

# The socially inclusive community center

Participatory Action Research at 'One Happy Family', Lesvos, Greece

## REPORT OF THE PROCESS AND THE RESULTS



2019  
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# 1 - INTRODUCTION

This report summarizes the results and the process of the participatory action research that was conducted at the community centre 'One Happy Family' (OHF), in Lesvos, Greece, between February and May 2019. This report is written for the coordination team at OHF as a documentation of the research as well as a reference work for the future.

- Coordination team member: *'Please give us every info that you have in the report, for us to look up the ideas and for future reference, to know what topics to focus on.'*

I would like to thank the OHF coordination team for trusting me and letting me conduct the action research at the community center, and I would like to express my deep appreciation and gratitude towards the entire OHF community for welcoming me so warmly and cooperating with me and each other so well. Additionally, I would like to thank Ivan Rivera for being an amazing co-facilitator and incredible support during the process of the action research.

## 1.1 - OBJECTIVE AND RESEARCH QUESTION

### **Challenge:**

- Everyone (the visitors, helpers and volunteers) loves the community feeling they find at the community center 'One Happy Family' (OHF)<sup>1</sup>: making friends and connecting, meeting people from different nationalities, giving and receiving respect, as well as actively participating in the community. It is important for them that everyone feels comfortable and welcome at the community center.
- However, not everyone in the center feels equally part of the community. Some feel uncomfortable and excluded or are concerned that others feel uncomfortable in certain dynamics or situations due to the different backgrounds. Due to this diverse mix of stories, backgrounds, dynamics as well as the given space of the community center, the question arises: How can refugees visiting and working in the community center 'One Happy Family' feel more included and comfortable at the center?

### **Objective:**

- The goal of this action research is to increase the community feeling in the community center 'One happy family', by making everyone feel more welcome.

### **Research Question:**

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<sup>1</sup> <https://ohf-lesvos.org/en/welcome/>

- What initiative(s) (and organizational changes) can be co-created by visitors, helpers, volunteers and the coordination team in order to contribute to a more inclusive and comfortable environment for everyone at the community center 'One Happy Family'?

#### **Sub-questions:**

- How do visitors, helpers and volunteers currently experience the community feeling at 'One Happy Family'?
- What are the exact causes of people not feeling included or comfortable in the community center?
- What factors improve inclusiveness and comfort in this context?
- In what situation and who would like to feel more included and comfortable?
- Can the situation be changed with an intervention? What is needed and what are concrete solutions to practically improve the feeling of inclusiveness in the center? What can each community group do to create a more inclusive environment?
- What is the role of each stakeholder and their group dynamic in shaping the organization?

#### **Participants:**

- Helpers (refugees working at OHF)
- Visitors (refugees visiting OHF)
- Volunteers (internationals volunteering at OHF)
- Coordination team (management team)

#### **Research Methods:**

This project used the method of participatory action research to define and answer the research question.

#### **Methods used:**

- **Semi-structured interviews:** interviews following a framework of themes to be explored with the interviewee, but allowing new ideas to be brought up during the interview.
- **Focus groups** (for simplicity, called 'workshops' during this action research at OHF): an interview with a group of people who are asked about their perceptions, opinions, beliefs towards an idea. Questions are asked in an interactive group setting where participants are free to talk with other group members, as it is important to know how people interact, communicate and work together.
- **Surveys:** list of questions to receive specific data from a larger group of people.
- **Human Barometer - Take a Stand:** Game that helps participants share their opinions by asking them to line up along a continuum based on their position on an issue
- **World Café:** Workshop format that facilitates a fast sharing and discussing of ideas. Participants go from table to table in smaller groups in different rounds and add

their ideas to the ideas previously discussed at the table with another group. Every table can represent one topic and there is one host per table, which remains at the same table during the entire session to brief the new groups arriving.

- **Challenge tree:** Workshop format to facilitate a problem-solving mindset. Challenges with given situations or problems drawn on branches of a tree on a flip chart, and participants are asked to add a post-it with solutions on it on how to overcome these challenges.
- **Photovoice:** For this creative qualitative research method, participants are asked to express their opinions by photographing scenes related to a topic and to describe their photo in a sentence.

## 1.2 - CONTEXT

- Some 6,900 human beings are stuck on the Greek island of Lesbos, due to the EU-Turkey deal, made in March 2016. This deal sealed the borders across the Balkan route to stop migrants coming to Europe (Strickland, 2018). Around 4,700 of these people reside in the camp of Moria and 1,250 in Kara Tepe. Depending on the different statistics around 70% to 90% are people from Afghanistan. Women account for 22% of the population and children for 42%, of whom more than 7 out of 10 are younger than 12 years old (UNHCR stats published on the 15th of April 2019).
- The community center 'One Happy Family' is visited by 700-1000 people per day on average and gives visitors and helpers (refugees volunteering in the center) the possibility to learn, laugh, forget their worries for a couple of hours and be part of a community. It is a place which is built and run together with people from refugee camps in Lesbos - therefore, also their slogan: 'Work WITH the people, not FOR them'. At 'One Happy Family' (OHF), you can drink tea, eat lunch, use the Wi-fi, get a haircut, repair your clothes, draw, dance, rest, see the doctor, get legal advice, take language, geography and photography classes, play chess, learn about theater, permaculture, how to repair a bike, get soap, diapers and a toothbrush, do yoga, Muay Thai and play volleyball.

## 1.3 - WHAT IS PARTICIPATORY ACTION RESEARCH?

Participatory Action Research (PAR) is focused on facilitating local people and other involved stakeholders in co-discovering and co-creating sustainable solutions to tackle complex issues. The research is carried out with the community, based on the strengths, talents, creativity and materials that are already present. The action researcher serves as a mirror of the community's needs and challenges, and facilitator of the co-creation process of suitable initiatives. It allows a community to investigate their own situation, reflect on its results and co-create the best fitting interventions to tackle complex problems and achieve sustainable impact. There is no predefined idea of what the problem or solution will be, as it is defined by the community in co-creation. The ultimate

goal of the action research is to kick-start a concrete initiative that helps to tackle the challenge. As such, entire communities work together on co-designed, cost-efficient solutions and innovations which truly fit their context and needs!

The added value of this approach is that PAR takes a meta-perspective of the needs and challenges of the community and enables everyone involved to learn from each other's perspective.

## **Objectives**

The **overall objective** of the action research is to investigate what factors can increase the community feeling in the center and what initiatives/actions by the different parties themselves can be co-created.

Participatory Action Research:

- Provides a meta-analysis of the situation relating to a specific topic, as defined by the parties themselves.
- Provides an overview of the different perspectives of the different parties on that topic.
- Provides a deeper understanding and a sharing of insights on each other's needs and underlying problems in the community.
- Facilitates the co-creation of potential long-lasting initiatives, tackling the shared problems, which truly fit their context and needs.

Find more information about action research under:

[https://www.7sens.es/dt\\_galleries/the-socially-inclusive-community-center/](https://www.7sens.es/dt_galleries/the-socially-inclusive-community-center/)

## **1.4 - SCOPE OF RESEARCH - (FIND ALL RESEARCH MATERIAL IN THE ANNEX)**

- Time duration: 3,5 months - February - May 2019
- 14 formal and many informal interviews and observations
- A photovoice exercise with the Refocus Media Lab
- 60 surveys (template in 4 languages)
- 3 workshops/focus groups
- Several team meetings per initiative
- A participatory helpers meeting

## **2 - OUTCOMES**

### **2.1 - OVERALL OUTCOMES**

### **1. Cultural understanding/ differences**

Cultural understanding is crucial in a place with such a diverse range of nationalities. Especially helpers consider OHF their 'family' and are simply happy that 'there is no war here'. However, understanding others' behaviour and communication better can strengthen that community feeling even more. Also, some people from the African community also mentioned racism as a problem at OHF, as them being avoided and less included.

*'Cultural understanding is one of the most serious topics to tackle at OHF'*  
- Coordination team.

### **2. Physical contact**

At OHF there is this culture of hugging each other as a 'good morning' greeting among many helpers and volunteers. However, not every helper and volunteer is hugged, depending on how long they are already at OHF, their English level, and other factors. This makes some feel excluded. Others are not culturally accustomed to being physical with other people, especially of the opposite sex. Many volunteers are also wondering how to behave towards the helpers in this multi-cultural context and what to wear to be culturally sensitive.

*'How to make them understand the difference between flirting and being friendly?' 'Are the helpers comfortable when we hug them?'* - volunteer

### **3. Physical space**

OHF is a colourful place which attracts 700-1000 visitors per day and offers many activities. And there are many more ideas on what other project or activity could be started at OHF to make it even more fitting to the visitors' needs. However, the space available is limited and there are some restrictions from the Greek authorities, such as no extra buildings can be built. Thus, OHF already caters for so many people, their needs and desires, and is trying their best to cater for more within the given possibilities.

Regarding women, due to different cultural customs, many women don't feel comfortable sharing the main hall with men. Thus, they spend much time in the women's house, but they would like some more space.

*'Can we make the barber shop bigger, one for women, one or men?'* – Helper

*'We need a place to relax, eat, pray.'* – Female helper

*'Public space in Afghanistan is male space, and you can also see that as a reflection in OHF – women don't like sharing their space with men.'* – Volunteer

#### 4. Language barrier/difference

Community members mentioned that they would like to communicate with others more, but that it is difficult due to language differences. Around 80% of all refugees on the island and thus, also represented in OHF, are Afghans. Therefore, Farsi is the most spoken language in OHF and the level of English varies in the community. Thus, there is not per se a language that is shared by many people of the community, which makes it difficult to communicate and relate to each other.

*'I cannot talk to many people, I don't speak Farsi - but at least we are a family and there is no war.'* - Helper

Per topic they co-created the following solutions and started the following initiatives:

##### **For cultural understanding:**

- **A Cultural exchange workshop:**
- Impact so far
- A working group consisting of volunteers and helpers was started to design a cultural exchange workshop and its members came together a couple of times. The first workshop is targeted at helpers only, and the second one includes volunteers. This group met up twice to discuss the ideas for the workshop and also asked others to join their group.
  - Volunteer: *'I think it is really important to work on the topic of culture and that this workshop is made together with the helpers.'*
- The latest update (18/06/19) is that they stopped meeting up after one of the group members got chickenpox. Thus, no cultural exchange workshop with different cultures is planned in the near future. However, the topic remains relevant, and an African culture day is being organized by another group.
- (For more details about the initial workshop, see annex '6.96 - Cultural exchange workshop – p92')
- **A food recommendation box.** OHF serves food daily to 700-1000 visitors from different cultural backgrounds. The visitors are happy to receive food within maximum one hour of standing in line (instead of needing to line up for 3hours in the refugee camp). However, they are accustomed to their home cuisine and would like to have more of their spices and tastes in the food that is being served. Therefore, they came up with a food recommendation box that is placed in the helpers' office,



which is easily accessible for everyone, so that ideas can be added on how to improve the dishes, e.g. more curcuma, more garlic, cook the rice longer. These ideas will be consulted by the kitchen team at the end of the week and checked if it is feasible to implement them.

- Impact so far
  - The last update (27/05/19) was that the box was checked and there were 2 recommendations present.



### **For physical contact**

#### **- update code of conduct**

- Regarding physical contact and clothing, it became clear that lacking information and having questions on how to behave towards the helpers and dress appropriately, was mostly a topic for the volunteers.
- It was suggested that the volunteers and the coordination team together make a decision and **update the code of conduct**.
- As a **rule of thumb** regarding greeting people, the participants of the workshop (including people from Arabic-speaking and Farsi-speaking countries, the African community and international volunteers) came up with the following:
  1. shake hands or ask if they are okay being hugged.
  2. If a person doesn't want to be hugged, say it. Take responsibility over your own body.
- Impact so far
  - The coordination team is in the process of updating the code of conduct, including the opinions stated by helpers and volunteers during this project. The coordination team is currently waiting for the information provided in this report to update it.

(For more details, see annex – '6.1 - Update code of conduct' p 27)

### **For physical space**

Regarding physical space, many helpers had suggestions on what should be bigger, e.g. the barber shop, the gym. Due to the given restrictions of space at OHF, they agreed that it was important to **rearrange areas** and that especially **outside areas are covered against rain and sun (work in progress)**.

- The initiative that eventually took off, was a women's working group to **rearrange the outside area of the women's house** for them to relax, eat, chat, pray and get lockers where the helpers can store their belongings safely.

- Working/Impact so far
  - The last update (25/05/19) says that 'it got new color and its already getting better'.

(For more details, see annex – '6.2 - physical space' p29)

**For language differences:** As facilitators, we decided that speaking different languages is not something we can change very quickly, thus, we focused on the other 3 topics first.

## 2.2 – COORDINATION TEAM OUTCOMES

While defining and working on the above mentioned initiatives and solutions, other insights and ideas for (future) implementation came up.

Together with the coordination team, we concluded that it is important for the coordination team to **focus** on:

- A. The follow-up of ideas**, proposed by helpers.
- B. Clearer guidance/** facilitation to enable helpers to make changes happen.
- C. Take off the pressure** from the coordination team to make changes happen.
- D. A new participatory approach** by including volunteers and helpers in the shaping of the organization
- E. How to make these changes long-term/ more sustainable**
- F. Better communication:** every coordinator has equal power & volunteers are not above helpers

### **DETAILS:**

- A. The follow-up of ideas, proposed by helpers**
  - a. Insight: Some helpers proposed changes but did not receive any follow-up on their idea, and felt therefore, not heard and discouraged to propose more improvements.

- i. *'I gave an idea 3 weeks ago, and still nothing' - helper*
- ii. *'It feels like the coordination office is swallowing a lot info, but only little comes back as a response' - helper*

**B. Clearer guidance/ facilitation to enable helpers to make changes happen**

- a. Insight: Helpers like sharing their ideas but don't always want to take action or know how to take action. Helpers have their department of expertise, e.g. Mona is responsible for the coffee; but the helpers do not feel per se enabled to shape the organization.
  - i. *'You finally give us a voice' - Helper*
  - ii. *'Just because I came up with the idea, doesn't mean that I need to do it, right?' - Helper*
  - iii. *'Helpers want a lot of things, but don't necessarily take action.' - Coordination team member*

**C. Take off the pressure from the coordination team to make changes happen.**

- a. Insight: Coordination team would like to be open to the feedback of helpers in the right time and without being overwhelmed with requests.
  - i. *'It would be nice to find a friendly way to listen and to give them full attention'*
  - ii. *'If we tell too many to give us feedback, we will be overwhelmed. Some people are really demanding' - Coordination team member*

**D. A new participatory approach by including volunteers and helpers in the shaping of the organization**

- a. Insight: Volunteers would like to create projects in line with the helpers needs, but don't know how to gain insights into what helpers actually want;
- b. Insight: The helpers would like to cooperate more with the volunteers.

