOs, social workers, the administration, and others. Added to these, there are the people taking up our offers created by our volunteers: e.g. language courses, leisure activities and meets. Round about 350 people volunteer at Exil. We also manage to connect to a lot of people, migrants or not, through events like our Summer Fête, Asylum Law Question Time, exhibitions, movie viewings, discussion panels, and more.

**Exil has how many members?**

188 (April 2021)

**Why does Exil need more members?**

Since 2014, the number of people with a history of flight living in the Osnabrück area has risen sharply. Currently, more than 9,000 refugees live in Osnabrück and the surrounding area. All of them need support, a strong challenge for our association. Already we have adapted by creating new jobs and intensifying our fundraising for projects. However, many projects require own assets, which we can only sustainably plan with membership contributions (our own assets = donations and membership fees).

**Does being a member mean responsibilities?**

No. Members automatically receive our newsletter, which can be unsubscribed at any time. Members are invited to our congregation once a year, where our projects and our finances are presented. In the congregation, you can participate in deciding about the financial plan, the charter and Exil's aims. Also, you can vote on those representing Exil in the board.

**How much is the membership?**

60 € per year

24 € social fee per year, according to your self-evaluation voluntarily paying more is also possible

**Where do I find Exil's charter?**

at [www.exilverein.de/mitglied-werden](http://www.exilverein.de/mitglied-werden)



# ≡ 03 Your Volunteering with Exil

## Getting Involved

For your engagement, you'll find a lot of honorary groups at Exil. Following, there's an overview. All current information about meeting times and places can be found on the website.



**Café International**  
An easy-going meeting opportunity for locals, refugees and migrants, once a month the Café International also hosts informational or cultural events like readings, concerts or writing workshops.

**commYOUnication**  
This group provides for refugees and locals meeting in a relaxed atmosphere, while practising everyday language skills and discussing everyday issues. Learning from another or just having a laugh together, it's all in the mix.



**Translation**  
Volunteering as an interpreter helps us in our consulting work. Interpreters can also accompany refugees and migrants to appointments with the authorities or to doctors. They translate texts for brochures, information regarding asylum procedure und a lot more.

**Women Meeting Women**  
„Language creates trust“: In this sense, women from all around the world use this group to practise German together. Short games, texts and exercises during the meet aid communication and help with questions and talk.



**FreiZeit für geflüchtete Kinder**  
Established more than ten years ago, this project organizes leisure activities for the kids staying at the nearby Initial Admission Camp at Bramsche-Hesepe. The activities include crafting and play days, sports or a trip to the zoo.



### International Womens' Group

A working group that every interested refugee or local female of all ages can join, the International Womens' Group connects to spending a good time together, with meets and trips.

### Culture and Publicity Work

This work group aids Exil by providing informational gatherings for refugees, supports refugees with cultural projects. Culture and Publicity Work also organizes infopoints and events relating to flight and asylum issues.



### Sunday Group

Our Sunday Group has hikes, trips and other outdoor activities on offer. The activities allow casual small talk on the weather, shared interests and cultural specifics just as conversing serious matters.

### UMF-denken jetzt!

This group schedules leisure activities with unaccompanied minors or separated children on Saturdays, every couple of weeks. From visiting youth facilities for table football competitions, upcycling initiatives or graffiti workshops, the group strengthens the ties between local youths and adolescent refugees.



### Tandem Project „People Boosting People“

The tandem project „People Boosting People“ is addressed to people with or without a history of flight and migration, who may want to make new contacts, need support or offer it, and who would like share common interests. Meets are either for two or between families.

### Language Courses

We offer low-threshold language courses for people with flight and migration histories, whatever their residential status. We think it most important to start talking straight away and enter into everyday communication, offering fast and unbureaucratic access. Regularly, we are on the lookout for volunteers who engage in teaching (about 2 lessons/week) or hosting language learners' events.



### Getting started

We ask all volunteers at Exil and those newly joined to sign a voluntary work agreement. With this, on the one hand, you confirm to keep to Exil's guidelines, and on the other hand we have an overview about who is active in our association. You can get the voluntary work agreement at Exil's office. For your voluntary work at Exil you additionally need a clearance certificate. What a clearance certificate is, why you need it for your voluntary work and how you can apply for a clearance certificate you can find out here:

#### What is a clearance certificate?

A clearance certificate is an official document that proves if someone has been previously convicted or not. In a clearance certificate - besides personal data - criminally relevant verdicts are listed. This means it is noted whether the person has been legally sentenced in court.

