



CROOKED HOUSE
www.crookedhouse.ie

ESC89: ACTING FOR INCLUSION

01 September 2022 – 31 August 2023

HANDBOOK

Information for: European Solidarity Corps applicants and
Sending/Supporting organizations

Note: All Sending Organizations will need to have a Quality Label or valid EVS accreditation in place before they can take part as a partner organisation in a project with an Irish hosting organisation. See here:

https://europa.eu/youth/solidarity/organisations/quality-label_en



Kildare County Council
Comhairle Contae Chill Dara



About

Acting for Inclusion is a solidarity project and **volunteering programme** based in Newbridge, Ireland for 10 young actors, 1 graphic designer, and 1 film-maker, aged between 21 and 30. It aims to **train artists in the process of drama facilitation** so that they can enhance their employability by gaining valuable new skills. *Acting for Inclusion* provides training and supervised practice in using drama and film to work with young people (aged 11 to 22) in a youth theatre and in schools.

Acting for Inclusion also focuses on supporting volunteers from ethnic, migrant and under-represented backgrounds.

Volunteers will ‘shadow’ or support professionals in the areas of **drama facilitation, theatre directing, film making and editing, and project administration**. They will take part in a full training programme on drama facilitation. They will be able to facilitate their own workshops and direct plays on their own, having spent some time observing, and then working (under supervision and support) to run workshops in pairs.

Who is it for?

Acting for Inclusion promotes the European Solidarity Corps goal of inclusion and diversity by selecting and training volunteers from countries and cultures whose backgrounds are different to ours in Ireland. The project is for any young actor, film maker and graphic designer from the EU and from neighbouring countries. We would especially like to have young actors/film makers and graphic designers from Eastern Europe (Poland, the Balkans, former Soviet countries, Slavic countries etc.) but also from outside the EU (in particular, from Muslim countries, from North African countries, from Turkey, from the Baltic states, from Russia and Euro-Asia. We also aim to have young people who are openly LGBTQI+ as volunteers. Their presence here models and makes visible diversity for your young people with whom they work closely.

Young people who have trained as actors and film makers in several countries face barriers often validating their choice of career, and in some



countries, employment is marginal at best for actors. Our project, *Acting for Inclusion*, aims to increase their access to the job market by training them in youth drama facilitation, a skill that enhances their actor-training.

This year-long programme would also show them how to set up a youth theatre and youth drama project or film project when they return home, as well as how to use drama and film as a tool for social change in their own countries. Thus, they would be better equipped to promote inclusion, overcome economic barriers, and other barriers linked to education and training in their home countries.

The volunteers will return to their countries, hopefully inspired by the liberal values we espouse in our theatre work, and enriched by the knowledge of using theatre and film to effect social change, to make projects of their own that promote these values and aspire to change society for the better in their communities.

Duration

Acting for Inclusion is a **12-month** volunteer programme. Participants will arrive in Ireland in September 2022. The project ends in the final week of August 2023. Participants are classified as '**volunteers**' while they are here (for the purposes of obtaining a visa, for example).

Volunteers work for 30 hours per week. They have 2 days off every week. At the end of each month there are an additional 2 days' holiday given (which can be accumulated and taken as a larger block later in the year).

Weekly work time is flexible and will depend on the specific needs and learning objectives of each volunteer.

What we do

While participating on this project, volunteers will **engage with teenagers aged 11 to 19**. Crooked House works with young people who come to our **centre** for drama workshops and to make theatre projects. We also work with young people in the community, where we go to give workshops (e.g. to schools and youth clubs). We do not work with children.

In our centre we offer free drama workshops, we devise plays, and we rehearse work for performance. The young people come to separate workshops, each one tailored to their age and interests (see www.kildareyouththeatre/workshops for details). Workshops are in the evening time and at weekends when young people are in school. In Ireland school-terms run from September to June. In the summer, workshops can be in the daytime as well as at weekends. There are between 16 and 26 young people in each workshop. Therefore, a lot of the volunteering activity happens in evenings and at weekends.

Crooked House also visits **youth clubs, schools and youth projects** where we deliver either once-off free drama workshops, or more usually, free 10-week drama projects. In all these cases the drama work focuses on helping the young people develop resilience, acquire performance skills, and re-learn the skills needed for active citizenship. We have published material online about how we think drama does this (and it can be accessed here: <https://www.kildareyouththeatre.com/readingroom>). You can also read about it, and the type of drama activities that we do, on the Drama for Youth Work website at www.dramafor>youthwork.eu

What will volunteers learn?

They will learn about the **theory and practice of youth drama facilitation**. There is a part-time training programme delivered every week to all volunteers. It teaches:

- methods and techniques of drama facilitation;
- working creatively with young people;
- strategies for devising and creating work;

- effective planning of workshops;
- safety and ethical issues;
- theatre for social change;
- using theatre to raise awareness of social justice issues;
- developing a drama programme for young people.

They will take part in **theatre-making**, developing their skills in **performing in English**. Some of the work will be in their own volunteer group and other projects will be with their Irish peers. Volunteers will have the opportunity to work with Irish theatre-makers in order to:

- rehearse and stage scenes from classical work in English (including Shakespeare);
- rehearse and stage scenes from contemporary Irish playwrights;
- create a post-dramatic and documentary-theatre performance about themselves and their concerns, to be staged for an Irish audience and live streamed;
- create a 30-minute performance for schools, that will be staged in several schools in the region;
- there *may* be opportunities for volunteers to take part in plays being rehearsed and staged by Kildare Youth Theatre.

Volunteers will learn how to **direct plays and performances with young people**. For the first 5 months they will show experienced professional directors, attending rehearsals and perhaps acting as Assistant Director, Support Director or Stage Manager. There will be opportunities to do this for:

- a production of Shakespearean play which will be rehearsed from October 2022 with young people, and then staged in May 2023;
- a new play especially written for young people and supported by Britain's National Theatre in a project called Connections. This play will be rehearsed weekly from October and staged in March 2023;
- in every weekly workshop young people will devise and perform short scenes by which they learn to act and collaborate. Volunteers will find out here how to use feedback and how to direct those short scenes.

From January to June, the work of shadowing (as outlined above) will continue, but from now, volunteers will also co-direct their own small-scale projects with young



people. They will work in pairs on co-directing a one-hour contemporary script from one of the following sources:

- the National Theatre (UK) Connections portfolio of plays for young people (<https://www.nationaltheatre.org.uk/learning/connections>)
- Youth Theatre Ireland's Playshare collection of contemporary scripts for young people (<https://www.youththeatre.ie/resources/playshare-2020>)
- Crooked House's collection of new work for young people
- Any play from their own culture that might be attractive to do with young people in Ireland
- A classical one-act play that they admire, and think would be suitable.

The choices will be made in consultation with the Artistic Director of Crooked House. All plays will be staged for the public, in very small audience numbers in the intimate setting of our own workshop room. They will be staged during June Fest, a community festival in Newbridge (<https://www.junefest.ie/>).

They will also learn about theatre **project administration and project support**. This will be by managing attendance registers, workshop planning, scheduling, and email communications with our partners. It will include creating content for our social media, as well as reporting formally on events and projects. They will also have a weekly session on understanding European and other funding mechanisms, such as Erasmus+ and European Solidarity Corps.