**E. How to make these changes long-term/ more sustainable?**

- a. Insight: The helpers are motivated to make change happen but want and need a bit more guidance and structure to keep on making changes possible. However, the coordination team is very busy with every day's challenges at OHF.
  - i. *'How will we continue with making changes possible if you leave?' - Helper*

F. **Better communication:** every coordinator has equal power & volunteers can support but are not fundamental to make changes happen - volunteers are not above helpers.

a. **Insight:** Some helpers experience a hierarchy between helpers and volunteers & also within the coordination team:

- i. Helpers feel that volunteers need to propose changes to the coordination team, so that they are being followed up.
  - a. *'This is how it works here, you (volunteer) bring the idea to the coordination team and they will make it happen or not.'*
- ii. Helpers feel more comfortable talking to the non-European coordinators, but feel that the European coordinators have the ultimate decision power.

## **SOLUTIONS**

With these focus topics in mind, the following **solutions** were discussed, developed and, for some, are in the process of being implemented<sup>2</sup>:

### **1. New setup of helpers meeting**

### **2. Topic list on coordination office to keep an overview**

- a. Bring improvement ideas that can be done by helpers to the volunteers meeting and ask for cooperation

### **3. Extra innovation/improvement person on the ground**

### **4. Establish coordination office hours**

### **1. New setup of (women's) helpers meeting**

- In order to make helpers more comfortable to propose improvements, follow-up on their ideas and create a more participatory, interactive approach, together with the coordination team, we decided to try out a new setup of the helpers meeting.

→ The helpers meeting can be used to discuss, decide & work.

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<sup>2</sup> The solutions cover different focus topics and are therefore, mentioned, as general solutions, instead of matching the focus topics individually to the solutions.

- There are different types of helpers meetings, which could go in the following cycle:

✚ **Helpers meeting 1:** Ask helpers what they would like to improve

- **Objective:** get the helpers insights and ideas, and make the meetings more interactive
- **Format:**
  - Move 80% of the helpers' meeting content to the individual orientation day with Majd/Yahya – In the helpers meeting, focus on the most important information, relevant to all helpers
  - Instead of giving a 'speech', split up in smaller groups, per language and write down 3 things they would like to improve at OHF, and then a spokesperson of each table presents it to the rest of the helpers.
- **Outcome:** topic list of improvements



✚ **Helpers meeting 2:**

- **Objective:** Follow-up on ideas and visualize it
- **Format:** present the topic list from helpers meeting 1 with its progress and place that list on the coordination office door (*see next solution 'Topic list on coordination office to keep an overview' for more details about the list*)
- **outcome:** helpers are up-to-date on what is happening and feel heard/acknowledged

✚ **Helpers meeting 3 - (until most projects are done, and then start again at helpers meeting 1):**

- **Objective:** brainstorm, decide or work - the meetings are for improvements/to be active/take ownership

- Format: different ideas depending on:
  - How much the helpers can participate in the implementation of the idea
  - Stage of the idea (at the beginning, already in progress, almost done)
  - → see annex '6.3 – New setup of helpers meeting' p 35 for more details

#### Helpers meeting 4

- Objective: Celebrate successes
- Format: Celebrate a finished project or a project in progress, and the person or group responsible for it - by applauding and acknowledging their effort, e.g. Pascal and the food recommendation box, the women rearranging the women space.
- Outcome:
  - It is expected to create pride and ownership over the project
  - It is expected to create more willingness among the other helpers to also participate and work on a project
  - less pressure on the coordination team

#### Impact/working so far:

- The helpers meeting 1 was a spontaneous, improvised mini-workshop, where every helper was asked to write down three ideas they would like to improve and it was a big success, according to Akis from the coordination team and the helpers, as we ended up with a topic list with about 100 improvement ideas and many helpers enthusiastically talking about how to improve OHF even after the workshop.
- The helpers meeting 2 took place in the week of 05/06/19 where Akis and Majd presented the topic list to the helpers. It was also a success and a learning opportunity for Majd:
  - *"It was so good but so difficult for me to stand in front of 40 people".* [The challenge is that] 'I'm young and of course it's hard to let people listen to me and respect what I'm saying'.
  - However, he knows how to overcome this challenge by offering trust, and love and 'if I respect them, they will respect me. And if I explain why clearly, they will listen.'

## **2. Topic list on coordination office to keep an overview**

- In order to keep an overview of the proposed ideas by helpers and others and to visualize the follow-up of the ideas, we came up with the solution to place the topic list for improvements on the



coordination office door. In this way, everyone can clearly see if the proposed improvements will be implemented and at what stage the different improvements are.

- Every idea of improvement could be categorized by:
  - possible/not possible because
  - In progress/ finished
  - Implemented by coordination team
  - Organized by coordination team but input wanted from helpers, e.g. location for the next helper trip – beach or forest?
  - Implemented by helpers/volunteers
  - with a possibility to add more ideas at the end of the list

- Impact so far

→ This is the newest update from June 12th 2019:

Majd and Julia (coordination team) created this list and Majd and Akis presented it to the helpers.

Improvement Topic list	Progress				
Suggestions	Working on it	Not possible, because	Done	Give us some time	We need help for this
Expand women space	x	x	✓		⚠
Juice for children		x There will be cold drinks for everyone			
More toilets for women			✓ (Estelle)		
Football team for OHF visitors					
Chicken twice per week		x ...too expensive			
Improve gym equipment			✓ (Gerasimos)		
Cover foodline from sun and rain		x ... a cover is not possible, we want to reduce the lines and waiting time for food			⚠ any suggestions?
Paint food line on the floor		x see above			
Place for women helpers and children to rest and eat	x place to eat				⚠ place for kids to rest, any suggestions?
Summer clothes for helpers					
More gifts more money		x... it's not a payment, its a gift. We have a lot of helpers. We can't run the place anymore if we give more money to everyone			
Shuttle for helpers that live in Thermi			✓ Bus tickets provided, also we focus on Moria population		
Farsi Coordinator					
Helpers language lessons					⚠ What do you mean?
Provide training books to helpers					⚠ What do you mean?
More shade places for visitors	x (Akis and construction team)				
Trip on the island for helpers	x				
Better food					⚠ Food suggestion box in helpers office
Walkie Talkie to every project		x... it will confuse security team. Walkies are only for security.			
Shade for the praying area	x				
Emergency area for the clinic					
Once a month party for helpers	x	x...no party, but some ideas in progress			
Once a week grocery shopping for visitor					⚠ What do you mean?
New information board					⚠ What do you mean?
Change the menu daily			✓ we already do		
More activities and workshops					⚠ suggestions?
Improve english classes	x (Maryam, Abdul)				
			✓ every tuesday in the		

### 3. Extra improvement person on the ground

- In order to take off the pressure from the coordination team to make improvements happen, OHF could offer a new long-term volunteer/internship position being the innovation/improvement person on the ground.
  - Coordination team: *'Maybe we need someone not in the coordination team, who follows up with everything and stays there for 6 months'*
- The job description could entail:
  - coordinating the improvement/innovation projects
    - checking in with the different working groups about their tasks and progress on a weekly basis
    - keeping the topic list and its progress up to date
    - connect the helpers projects with the volunteers
  - co-facilitating/support the new participatory helpers meeting

### 4. Establish coordination office hours

- Establish office hours for the coordination office to have allocated timeslots when the coordination team can focus on their work and other timeslots for questions and requests (work in progress).

## 3 - FEEDBACK AND EVALUATION

The coordination team gave the following feedback and evaluation about the process of the action research as well about its outcomes:

- *'You being here and doing this came very natural. I am very curious how it develops, the box, the women's center - I am curious if it works.'*
- *'For me you are forcing people to talk. But it's good!'*
- *'It gave the helpers confidence to speak out, to air their views. Curious to see your notes and how it works out.'*
- *'We always welcome better communication.'*
- *'This method is a useful tool to get more information from on the ground.'*

#### More specifically about the outcomes:

- *'We also realized that we should extend the helpers meeting to two hours - as we are 50-60persons.'*
- *'We also like the overview list: We just discussed it's good to have such list.'*
- *'I like the idea to have special office hours, to give full attention.'*



- *'Please give us every info that you have in the report, for us to look up the ideas and for future reference, to know what topics to focus on.'*

## 4 - CONCLUSION

During this participatory action research project between February and May 2019 at the community center 'One Happy Family' (OHF), people at OHF defined together that the community feeling is very important for everyone and can be even further improved in different ways. Thus, the goal of this action research became to increase the community feeling at OHF, by making everyone feel more welcome. The following outcomes were co-created by the OHF community and are in different stages ranging from 'in development' to 'implemented':

- Regarding cultural understanding, a food recommendation box was made, a cultural exchange workshop prepared.
- Regarding physical contact, the coordination team is working on updating the code of conduct with the information taken from the workshops.
- Regarding physical space, a group of women started to rearrange the outside area of the women's house.

Additionally, together with the coordination team, focus topics were defined and concrete solutions to tackle these were found.

The focus topics are:

- the follow-up of ideas, proposed by helpers
- Clearer guidance to enable helpers to make changes happen
- Taking off the pressure from the coordination team
- A new participatory approach
- How to make changes more sustainable
- Improve communication

The solutions are:

- A new setup of the helpers' meeting
- A topic list on the coordination office to keep an overview
- An extra innovation/improvement person on the ground
- Establish coordination office hours

This novel participatory approach used during the action research planted some seeds and is expected to lead to even more involvement of the helpers in shaping the organization of OHF.

## 5 - THE PROCESS STEP BY STEP

This following section outlines in a chronological order which methods have been used when, its format and outcomes.

- Over the last 3,5 months, I volunteered for 1,5 months at OHF, in which I did formal and informal interviews and collected 60 surveys (see annex '6.4 – survey template' p40 & '6.5 – survey data' p 50) in order to understand what topic mattered most to the members of OHF's community and what they would like to improve and work on.

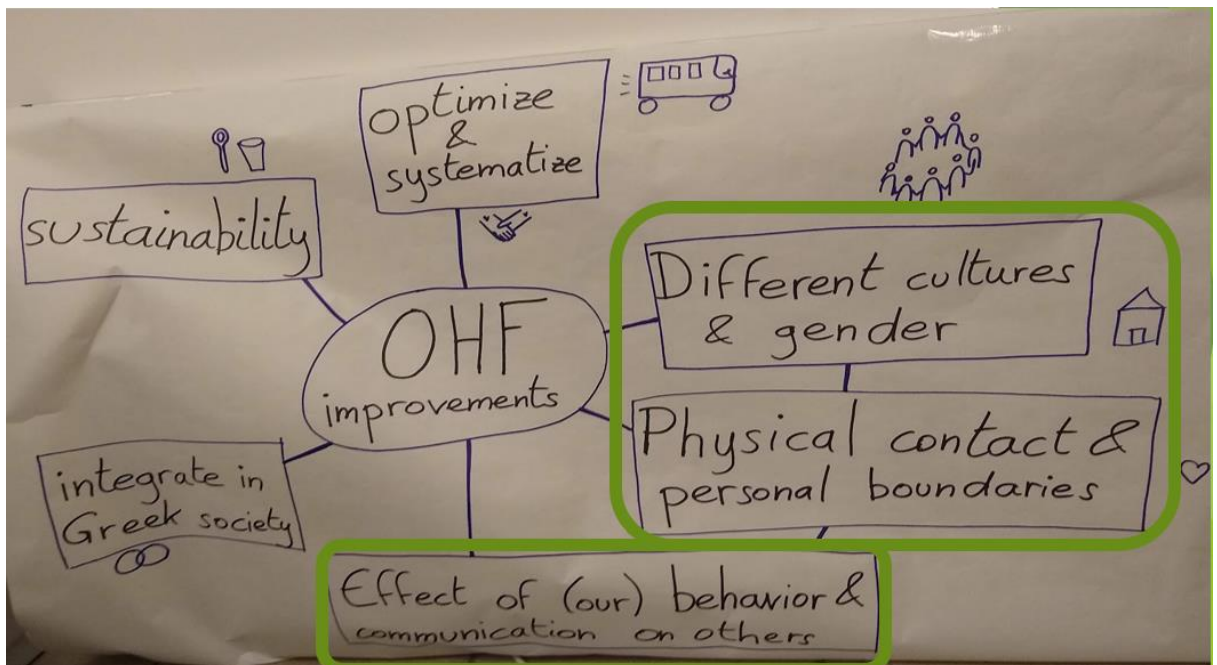
We moved from this excel sheet which entailed all answers of the surveys and interviews, which were then categorized (see annex '6.6 – big excel sheet' p50)....

	A	B	C	D	E	F	G	H	I	J	K	L
1	Main theme	Sub-theme	summary	wants to partici	Name	Language	Stakeholder grc	Gender		Details	Solution	interview technique
2	Space	nest			Tahixa I	Farsi	helper	Female		nest too small, tired, people's behavior towards us in the ne		Survey
3	Space	women			Tahixa I	Farsi	helper	Female				Survey
4	community feelin	respect			Tahixa I	Farsi	helper	Female		people's behavior towards us in the nest: in nest, people dont listen to the rules & w		
5	Interaction comfy				Tahixa I	Farsi	helper	Female				Survey
6	to improve	language		yes	Tahixa I	Farsi	helper	Female				Survey
7	to improve	cultural differences		yes	Saya lai	Arabic	helper					Survey
8	space	everything			Khaled I	Arabic	helper	Male				Survey
9	space	women			Khaled I	Arabic	helper	Male				Survey
10	to improve	cultural differences			Khaled I	Arabic	helper	Male		other cultural group excluded		Survey
11	community feelin	respect		yes	Mohamr	Arabic	helper	male		make community feeling stronger, make it fair, forgive		Survey
12	space	everyone			Yahya	Arabic	helper	male				Survey
13	physical contact				Yahya	Arabic	helper	male		to improve		Survey
14	to improve	learning			Mohame	Arabic	helper?	male				Survey
15	community feelin	activities			Mohame	Arabic	helper?	male			dance all togethe	Survey

to this elaborate mindmap, attempting to cluster many different topics ....