#### Why do I need a clearance certificate?

Unfortunately, working with vulnerable people is not only done by people who want to help. It's possible that people maybe want to exercise power over, or, in the worst case, violate vulnerable people. To avoid this issue in the best way possible, the board of Exil e.V. decided that people who are voluntarily active at Exil e.V. have to present a clearance certificate. This, for instance, states whether someone has been previously convicted of (sexual) harassment or violence.

#### Where do I get a clearance certificate?

People with and without German citizenship apply for the clearance certificate, at the Citizens' Bureau (Bürgeramt) of Osnabrück (Stadthaus 1, Natrufer-Tor-Wall 2, 49076 Osnabrück). On the official website [www.osnabrueck.de](http://www.osnabrueck.de) you can make an appointment online, under „Rat und Verwaltung – Terminvergabe für ausgewählte Dienstleistungen – Bürgeramt“. If you go to the district office without an appointment, you have to expect a long wait.

#### Can I apply for a clearance certificate online?

Apart from the typical application process, clearance certificates and information from the central business register can be obtained online as well as at the Federal Office of Justice (Bundesamt für Justiz). This way one, you save having to go to the local authorities. However, for the online application you need an identity card with an activated online ID card function as well as a card-reading device. Click here to go to the online application: [fuehrungszeugnis.bund.de](http://fuehrungszeugnis.bund.de). Furthermore, on YouTube there is a video tutorial, explaining online application step by step. For safety reasons both online and locally applied-for clearance certificates are printed on forgery-proof paper and sent by post.

#### Does this cost me anything?

Volunteers don't have to pay a fee for the clearance certificate, if they bring a corresponding confirmation. You can get this confirmation from us.

#### How long does your clearance certificate take?

With the local city authorities, you'll have wait between one and four weeks for an appointment. After you had your appointment and ordered your certificate, it will take a few days to get to you per post.

#### How current has the clearance certificate got to be?

Three months is acceptable in most cases. So, at Exil we accept clearance certificates up to three months old.

(All information has been taken from the internet site AKTIVonline: [www.aktiv-online.de/ratgeber/detailseite/news/was-im-fuehrungszeugnis-steht-und-wofuer-man-es-braucht-6517](http://www.aktiv-online.de/ratgeber/detailseite/news/was-im-fuehrungszeugnis-steht-und-wofuer-man-es-braucht-6517)).

### Insurance coverage

Registered with us as a volunteer, there's no need to worry about insurance: For your voluntary work, you are insured against accidents and for third-party liability.

#### Accident insurance

Honorary volunteers for an association are protected by a mutual indemnity organization in case of an accident (§ 2 SGB VII). At Exil, it is the professional association for health and welfare services (BGW): [www.bgw-online.de/DE/Home/home\\_node.html](http://www.bgw-online.de/DE/Home/home_node.html).

The accident insurance is, on the one hand, guaranteed by Exil's non-profit status. On the other hand, you, as a volunteer working on behalf of the association, have to be registered as a helper.

#### Third-party liability insurance

The association's third-party insurance applies to the board, employees, members and volunteers, should a third party be harmed. Insurance coverage applies to the following cases:

- violating the legal duty to maintain safety
- at internal and public association events corresponding to the association's purpose
- if because at these public events tents, galleries, toilet trailers or sports and game equipment (e.g. bouncy castles) are used
- for an association's public house under own management
- for distributing food and drink
- for renting out association properties and spaces
- for damage to rented properties due to fire, explosion, tap-water and waste water (up to 1 million euros)
- for damage to rented property during association trips (up to 50,000 euros)
- for trips, visits or competitions – also abroad
- for construction projects of the association
- for malpractise with internet usage (up to 1 million euros)
- for violation of data protection policies
- for liability claims from the board and the members among themselves
- when keeping animals (except for riding clubs)
- with self-propelled work machines up to 20 km/h (riding mower)
- for environmental liability and environmental damage insurance



## Organisation for events

### Technical equipment

We want to support you the best way possible and provide you with technical equipment for your activities. Please keep in mind that the equipment may only be used for events happening under the association's activities – e.g. information stands or group trips. We don't lend to third-parties or for private events. We ask you to handle the equipment carefully and precisely.