Volunteers will also learn about **film making**. One of them will specialize in shooting films and editing them. These will be promotional films for our work, and creative fictional dramas. The film maker will learn to share their skills and to facilitate young people in this art form. Therefore, they too will take part in the facilitation training programme.

One volunteer will specialize in **graphic design**. Theirs will mainly be a desk-job, working on forms, images, reports and other material that needs to be created and published. They will also work on website maintenance and creation.

Project Activities

Knowledge, skills and competences to be acquired by the volunteer at the end of the programme

During the year the volunteers will take part in the following **seven** categories of activities:

Activity One: Making a Performance with Young People

Knowledge, skills and competencies to be acquired:

1. assist directors in youth theatre productions;
2. learn about using drama with young people;
3. practice administration and organisation skills such as keeping attendance records, composing information letters for parents, updating the social media and website;
4. develop marketing skills by assisting in promoting the performances;
5. practice stage management abilities;
6. become aware of and gain knowledge in health and safety issues associated with rehearsal, workshop and performance.

Activity Two: Facilitating Drama Workshops with Young People

Knowledge, skills and competencies to be acquired:

1. understand the theory and practice of facilitating drama;
2. learn appropriate drama games and activities for use with young people;
3. deepen knowledge about group dynamics and group development;
4. understand how to structure and manage a workshop;
5. find and support key learning moments in workshops for participants;
6. understand and practice how to give enriched feedback to participants in a workshop;
7. encourage participants with mixed abilities to work together;
8. plan and deliver their own short workshop programme;
9. be supervised and receive feedback and support from experienced professional facilitators;
10. facilitate the young people in their developmental work (i.e. help them arrange their own projects and events). Here volunteers will develop their organisational and logistical skills (such as planning, record keeping and



accounting). They will also develop an understanding of peer-learning. They will learn about theories of youth work that focus on creating learning environments for young people that facilitate independent learning;

11. share their own skills with the young people – for example, if a volunteer practices yoga he/she could do a yoga workshop for the young people.

Activity Three: Youth Theatre Administration and Logistical Support

Knowledge, skills and competencies to be acquired:

1. updating the website (being able to use wix.com and Word Press);
2. writing and uploading blogs about their experience in Newbridge and in Ireland;
3. updating the social media sites for Kildare Youth Theatre and for Crooked House; making short films and uploading them to YouTube and to social media – these films promote the plays and the workshops;
4. helping to write reports in English about the projects we do, especially about the Erasmus+ projects;
5. archiving the material we have gathered over the years about Crooked House (this means ‘digitizing’ the old posters, files, documents and records of the company and keeping them safe);
6. understanding Erasmus+ and helping to design and apply for a project;
7. organise access to the building for groups when necessary. This task gives volunteers responsibility and helps them become aware of security, access, timetabling and administrative tasks associated with running a youth theatre. Part of this work is to clean the space once a week and to keep it tidy;
8. network and liaise with other agencies and youth projects in the community along with Crooked House staff and volunteers. This will broaden the cultural knowledge
9. of volunteers and also give them an insight into Irish models of youth work and of youth theatre.

Activity Four: Training

Knowledge, skills and competencies to be acquired:

1. Attend theatre training and youthwork development courses provided by Crooked House. They will develop their knowledge here and learn how to apply theory to practice. All volunteers must also attend weekly Drama Facilitation
Training in Crooked House (we train in child protection issues, safety issues, and in Drama Facilitation);
2. attend trainings from Léargas, the Irish national agency for Erasmus+ and ESC;
3. opportunities will be provided to apply for and attend training courses run by County Kildare Leader Partnership (in Youth Studies), Maynooth University, and others.
4. Youth Theatre Ireland and others. They will all be free to volunteers who are selected for these courses.

Activity Five: Performing

Knowledge, skills and competencies to be acquired:

Perform with other volunteers in two short plays during the year (one in the first half of the year and the other in the second half). Perform along-side their Irish peers in devised and other performances for the public. This develops a range of skills and aptitudes including confidence, presence, problem-solving and collaboration abilities.

Activity Six: Graphic Design

We reserve one position on this programme for a person who will focus on graphic design. Their activities will be:

1. Graphic design for logos, posters and communication material
2. design layout and graphics for reports and documents
3. design and produce image-material for the websites and social media.

Activity Seven: Film-making

We reserve one position on this ESC programme for someone who will shoot and edit films.

Their activities will include:

1. Shoot and edit promotional material about our activities for the website
2. Shoot and edit documentary records of projects we do
3. Make creative short films with other volunteers and young people
4. Teach some film making and editing techniques to young people.

Accommodation, Allowances, Insurance and Other Logistics

Because Ireland has a housing crisis, and renting a house is very expensive, we ask **host families in Newbridge** to accommodate our volunteers. Each volunteer has his/her own room, with use of the kitchen and the rest of the house shared with the family. **Volunteers cook their own meals and look after themselves.**

All family homes are in Newbridge, within walking or cycling distance to Crooked House. For those who need to have a bicycle we provide one.

There are many supermarkets where food can be bought reasonably. But you will need to compare prices of food between Ireland and your country as we are one of the most expensive countries in Europe.

Host families receive **€350 per month** in rent (this includes bills like heating etc). You will receive **€450 per month** for all your living expenses (this includes your 'pocket money' allowance).

Public transport is expensive compared to other EU countries. However, there are large student reductions if you have a valid, photographic **student ID card** from a third level university.

Volunteers should apply for and obtain a **European Health Insurance Card** (<https://ec.europa.eu/social/main.jsp?catId=559>) which allows you to be treated free in our public health system. All volunteers are **insured against accidents at**



work under Crooked House's insurance policy (but this does not insure you against non-employment-related bad health or accidents that happen outside of work). Here is a direct link to the EHIC information for visitors to Ireland: (<https://www2.hse.ie/services/ehic/visitors-to-ireland-how-to-get-medical-treatment-with-your-european-health-insurance-card.html>)

As a European Solidarity Corps participant your insurance will also be covered by the CIGNA Health Insurance scheme for which we will register you on once you have obtained your visa.

All volunteers will receive up to four **English language classes** each week with a trained teacher. These will be in small groups of other volunteers and will be tailored to each one's level and need. There are also other, freely available language classes in the town library. Volunteers are also registered on the **OLS language training programme**.

We must have every volunteer 'vetted' or 'screened' by the Irish police force. This is the **criminal background check**. The Irish police are called An Garda Siochána (or the Gardaí). Basically, they ask you to fill in all the addresses you have ever lived in and then they check with local police in your country if you were ever convicted of a crime. It doesn't matter if you have crimes to do with cars, theft, drugs or whatever - you need to declare those. We will still accept you if you have convictions for minor crimes, but we cannot accept you if your crime involves a minor (a young person under 18).

If you are accepted as a volunteer with Crooked House we will send you a pack containing forms for your Garda Vetting.

These must be completed before you arrive.