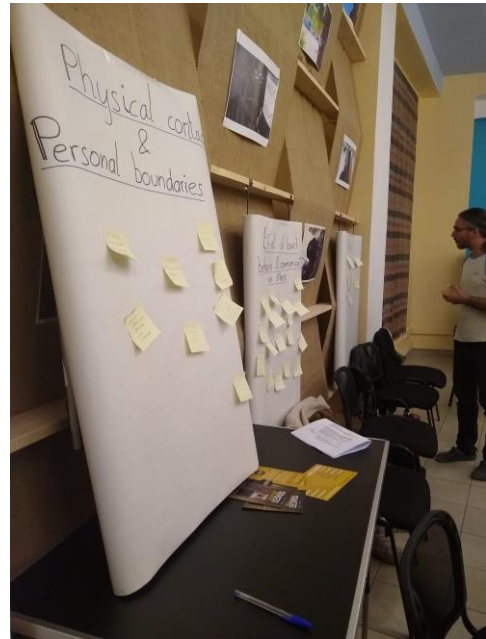
...to this more concise mindmap, which was presented during the first focus group/workshop.



### Workshop/Focus group 1:

- Objective:
  - Present to all the volunteers the mindmap with the most important concerns, gathered during the interviews with helpers, visitors, coordination team and volunteers.
  - Set a focus on the theme of **inclusivity and making others feel comfortable** with the topics 'different cultures & gender', 'physical contact & personal boundaries', as well as 'the effect of our behavior & communication on others' and get a deeper understanding what they actually represent for the volunteers.

- 
- Format (See annex '6.7 – workshop 1 host' p50 for more details):
  - Participants: OHF volunteers
  - Human Barometer (game that helps participants share their opinions by asking them to line up along a continuum based on their position on an issue) and sharing in smaller groups situations that make you comfortable, uncomfortable, or where you observe someone else feeling uncomfortable at OHF.
  - Then cluster them under the given topics.



*Figure 1 - Participants clustering their experiences and ideas on flip charts*

- Outcomes:
  - A more concrete list that narrowed down the big topics that are important for volunteers at OHF. Here the top 6 topics, as defined by the volunteers (for more details, see annex '6.8 – workshop 1 outcomes' p52):
    1. Intercultural interactions & relationships
    2. Role of sex/gender in OHF & clothing
    3. Lack of clarity & confusion about hugging and physical contact
    4. Unwanted/ unexpected messages
    5. Being new
    6. Romance

### Photovoice:

- **Objective:** Gain more insights and perspectives of the visitors in a creative way, by combining photography and their opinions
- **Format:** Students of the Refocus Media Lab (a photography course at OHF) were asked to express their points of view by photographing scenes that highlight what can be improved at OHF. (As only few visitors were part of the interviews, I did not focus on inclusivity but left it open for them to propose whatever improvements they would like to see)
- **Outcome:** Photos with text explaining what they would like to improve at OHF (see annex '6.9 – Photovoice' p57 for all photos and descriptions)

### Example:



Figure 2 - Photovoice participant's text to the photo: *The space is very open and lovely and with very little features. Then why we cannot use space in the rainy and hot days. The reason we cannot use it that it does not have a canopy. I hope that we can cooperate together to make a better and calm place*

## **Survey**

- **Objective:** Gain more insights and perspectives of the visitors and helpers at OHF around the topic of inclusivity and feeling comfortable.
- **Format:** (see annex '6.4 - survey template' p 40)
  - Participants: helpers & visitors
  - Survey with questions about their comfortability at OHF, how they feel about the physical space at OHF, cultural understanding, language barriers, what they believe is the most important topic to tackle and possible solutions.
- **Outcomes** (see annex '6.5 - survey data' p 50):
  - 40 surveys collected
  - demographics:
    - by gender: 11 women, 22 men, 7 others or blank
    - by language: Farsi: 19, Arabic: 12, English: 4, French: 3
  - Some highlights:
    - 37 out of 40 people feel comfortable at OHF
    - 18 out of 40 people feel that women don't have enough space at OHF.

## **Coordination team questions:**

- **Objective:** Gain more insights and perspectives of the coordination team at OHF around the topic of inclusivity and feeling comfortable.
- **Format:**
  - Participants: coordination team (7 people)

- Send written questions to the coordination team that were discussed during the coordination meeting.
  - *In what situations do you feel people are excluded or feel uncomfortable at OHF? In terms of:*
    - o *helpers/volunteers/visitors*
    - o *Women*
    - o *All different nationalities*
    - o *situations/activities*
  - *What are solutions to overcome these?*
  - *What is your stance regarding physical contact and romance at OHF?*
- **Outcome:** (see annex '6.91 - coordination team questions and answers' p 63)

### **Looking for overlaps:**

I combined all the answers from the different members of the OHF community (helpers, visitors, volunteers, coordination team) collected with different methods (formal and informal interviews, the surveys, the photovoice, the workshop 1 with the volunteers, and the questions for the coordination team). I concluded that the overlap between all the community members are the following:

- **People at OHF love the community feeling and everyone loves participating and being part of it.**
- But there are still the following topics that make some people uncomfortable and can thus, be improved:
  - **cultural understanding:** especially with regards to women
    - Misunderstandings on how to treat each other due to a different cultural background
  - **physical contact:** what is okay for the other person, can I hug? is she flirting with me?
  - **language differences:** feeling excluded due to language differences
  - **physical space:** many people want more space

### **Workshop 2:**

- **Objective:** (see annex '6.92 - workshop 2 Host' p66 for a more details):
  - Bringing everyone together, share outcomes so far and facilitate participants in finding solutions to improve these three topics to make the community at OHF even stronger:
    - cultural understanding,
    - physical contact
    - physical space
- **Format:**



- 
- Figure 3 - Example of a challenge tree for physical space

تفاح و خربزه

-



Figure 4 - discussions during the workshop



### **Workshop 3:**

- **Objective:**
  - Get more concrete and decide which topic exactly they want to work on within physical space and cultural understanding.
  - Come up with an action plan and the next steps to take to realize the co-created solution.
- **Format: (see annex '6.94 - Workshop 3 host' p88 for more details)**
  - Participants: Helpers, volunteers
  - Prioritize the topics (2 rounds) by using post-its and
  - Using an action plan template to come up with further steps





Figure 5 - prioritization of topics

Action plan/ برنامه عملیاتی / خطة عمل

- /Group members/ اعضای گروه / أعضاء المجموعة

---

- /Problem/ مشکل / مشكلة

---

- /Solution/ راه حل / حله

---

What to do? (very small steps): / چه کاری باید انجام دهید؟ (مراحل بسیار کوچک) / Quelles actions à réaliser	What material/resources do we need? / ما به چی مواد / منابع نیاز داریم؟ ما المواد / الموارد التي نحتاجها؟ Quelles ressources et materiel?	Who will do the task? / چه کسی این کار را انجام خواهد داد؟ من سيقوم بهذه المهمة؟ Qui realisera l'action?	When will you start? / چه وقت شروع خواهي كرد؟ عندما سوف تبدأ؟ Quand commencons-nous l'action?	Until when? / تا کی؟ حتى عندما؟ Jusqu'a quand?

Figure 6 - Action plan template (see annex '6.95 – Workshop 3 – action plan template' p 89 to see the entire document)

- **Outcome:**
  - Three groups of helpers and volunteers formed that are working on:
    - a cultural exchange workshop (as part of cultural understanding)
    - finding a way how Improving the food (as part of cultural understanding)
    - Rearranging the space for women (as part of physical space)

From this point onwards, the groups met up separately to work on their ideas and I let them go with their own dynamic without interfering too much - I was simply there to give ideas and support.

- Regarding **food**, Pascal came up with a food recommendation box, which is placed in the helpers office, so that people can add their ideas.



Figure 7 - the food recommendation box

- 
- Regarding **rearranging space for women**, plans were made in several meetings to rearrange the outside area to make it a relaxed area, with shades, more comfortable benches, fencing off the women space more from the main OHF area, a neutral room for relaxation and prayer, and lockers to store the helpers' women's belongings. Some actions were already taken (fences bought, distribute tasks) and now it is a work in progress.
- Regarding the **cultural exchange workshop**, in several meetings it was discussed about the format, the time period, the audience and decided that the first workshop should be only for helpers, as it is crucial for them to first understand each other (with a focus on racism towards African helpers) and only then include volunteers. It is also work in progress (see annex '6.96 – cultural understanding workshop' p92 for more ideas for the first meeting)

While defining and working on the above mentioned initiatives and solutions, another insight came up. Helpers have their department of expertise, e.g. Mona is responsible for the coffee; but the helpers do not feel per se enabled to shape the organization.

Thus, we worked on a **new approach to lead the helpers and women meetings**, in order to make them more participatory and interactive, so that the helpers feel comfortable sharing their opinions.

**For the helpers meeting**, instead of giving a ‘speech’, we split up in smaller groups, per language and everyone wrote down 3 things they would like to improve at OHF, which was then presented by the spokesperson of each table.



*Figure 8 – some participants proudly presenting their ideas during the workshop*

This approach led to a **topic list for improvements from all helpers** and to the realization that the helpers have many ideas and would also like to be part of shaping the organization.

## 6 - ANNEXES

This section entails all the information from the workshops, conducted at OHF (host sheets, outcomes etc), as well as some extra data gathered during the research process. All the annexes are linked and referenced to a section in the report above.

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## 6.1 - UPDATE CODE OF CONDUCT

### Information (from workshops) to update the code of conduct

The information below are notes from the workshop 1 and 2 revolving around physical contact and clothing, which can be used to update the code of conduct. These are not specific recommendations by the author, but opinions shared by OHF members.

#### Workshop 1 information:

##### **a. Intercultural interactions & relationships**

- i. Misunderstanding of behavior/way of talking/searching for contact
- ii. certain relationships starting (by knowing the people involved)
- iii. Romantic interactions (both directions) between people coming to OHF

##### **5. Clothing (as part of role of sex & intercultural interactions)**

- 5. I felt uncomfortable when deciding what to wear to football, I didn't know how to be culturally sensitive
- 6. commented about the clothes people wear (summer)
- 7. What will the dress code be in the summer? and why will we have one? - are we trying to make visitors comfortable? - are we trying to be culturally appropriate? - are we trying to look professional?

##### **Top 2: hugging, unwanted messages**

##### **a. Lack of clarity & confusion about hugging and physical contact –**

- some enjoy, some others don't, others want to be culturally sensitive
- i. Gaining trust (especially from women)
- ii. Enjoy the morning & throughout the day of greetings and hugs and handshakes
- iii. hugs (-)
- iv. not sure how hugging with helpers is perceived by visitors
- v. being hugged by people I don't know - and I know they wouldn't do this in their home country
- vi. hugging a person that just wanted a handshake
- vii. randomly touching hair
- viii. a helper dipping a female volunteer

##### **b. Romance**

- i. When kindness is misinterpreted for flirting, how is kindness to everyone perceived?
- ii. Romantic interactions (both directions) between people connected to OHF
- iii. OHF being called a place where people hook up with refugees → result: families don't feel welcome anymore
- iv. Different perception of kindness

# Physical contact conclusions

## → Physical contact solutions

- Mainly a **problem from volunteers** "I am not responsible for the volunteers, let the coordination team decide"
- Basically merged with cultural understanding
  - **Team building:** get to know each other better/ open space about relations
  - **Cultural understanding workshop**
  - **Poster about different nationalities:** ask people from different nationalities about their culture and make a poster that can be given out, or hung up on the wall. Topics: Respect, physical contact, clothes etc
  - **Open Space about relations, racism** - maybe 30 mins before lunch - for 1 day maybe
    - How not to give mixed romantic signals
    - Intercultural training: what is flirting? What is okay?
    - How to treat women in different cultures
      - Example : speaking with women from different cultures: Explain the cultural difference, Share cultural insights
    - **!!!Racism:** some cultures don't greet some others
      - Solution: French: warn visitors clearly in case of a tense situation - mettre en garde les visiteurs de façon claire en cas de situation tendue? - tell helpers to also include African helpers in greetings
    - create activities to get to know each other better
    - cultural sensitivity training on level of contact other cultures are comfortable with and how to read other people's cues on how they are feeling
- **Do we need strict rules?**
  - Lets not make a rule, it depends on people, if they are comfortable with each other.
    - Maybe we can agree to just shake hands, but up to everyone individually.
    - Differences between long-term and short-term volunteers?
- **Specific ideas:**
  - Create courses for only women
  - Look at other NGOs to see what they are doing, concerning relationships, physical contact
- **Communication:**
  - Rules:
    - no romantic relationships: If you want one, stop volunteering or helping at OHF.
    - Asking directly 'Is it okay to have a hug'.

- Continuation of Ivan's emotional support meetings. So you have someone to speak to about what to do when you are uncomfortable
- Have a clear defined process on how to approach coordinators in case you are starting/ are in a relationship and how to go about it.

→ **Cultural understanding: Physical contact/flirting/ Conclusion:**

- If physical contact is not wished, clear, honest communication necessary
- Depends on people if they are comfortable. Get to know people and treat them individually.
- Most points relate to volunteers..
- There are cultural differences, but we will be living in Europe, so we have to get used to the culture here.
- Have a cultural orientation workshop.

## 6.2 - PHYSICAL SPACE

### Workshop space:

**Goal:** we are here to make OHF better, more inclusive and safer foreveryone, so we can all work together on this.

**Space needs:**

1. Women:
  - a. Women classes?
  - b. For female helpers to eat, pray, change clothes (necessary? )
- i. More space for women to eat, change clothes
  - c. Sport place for only women
  - d. Barber: more women days
  - e. Space for kids, so that women are free for class or whatever, also on rainy days
2. Prayer
3. Space for football
4. For everyone, so it feels like more space/less crowded
- . Space for rainy and sunny days

**Areas to use/rearrange:**

- Use the rooftop
- Maybe use the area above the coordination office
- Space at the entrance, on the left side when you enter OHF
- chair and table area and football field, so also possible on rainy days
- Women space outdoor area
- Use youth space
- Yoga tent



### **Main solutions:**

- **Overcrowded, especially when rainy day** - Feeling of too many people in OHF
  - → Ask an architect to make a new space arrangement
  - → **Expand area for rainy & sunny days:**
    - Tarps: <https://binged.it/2lX61eH>
    - Yoga tent
      - For children playground
    - Expand gym
- **Space for football:**
  - Net around field
  - Find different/designated location for football

### 5. **Women:**

- a. **Women classes?** (ask nico)
  - i.→ Yoga tent using for women classes
  - ii.→
    - b. For female helpers to eat, pray, change clothes, pray (necessary? )
- .More space for **women to eat, change clothes**
  - 1. → Expand women house
  - 2. → put tarp over outdoor women area
  - 3. → use youth space and create hut for women
  - 4. **Women table:**
    - a. Make it a women table for the entire day
    - b. move women table to near coordinators office, because of noise and cats bathroom & move water station next to the women table
    - c. **Sport place** for only women
      - .→ Time or space where women can comfortably play basketball/ volleyball (For 3 weeks trial - &1,5h per day)
  - i.→ Women sport classes: Better communication with the sports team - the classes are available
  - d. **Gym:** women feel uncomfortable and dont want to see men without shirt.
    - .→ Visual fence around the gym - Would also give possibility for women to use gym in private in specific timings.
  - i.→ yoga tent as a women only gym
  - e. **Space for kids,** so that women are free for class or whatever, also on rainy days
    - .→ rainy days: yoga tent: playground
  - i.→ Have playground always open, only close for 30 mins over lunch
  - ii.→ Change opening hours of the nest
  - iii.→ put a helper in the playground
  - f. **Barber:**
    - .→ more women days
  - g.