#### 1. Beamer

- mail to [kontakt@exilverein.de](mailto:kontakt@exilverein.de)
- pick up after consultation at Exil's office

#### 2. Small loudspeaker system with microphones

This system is intended for speaking events and consists of a loudspeaker (without a tripod) with a wireless and a wired microphone.

- mail to [kontakt@exilverein.de](mailto:kontakt@exilverein.de)
- pick up after consultation at Exil's office

#### 3. Big loudspeaker system with microphones

The big system consists of 2 full range boxes (if necessary extendable by one subwoofer), 2 tripods, 1 rack with sound board, 2 radio mics, corresponding cables and can serve up to 250 people. This is for events with live music (e.g. singer/songwriter).

- mail to [sara.josef@exilverein.de](mailto:sara.josef@exilverein.de)
- pick up after consultation, usage only after tutorial

#### 4. Boom box

- mail to [kontakt@exilverein.de](mailto:kontakt@exilverein.de)
- pick up after consultation at Exil's office

#### 5. Roll-up

- mail to [kontakt@exilverein.de](mailto:kontakt@exilverein.de)
- pick up after consultation at Exil's office

#### 6. Laptop

- mail to [kontakt@exilverein.de](mailto:kontakt@exilverein.de)
- pick up after consultation at Exil's office

#### 7. Exil teeshirt

- mail to [kontakt@exilverein.de](mailto:kontakt@exilverein.de)
- pick up after consultation at Exil's office

### Interpreter

We want to support you, should you need someone interpreting for an event in the framework of your voluntary work, or translation for flyer.

- mail to [ehrenamt@exilverein.de](mailto:ehrenamt@exilverein.de)

### Public relations

We are happy if you raise awareness in the public about your activities. For that, we like to be at your disposal as a contact person.

#### 1. Flyer design

- Relevant information and optional photos for events, activities, lectures etc. via e-mail to: [ehrenamt@exilverein.de](mailto:ehrenamt@exilverein.de)
- Flyer are created and printed by Exil
- Pick up after consultation at Exil's office

#### 2. Announcing activity on the Exil homepage

Relevant information via e-mail to [ehrenamt@exilverein.de](mailto:ehrenamt@exilverein.de)

#### 3. Public relations

- 4 weeks in advance, discuss with public relations team: [presse@exilverein.de](mailto:presse@exilverein.de)

### Infopoint

Should you want to set up an infopoint, we'll provide you with the following material:

- desk and parasol
- roll-up
- infopoint case (The case comes with a list with its content, please make sure if everything is there and if necessary refill! The materials are in the same cupboard.)
- Exil flyer
- postcard rack with postcards
- project and event flyer
- collecting boxes (are in the cupboard)
- overview of volunteer groups
- button stamping gadget
- overview "Fragen zu Exil" (for internal use!)

All material is at the Exil office.

## Refunding expenses

At the begin of each fiscal year, we allocate every honorary project group a budget, so you can undertake collective activities and implement creative ideas. We are happy to see you using the group budget for your project. You can hand in invoices or bills, receiving your refund in cash or to your personal bank account. Of course, so not to fork out expenses privately, you can take out a sum in advance, handing in the bills afterwards and possibly returning the money left over.

### Like this

1. Either advance the costs or collect the approximate sum at Exil.
2. Demand a receipt (bill, invoice) and keep it (please note that solely costs for Exil should be on the receipt, don't mix expenses with (crossed-out) private costs)
  - When using a pay-and-display-machine or a payable parking space, please remember to actively order a receipt.
3. Fill out the form „Antrag auf Erstattung von Auslagen“, bring it to the office or send it per post. If you can't bring in the original receipt at once but want your refund, you can scan the receipt but please bring the original as soon as possible.

Mail: [anna.meier@exilverein.de](mailto:anna.meier@exilverein.de)

Postal adress:  
Exil – Osnabrücker Zentrum für Flüchtlinge e.V.  
Anna Meier  
Möserstr. 34, 49074 Osnabrück

4. For the refund, you can choose between cash or a transfer (put your bank details on the form). Cash refunds can be collected at Exil's office after consultation.
  - If costs can be paid by billing Exil, you can use Exil's adress above as billing adress, and Exil will cover the costs directly.

Wishing you heaps of fun and nice encounters in the groups!