For our ESC volunteers, and also for our Erasmus interns, we have set up a **Mentor**. She is a trained youth and community worker who has also experience in the arts. She will meet everyone shortly after you arrive for a welcoming session. Then she will schedule fortnightly or weekly sessions with everyone. These sessions will be



to support you in settling in, keeping yourself motivated, helping you reflect on what you are learning, and confidentially discuss any issues that may bother you.

There is **no remuneration or payment** made to the volunteer or intern from Crooked House. Volunteers on ESC programmes **are legally not permitted to work** in any paid capacity while being funded by the European Union's Solidarity Scheme.

Selection

*These are **the criteria** we used to select our volunteers:*

This is a project for 10 young actors, 1 young film-maker and 1 young graphic designer.

- We ask for people who have training or extensive experience in performing in theatre / film making / graphic design
- Volunteers should be aged 21 to 30.
- Volunteers should have initiative – i.e. they are able to start their own work
- Volunteers should be prepared for cold, dark and wet winters
- Volunteers should be able to work in flexible, changing, and organically structured environments.
- Volunteers should be able to work alone and in groups.
- Volunteers from outside the EU must obtain a visa to work here, and they must guarantee that they will adhere to the conditions of that visa.
- Volunteers must be vetted by the Irish police force, An Garda Siochána, before they can volunteer with us.

*We **positively encourage** young actors who have one or more of the following criteria to apply:*

- You are LGBTQI+
- You are from a migrant background, or your family has migrated

- You may be experiencing difficulties in your home society related to your beliefs, cultural identity, gender, religious background (including being atheist), or ethnicity
- Your human rights are being denied or repressed
- You are an actor from a neighbouring country to the EU
- You feel that you have fewer opportunities in life compared to those your age in your country or in other countries.

Application Process

Most volunteers will have applied through our website – www.kildareyouththeatre.com – and filled out the application form there. If you have not already done so, then these are the steps that you go through in order to be considered for this project:

What is the application process?

There are several steps.

1. Register with the European Solidarity Corps here:
https://europa.eu/youth/solidarity/young-people/about_en
2. After you have registered, search for opportunities from Crooked House Theatre Company (whose Organisation ID is E10012295). We have a Quality Label. Our latest volunteering opportunity will be this one called ESC9 Acting for Inclusion. Apply for this.
3. Return to this website (<https://www.kildareyouththeatre.com/esc>) and **complete the application form** linked at the bottom of the page.
4. Send your CV or resume to crookedhouse.applications@gmail.com
5. Wait to hear if you have been selected to move to Round 2

6. You will receive an email informing you about the next step in the process. If you are successful in this, then you will move to Round 3.
7. Round 3 will be an interview on zoom.
8. After this you will be informed if you have secured a place on this project.

Erasmus+ Student Traineeship

Some ESC applicants may be eligible to do an Erasmus+ Student Traineeship or Intern project here instead of an ESC. Detailed information about Erasmus+ Student Traineeship (under Mobility of Higher Education Students and Staff) can be found here in the new Erasmus+ Programme Guide (2021):

https://ec.europa.eu/programmes/erasmus-plus/programme-guide/part-b/key-action-1/mobility-higher-education-students-staff_en

Further details about eligibility and costs are here:

https://ec.europa.eu/programmes/erasmus-plus/programme-guide/part-b/key-action-1/mobility-higher-education-students-staff_en

Contact us

Postal Address: Crooked House Theatre Company,
1, Main Street,
Newbridge,
County Kildare,
W12KV29,
Ireland.

Website: www.crookedhouse.ie

Email: info@crookedhouse.ie

Facebook: <https://www.facebook.com/CrookedHouseTheatre>

YouTube: <https://www.youtube.com/channel/UC3bMAccraZXxV5FfT2O5fKw>

Kildare Youth Theatre www.kildareyouththeatre.com

Instagram: https://www.instagram.com/kildare_youth_theatre/

Typical Weekly Timetable

This is a **draft** sample of what our Volunteer's Timetable **might** look like. It is not definite, and there is room for change.

Each volunteer's timetable will be different and designed to meet their needs.

MONDAY	TUESDAY	WEDENSDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
9.30am – 10.30am Yoga	9.30am – 10.30am Yoga	9.30am – 10.30am Yoga	9.30am – 10.30am Yoga	9.30am – 10.30am Yoga	<i>Saturday and Sunday are volunteers' days off. However, some of you might be interested in attending, assisting or taking part in these activities. Attending and assisting are therefore optional.</i>	
10.30am – 10.45am Short break	10.30am – 10.45am Short break	10.30am – 10.45am Short break	10.30am – 10.45am Short break	10.30am – 10.45am Short break	10.30am – 1.30pm Young Actors	
10.45am – 11.30am English language class	10.45am – 11.30am English language class	10.45am – 11.30am English language class	10.45am – 11.30am English language class	10.45am – 11.30am English language class	Studio – volunteers can take part / acting lessons in English.	
11.30am – 2.00pm Acting and Devising Making a piece of theatre with professional director.	11.40am – 1.00pm In pairs plan school's drama classes.	11.30am – 1.00pm Skills Share Each volunteer teaches the group something they learned and wish to pass on.	11.40am – 1.00pm In pairs plan school's drama classes.	11.30am – 2.00pm Drama Facilitation Training for all volunteers with Anna Galligan	10.30 – 11.30: Voicework 11.45 – 1.30pm: Movement	
2.00pm – 3.30pm Lunch	1.00pm – 2.00pm Lunch	1.00pm – 2.00pm Lunch	1.00pm – 2.00pm Lunch	2.00pm – 3.00pm Lunch	1.30pm – 2.30pm Lunch	1.00pm – 4.00pm <i>Shakespeare play rehearsal with Peter Hussey.</i>
3.30pm – 4.30pm Planning in-house workshop	2.00pm – 4.00pm In pairs co-facilitate drama classes in	2.00pm – 4.00pm	2.00pm – 4.00pm	3.00pm – 4.00pm	2.30pm – 4.30pm	

(Oberon, or Touchstone or Echo)	different schools in the community.	Understanding Erasmus+ applications – planning a project.	In pairs co-facilitate drama classes in different schools in the community.	Group meeting with Peter and Vasiliki to check in for any issues emerging.	Caliban workshop (for 17 to 19-year olds) with Doug Morrison and Cian Ó Náraigh. Volunteers can assist and observe.	Volunteers can assist.
4.30pm – 5.30pm Mentoring session / one-to-ones with different mentors.	4.15pm – 5.30pm Evaluate and record the co-facilitation work.	4.00pm – 4.30pm Break	4.00pm – 4.30pm Break	4.00pm – 4.30pm Break		4.30pm – 7.00pm National Theatre (NT)
5.30pm – 6.45pm Break	5.30pm – 6.45pm Break	4.30pm – 5.30pm Planning a directing project for tonight (this will start in December) 6.00pm – 9.00pm Various groups directing with young people.	4.30pm – 5.30pm Plan tonight's Touchstone workshop - 4 volunteers only. The rest work on scenes set by Peter in the previous session.	4.30pm – 5.30pm Cleaning the premises.		Connections new play rehearsal with Douglas Morrison. Volunteers can assist.
6.45pm – 9.00pm Workshop facilitation (observe and assist) Oberon workshop. For 4 volunteers only. The rest	6.45pm – 9.00pm Workshop facilitation (observe and assist) Echo workshop. For 4 volunteers only. The rest finished at 5.30pm.		5.30pm – 6.30pm Break for the 4 (rest are finished).			

finished at 5.30pm.						
9.00pm – 9.30pm Evaluation of workshop and feedback for the 4 volunteers.	9.00pm – 9.30pm Evaluation of workshop and feedback for the 4 volunteers.		7.00pm – 9.00pm Observe and assist Touchstone workshop facilitation. 9.00pm – 9.30pm Feedback and reflection.			