Different format (but already included in above list):

### h. **Women organizational changes**

- Barber:
    - → more women days
  - Women lessons: Have courses for only women
  - Women table:
6. Make it a women table for the entire day
  7. move women table to near coordinators office, because of noise and cats bathroom & move water station next to the women table
- i. **Better communication:**
- ii. Women sport classes: Better communication with the sports team - the classes are available
8. **Solution: Change times to accomodate more people/children**
  9. **Open Problem:** we need extra space for kids, when parents are in classes or it rains - playground closed & nest is small
    - a. **Solution:**
      - i. Have playground always open, only close for 30 mins over lunch
      - ii. Change opening hours of the nest

## Detailed explanation

### → **Space - general Conclusions:**

#### **I. Rearrange the space so it is better used**

##### **A. How:**

1. Ask an architect to make a new space arrangement
2. Maybe use the area above the coordination office
3. Use space in front of the volunteer office
4. Use the rooftop
5. Put waterproof/and sunproof shades/**tarps** over:
  - a. Space at the entrance, on the left side when you enter OHF
  - b. chair and table area and football field, so also possible on rainy days
  - c. Women space outdoor area
    6. Use space at the entrance
    - . Put tarp over the area, on the left side when you enter OHF
- a. Rearrange
  7. Use youth space:
    - . during lunch, no space for women helpers to eat food, to pray, change clothes
  1. Use youth space to make private space for just helper women, to pray, to eat, to change clothes
8. Make a specific area to play football, so that its easy to pass through the court without being hit by a ball (in outdoor space, a lot of sports happening, so its difficult to pass. Basketball and volleyball are okay, but football is all over the place.)
9. **Yoga tent for**
  - . Rainy days
    1. Women classes
    2. Children playground
  - a. As a gym for women with extra weights



10. **Space Playground Conclusion:**

- Put waterproof shades over playground
  - Ask dutch architect - Kenneth gore, knows more.
- Yoga & sports tent for playground on rainy days
- (Have playground always open, only close for 30 mins over lunch)

6. **Space barber shop conclusion:**

- Have a shower head, close to the men's toilet, to wash off hair

7. **Gym conclusions**

- extend the gym to behind the toilet and in front of it, because a lot of space available
- New gym for women with weights and material and balls - maybe the yoga tent
- visual fence around the gym - women feel uncomfortable and don't want to see men without shirt. Would also give possibility for women to use gym in private in specific timings.

8. **Prayer place:**

- Expand the prayer place

Have a prayer place for only women

9. → **Women house:**

II. improve existing space

A. shades & waterproof

B. Renovate - already in the process

III. extend women space or new room to extend to the right side of women space, direction of media production studio

IV. Yoga tent for women

V.

VI. **Use more space**

- Have a separate barber shop outside - separate for men and women
- Rent another building

VII. **Organizational changes**

- **Women lessons:** Have courses for only women
- **Women table:**
  - Make it a women table for the entire day
  - move women table to near coordinators office, because of noise and cats bathroom & move water station next to the women table

• **Better communication:**

- Women sport classes: Better communication with the sports team - the classes are available
- school of peace yells in main hall during helpers class, so take up all the physical/mental space of the entire main hall

• **Solution: Change times to accomodate more people/children**

- **Open Problem:** we need extra space for kids, when parents are in classes or it rains - playground closed & nest is small
  - **Solution:**
    - Have playground always open, only close for 30 mins over lunch
    - Change opening hours of the nest

- Time or space where women can comfortably play basketball/volleyball
  - For 3 weeks trial - &1,5h per day
  
- Extra space needed
  - Solution: French: If a new volunteer is an architect, ask him to think of a new space arrangement
  - Arabic:
  - English: possibly use area above coordination office
  - English: wasted space at the entrance
    - Solution: put tarp over seating on the left when you enter OHF;
  - English: use space in front of the volunteer office
  
- Playground
  - Waterproof Shades for playground - for summer and rainy days - important: because serves the women's space and the adult school - any service that adult wants to use without kids.  
<https://binged.it/2IX61eH>
  - Practical limitations: no real house, strong winds
  - Ask Dutch Architect
    - Kenneth Gore - he knows more
  - English: playground always open, only close for 30 mins over lunch
  - Yoga & sports tent for playground on rainy days
  - **Space Playground Conclusion:**
    - Put waterproof shades over playground
      - Ask dutch architect - Kenneth gore, knows more.
    - Yoga & sports tent for playground on rainy days
    - Have playground always open, only close for 30 mins over lunch
  
- Barber shop
  - Solution: Farsi: make barber shop outside of building, and separate men and women
    - Because women barbershop need more time
      - Solution: farsi: have more days for women
  - Arabic: We need a bathroom for the barber
    - Solution: Arabic: have shower head, close to the men's toilet, to wash off the hair, after a haircut
  - Solution Arabic: have separate outside space, like yoga place
  - **Space barber shop conclusion:**
    - Have a shower head, close to the men's toilet, to wash off hair
    - Have a separate barber shop outside - separate for men and women

- Gym
  - Solution: Farsi: extend the gym to behind the toilet and in front of it, because a lot of space available
- Women
- For rainy days
  - Solution Farsi: Put roof on top of chair and table area and football field, so also possible on rainy days
  - English: yoga tent for rainy days
- Coordination team: no extra space available
  - Solution: French: Rooftop
  - Solution: French: Rent another building
- Separate space for women

#### → **Women space Conclusions**

1. **Women house:**
  - improve existing space
    - shades & waterproof
    - Renovate - already in the process
  - extend women space or new room to extend to the right side of women space, direction of media production studio
  - Yoga tent for women
2. **Women table**
  - Make it a women table for the entire day
  - move women table to near coordinators office, because of noise and cats bathroom & move water station next to the women table
3. **Women sports:**
  - new gym for women. Maybe we can do the old yoga and sports tent for only women, because they already have a new place. And also get some weights and material
  - Better communication with the sports team - the classes are available
  - Time or space where women can comfortably play basketball/ volleyball
    - For 3 weeks trial - &1,5h per day
4. **Women lessons:**
  - Have courses for only women ( physical contact)
5. **Women prayer place:**
  - Expand the prayer place
  - Have a prayer place for only women
  - More space/bigger house
    - Solution: French: Invest in some renovation work - already happening
    - Solution: Farsi: extend women space or new room to extend to the right side of women space, direction of media production studio
    - English: women table for whole day
    - English: move women table to near coordinators office, because of noise and cats bathroom
      - Move water station next to women table, so men wouldnt dare to come that close
    - English: improve existing space - shades & waterproof
  - Also want sport classes
    - Solution: French: Better communication with the sports team - the classes are available

- Solution: Farsi: new gym for women. Maybe we can do the old yoga and sports tent for only women, because they already have a new place. And also get some weights and material
- English: only balls for women
- English: Yoga tent using for women classes
- English: Guys take over communal sports space
  - Solution English: Time or space where women can comfortably play basketball/ volleyball
    - For 3 weeks trial - &1,5h per day
- English: visual fence around the gym - women feel uncomfortable and don't want to see men without shirt. Would also give possibility for women to use gym in private in specific timings.
- School: only 1 woman in class: uncomfy
  - Solution: French: create courses for only women
  - English: use women's space for helpers english at 5.45
  - English: just women english class
- NEW:
  - Arabic: we need a prayer place for women
  - women barbershop need more time
    - Solution: farsi: have more days for women

#### NEW branches/points:

- French: Espace de priere - trop petit, expand
- French: no space for kids during rainy days/ class of parents -
  - Solution: French: Change the opening hours of the nest.
  - Nest is too small -
  - Solution: we need extra space for kids, when parents are in classes or it rains - playground closed
- Farsi: during lunch, no space for women helpers to eat food, to pray, change cloths
  - Use youth space to make private space for just helper women, to pray, to eat, to change clothes - youth space not really used now.
- Farsi: in outdoor space, a lot of sports happening, so it's difficult to pass. Basketball and volleyball are okay, but football is all over the place.
  - Solution: Farsi: have a specific area to play football
- English: school of peace yells in main hall, so take up all the physical/mental space of the entire main hall

## 6.3 - NEW SETUP OF HELPERS MEETING

### **New setup of (women's) helpers meeting**

- In order to make helpers more comfortable to propose improvements, follow-up on their ideas and create a more participatory, interactive approach, we decided to try out a new setup of the helpers meeting.

→ The helpers meeting can be used to discuss, decide & work.

- There are different types of helpers meetings, which could go in the following cycle:

### **Helpers meeting 1:** Ask helpers what they would like to improve

- **Objective:** get the helpers insights and ideas, and make the meetings more interactive
- **Format:**
  - Move 80% of helpers meeting content to individual orientation day with Majd/Yahya - focus on the most important info
  - Instead of giving a 'speech', split up in smaller groups, per language and write down 3 things they would like to improve at OHF, and then a spokesperson of each table presents it to the rest of the helpers.
- **Outcome:** topic list of improvements



### **Helpers meeting 2:**

- **Objective:** Follow-up on ideas and visualize it
- **Format:** present topic list with progress and place that list on coordination office door(see *next solution 'Topic list on coordination office to keep an overview' for more details about the list*)
- **outcome:** helpers are up-to-date on what is happening and feel heard/acknowledged

### **Helpers meeting 3-(until most projects are done, and then start again at helpers meeting 1):**

- **Objective:** brainstorm, decide or work - ***the meetings are for improvements/to be active/take ownership***
- **Format:** different ideas depending on: (see annex ' Helpers meeting
  - How much the helpers can participate in the implementation of the idea

- Stage of the idea (at the beginning, already in progress, almost done)
- 
- **Decide:**
  - If the idea is implemented by the coordination team, but they would like the input from the helpers, give the helpers different options to vote on:
    - e.g. for the next helpers trip, would you like to go to the beach or the mountains?
  - **Format:**
    - raise their hands
    - have posters with options and let them put post-its on it
    -
- **Brainstorm:**
  - Format: In helpers meeting pick 1-2 topics in smaller groups and think:
    - what do we need to make it real?
      - location, target audience, duration, content, specific tasks, and who would like to be responsible (see annex '6.95 – Workshop 3 – action plan template' p91 to see the entire document)
    - create a work group with people who are excited work further on this topic
    - Include volunteers in the work group, to create more cooperation and give the helpers more guidance and less pressure on the coordination team to implement all improvements:
      - **Format:**
      - 1) Akis announces new improvement topic in helpers chat.
      - 2) Volunteer coordinator gets to know about it and announces in volunteer meeting and asks if a volunteer wants to join
      - **Outcome:** actual improvements based on the needs of the helpers, instead of volunteers assuming what helpers might want and need.
  - **Work**
  - **Objective:** realize the project. work on tasks & ask questions to the coordination team (designated

time to ask questions reduces questions outside this time frame)

- Format:

- A) Use the template mentioned above to come up with steps and distribute them and work on them
- B) A volunteer/project leader makes a potential task list to realize the project before the meeting and distributes them during the meeting to the participants
  - e.g. Before the women's meeting, I made a task list of things I thought might be necessary in order to rearrange the outdoor area, such as:

<u>Tasks:</u>	<u>Responsible</u>
+ lockers ↳ talk to Yahya/Niso if we can use some lockers for women in the helpers office	Roya
+ cut grass	Zahra (garden)
+ clean the bottle house	Ines & Fatima
+ put carpets in bottle house	
+ ask Anwar or make space how to make a roof for the bottle house	
+ bean bags ↳ how to make them? ask make space ↳ what material	Mahideh
+ lunch hour open for helpers ↳ think about - who cleans <sup>↳ when do we start?</sup> - security	Farzane
+ think how to make floor straight ↳ ask garden team / Eco-hub	Zahra (garden)
+ tarps: ↳ how big do we need the tarps to be ↳ ask Saye to ask for son ↳ ask coordination team	Roya



- In the same time, keeping an overview of what needs they mentioned are covered by these actions and at what stage they are:
- C) Meet to work on tasks and check in what has been done so far.

	in progress	finished
Eat, rest conversation	✓	
pray	✓	
lockers	✓	
sleep for kids		
fenced off	✓	
against sun & rain	✓	
for helpers to lunch hour	✓	

## 6.4 - SURVEY TEMPLATE

This survey was conducted in 4 different languages: English, Farsi, French and Arabic. Find the corresponding versions below.

### English version


*This is a small questionnaire, because we would like to make at One Happy Family (even) more inclusive and comfortable for you. Therefore, we would love to hear your opinion as well as your ideas for solutions. Please circle your choice to the answers and explain with a couple of words.*

- Please circle your choice:
  - I am a helper / visitor / volunteer or partner: please specify: \_\_\_\_\_.
- I identify as female / male / other.
- Do **you** feel comfortable at One Happy Family?
  - What makes you feel comfortable at One Happy Family?





- 
- Do **you** feel uncomfortable sometimes at One Happy Family? Yes / No
    - What makes you feel uncomfortable at One Happy Family?
- 

- Do **others** feel comfortable/included at One Happy Family? (Please circle your choice)  

  - What makes them feel comfortable at One Happy Family?
- 

- Do **others** feel uncomfortable/excluded sometimes at One Happy Family? Yes / No (Please circle your choice)
    - What makes them feel uncomfortable/excluded at One Happy Family?
- 

- Is there enough space for everyone? Yes / No (Please circle your choice)
    - Who could need more space at One Happy Family?
- 

- Do women have enough space? Yes / No (Please circle your choice)

- Do you feel your cultural group is respected/included at One Happy Family?

Yes / No

- What cultural group/nationality are you from?