### Which expenses are refundable?

The following expenses, corresponding to low-threshold activities, can be refunded:

- tickets and mobility costs
- combined purchase of tickets and vouchers for mobility costs
- expenses for refugees at shared activities (eg. admission fees and travel costs for outings)
- material for language tuition
- advanced training and relief talks for volunteers
- initiating „welcoming cafés“ and corresponding costs
- supporting complementary fêtes, Christmas parties et al. with honorary volunteers which contain an exchange of experiences and thinking for future activities (supervision and reflecting meets)
- supporting choirs, bands, artistic groups (eg. buying scores, but not instruments), sports by buying material (eg. a ball, but no soccer shoes etc.)
- supervision of volunteers' children while they're teaching languages, combined purchase of craft materials

If you are not certain if your planned activity can be supported, get back to us:

Mail: [ehrenamt@exilverein.de](mailto:ehrenamt@exilverein.de)

Phone: 0541 380699-16

## ≡ Antrag auf Auslagenerstattung

Gruppen- oder Projektname		
Anlass		Betrag in €
Dein Name (in Druckschrift)		

Barauszahlung       Überweisung (bitte Kontodaten einfügen)

IBAN	
Kontoinhaber*in (falls abweichend)	

Datum	Unterschrift
-------	--------------

Beleg ggf. hier oder auf neuer Seite anfügen

## ☰ 04 Support in difficult situations

### What do I do, if...

In your honorary work, situations can arise in which you feel uncomfortable, or people are imminently threatened or endangered. You are not left alone in these situations. You have many contact points, which you can reach out to, at any time.

As follows, we want to show an extreme case, in that we at Exil support you with our „emergency mobile“, should a suspected violation occur while your honorary work.

Also, when there are issues in your volunteer group, we volunteer coordinators are there for you. The Planned Response shows you how to act best.

On the last page of this chapter, we want to provide you with information how to deal with you, or someone known to you, experiencing racist, right-wing or antisemitic abuse.

### Planned Response for suspected (sexual) violations

Our Planned Response is tailored to imminent emergencies, concerning suspected (sexual) violations at Exil events. It is to be followed if potentially criminal incidents occur. Please study the Planned Response. Most important: Should such an incident occur, you can contact us at