Sample Volunteering Agreement

ESC Volunteering Agreement 2022 to 2023

Project Number: [This number will be given to the project after it is approved by the European Union]

Project Name: ESC9 Acting for Inclusion

National Agency: Léargas (Ireland)

Host and Lead Organisation: Crooked House Theatre CLG.

PIC 948190812.

OID: E10012295

Website: www.crookedhouse.ie

Address: 1 Main Street, Newbridge, County Kildare, W12 KV29, Ireland

called hereafter "the organisation", represented for the purposes of signature of this agreement by Mr **Peter Hussey** of the one part, and

Volunteer's Name:

Volunteer's Gender:

Volunteer's Nationality:

Volunteer's Home Address:

Volunteer's Email:

Volunteer's Date of Birth:

Volunteer's Phone Number:

called hereafter "the volunteer" of the other part, has agreed the Special Conditions and the Annexes below which form an integral part of this agreement ("the agreement"): Annex I General Conditions.

The agreement also concerns the following partner organisation(s) in the project:

Sending Organisation's Name:

Contact Person:

Address:

Accreditation number:

PIC:

OID Number:

E-mail:

Website:

Tel:

called hereafter "the partner organisation" or "the sending organisation."

SPECIAL CONDITIONS

ARTICLE 1 – SUBJECT MATTER OF THE AGREEMENT

1.1 The organisation shall provide financial support to the volunteer for undertaking a mobility volunteering activity for the European Solidarity Corps (called hereafter the "ESC").

1.2 This agreement is conditional upon the volunteer obtaining a legal visa, should he or she need one, to volunteer in Ireland with Crooked House for the period stipulated below.

1.3 Any amendment to the agreement shall be done in writing. In case of substantial modifications, a new agreement must be signed.

ARTICLE 2 – ENTRY INTO FORCE AND DURATION OF MOBILITY

2.1 The agreement shall enter into force on the date when the last of the two parties signs.

2.2 The mobility period shall start on 1st September 2022 and end on 31st August 2023. (The start date of the mobility activity shall be the first day that the participant needs to be present at the receiving organisation. The end date shall be the last day the participant needs to be present at the receiving organisation.)

2.3 The total duration of the mobility period, including previous participation in ESC/EVS activities, shall not exceed 12 months for a volunteer.

ARTICLE 3 – FINANCIAL SUPPORT

3.1 The financial support in form of Individual Support/pocket money for the mobility period is EUR €800.00 per month. €350 of this will be paid in rent every month to the host family/landlady for monthly rent. €450 will be given to the volunteer at the start of every month.

3.2 The volunteer shall receive a financial support from EU funds for a maximum 365 days. The total amount for the mobility period shall be determined by multiplying the number of days of the mobility with the rate applicable per day for the receiving country concerned.

3.3 The reimbursement of costs incurred in connection with special needs, where applicable, shall be based on the documentation such as invoices, receipts etc. provided by the volunteer.

3.4 The financial support may not be used to cover similar costs already funded by European Union funds.

3.5 Crooked House agrees to pay the Sending Organisation [fee agreed by sending organisation and Crooked House] per month of the project attended by the volunteer:

- after the volunteer has finished the project
- after the volunteer has written a detailed report and sent it to Crooked House
- after the sending organisation has written a detailed report and sent it to Crooked House.

This fee is the total fee charged by the Sending Organisation for the preparation and sending of the volunteer.

3.6 Where applicable, Crooked House will reimburse the Sending Organisation for the cost of applying for a visa to Ireland for the volunteer up to a limit of €600. Invoices, receipts and documentary evidence of the spending for the visa **must** be submitted to Crooked House before they can be reimbursed. The Sending Organisation will be reimbursed as soon as they submit the correct receipts and documentation. Every separate item of expenditure should be separately receipted.

ARTICLE 4 – RIGHTS, RESPONSIBILITIES AND PAYMENT ARRANGEMENTS

4.1 The volunteer will contribute to the ongoing activity of the theatre organisation. These will include the following activities:

- Design and deliver drama or film workshops and facilitate youth drama programmes
- Create a piece of theatre with other volunteers if requested for various conferences, events or groups.
- Help direct youth theatre members in evenings to create pieces of theatre, or film, to be staged in summer.
- Assist directors to direct various shows with young people.
- Help to facilitate the in-house drama workshops in the evenings from 7pm to 9pm with young people.

- Learn how to put together an Erasmus+ application for a youth exchange or training course (using examples of successful applications we have submitted in the past).
- Help to support any of the performances by learning how we use marketing, scheduling, props, etc in our activity.
- Help to care for and maintain our premises.
- Collaborate with other volunteers to deliver workshops to local schools and youth clubs.
- Help with the maintenance and upkeep of our websites and social media accounts.
- Make promotional films for activities we do.

The volunteer shall abide by the Policies and Codes of Behaviour for Crooked House. These include Child protection Policy, Alcohol Policy, Internet Use, etc. These are available to view in The Reading Room of our website at
www.kildareyouththeatre.com

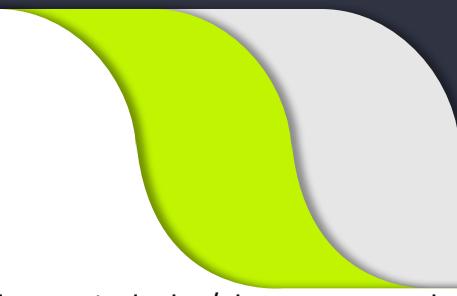
4.2 Crooked House agrees to pay the following travel costs for the volunteer:

- initial flight to Ireland in 2022
- return flight to home country in 2023
- travel to and from the airport in Ireland.

Crooked House will pay for one flight to Ireland and one flight from Ireland. It will include 2 large bags.

Crooked House will either (a) book and pay for these flights once we have the passport and travel details of the volunteer; or (b) reimburse the volunteer, or the Sending Organisation, for the flights provided appropriate receipts have been submitted to Crooked House.

Peter Hussey, or another representative of Crooked House, guarantees to collect the volunteer at Arrivals on his/her entry to Ireland, and will bring the volunteer to the security entrance in the airport on his departure from Ireland.



If the volunteer wishes to travel home for holiday periods, he/she must pay those flight costs themselves.

4.3 The sending organisation, agrees to prepare the volunteer for the ESC.

The host organisation will organise insurance cover for the volunteer by registering him/her on the Cigna Insurance Scheme.

The host or sending organisation will ensure the volunteer applies for and gets A European Health Insurance Card (if they are entitled to one).