\_\_\_\_\_

- Do you think another cultural group is excluded/not respected? Yes / No
  - If yes, which one and when?

- 
- Have you ever felt excluded due to language barrier? Yes /

No

- In which situation - with helpers, volunteers, visitors?
- 

- Do you feel comfortable in interaction with

helpers/visitors/volunteers? Yes / No

- What are situations in which you are uncertain how to act or feel uncomfortable?

- 
- How do you feel about the physical contact between helpers/visitors/volunteers?

- 
- What do you think is the most important topic to work on for you at One Happy Family?

☐ Please circle your choice: women / language barrier / physical contact / cultural differences / other: please specify: \_\_\_\_\_

- Do you have an idea for a **solution** that could contribute to you or others feeling more comfortable and included?
- 
- 

☐ *Would you like to know more about the results or share more your opinion and participate in creating a better community at One Happy Family?*

Please write down your name and phone number. We will contact you for a workshop next week:

**Name:** \_\_\_\_\_ **Whatsapp/ Phone**  
**number:** \_\_\_\_\_



Thank you very much



Ivan & Julia

## Arabic version

لهذا استبيان صغير ، لأننا نود أن نجعل One Happy Family (حتى) أكثر شمولاً وأكثر راحة لك. لذلك ، نود أن نسمع رأيك وكذلك أفكارك للحلول

+ أنا زائر أو اعمل (يرجى وضع دائرة حول اختيارك)

+ أتعرف على أنثى / ذكر / أخرى

+ هل تشعر بالراحة في One Happy Family ؟ (يرجى وضع دائرة حول اختيارك) 😊 😊 😊 😊 😊

+ ما الذي يجعلك تشعر بالراحة في One Happy Family ؟

هل تشعر بعدم الارتياح هنا في One Happy Family ؟ (يرجى وضع دائرة حول اختيارك) نعم / لا

ما الذي يجعلك تشعر بعدم الارتياح في One Happy Family ؟

هل يشعر الآخرون بالراحة / المدرجة هنا في One Happy Family ؟ 😊 😊 😊 😊 😊

ما الذي يجعلهم يشعرون بالراحة في One Happy Family ؟

هل يشعر الآخرون بعدم الارتياح / الاستبعاد هنا في One Happy Family ؟ نعم / لا

+ما الذي يجعلهم يشعرون بعدم الارتياح في One Happy Family ؟

---

+ هل هناك مساحة كافية للجميع؟(يرجى وضع دائرة حول اختيارك) نعم / لا

من الذي يمكن أن يحتاج إلى مساحة أكبر هنا؟

---

+ هل لدى النساء مساحة كافية؟ نعم / لا (يرجى وضع دائرة حول اختيارك)

+هل تشعر أن مجموعتك الثقافية محترمة / مشمولة هنا؟ نعم / لا

من أي مجموعة ثقافية /جنسية أنت؟ \_\_\_\_\_.

+هل تعتقد أن مجموعة ثقافية أخرى مستبعدة / غير مشمولة؟ نعم / لا

إذا كانت الإجابة بنعم ، أي واحد ومتى؟

---

+هل شعرت يوماً بالاستبعاد بسبب حاجز اللغة؟ نعم / لا

في أي حالة – انت تعمل هنا \ تزور هنا؟

---

+ هل تشعر بالراحة في التفاعل مع المساعدين / الزوار / المتطوعين؟ نعم / لا

+ ما هي المواقف التي تكون فيها غير متأكد من كيفية التصرف أو عدم الارتياح؟

+ ما هو شعورك حيال الاتصال الجسدي بين المساعدين / الزوار / المتطوعين؟

+ ما رأيك هو الموضوع الأكثر أهمية للعمل من أجلك في One Happy Family ؟

يرجى وضع دائرة حول اختيارك: المرأة / حاجز اللغة / الاتصال الجسدي / الاختلافات الثقافية / أخرى:  
يرجى تحديد \_\_\_\_\_.

+ هل لديك فكرة عن حل يمكن أن يساهم في شعورك بالراحة أو تضمين الآخرين؟

هل ترغب في معرفة المزيد عن النتائج أو مشاركة المزيد من رأيك والمشاركة في إنشاء مجتمع أفضل في One Happy Family ؟  
يرجى كتابة اسمك ورقم هاتفك. سوف نتصل بك لحضور الجلسة التالية  
الاسم: \_\_\_\_\_ واتساب / رقم الهاتف \_\_\_\_\_.

شكرا جزيلا



إيفان وجوليا



## Farsi version

ما می خواهیم یک فامیل خوش را یک محیط راحت و جذاب تر بسازیم و به همین دلیل این پرسشنامه کوچک را تهیه کردیم تا نظرات، ایده ها، و راه حل های شما را بدانیم. لطفا جواب سوال را انتخاب نمایید یا توضیح دهید..

لطفا دور جواب خود دایره بکشید:

نقش شما در یک خانواده شاد:

داوطلب یا همکار

بازدید کننده

کمک کننده

من یک ..... هستم      زن      مرد      دیگر



آیا در اینجا احساس راحتی می کنید؟

دلیل خوشحال بودن تان در اینجا چیست؟

بله      نه

آیا گاهی اینجا احساس ناراحتی می کنید؟

در چه وضعیتی / لحظه ای؟



آیا دیگران احساس راحتی می کنند؟

در چه وضعیت / لحظه ای؟

بله      نه

آیا دیگران گاهی احساس ناراحتی می کنند یا از اینجا خارج می شوند؟

در چه وضعیتی / لحظه ای؟

بله      نه

آیا فضای کافی برای همه وجود دارد؟

چه کسی در یک فامیل خوش به فضای بیشتری نیاز دارد؟

بله      نه

آیا فضای کافی برای زنان وجود دارد؟

بله      نه

آیا احساس میکنید که گروه فرهنگی شما در اینجا مورد احترام قرار گرفته اند یا نه؟

کدام گروه فرهنگی از شماست؟

آیا فکر می کنید به گروه های فرهنگی دیگر بی احترامی صورت گرفته است؟    **بله**    **نه**  
اگر **بله**، به چه کسی و در چه زمانی؟

آیا تا به حال احساس کرده اید ندانستن زبان برای شما محدودیت ایجاد کرده است؟    **بله**    **نه**  
در چه موقعیتی - با کمک کنندگان، داوطلبان، بازدید کنندگان؟

آیا در تعامل با دستیاران / بازدیدکنندگان / داوطلبان احساس راحتی می کنید؟    **بله**    **نه**  
در چه شرایطی شما نمیدانید چه کاری انجام دهید یا احساس راحتی ندارید؟

چه احساسی در مورد تماس فیزیکی بین دست اندرکاران / بازدید کنندگان / داوطلبان دارید؟

به نظر شما مهم ترین موضوع در یک فامیل خوش چیست؟

لطفا انتخاب خود را مشخص کنید:

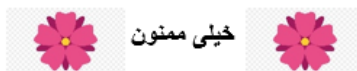
مشکلات زبان	زبان	تماس فیزیکی	فرهنگی	دیگر
-------------	------	-------------	--------	------

آیا ایده یا راه حلی دارید که بتواند احساس راحتی شما و دیگران را در بر بگیرد؟

آیا می خواهید در مورد نتایج بیشتر بدانید یا نظرات خود را بیشتر به اشتراک بگذارید و در ایجاد یک فضای بهتر در اینجا کمک کنید  
One Happy Family ؟

لطفا نام و شماره تلفن خود را بنویسید. ما برای جلسه بعدی با شما تماس خواهیم گرفت:

نام \_\_\_\_\_ شماره تلفن whatsapp



ایوان و جولیا



## **French version**

*Ceci est un petit questionnaire, car on aimerait rendre One Happy Family (encore) plus inclusif et plus confortable pour nous tous. Alors, on aimerait connaître votre opinion ainsi que vos propositions de solutions.*

- Merci d'entourer ton choix: **Je travaille à One Happy Family / Je suis un visiteur de One Happy Family**

- Je m'identifie comme **une femme / un homme / autre.**

- Est-ce que tu te sens à l'aise à One Happy Family? (STP encercle ton choix)



- Qu'est ce qui te met à l'aise, quelle situation à One Happy Family?

---

---

- Est-ce que tu te sens mal à l'aise à One Happy Family quelques fois? (STP encercle ton choix) **Oui/non**

- Quelle situation te met mal à l'aise ? / Dans quelle situation tu te sens exclu(e) ?

---

---

- Est-ce que tu les autres personnes à One Happy Family se sentent à l'aise?



- Qu'est ce qui les met à l'aise, quelle situation à One Happy Family?

---

---

- Est-ce que tu les autres personnes à One Happy Family se sentent mal à l'aise quelques fois? (STP encercle ton choix)

- Qu'est ce qui les met mal à l'aise, quelle situation à One Happy Family rendent les autres mal à l'aise / exclus?

---

---

- Y a-t-il assez d'espace pour tout le monde? **Oui / Non** (STP encercle ton choix)

- o Qui pourrait avoir besoin de plus d'espace à One Happy Family?

---

- Les femmes ont-elles assez d'espace? **Oui / Non** (STP encercle ton choix)

- Penses-tu que ton groupe culturel est respecté / inclus à One Happy Family? **Oui / Non**

- À quel groupe culturel /nationalité appartiens-tu?

- Penses-tu qu'un autre groupe culturel se sent exclu / pas assez inclus?

Oui /

Non

- o Si oui, lequel et dans quelle situation?

- Est-ce que tu t'es déjà senti exclu en raison de la différence de la langue (par exemple : Français/Farsi)?

Oui / Non

- o Dans quelle situation - avec des helpers, des volontaires, des visiteurs?

- Est-ce que tu te sens à l'aise quand tu interagis avec les helpers / visiteurs / volontaires? Oui / Non

- Quelles sont les situations dans lesquelles tu ne sais pas comment agir ou dans lesquelles tu te sens mal à l'aise?

- Que penses-tu du contact physique entre helpers / visiteurs / volontaires?

- Selon toi, quel est le sujet le plus important à améliorer à One Happy Family?

Merci d'entourer ton choix: espace pour les femmes / barrière de la langue / contact physique / différences culturelles / autres: veuillez spécifier:

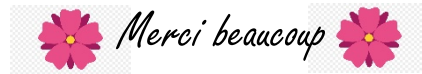
- As-tu une idée de solution qui pourrait t'aider ou aider d'autres à se sentir plus à l'aise et inclus à One Happy Family?

Souhaites-tu connaître les résultats de cette enquête ou partager davantage ton opinion et participer à la création d'une meilleure communauté à One Happy Family?

Dans ce cas, écris ton nom et ton numéro de téléphone ci-dessous. On te contactera pour discuter la semaine prochaine:

Nom: \_\_\_\_\_ Whatsapp / Numéro de téléphone:

\_\_\_\_\_



*Ivan et Julia*

## 6.5 - SURVEY DATA

[HTTPS://DOCS.GOOGLE.COM/SPREADSHEETS/D/1TJH4A\\_CDSPVZTRIZNAWJCW2ABA5NFNYQEIPT3OZJC64/EDIT?USP=SHARING](https://docs.google.com/spreadsheets/d/1TJH4A_CDSPVZTRIZNAWJCW2ABA5NFNYQEIPT3OZJC64/edit?usp=sharing)

## 6.6 - BIG EXCEL SHEET

[HTTPS://DRIVE.GOOGLE.COM/FILE/D/1TFKMPBRE0ZM-GWGM4DFJ2XUXRWFFF9H/VIEW?USP=SHARING](https://drive.google.com/file/d/1TFKMPBRE0ZM-GWGM4DFJ2XUXRWFFF9H/view?usp=sharing)

## 6.7 - WORKSHOP 1 HOST

# Workshop 1 - with volunteers

### 1. Human Barometer - Take a stand: statements + ask 1 person (15mins)

a. Imagine a line that represents a continuum. **We will give you statements and you will stand on the side which represents your opinion and feeling.**

E.g. from left being: I agree to right being: I disagree.

- Statement: I feel soooo happy today.
- Statement: I feel energized/exhausted.
- Statement: I generally feel comfortable/included at OHF (yes/no)
- Statement: There are some situations in which I feel uncomfortable/excluded at OHF (yes/no)
  - Statement: Volunteers are generally comfortable in interactions with helpers.
  - Statement: Helpers and visitors are generally comfortable in interactions with volunteers
- Statement: Women generally have enough space to feel comfortable at OHF/need more space
- Statement: The different cultural groups have a different/a similar approach to personal space.

## 1. Sit down in circle

### 1. Present topic (5mins):

- Today I have the action researcher hat on.
- For those who don't know me yet, I am Julia, I am doing **action research at OHF** on how to improve OHF.
- **Action research** is based on the idea that by getting to know and learning from the perspectives of all other people and different parties involved, we can co-create long lasting solution that fit everyone's needs.
- last couple of weeks, conversations and **interviews and observations** on how to improve OHF → **following topics** that are important for you or other people or where there is room for improvement at OHF.
- **Sustainability** - (*Valentin & Eco-Hub, maybe still time to work on that together as well*)
  - Social:
  - Environmental & equipment/facilities level: plastic cutlery
    - Valentin workshop, sustainable agriculture with Sabina, bike project with Pierre, Eco-hub focused on the garden with Nadav and Rachael
- **Inclusivity on a societal level**
  - Integrating refugees into Greek society/ **connect Greek and refugees & create jobs** – Cookie,
- **Optimize processes and Systematize**
  - of tasks – job descriptions, shuttle
  - transition between volunteer generations - so people know what to do
- **Different cultures & gender**
  - Community feeling
  - Adapt to receiving or home culture: clothing, hugging
  - people being excluded in classes due to language, e.g. lack of arabic translators in class
  - Stereotypes Vo&Vo (Cookie - sexist comment), Vi&Vi
  - Women in the public space and the women space (women table,
  - How to increase women's attendance of classes, also related to the functioning of the Nest
- **Physical contact & personal boundaries:** hugging
- **Effect of our behaviour and communication on others**
  - How do visitors or other helpers feel when we hug?
  - Differences related to 'job title' and the effect their interaction has on others - helper, volunteer, coordination team, visitor
- As OHF is such a flexible, dynamic place, we can see that there are **constant improvements** being made on many different sides, as you can see regarding sustainability, systematization of tasks - job descriptions etc
- **Today**, discuss with you about the topic of **comfortability and inclusivity**, as this encompasses many of the topic that are important at OHF according to you.
- **umbrella term**, but different topics underneath for each group.
- Today: **get a more general overview of what volunteers think and to see what topics are most important to work on.**
- So to clarify goal / expectations: → gather info about volunteers perspective. We will work on: Making people feel comfortable and included at OHF and in certain group dynamics.