**Monday-Friday, 9 am – 6 pm:**

Voluntary coordination: 0541 380699-16

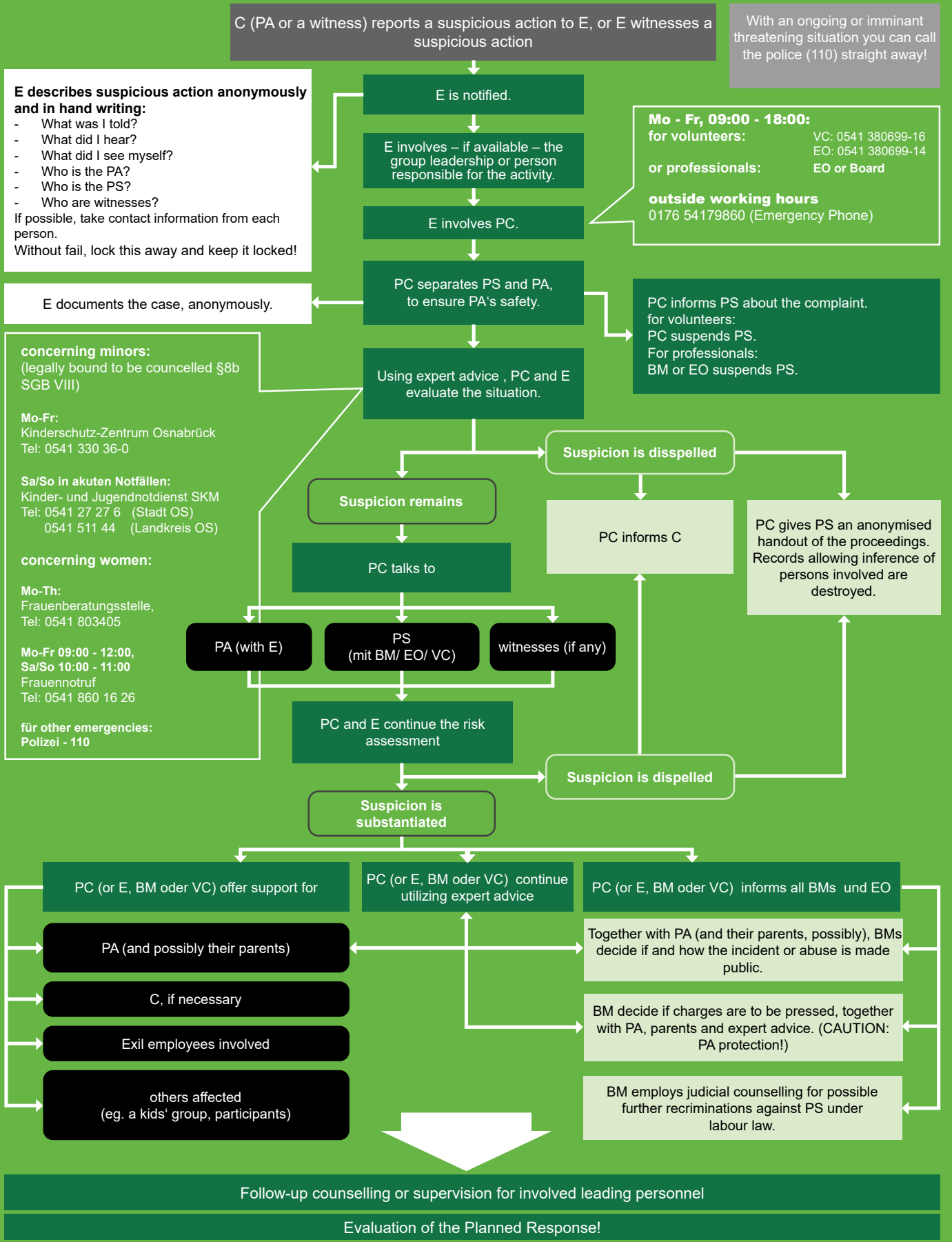
CEO: 0541 380699-14

**Outside working hours:**

Emergency mobile: 0176 54179860

(nur für oben genannte Notfälle)

# Planned Response for suspected sexual or otherwise abusive behavior at Exil events to be used in criminally relevant cases



## Legend:

C = Complainant, PA = Person Affected, E = Employee (professionals and volunteers), PC = Person in Charge, PS = Person under Suspicion, EO = Executive Office, BM = Board Member, VC = Volunteer Coordination



The person or group which made the complaint receives feedback about the talk, through GL or VC.

## Complaints Procedure

Should you wish to make a complaint about other group members, participants or employees, you can always address us. Complaints could be about not following agreed rules, or about a violation of the Exil guidelines.

We record the complaint and, if necessary, schedule a talk with the person in question. Another way is to first talk to the group leader, and they can, in turn, speak to us.

## Racist, Right-wing and Antisemitic Violence

If you yourself or someone you know has been subjected to racist, right-wing or anti-semitic violence, Exil's „Betroffenenberatung“ offers help and counselling. This project supports those targeted by abuse and violence, enabling victims to handle and process the attack.

Centered to your needs, you can decide which path you want to take. From reporting the act of violence, to (re-) building your confidence, or to making racism visible, the „Betroffenenberatung“ has your back all the way.

Our counselling is confidential, anonymous if you wish, and independent from authorities. We help free of cost.

Internet: [www.betroffenenberatung.de](http://www.betroffenenberatung.de)  
Mail: [nordwest@betroffenenberatung.de](mailto:nordwest@betroffenenberatung.de)  
Phone: 0541 380699-23  
Mobile: 0157 37967272



*Do you have any more questions?  
Please contact us!*

Lara Bentler  
Voluntary coordinator  
Mail: [ehrenamt@exilverein.de](mailto:ehrenamt@exilverein.de)  
Phone: 0541 380699-16

**More information:**  
[www.exilverein.de/ehrenamt](http://www.exilverein.de/ehrenamt)



Osnabrücker Zentrum  
für Flüchtlinge

MAIL

✉ [kontakt@exilverein.de](mailto:kontakt@exilverein.de)

✉ [ehrenamt@exilverein.de](mailto:ehrenamt@exilverein.de)

WEBSITE

[www.exilverein.de](http://www.exilverein.de)

FACEBOOK

[facebook.com/Exilverein](https://facebook.com/Exilverein)

INSTAGRAM

[instagram.com/exil\\_ev](https://instagram.com/exil_ev)

Gefördert durch die  
**Aktion**  
MENSCH