<https://www2.hse.ie/services/ehic/visitors-to-ireland-how-to-get-medical-treatment-with-your-european-health-insurance-card.html>

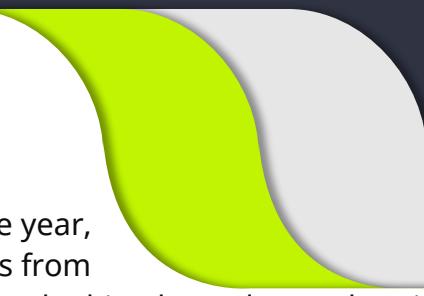
The sending organisation will schedule and conduct a meeting online with the volunteer once every 6 weeks during the volunteering period.

The sending organisation will write a report at the end of the volunteering period assessing the impact of the project on their organisation, and on the volunteer (gathered from the ongoing supervision during the mobility).

The sending organisation agrees to actively support the volunteer should any issue of conflict, disagreement or unhappiness arise for him/her/them.

4.4 The volunteer will attend On Arrival Training, Mid-Way Training, and any other relevant training offered by the Irish national organisation, Léargas. **It is compulsory to attend the first two of these trainings.**

4.5.a Accommodation shall be in a room of his/her own in a family home in Newbridge. He/she will live in a house close to the centre of the town. He/she will have his/her own room, a key, and access to the common areas of the house (kitchen, etc).



The volunteer will be given a bicycle to use for the year, especially if the house is more than 1.5 kilometres from Crooked House. The volunteer agrees to look after the bicycle, and to replace it if it is lost or damaged as a result of the volunteer's negligence.

4.5.b The volunteer will be expected to adhere to the Guidelines for Volunteers and Staff of Crooked House. A schedule of activity will be agreed upon by the volunteer and Crooked House at various times throughout the mobility.

4.5.c The hours attended/volunteered shall not exceed, nor be fewer than, 30 per week – if there are more, time off in lieu will be given. There will be two days per week free, and two days holiday time per month.

4.5.d The volunteer has the right to change the type of activity they carry out, in agreement with the host organisation, should they wish. However, it must be agreed with Crooked House first.

4.5.e Each volunteer will be registered by Crooked House to take part in the online language support (OLS) and they must complete this within the time agreed - <http://erasmusplusols.eu/>

4.5.f The volunteer is legally required to be vetted by the Irish police force (an Garda Síochána) through the Child Protection Consortium used by Crooked House Theatre Company. This requires the volunteer to fill in disclosure forms which have been emailed to the volunteer. It will not be possible to begin volunteering without Garda vetting in place for the volunteer. This may result in a delay for the volunteer beginning their volunteering with Crooked House.

4.5.g Legally, if the volunteer has been convicted of a crime involving a minor (under 18) they will not be permitted to work with other minors while in Crooked House.

4.3 The volunteer will receive €450 by electronic transfer to his/her bank account at the start of each month. This includes the full 'pocket money' allocated in the budget along with additional money for supplies. This is to be used for food and other living costs during the project. Crooked House will pay €350 per month to the host family for accommodation. No other funds will be given to the volunteer, as this is strictly a volunteering activity and not a work one. However, Crooked House will reimburse the



volunteer all work-related travel expenses and production expenses (previously agreed with the organisation) incurred at the end of every month on production of receipts.

4.4 The volunteer agrees not to work in any paid employment capacity in Ireland while on this project, and while they are being paid by the European Union to be a volunteer.

ARTICLE 5 – INSURANCE

5.1 The volunteer shall automatically come under insurance cover with Crooked House insurance policy.

By signing this agreement, the sending organisation confirms that the registration has been undertaken and the volunteer has been duly informed. This insurance covers the volunteer while working for Crooked House.

The insurance identification for our policy is:

Policy Number: HUPI6/9505909

Insurer: Hiscox SA

Broker: JLT Ireland, Cherrywood Business Park, Loughlinstown, Dublin 18.

Crooked House Client Number: CROO10

The volunteer should also be insured by the Sending Organisation (for full insurance cover if coming from outside the EU) using the EVS/ESC insurance scheme: Cigna EVS insurance scheme.

ARTICLE 6 – LINGUISTIC SUPPORT

6.1. The volunteer shall carry out an online assessment of linguistic competences before and at the end of the mobility period, with the exception of native speakers. This shall be done on the OLS platform. The volunteer shall immediately inform the organisation if he/she is unable to carry out the online assessment.

6.2 The volunteer shall follow the online English language course in order to prepare for the volunteering activity abroad. The volunteer shall immediately inform the organisation if he/she is unable to carry out the online course.

6.3 Crooked House will provide English classes for all volunteers who need them.

ARTICLE 7 – ESC INFO KIT

7.1 The organisation hereby provides the volunteer with the ESC Info Kit which is composed of the following:

- Welcome email or zoom call for volunteers
- A full information document with all details about the project (*this* document)
- Sponsorship Letter (for visa applicants)
- What to expect from ESC (Project Information Document)
- Information about Youthpass in ESC here:

<https://www.youthpass.eu/en/help/faqs/evs/>

An example of a complete Youthpass (for EVS) certificate:

<https://www.youthpass.eu/downloads/13-62-43/A2%20example.pdf>

Information about the Youth Card:

<https://www.eyca.org/youth-mobility/evs>

The (EVS) Charter:

http://ec.europa.eu/programmes/erasmus-plus/sites/erasmusplus/files/library/evs-charter_en.pdf

The volunteer shall be familiar with the content of these documents before signing the grant agreement.

ARTICLE 8 – ROLES AND TASKS OF THE VOLUNTEER

8.1 During the course of the ESC placement the volunteers will take part in the following activities:

- Assist theatre-makers and directors in youth theatre productions
 - practice administration and organisation skills such as keeping attendance records, composing information letters for parents, updating the social media and website
 - develop marketing skills by assisting in promoting the performances

- practice stage management abilities
 - become aware of and gain knowledge in health and safety issues associated with rehearsal, workshop and performance.
- Assist workshop facilitators in running drama workshops:
 - acquire new techniques and learn new drama games and activities
 - deepen knowledge about group dynamics and group development
 - understand how to structure and manage a workshop
 - find and support key learning moments in workshops for volunteers
 - encourage volunteers with mixed-abilities to work together
 - plan and deliver their own short workshop programme
 - be supervised and receive feedback and support from experienced professional facilitators.
- Shoot and edit short promotional films, longer creative films, and films documenting projects
- Facilitate or teach young people how to make their own films
- Create content for social media and our websites
- Design publications that include reports, information documents, fliers, handbooks, and all graphic material
- Facilitate the young people in their developmental work (i.e. help them arrange their own projects and events). Here the volunteers will develop their organisational and logistical skills (such as planning, record keeping and accounting). They will also develop an understanding of peer-learning. They will learn about theories of youth work that focus on creating learning environments for young people that facilitate independent learning.
- Organise access to the building for groups when necessary. This task gives responsibility and helps the volunteers become aware of security, access, timetabling and administrative tasks associated with running a youth theatre.
- Network and liaise with other agencies and youth projects in the community along with Crooked House staff and volunteers. This will broaden their cultural knowledge and also give them an insight into Irish models of youth work and of youth theatre.
- Attend theatre training and youthwork development courses provided by Crooked House. They will develop their knowledge here and also learn how to apply theory to practice. They include Child Protection Training, Health and Safety Training, First Aid, and Facilitation Training.