# 1. Make group of 3:

a. **Make a group of 3, share 3 situations:** (5mins thinking + 15mins sharing)

1. that made you feel comfortable
2. That made you feel uncomfortable at OHF
3. One where you observed someone else feeling uncomfortable

b. Write down topic of situation on post-it . Now put your situations on the corresponding flipchart, fitting to the topic (15mins)

## Flipcharts:

- a. **Different cultures & gender**
- b. **Physical contact and personal boundaries**, E.g. hugging,
- a. **Effect of (our) behavior and communication on others**, E.g. effect of hug on Vi
- b. **Other** topic

a. **+ add more ideas or questions (via post-its) to the relating topics (15mins)**

1. **Think of all different parties involved and their potential perspectives** (helpers, volunteers, coordination team, visitors, partners)
2. **How do you think does the situation you described in a group feel for other parties** (helpers, visitors)
3. **Do you have any open questions that you would like to address?**  
**Situations in which you dont know how to act?**
4. **What are future situations that could come up that could be uncomfortable/excluding?**

(If overlap, put it more to one side of the flipchart closer to the topic//If one flipchart empty, notice that.)

a. **Assign people to a flipchart in smaller group, (5mins)**

1. Cluster post-its so that bigger topics appear (15mins)
2. Prioritize in smaller group: **what is the most relevant/important topic to work on in the near future?** - Top 2

## **ii.Get back into circle**

iii.Share with big group all clusters and top 2 topics, and explain why the most relevant **(5 mins per group=20mins)**

iv.Hang the flipcharts again

v.Let people **write the name under the topic they are most interested in and would like to work on** (two different colors of post-its) (5-10mins)

a. Explain the rest of process: (5mins)

1. Same exercise with helpers and visitors
1. Next week, we will discuss with everyone what their most important topics are, Learn from each others' perspectives, and start looking for solutions together

ii.Thank you

## 6.8 - WORKSHOP 1 OUTCOMES

# Outcomes

From Flipcharts:

Topics list:

1. Intercultural interactions & relationships
  1. Language (as part of intercultural interactions):
2. Role of sex (gender/women) in OHF (classes only with 1 woman)
  1. Clothing (as part of role of sex & intercultural interactions)
3. Lack of clarity & confusion about hugging and physical contact
4. Unwanted/ unexpected messages
5. Being new
6. Romance
7. Responding to violence
8. Communication
9. Being present +
10. Acknowledgments & Appreciations +
11. Work relations / responsibilities
12. Lack of tools

## *1. Different cultures & gender*

→ **Top 2:** Role of sex in OHF, Intercultural interactions & relationships

### **a. Intercultural interactions & relationships**

- i. Misunderstanding of behavior/way of talking/searching for contact
- ii. certain relationships starting (by knowing the people involved)
- iii. Romantic interactions (both directions) between people coming to OHF
- iv. When helpers don't speak their mind. It takes a lot to get them to say what they are thinking. What else are they not telling us?  
→ *Important: Anna, Julia, Susan, Julian, Bethany, Sophia, Choshen, Mirjam*  
→ *Working: Simon*

### **vi. Language (as part of intercultural interactions):**

- i. language barrier x2
- i. Saw helper feeling uncomfortable because helper did not understand (language) him.
- i. When helpers don't speak their mind. It takes a lot to get them to say what they are thinking. What else are they not telling us?  
→ *Important: Sophia*  
→ *Working: Nasra, Beth*

### **b. Role of sex in OHF**

- i. visitor looking nervous in all-male class
- ii. just one woman in my class - she felt uncomfortable

- iii. concerned about the availability of learning opportunities for the women
- iv. I felt uncomfortable after accidentally going into the barber shop on women's day

→ *Important: Sophia*

→ *Working: Jojo, Beth, Choshen, Bethany, Gerasimos*

v. **Clothing (as part of role of sex & intercultural interactions)**

1. I felt uncomfortable when deciding what to wear to football, I didn't know how to be culturally sensitive
2. commented about the clothes people wear (summer)
3. What will the dress code be in the summer? and why will we have one? - are we trying to make visitors comfortable? - are we trying to be culturally appropriate? - are we trying to look professional?

→ *Important: Bethany*

→ *Beth: Working*

## 1. *Physical contact and personal boundaries*

### **Top 2: hugging, unwanted messages**

#### **a. Lack of clarity & confusion about hugging and physical contact –**

some enjoy, some others don't, others want to be culturally sensitive

- i. Gaining trust (especially from women)
  - ii. Enjoy the morning & throughout the day of greetings and hugs and handshakes
  - iii. hugs (-)
  - iv. not sure how hugging with helpers is perceived by visitors
  - v. being hugged by people I don't know - and I know they wouldn't do this in their home country
  - vi. hugging a person that just wanted a handshake
  - vii. randomly touching hair
  - viii. a helper dipping a female volunteer
- *Important: SusanO, Choshen, Sophia, Johannes*
- *Working: Bethany, Anna,*

#### **b. Unwanted/ unexpected messages**

- i. uncomfortable when I was texted messages that are too much ('sweetie', beautiful) → Have to do a clarifying talk
- ii. getting naked pictures from unknown number
- iii. giving visitors my number because of a workshop but then being messaged a lot by them

→ *Important: Anna, Julia, Bethany*

#### **a. Responding to violence**

- i. uncomfortable: physical contact with children and violence
  - ii. experiencing the physical fight among the women
- *Working: Mirjam*

## 1. *Effect of (our) behavior and communication on others*

→ **Top 2: Being new, Romance**



**a. Being new**

- i. Felt supported with new tasks
- ii. First days, everyone is open/welcoming/coming to you/want to get know you
- iii. womenspace: unclear role, which affects the environment of the whole of OHF
- iv. going on the bus for the first time
- v. language barrier issue and systems
- vi. Questions about migrating to Australia
- vii. Hugs
  - *Important: Gerasimos, Beth, Choshen, Susan*
  - *Working: SusanO, Simon, Joel, Choshen*

**b. Romance**

- i. When kindness is misinterpreted for flirting, how is kindness to everyone perceived?
- ii. Romantic interactions (both directions) between people connected to OHF
- iii. OHF being called a place where people hook up with refugees → result: families don't feel welcome anymore
- iv. Different perception of kindness
  - *Important: Johannes, Anna, Sophia*
  - *Working: Bethany*

**c. Communication**

- i. No consistency in communication, exp. Drachma
- ii. Another person felt uncomfortable when he didn't get a shop card and didn't understand why
- iii. People felt uncomfortable after people started ganging up against others in the Daily task chat
- iv. Coincidental meeting in Mytilini: no translator made other person feel uncomfortable
  - *Important: SusanO, Beth*

**d. Being present**

- i. I feel comfortable when I had time to eat lunch with a family from Afghanistan
- ii. Comforting a child in nest
- iii. After football tournament, felt integrated
- iv. I felt comfortable when Fisher started dancing to the music I put on in the Cafe
  - *Important: Kathy*

**e. No category**

- i. Telling off a volunteer for not cleaning the women toilet
- ii. see other helpers/volunteers making mistakes
- iii. uncomfortable when friend passed out because of drugs in OHF in laundry

1. *Other topic*

→ **Top 2:** Acknowledge & Appreciations, work relations/responsibilities

**a. Acknowledgments & Appreciations**

- i. feel comfortable when people feel comfortable talking to me
- ii. when people keep contact after long time
- iii. enjoying lunch with helpers/volunteers
- iv. chatting to fifi while cleaning the storage
- v. Enjoy participating in efforts visitors have in practising their English
- vi. Everyday experience of being so graciously greeted and welcomed by the helpers and visitors
- vii. As an older person, I appreciate the respect I am given by visitors & volunteers - sometimes though feeling uncomfortable with special attention
- viii. Being part of women day celebration and dance
- ix. contact with locals?
  - *Important: Simon, Kathy*
  - *Working: Julian*

**b. Work relations / responsibilities**

- i. After class, first time, people said 'Thank you' - that was great.
- ii. not for taking responsibility seriously
- iii. Helpers in nest taking verbal abuse from mothers who have been told the nest is full
- iv. That I had to be the asshole at the shop
- v. Saying no to kids for food

**a. Lack of tools**

- i. Situation where I can not help people who need help/ came to me for smthg, but I don't have the tools
- ii. visitors in class when I look at their work  
→ *Important: Joel, Nasra*

## 6.9 – PHOTOVOICE

### Photovoice

Dear photography and media production students,

We would like to make One Happy Family more inclusive and comfortable for you. Therefore, we would love to hear your opinion. I would like to invite you to take photos today and tomorrow with your phone, outside of class, that answer to the following questions:

- What makes you feel comfortable at One Happy Family?
- What can we improve in One Happy Family?
- What makes you feel uncomfortable/excluded at One Happy Family?

\*Please send 3 pictures\* in the Telegram group of Douglas and Sonia or to me personally. This is my whatsapp number: +31645983300. To every picture, \*please explain in one sentence what you took a picture of and why\*.

If you would like to know more about the results or share more your opinion and participate in creating a better community at One Happy Family, please send me a message with \*'I would like to participate'\*.

Very excited to see your answers and photos!  
Julia

- **Abdolfazl Afshari**

- سلام جولیا. به نظر من فضای کافی شاپ اصلاً زیبا نیست در حالی که

امکانات و نیروی که در اینجا هست متونیم فضای زیباتری داشته باشیم

- Answer to question2 : Hello Julia. In my opinion, the coffee shop place is not beautiful at all, while with this space and possibilities we can have a beautiful café shop.



- **Ali Furozesh**

درین فضای کوچک همه باهم خیلی صمیمی بدور از نژاد مذهب ... باهم دارند بازی میکنند اختلال میکنند قهوه و چای مینوشند. من احساس میکنم که همه احساس خوشحالی و احساس راحتی میکنند. این حس خیلی صمیمی را واقعا من دوست دارم . ازش لذت میبرم سپاسگزارم کوچک شما علی فروزش

- Question 1: In this small space everyone is very intimate without any Religious and racial prejudice... they play and drink coffee and tea together. I feel that everyone feels happy and comfortable. I really appreciate and I enjoy it.



• فضای بادید خیلی باز و دوست داشتنی و با امکانات خیلی کم درست شده من حس میکنم چرا درهم چین فضا در روز های بارانی و یا خیلی گرمای شدید نمیتوانیم ازش استفاده کنیم . دلیلی که نمیتوانیم استفاده کنیم این است که سایه بان ندارد . امیدواریم به کمک هم دیگر بتوانیم فضای بهتر و عالی را برای آرامش همدیگر بوجود بیاوریم همه انسانها در دنیا برابرن و همه نیاز به آرامش آسایش دارد امیدواریم همه به

حقوق مساوی برسند . سپاسگزاریم

- Question2: The space is very open and lovely and with very little features. Then why we cannot use space in the rainy and hot days. The reason we cannot use it that it does not have a canopy. I hope that we can cooperate together to make a better and calm place. Everyone in the world is equal and everyone needs peace of mind. We hope that everyone will enjoy equal rights. Thank you





- من باید در زمانیکه که خیلی صف غذا طولانی است عکس می‌گرفتم اما زمانش نبود و بیشتر روز باهم دیگر جنگ دعوا دارند که برتری که جلوتر برسد . احساس حقارت می‌کنم . احساس شرمندگی می‌کنم و تاسفم بار تر ازینکه بیشتر کسانی که را می‌بینم که گرفتن با غذا سیر نمیشوند و دوباره در سر صف استاده و با حقارت و شرمندگی نگاه میکند که میداد کسی بیگه چرا دوبار استاده شدی .  
دوباره اش به یک راحل فکر می‌کنم اما در آخر به نتیجه نمی‌رسم اعصابم بهم می‌خورد خیلی ناراحت میشوم

- I have to take photos from the long food line. When I saw people who fight to get food faster I feel humiliated. I feel ashamed when I see people who try to get food twice. And they are afraid of maybe someone knows that it is their second time.
- I'm thinking about it, but I can't any solution.



- Zahra

- سلام. اول از همه ممنون که در این باره به نظرات اهمیت داده میشه. من عکسی نگرفتم ولی چندتا نظر دارم البته باید قبلش تشکر کنم از کسانی که چنین فضایی رو در اختیار مهاجران قرار دادن تا بتونن استفاده کنند و احساس بهتری داشته باشند. اول درمورد فضای سبز اینجاست که چندان زیبایی خاصی نداره. و همچنین garden که می شد خیلی بهتر از این باشه چه با گیاهان تزئینی و چه با انواع سبزیجات و گیاهانی که قابل استفاده باشه. قسمت پارک کودکان می تونست خیلی بهتر از این باشه. مثلاً از رنگ های شادتری استفاده بشه. قسمت بانوان چندتا کلاس هنری داره اما تنها کسی می تونه استفاده کنه که خودش اون هنر رو از قبل یاد داشته باشه و هیچ معلمی برای تازه واردی که قصد یادگیری داره، وجود نداره. البته اینم باید بگم که گاهی اوقات که کلاسهای پرسش و پاسخ با یه دکتر یا وکیل برگزار میشه خیلی عالیه. مورد دیگه اینکه در فروشگاه مواد شوینده به مردم عرضه میشه و خوبه. کاش بعضی مواد خوراکی مورد نیاز مردم هم عرضه می شد تا کسانی که میان اونجا و نیاز دارن می تونستند با کارت بگیرن.

تشکر

- Hello. First of all, thanks for asking these things. I did not get a picture, but I would say a few things. Of course, I should thank people who make a place like this for refugees that they can use it and feel better here.
- The first thing about the green space here is that it's not so beautiful. As well as the garden, it could be much better than it is with decorative plants and with all kinds of vegetables and plants that could be used.
- The children playground could be much better then now. For example, using more colorful colors.
- The women's section has some art classes, but the only ones can use it that they already know that art and there is not any teacher to teach the new students.
- . Of course, I have to say that sometimes questions and answers classes with a doctor or a lawyer are very good.
- It is good that the shop give detergent to the people. I wish the shop can they can give some foods too.