- Perform along-side their Irish peers in devised and other performances for the public. This develops a range of skills and aptitudes including confidence, presence, problem-solving and collaboration abilities.

8.2 By signing this agreement, the volunteer declares to not have taken part in ESC/EVS previously (with the exception indicated in the Programme Guide).

ARTICLE 9 – FINAL REPORT

The volunteer shall complete the Volunteer Report at the latest 30 days after the end of the mobility period.

ARTICLE 8 – LAW APPLICABLE AND COMPETENT COURT

The Agreement is governed by Irish Law. The competent court determined in accordance with the applicable national law shall have sole jurisdiction to hear any dispute between the institution and the volunteer concerning the interpretation, application or validity of this Agreement, if such dispute cannot be settled amicably.

ARTICLE 9 – VISA

The Sending and Host Organisations will assist the volunteer in obtaining a visa to travel to Ireland and to volunteer here. We recognise that the visa may not be granted, in which case this agreement becomes null and void and will cease to bind any of the signatories or their organisations to this contract.

SIGNATURES

(1) For the volunteer

Name:

Signature:

City/town where it was signed:

Date when it was signed:

(2) For the Host Organisation (Crooked House)

Name: Mr Peter Hussey, Artistic Director

Signature:

City/town where it was signed: Newbridge, Ireland

Date when it was signed:

(2) For the Sending Organisation

Name:

Signature:

City/town where it was signed:

Date when it was signed:

*Please sign and date **three** copies if this agreement. Each partner then holds onto one copy for their records.*

Annex I

GENERAL CONDITIONS

Article 1: Liability

Each party of this agreement shall exonerate the other from any civil liability for damages suffered by him or his staff as a result of performance of this agreement, provided such damages are not the result of serious and deliberate misconduct on the part of the other party or his staff.

The National Agency of Ireland the European Commission or their staff shall not be held liable in the event of a claim under the agreement relating to any damage caused during the execution of the mobility period. Consequently, the National Agency of Ireland or the European Commission shall not entertain any request for indemnity or reimbursement accompanying such claim.

Article 2: Termination of the agreement

In the event of failure by the volunteer to perform any of the obligations arising from the agreement, and regardless of the consequences provided for under the applicable law, the organisation is entitled to terminate or cancel the agreement without any further legal formality where no action is taken by the volunteer within one month of receiving notification by registered letter.

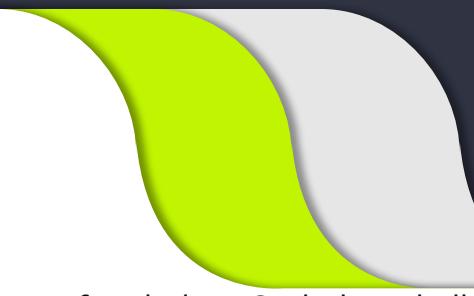
In the event of failure by the organisations to perform obligations outlined in the agreement and/or the EVS Charter the volunteer is entitled to terminate or cancel the agreement.

If the volunteer terminates the agreement before its agreement ends or if he/she fails to follow the agreement in accordance with the rules, he/she shall have to refund the amount of the grant already paid, in case part of the grant has been paid in advance for non-active days.

In case of termination by the volunteer due to "force majeure", i.e. an unforeseeable exceptional situation or event beyond the volunteer's control and not attributable to error or negligence on his/her part, the volunteer shall be entitled to receive at least the amount of the grant corresponding to the actual duration of the mobility period. Any remaining funds shall have to be refunded.

Article 3: Data Protection

All personal data contained in the agreement shall be processed in accordance with Regulation (EC) No 45/2001 of the European Parliament and of the Council on the protection of individuals with regard to the processing of personal data by the EU



institutions and bodies and on the free movement of such data. Such data shall be processed solely in connection with the implementation and follow-up of the agreement by the partner organisations, the National Agency and the European Commission, without prejudice to the possibility of passing the data to the bodies responsible for inspection and audit in accordance with EU legislation (Court of Auditors or European Antifraud Office (OLAF)).

The volunteer may, on written request, gain access to his personal data and correct any information that is inaccurate or incomplete. He/she should address any questions regarding the processing of his/her personal data to the sending institution and/or the National Agency. The volunteer may lodge a complaint against the processing of his personal data with the [national supervising body for data protection] with regard to the use of these data by the sending institution, the National Agency, or to the European Data Protection Supervisor with regard to the use of the data by the European Commission.

Article 4: Checks and Audits

The parties of the agreement undertake to provide any detailed information requested by the European Commission, the National Agency of Ireland or by any other outside body authorised by the European Commission or the National Agency of Ireland to check that the mobility period and the provisions of the agreement are being properly implemented.

Sample Sponsorship Letter

(for visa applicants)



Crooked House Theatre CLG

1 Main Street, Newbridge, County Kildare,
W12 KV29, Ireland. Mobile: + 00353 87
2759420

Email: info@crookedhouse.ie
Web: www.crookedhouse.ie and
www.kildareyouththeatre.com

Registered in Ireland as a company limited by guarantee and as a charity.

Reg No: 311330. Charity No: 20143534. CHY Number 20229.

Trustees: Kieran Behan (Chair), Evonne Bolan (Secretary), Mary Linehan and Mary Doyle.

24 February 2022

To whom it may concern

Regarding

[Name of volunteer]

[Address of volunteer]:

Letter of Sponsorship

This is to confirm that _____ has been invited to become a volunteer with

Crooked House Theatre Company participating on the European Solidarity Corps (ESC) which is funded by the European Union (https://europa.eu/youth/solidarity_en) and administered in Ireland by Léargas (<https://www.leargas.ie>)

The volunteer programme for which _____ has been selected is the eighth annual programme we have run for international volunteers. It is called 'ESC Project 9: Acting for Inclusion. _____ will join 11 other volunteers (from list countries) on this programme.

We are inviting _____ to begin the programme on 1st September 2022 for a period of one year, ending on 31st August 2023. We include two travel days in the invitation, inviting him/her to arrive between the final week of August 2022 and the end of October 2022, and to depart in the first week of September 2023. We will purchase flights for him/her.

_____ will be collected at the airport by Peter Hussey (the programme director) on his arrival and brought to his accommodation. At the end of the programme Peter will drive him/her to the airport and remain with him/her until s/he has gone through security for his/her return flight.

As an ESC participant _____ will be paid living expenses of €450 each month for 12 months at the start of the month. This is for his/her food, pocket money, and any ordinary expenses he/she has. As he/she will be in a family home where all utility bills will be paid, he/she won't have any other kind of expenses. This amount will be transferred to his/her bank account from ours. If he/she needs to set up an Irish 'student' or temporary bank account we will help him/her to do this, and if not, we will transfer it to his/her home bank account.

We will pay €350 per month to our volunteer host family for accommodation for _____. S/he will reside at _____, Newbridge, County



Kildare, along with one other volunteer and the owner. We already use this host family for volunteers. We pay the host family the monthly rent directly to their bank account at the start of each month. It also covers all utility costs (heating, electricity, bins etc).

_____ will take up a role of *volunteer* with Crooked House, a charity which works with young people in Kildare. In preparation for this role, and before s/he is approved to come to Ireland, s/he has been Garda vetted through our Consortium Youth Theatre Ireland.

The voluntary role involves supporting youth drama facilitators in their work with Irish teenagers and learning about how youth theatres are run and managed in this country. We choose _____ from over 1,000 international applicants, 50 of whom we interviewed, because s/he has a background and an interest in drama and in acting and is very eager to learn more. S/he [here are details about the volunteer's artistic training and skills].

Our volunteer programme is designed to help young people experience a full year of theatre activities. Our volunteers help with workshop facilitation, with taking part in youth theatre plays, and with the administration and management of a youth theatre. They return to their home countries and often set up their own youth theatre projects.

Attached to this letter is a full Volunteering Agreement outlining the role _____ will undertake as a volunteer with us. At no time will s/he be paid for his/her volunteering (other than the living allowances described above), and we ensure that all expenses associated with living in Newbridge as a volunteer are covered by the programme.

_____ has been registered for full insurance cover on the ESC Cigna insurance programme.

We are very happy to offer _____ a role with our team of international



volunteers. It will really add to our young people's understanding of diversity and of cultures very different to our own. We have successfully mentored and supported volunteers from all over the world since 2001.

We sincerely hope that his visa application is successful and are ready to help in any way should you need to contact us for clarification.

Yours sincerely

Peter Hussey,
Artistic Director.
Mobile Phone Number: +353 87 2759420
Email: info@crookedhouse.ie

Crooked House runs Kildare Youth Theatre which is a proud member of Youth Theatre Ireland www.youththeatre.ie

Sample Volunteer Weekly Timesheet

This represents an example of the activity time a volunteer might spend every week. In this example, the fictional volunteer, 'Ariel', gave 24 hours. They were 'owed' 5 hours from the previous week when they volunteered for 35 hours. All volunteers fill these in and sign them at the end of every week.

Volunteer Name: Ariel Prospero

Week Number: 5. Total number of hours worked this week: 25

Number of hours owed to me at the end of this week: 0

Day / Date	Hours (eg from 10.00 – 13.00)	Short description of work	Number of hours	Weekly Day off or Time off in lieu	Annual leave taken (eg holiday time)
Sunday 13/10/2018				Day off	
Monday 14/10/2018	10.00 – 13.00	Drama facilitation training with Anna	3		
	14.00 – 15.00	Preparing Ariel workshop with our team	1		
	15.00 – 16.30	Cleaning the centre	1.5		
	19.00 – 21.00	Delivering Ariel workshop (or Assisting Ariel workshop)	2		
Tuesday 15/10/2018	11.00 – 13.00	Rehearsing and creating devised performance	2		
	14.00 – 16.00	Co-facilitate PBS school workshop in local school	2		
	16.30 – 18.00	Planning St Conleth's school workshop with the team	1.5		
	19.00 – 22.00	Attending class in Certificate in Youth Studies, Naas	3		
Wednesday 16/10/2018	11.00 – 13.00	Delivering St Conleth's workshop	2		

	14.00 – 14.30	Evaluating workshop with team	0.5		
	15.00 – 17.00	Skills Share workshop	2		
	18.00 – 20.00	Assist directing Hamlet	2.5		
Thursday 17/10/2018	19.00 – 21.00	Co facilitate Caliban workshop	2		
Friday 18/10/2018				Day off due to <i>extra</i> 5 hours worked last week	
Saturday 19/10/2018					Annual Leave

Notes on the Weekly Timesheet

The number of hours per week that a volunteer works with Crooked House is 30.

Every volunteer's timetable is different, depending on their needs and their projects.

Annual Leave = 2 days per month (they can be accumulated and taken together or they can be taken off in whatever way the volunteer chooses)

Days off = this should amount to 2 days per week or the equivalent number of hours

Time off *in lieu* = this means the volunteer can take time off to *make up for extra* hours worked previously. This must be agreed in advance with the organiser before the extra hours are worked.

Study time or preparation time for a training course (such as the Certificate in Youth Work) cannot be included in the hours per week. However, we offer time off to attend a training course. These 3 hours can be counted. A training course must be one agreed with the volunteer and Crooked House beforehand.

Planning or preparation meetings for a workshop should ideally not be longer than one hour.

Travel to and from workshops or to Crooked House does not count as hours spent unless the workshop is outside of Newbridge (eg in Kildare town or in Naas).

Ideally a volunteer's days off should be consecutive (one after the other), and they should be on Saturday and Sunday. We do a lot of projects on Saturday and Sunday with young people, so some volunteers may wish to be involved then. We can discuss this individually.

Visa Applications

All volunteers coming into Ireland from outside the EU need to apply in advance for a volunteering, long term visa. This can take up to 3 months to process, and it requires the volunteer to have several important documents prepared and ready to send.

All applications are sent to Dublin. Full information is available here:

<https://www.irishimmigration.ie/coming-to-work-in-ireland/what-are-my-options-for-working-in-ireland/coming-to-work-for-more-than-90-days/volunteer/#guidance>

Before coming to Ireland to volunteer you must apply for preclearance or a visa if you are visa required to the Department of Justice.

In this section you will read all about what to do in order to get a Pre-Clearance visa. <https://www.irishimmigration.ie/coming-to-work-in-ireland/what-are-my-options-for-working-in-ireland/coming-to-work-for-more-than-90-days/volunteer/>

Crooked House will assist by:

- Reimbursing you for the money spent when you apply for the pre-clearance (application fee, translation of documents fee, etc). However, all such expenses must have a receipt with the amount spent clearly shown, and a note explaining in English what this receipt is for.
- Provide all the documents that the sponsor should provide (Letter of Invitation and Sponsorship, Accommodation Plan, 6 months' bank statements, etc.)
- Register you on our group insurance scheme and provide evidence of this
- Assist with support calls on zoom and help with English, preparing documents etc.

Please note that you must send quite a few documents including your passport, and previous passports. So, while the visa or preclearance is being processed you will not be able to use your passport.



You should aim to have a decision about your visa made in August and your passport returned to you by then, so that you can travel to Ireland in early September.

A Note on 'Culture Shock'

Based on the work of Kalervo Oberg, 1954

People who stay abroad for a shorter or longer period of time undergo the same phases in their contact with that different or local culture; we call that the culture shock. Everything is different; the language, the climate, the schedule, the habits, the money, you do not understand how things work, you do not know the way in that new world, literally and figuratively. And you can't fall back on family and friends. You've lost your hold.

A culture "shock" is a process: you go through certain phases.

1. First you are delighted or relieved; after all preparations, the time has come. Things are exciting and new, there is much to discover and much to arrange, people are willing to help you, you are curious about how it all works and others are curious about you ... everything is still open, you are excited about everything new.

2. Then the shock follows; you have been staying in this different society for some time now and you realize that people are different and do things differently than you are used to; that their words and actions have different meanings than what you think. You feel misunderstood, not seen for who you are. Many things are assumed or taken for granted by the people here, but you need clarity. You realize that you are an outsider. You try to understand it all, but only partially succeed. You are wary. It is very tiring.