#### • Ahmad Reza Rezai

- صاف غذا میتانه بهتر باشه. و همچنین بعضی روزها غذا هم جالب نیست. میشه که هر روز نخود بدین و کمی بیشتر

- The food line could be better, as well as the food is not good some days and it is not enough.
  - Please make more chickpeas and beans
- Please open the (OHF)ot 11 and the lunch time is too late.
-







## 6.91 - COORDINATION TEAM QUESTIONS AND ANSWERS

Does the coordination team share the opinion about - **ask 3 questions in coordination team**

- *In what situations do you feel people are excluded or feel uncomfortable at OHF? In terms of:*
  - *helpers/volunteers/visitors*
  - *Women*
  - *All different nationalities*
  - *situations/activities*
- What are solutions to overcome these?
- *What is your stance regarding physical contact and romance at OHF?*

1) In what situations do you feel people are excluded or feel uncomfortable at OHF? In terms of:

○ helpers/volunteers/visitors, Women, All different nationalities

-saying “No” to visitors, especially when friends,

-when some helpers get hugged and invited to parties and dinners all the time (have closer relations with volunteers) and then send photos in the group chats and some other are never invited, don't speak English well enough to communicate etc makes a lot of people feel excluded

-ppl feel uncomfortable when personal boundaries are not respected (this can be very different for different ppl)

-female helpers face uncomfortable situations with male helpers, difficult to know which distance you have to keep to different people.

-Many cases of people getting creepy messages from ppl that have their numbers from the chat. (Volunteers - helpers, women - men alike)

-We had visitors and helpers feeling uncomfortable with the clothes people wear or don't wear. (Rule: bottoms until knees, shoulders covered for men and women —> of course we are not going around measuring, no naked guys in the gym)

-women feel uncomfortable to dance in the general dance parties and open stages

-when volunteers and helpers flirt a lot while a OHF, visitors feel uncomfortable and openly tell us they don't want to come anymore because of this.

-Volunteers feel uncomfortable when they have to deny something to someone, or have to be strict about rules.

-if we don't have community representatives from all different countries as helpers, other nationalities feel excluded. On the same time we are trying to bring people from different nationalities together to overcome this nationality thinking.

2) What are solutions to overcome these? \u2028difficult to overcome all of those situations. It's already difficult enough in a "normal" work environment, and OHF is a crazy workplace...

We try to make rules or guidelines for the things that are partially preventable. Which leads to many discussions as well.

We have to make every part of OHF and all the people there aware of the other people's situations, backgrounds, morals and lifestyles. OHF is a place where a lot of things crash on each other. Important is to create understanding and awareness. \u2028

3) What is your stance regarding physical contact and romance at OHF? \u2028OHF is a workplace, dress and behave accordingly.

We are pro contact and communication between all the people at OHF. We see everyone as equal human beings that should be brought together rather than kept apart.

We don't have strict rules for that because we believe that people coming here bring a certain awareness for the situation and people in the situation on Lesbos. In many cases this works wonderfully and we see a lot of friendships growing of people that will continuously support each other for longer than their time here in OHF. This is amazing and this is what made us a huge family.

BUT in other cases people or generations of volunteers come without awareness and in such cases we have to elaborate our guidelines:

We say no hugging, no kissing, no flirting at OHF. And of course this depends on the people and the situation. People that are here for a long time (3 months to half a year or longer) develop friendships with volunteers, helpers and visitors alike and if you are friends you, of course, act different with each other than with strangers. Don't compare yourself with others and their behaviour. Be aware of what is best for you and everyone else and OHF in your situation.

We want that people let friendships grow, you are not friends in the first weeks, even months sometimes, so act accordingly.

Try to avoid physical contact at OHF. There is no need to hug 60 ppl every morning, because certain ppl will feel uncomfortable being hugged, others will feel excluded cause they don't get hugged and again others will take this chance of getting physical contact for the wrong purposes.

Please be sensitive and also protect yourself.

Walking around hand in hand in OHF is not appreciated, serving coffee arm in arm is not necessary. Minimize physical contact.

Keep a natural distance when you talk to people, be aware of your body language. What does it say to the person you talk to but also to everyone around watching you?

Don't flirt at OHF, keep in mind that we are a workplace and remember why you are here. What are topics that you should talk about and that support people in their situation while being here? What are topics completely irrelevant or even harmful for them in the current vulnerable situation they are in? What does a short flirt mean to others, coming from very different backgrounds?

Remember, you are not the first nor the last volunteer people In OHF will have to open up to, start friendships with, trust and admire. Seeing a lot of people coming and leaving, but not being allowed to leave the island yourself, is unfair and is depressing and stressful. Be aware of this.

People are able to misunderstand, misinterpret or even take advantage of their situation here very often. Who can blame them with their current environment and way of living, but be careful and aware with this and once again protect yourself and people around you.

If however people fall in love with each other, carefully assessed your situation, the others' intentions and wishes, please come to talk to the Coordination team. We are not against you. We have a lot of advice and guidelines for that situation. Things have to be communicated and made clear, only then it is possible to work with each other well.

However, take your time and don't rush a decision like this. It is not the same situation as falling in love in your home country.

Don't start a relationship unless it's serious. Something else can harm other people, their environment and OHF.

Sleeping around, falling in love with another helper every week is not ok, not supported and is not the purpose of us being here.

However we will not intervene in people's private life unless it affects OHF, or any person at OHF in a negative way.

Keep in mind, that there probably is no situation or problem we haven't heard or solved or faced already regarding those issues. Please always communicate to the coordination team.

Never forget that we are role models, never forget that we are part of a bigger picture, never forget the purpose of being here, never forget that we are not an amusement park ☺, but a community center with strongly traumatised and vulnerable people around us.

## 6.92 - WORKSHOP 2 HOST

### Host sheet

#### Procedure:

- Very short energizer to focus all the attention with everyone
- Explain general situation to everyone
- Let them share their opinion on the topics & solutions
- Let them pick a topic they want to continue working on

Procedure	Details	My text	Time
Energizer all together (5mins)	shake your body part 12345678// OR game to find table OR wave through the room	We will make a wave through the room with everyone's hands.	5mins 18:10- 18:15
Explain outcomes	-guide people to language table - <i>paper with language &amp; 4 topics</i>	<p>- Short intro in English and please translate in language table.</p> <p>- Today we are here to talk about <u>how we can make OHF better</u> all together and start finding solutions.</p> <p>- And next week, we will make these solutions even more concrete./</p> <p>- Over the last few weeks, we asked for all of <u>your opinions</u> about OHF./</p> <p>- So now here <u>I present to you the topics YOU came up with</u> and think are important. I don't present all the topics but only the ones that many of us have in common. /</p> <p>- What you all love the most at OHF is the <b><u>community feeling:</u></b></p> <ul style="list-style-type: none"> <li>• <u>Respect</u></li> <li>• Making <u>Friends and connecting</u></li> <li>• Meeting People from different <u>nationalities</u></li> <li>• Participating <u>actively</u> in the community.</li> </ul>	10 mins 18:15- 18:25

		<p>- The community feeling is strong, but you mention 4 topics that are a challenge to this community feeling.</p> <ol style="list-style-type: none"> <li>1. <u>Cultural understanding/differences</u></li> <li>2. <u>Space (physical space)</u></li> <li>3. <u>Physical contact</u></li> <li>4. <u>Language barrier/difference</u></li> </ol> <p>-</p> <ol style="list-style-type: none"> <li>a. Speaking different languages is not something we can change very quickly, so <u>we will focus on only the other 3 topics first.</u></li> </ol> <p>-So the question for today is: <b><u>How can find solutions to the 3 topics to make people more part of the community?</u></b></p> <p>Now we will split into language groups and discuss each topic. We have 10 minutes per topic. / This is not very long. So lets focus on the most concrete ideas and let other people speak as well. So that we can all go on the bus at 7pm. ;)</p>	
trees	3 trees: for challenges and solutions	<p>Host leads session (see below)</p> <p>(Julia actions: distribute post-its, so in front of everyone, with pens)</p>	<p>2mins explanation + 10 mins/ tree = 30 18:25- 18:55</p>
Sign up for topic		<p>3) Sign up for a topic (5mins)</p> <ul style="list-style-type: none"> <li>• Now think about which topic you would like to discuss more and find more concrete solutions to. We will have another session next week in smaller groups per topic, also here at OHF.</li> </ul> <p>- Please write your name under that topic or let me know which topic you want to work on (on a piece of</p>	<p>18:55- 19:00</p>

		paper, with your name and phone number; or verbally – depends what is more comfortable for them).	
Thank you		Thank you very much.	

- *I will put a label on the table for each language group and the 4 topics are on the back.*
- *At the beginning could you please all pick up your tree, a permanent marker and make sure that you have some pens on the table – most volunteers brought one or two, and are hopefully willing to share. ☺*
- *On the sheet: Sentences in italics are comments just for you – not to tell the group*

#### **Host sheet:**

- We have 3 topics:
  - cultural understanding,
  - physical contact
  - space
- For every topic we have a challenge tree. Lets start with the topic of ...
- I will read out all the different comments on the branches. These are insights from the interviews from you and the other groups (vounteers, helpers and visitors, coordination team).
  1. We have 5 minutes to read and understand what it means & **add more challenges**
  2. And then we have 5 mins to find solutions.

### 1) So lets start with reading (5minutes per topic):

- *(read out loud the comments and then ask: )*
  - **Are there points that are unclear?**
  - **What are other challenges that relate to this topic? Are we missing something? What other challenge can we think of?**
    - *(if a new challenge comes up, please write it on an empty branch)*

### 2) Now the solutions (5 minutes per topic):

- Here you have post-it notes. **Please take post-it notes to write down a solution** for any of the problems and then **stick it to the corresponding challenge**.
- Example:
  - For the topic of space:
    - Challenge: more space needed



- Question: **What are ideas to solve this challenge? What can be changed so that it will turn into a positive result? What actions are needed?**
- Write solution on a sticky note: 'rearrange space so it feels bigger' or 'expand OHF'
- Rules:
  - Everyone writes solutions in the same time on post-it notes to any challenge they want.
  - Every idea is good. There is no wrong solution, be creative. Maybe its unrealistic but that's okay. Nobody will judge your idea. The weirder the idea, the better.
  - If you want you can read out loud your solution.
- *(Do this same procedure with all three topics – make sure to switch to the next topic when the bell rings/ I clap – we only have 10 minutes per topic)*
  - Space:
    - Present tree and challenges
    - Solutions
  - Cultural understanding
    - Present tree and challenges
    - Solutions
  - Physical contact
    - Present tree and challenges
    - Solutions

### 3) Sign up for a topic (5mins)

- Now think about which topic you would like to discuss more and find more concrete solutions to. We will have another session next week in smaller groups per topic, also here at OHF.
- Please write your name under that topic or let me know which topic you want to work on (on a piece of paper, with your name and phone number; or verbally – depends what is more comfortable for them).

## Overview of all topics that are on the challenge trees per topic:

### Cultural understanding

- What can volunteers wear (clothing)?
  - Summer
  - Football
- Volunteers only stay with volunteers. I feel excluded.
- Food: example: the rice is not cooked like at home. It is too hard.
- How should I behave towards women?

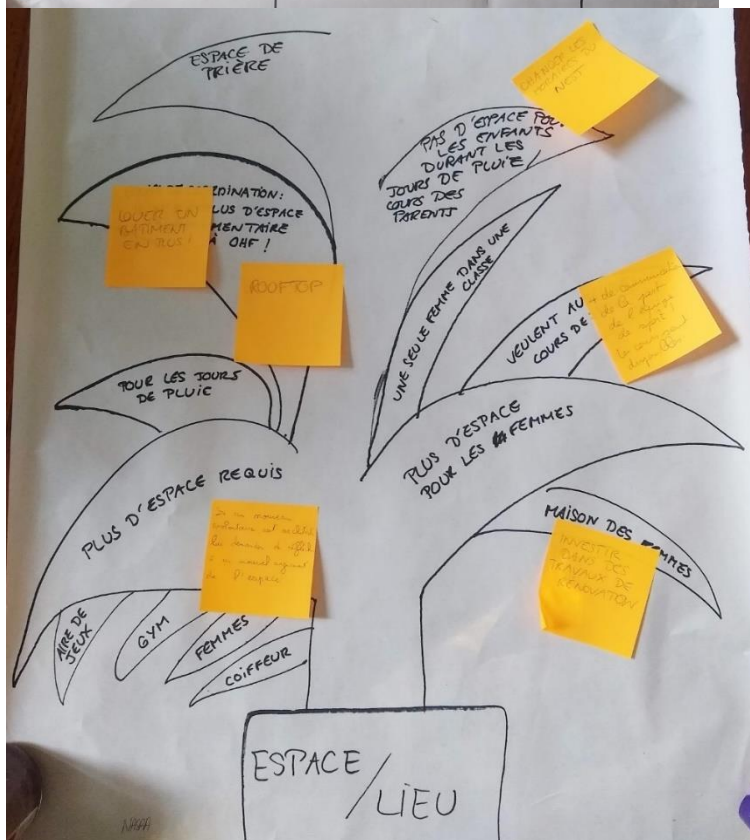
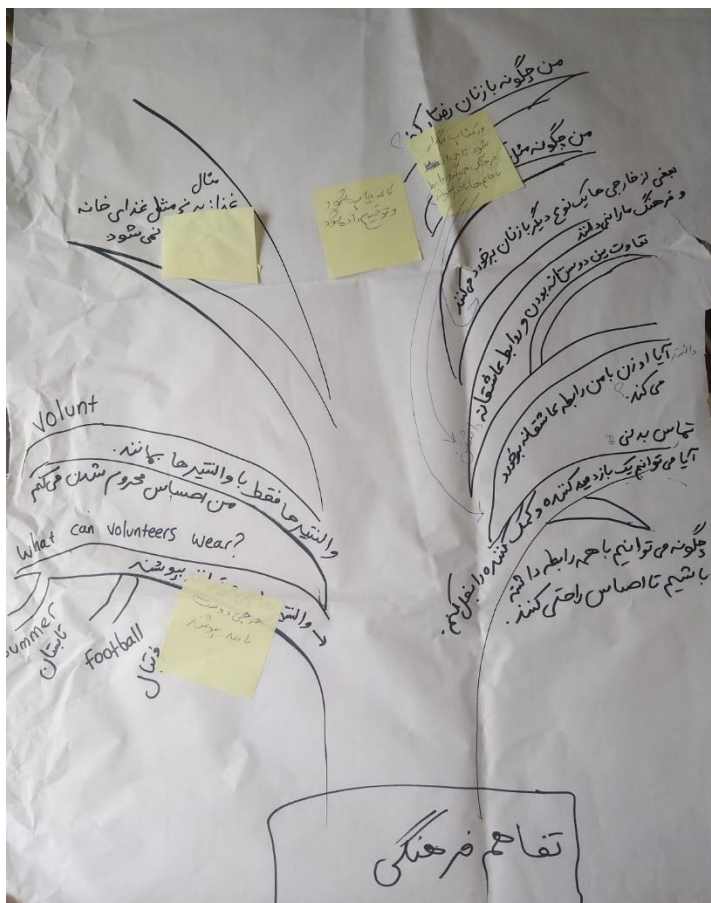
- How should I behave as a woman?
- Some nationalities have a very different way of treating their women & they don't understand my culture.
- Difference between being friendly and flirting
  - Is she flirting with me?
- Physical contact:
  - Can I hug a helper/visitor?
  - How can I make everyone feel comfortable?