You get angry and get frustrated, and then you go back to what you know; you seek support from people from your own country, want to eat like they do at



home, etc. This is the phase of frustration and anger. Some people never get over this phase, and they only become angrier and more frustrated. They suffer so much physically and psychologically that they must go back home (if possible!) or withdraw completely from their surrounding society.

3. But life goes on and you begin to understand; you get used to the other culture, you find your own way. You build a new social network, you can function well. You realise that you do not need everything explained. You realise how this culture works, and you begin to see the 'hidden' things, the meanings, the implications, and the relationships. You begin to be interested in this again. This is a phase of revival and perseverance.

4. Then comes the phase of more balance: your feelings are no longer determined by the other culture. You can empathize more, and you have more appreciation for the other and can handle it well.

5. When you go back, you have to get used to home again; things may have changed in the meantime and you will probably have changed too.

Procedure for dealing with conflict

Conflict can arise frequently when volunteers engage with long-established norms and traditions in an organisation. Sometimes the organisation does not realise that their traditions and norms are causing conflict or upset to the volunteer.

In Crooked House we acknowledge that this can be the case. We acknowledge, too, that the behaviour of Crooked House personnel can sometimes upset volunteers. It is not ever the intention of our staff and personnel to upset anyone. However, it can still happen.

Crooked House aims to resolve all conflicts and difficulties that it is made aware of in such a way that all parties are satisfied.

However, in order to give us the best chance to change and to address the conflict we need to know about it.



We recognise that sometimes volunteers are not able to raise the issue with the person or people with whom they are having difficulty in the organisation.

The following procedures are therefore in place to assist volunteers in resolving issues of conflict.

Procedure

1. In the first instance, try to raise the issue with the person with whom you are having the conflict. Request *in writing* to have a meeting with them and state that it is 'to resolve certain issues' you are having.

Crooked House will provide a third person to attend the meeting to take minutes and to act as mediator if necessary. Their role is to make sure that you are heard.

2. If you feel that you are not able to do this, then the second step is to raise the issue **with your mentor**. This is the reason the mentor is there. The mentor will then bring it to the attention of the organisation and perhaps act as mediator in a meeting with you and the person identified.

3. If this is not possible because you are having difficulty with your mentor, then the third option is to bring the issue to **your sending organisation**. They will then contact Crooked House and try to resolve the issue.

4. If this is not possible because you are having difficulty with your sending organisation, then the fourth option is to bring the issue to **another member of the Crooked House team** with whom you have worked or can speak. They will then bring about a meeting to resolve the issue.

5. If this is not possible because there is no-one on the team with whom you feel comfortable raising the issue, then the fifth option is to raise the issue **with a board member of Crooked House Theatre** (contact details on the website) and ask them to approach us on your behalf.

6. If this is not possible, then bring the issue to **your host family** and ask them to intervene.

7. If this is not possible, then you can bring the issue to **the national agency**.

You should give us the chance to resolve the issue before you bring it to the national agency.

The steps that will be taken to resolve issues

1. A meeting will be arranged with you, and with a person of your choice to support you, and with a mediator, and with the organisation or the person with who you are having conflict. The person of your choice can attend on Zoom if they are not here. The entire meeting can be on Zoom if you do not wish to attend in person.
2. You will be asked to say, as best you can, what it is you experience.
3. The organisation will be given a space to respond.
4. If you are not satisfied with the response, your support person and you will then ask about how the issue can be resolved to everyone's satisfaction.
5. Crooked House guarantees to propose a plan or course of action to resolve the issue to everyone's satisfaction.
6. Minutes of the meeting will be taken and sent to all attendees. Each one should respond and sign the minutes if they believe them to be accurate.
7. A review date should be established for a follow up meeting to ascertain if the conflict has been resolved or not.

Mentoring

As part of the supports offered to volunteers (e.g. English language classes, training in drama facilitation, and a room in a host family home), we provide each person with a mentor.

Definition

A *mentor* is someone in the community who gets to know the volunteer, and who meets with/checks in with them regularly at first, and then as needs be. Our mentor is Anne Doyle, a retired professional counsellor and doctor. She has also trained professionally as an actor.

Mentor's Role

The mentor's role is to check that the volunteer is adapting well, settling in, and feeling involved. The mentor listens to any concerns or issues the volunteer might have, and either suggests solutions, or brings the issue to Crooked House to see if we can help. The mentor will facilitate one group session with everyone once a week. They will also work through learning goals and issues of adjustment, conflict or homesickness.

Mostly the mentor helps the volunteer with encouragement, and supporting levels of motivation, and suggesting activities outside of Crooked House that he or she can become involved in. Some mentors occasionally include the volunteer in family events or outings – when appropriate and where they feel comfortable doing so.

Documents and Files

If the Mentor needs them, we will provide the volunteer's CV, and application letter to the mentor in advance (with the agreement of the Volunteer). We will also provide the Volunteering Agreement, if the Mentor wishes to see it, so that the mentor can familiarise themselves with it should the volunteer need clarification later on. And should it be requested we will provide a schedule or outline of what the volunteer will be doing during their time with us.

Note that we will not automatically provide these documents but if a Mentor wishes to review them then we can supply them. In all cases we will ask the Volunteer's permission before sharing them.

Common Volunteer Issues

The normal 'problem' issues that arise for volunteers can include the following:

- Hard to deal with the grey weather in the winter when you come from a hot climate
- Finding little to do in Newbridge outside of Crooked House
- Feeling homesick after Christmas – or shortly before
- Not connecting so well to another volunteer
- Occasionally not happy with the host accommodation (rare)
- Difficulty with staff or projects in Crooked House

Reporting Obligations of the Sending or Supporting Organisation in ESC projects hosted by Crooked House Theatre Company

At the end of the volunteering project the support organisation should compile a report. The information in the report will be used by Crooked House to make parts of the project's Final Report.

The length of each section is not specified. It should be however long you need it to be.

Please submit the report one month after the volunteer finished their project.

The report should:

- (a) Describe the activities undertaken by you to prepare the volunteer
- (b) Describe how you maintained contact with her during the year, and addressed any problems or issues she may have encountered
- (c) Describe what impact this project has had on your organisation - this will be clear after the volunteering period has finished, and after the volunteer returns home. Did he/she, for example, make a presentation to other new volunteers before they departed on their journeys? Or did she/he share some of their experiences that you could use on your website? Were you able to understand our projects better and therefore promote future opportunities in Ireland? And so on.
- (d) Describe the ways in which you disseminated the project. This means, for example, that you used your website or blog to share to viewers the kind of theatre activities the

volunteer took part in; or the work in schools that he/she did. If online, please provide links to these items or blogs.

(e) Include feedback from the volunteer about his/her experience for the year.

The report is paid for as part of the money that will be sent to the 'sending' or supporting organisation. It is valued, by us, at €400. Should you decide that you do not have the time to do the report, this is ok, but remember then that the total fee paid to your organisation will be €200 for the preparation activities (or €50 per month that the volunteer spent in Ireland).