## Space

- Extra space needed
  - Playground
  - Barber shop
  - Gym
  - Women
  - For rainy days
- Coordination team: no extra space available
- Separate space for women
  - More space/bigger house
  - Also want sport classes
  - School: only 1 woman in class: uncomfy

## Physical contact

- I receive romantic messages. I don't want to receive them.
- How can I explain that I am not interested?
- Hugging/flirting/parties
  - How do I know what I can do & respect others?
- Hugging only some helpers
  - Excludes others



## 6.93 - WORKSHOP 2 OUTCOMES

# Workshop 2 - outcomes

### Participants:

- 2 English tables – Jojo, valentin
  - 15 volunteers + English helpers/visitors
  - Team Valentin:
    1. Nicolas
    2. Ross
    3. Mirjam
    4. Ines
    5. Kenneth
    6. Sophia
  - Team Jojo:
    1. Beth
    2. Susan
    3. Joel
    4. Julian
    5. Kathy
- 1 farsi table – Ahmad – 6 per table
  - Ali furozesh - photovoice participant - Farsi
  - Ahmad - photovoice participant - Farsi
  - Morteza Sayed,
  - Mohammad Raza (the barber),
  - Ali from security,
  - Mohammed from security
  - Davud
  - Masoume
  - Zahra
- 1 arabic table - Ivan
  - Anwar
  - Ali (security)
  - Mona
  - Hassan
  - Fatima
- 1 french table - cap
  - Pascal
  - Nasra
  - Cherif
  - Simon

## . Overview of solutions per topic:

# 1. Physical contact conclusions

## → Physical contact solutions

- Mainly a **problem from volunteers** “I am not responsible for the volunteers, let the coordination team decide”
- Basically merged with cultural understanding
  - **Team building:** get to know each other better/ open space about relations
  - **Cultural understanding workshop**
  - **Poster about different nationalities:** ask people from different nationalities about their culture and make a poster that can be given out, or hung up on the wall. Topics: Respect, physical contact, clothes etc
  - **Open Space about relations, racism** - maybe 30 mins before lunch - for 1 day maybe
    - How not to give mixed romantic signals
    - create activities to get to know each other better
    - cultural sensitivity training on level of contact other cultures are comfortable with and how to read other people's cues on how they are feeling
    - Intercultural training: what is flirting? What is okay?
    - How to treat women in different cultures
      - Example : speaking with women from different cultures: Explain the cultural difference, Share cultural insights
    - !!!Racism: some cultures don't greet some others
      - Solution: French: warn visitors clearly in case of a tense situation - mettre en garde les visiteurs de facon claire en cas de situation tendue? - tell helpers to also include African helpers in greetings
- **Specific ideas:**
  - Create courses for only women
  - Look at other NGOs to see what they are doing, concerning relationships, physical contact
  - Dont remove the parties, we need them a lot!
- **Communication:**
  - Rules:
    - no romantic relationships: If you want one, stop volunteering or helping at OHF.
    - Asking directly 'Is it okay to have a hug'.
  - Continuation of Ivan's emotional support meetings. So you have someone to speak to about what to do when you are uncomfortable
  - Have a clear defined process on how to approach coordinators in case you are starting/ are in a relationship and how to go about it.
  - !!!Racism: some cultures don't greet some others
    - Solution: French: warn visitors clearly in case of a tense situation - mettre en garde les visiteurs de facon claire en cas de situation tendue? - tell helpers to also include African helpers in greetings

- Identify repeated perpetrators so that they can be dealt with

## 2) Cultural understanding solutions

→ **Cultural understanding - general Conclusions:**

**I. We all want to understand each others culture better - by communicating about it:**

Different ways to achieve that:

### 1. Workshop about cultural differences/cultural orientation:

- Content:
  - Teach each other about our culture - how it works in our culture
    - Shaking hands with women, behavior towards women, as a woman, difference between being friendly and flirting, physical contact
- For whom: helpers and volunteers

### 2. **Poster about cultural differences**

- a. How: get information with survey from everyone
- b. For whom: visitors, helpers, volunteers

## II. **Do we need strict rules?**

- Lets not make a rule, it depends on people, if they are comfortable with each other.
  - Maybe we can agree to just shake hands, but up to everyone individually.
  - Differences between long-term and short-term volunteers?

### **I. Farsi representation in helpers office needed:**

- A. There is no Farsi speaker in the helpers office (or coordination team) that they can connect with. They always need translations.
- B. Solution: have a farsi speaker in the helpers office

### **Volunteers clothing Conclusion:**

- For helpers, it doesnt matter what volunteer wear, it is up to the coordination team to decide.

- For the volunteers, it should be fair, so men and women have the same rules, and dress modestly, shoulders, thighs covered - not too tight.  
→ **Volunteers only with volunteers Conclusion:**
- Make more events with everyone: like football tournaments, picnics on weekends.
- Mix the tasks of helpers and volunteers more together: e.g. Serve food with 1 volunteer and 1 helper. Maybe women serving men.  
→ **Food Conclusion:**
  - Replace some dishes that are not liked so much for some others.
  - Share recipes e.g. Arabic meals
    - Or even better an Arabic person working there
  - Have special national food days

→ **Cult underst: Physical contact/flirting/ Conclusion:**

- If physical contact is not wished, clear, honest communication necessary
- Depends on people if they are comfortable. Get to know people and treat them individually.
- Most points relate to volunteers..
- There are cultural differences, but we will be living in Europe, so we have to get used to the culture here.
- Have a cultural orientation workshop.

### 3) Space conclusions

**Space needs:**

- Prayer
- For female helpers to eat, pray, change clothes
- Space for rainy days
- Sport place for only women
- Space for kids, so that women are free for class or whatever

→ **Space - general Conclusions:**

**I. Rearrange the space so it is better used**

**A. How:**

1. Ask an architect to make a new space arrangement
2. Maybe use the area above the coordination office
3. Use space in front of the volunteer office
4. Use the rooftop
5. Put waterproof/and sunproof shades/**tarps** over:
  - a. Space at the entrance, on the left side when you enter OHF
  - b. chair and table area and football field, so also possible on rainy days
  - c. Women space outdoor area
    6. Use space at the entrance
- Put tarp over the area, on the left side when you enter OHF
- a. Rearrange
  7. Use youth space:
    - during lunch, no space for women helpers to eat food, to pray, change clothes
  1. Use youth space to make private space for just helper women, to pray, to eat, to change clothes
  8. Make a specific area to play football, so that its easy to pass through the court without being hit by a ball (in

outdoor space, a lot of sports happening, so its difficult to pass. Basketball and volleyball are okay, but football is all over the place.)

9. **Yoga tent for**

Rainy days

1. Women classes
2. Children playground

a. As a gym for women with extra weights

10. **Space Playground Conclusion:**

- Put waterproof shades over playground
  - Ask dutch architect - Kenneth gore, knows more.
- Yoga & sports tent for playground on rainy days
- (Have playground always open, only close for 30 mins over lunch)

**6. Space barber shop conclusion:**

- Have a shower head, close to the men's toilet, to wash off hair

**7. Gym conclusions**

- extend the gym to behind the toilet and in front of it, because a lot of space available
- New gym for women with weights and material and balls - maybe the yoga tent
- visual fence around the gym - women feel uncomfortable and dont want to see men without shirt. Would also give possibility for women to use gym in private in specific timings.

8. **Prayer place:**

- Expand the prayer place

Have a prayer place for only women

**9. → Women house:**

II. improve existing space

A. shades & waterproof

B. Renovate - already in the process

III. extend women space or new room to extend to the right side of women space, direction of media production studio

IV. Yoga tent for women

**V. Solution: Change times to accomodate more people/children**

A. **Open Problem:** we need extra space for kids, when parents are in classes or it rains - playground closed & nest is small

1. **Solution:**

- a. Have playground always open, only close for 30 mins over lunch
- b. Change opening hours of the nest
- B. Time or space where women can comfortably play basketball/ volleyball
  1. For 3 weeks trial - &1,5h per day

**VI. Organizational changes**

- **Women lessons:** Have courses for only women
- **Women table:**
  - Make it a women table for the entire day
  - move women table to near coordinators office, because of noise and cats bathroom & move water station next to the women table

**Better communication:**



- Women sport classes: Better communication with the sports team  
- the classes are available
- school of peace yells in main hall during helpers class, so take up all the physical/mental space of the entire main hall

**VII. Use more space**

- Have a separate barber shop outside - separate for men and women
- Rent another building

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## Answers in more details, outlining all answers by the different language groups:

### 1. Cultural understanding

→ Cultural understanding - general Conclusions:

**III. We all want to understand each others culture better - by communicating about it:**

Different ways to achieve that:

**3. Workshop about cultural differences/cultural orientation:**

- Content:
  - Teach each other about our culture - how it works in our culture
    - Shaking hands with women, behavior towards women, as a woman, difference between being friendly and flirting, physical contact

- For whom: helpers and volunteers

**4. Poster about cultural differences**

- a. How: get information with survey from everyone

b. For whom: visitors, helpers, volunteers

#### IV. Do we need strict rules?

- Lets not make a rule, it depends on people, if they are comfortable with each other.
  - Maybe we can agree to just shake hands, but up to everyone individually.
  - Differences between long-term and short-term volunteers?

#### II. Farsi representation in helpers office needed:

A. There is no Farsi speaker in the helpers office (or coordination team) that they can connect with. They always need translations.

B. Solution: have a farsi speaker in the helpers office

#### volunteers clothing Conclusion:

- For helpers, it doesnt matter what volunteer wear, it is up to the coordination team to decide.
- For the volunteers, it should be fair, so men and women have the same rules, and dress modestly, shoulders, thighs covered - not too tight.

#### → Volunteers only with volunteers Conclusion:

- Make more events with everyone: like football tournaments, picnics on weekends.
- Mix the tasks of helpers and volunteers more together: e.g. Serve food with 1 volunteer and 1 helper. Maybe women serving men.

#### → Food Conclusion:

- Replace some dishes that are not liked so much for some others.
- Share recipes e.g. Arabic meals
  - Or even better an Arabic person working there
- Have special national food days

#### → Cult underst: Physical contact/flirting/ Conclusion:

- If physical contact is not wished, clear, honest communication necessary
- Depends on people if they are comfortable. Get to know people and treat them individually.
- Most points relate to volunteers..
- There are cultural differences, but we will be living in Europe, so we have to get used to the culture here.
- Have a cultural orientation workshop.

#### • General solution:

- Farsi: just depends on the people, if they like it or not.
- Farsi: Maybe then only shaking hands. But dont make a rule about it, it depends on people.
- Farsi:
  - workshop teach each other about our culture - how it works in our culture - for volunteers and helpers
  - Survey for visitors and a poster about cultural differences: for everyone, including visitors

- Shaking hands with women, towards women, as a women, Difference between being friendly and flirting, physical contact
  - English: cultural orientation workshop
  - English: Do we need to have strong rules? Differences between long-term and short-term volunteers? Goal: deep understanding of both cultures (+/-) → self-decision
  - English: After 6 months here I have almost no clue what is 'the best' regarding male-female
- What can volunteers wear (clothing)?
  - Summer
  - Football
    - Solution: Farsi: they can wear whatever they like.
    - Arabic: no opinion - up to the coordination team to decide.
    - English: same rules for men and women (no shoulders, clothing)
    - English: dress modestly, shoulders, thighs covered - not too tight

→ **volunteers clothing Conclusion:**

  - For helpers, it doesn't matter what volunteer wear, it is up to the coordination team to decide.
  - For the volunteers, it should be fair, so men and women have the same rules, and dress modestly, shoulders, thighs covered - not too tight.
- Volunteers only stay with volunteers. I feel excluded.
  - Solution: Farsi: depends on people
  - Arabic: serve food with 1 volunteer and 1 helper. Maybe women serve men.
  - English: events like football tournaments picnic on weekends

→ **Volunteers only with volunteers Conclusion:**

  - Make more events with everyone: like football tournaments, picnics on weekends.
  - Mix the tasks of helpers and volunteers more together: e.g. Serve food with 1 volunteer and 1 helper. Maybe women serving men.
- Food: example: the rice is not cooked like at home. It is too hard.
  - Farsi: My kids cannot eat the food because it is spicy
    - Solution: Farsi: We should have different dishes every day. (even though we have it)
    - Arabic: the food is okay. Sometimes we need special treats, e.g. a glass of milk with bread or smthg
    - Arabic: maybe change the bad meals for something different.
    - Arabic: share tips about Arabic meals - or better: an arabic person working there.
    - English: have special national food days
    - English: recipe from the person or country
    - English: incl. Helpers in the kitchen once per week

→ **Food Conclusion:**

  - Replace some dishes that are not liked so much for some others.
  - Share recipes e.g. Arabic meals
    - Or even better an Arabic person working there

- Have special national food days

- 
- How should I behave towards women?
  - How should I behave as a woman?
    - Addition: English: how to behave as a man?
  - Some nationalities have a very different way of treating their women & they don't understand my culture.
  - Difference between being friendly and flirting
    - Solution: Farsi: depends on the people. But they are going to live in Europe, so we have to get used to the culture here.
    - English: clear, honest, sincere communication
    - Is she flirting with me?
  - Physical contact:
    - Can I hug a helper/visitor?
      - Solution: Farsi: mainly women in the group. They are okay with it. If they don't want to, they will tell.
      - English: cultural orientation workshop
      - English: get to know people & treat them individually
    - How can I make everyone feel comfortable?
  - NEW:
    - Farsi: There is no Farsi speaker in the helpers office (or coordination team) that they can connect with. They always need translations.
      - Solution: have a farsi speaker in the helpers office

→ **Cult underst: Physical contact/flirting/ Conclusion:**

- If physical contact is not wished, clear, honest communication necessary
- Depends on people if they are comfortable. Get to know people and treat them individually.
- Most points relate to volunteers..
- There are cultural differences, but we will be living in Europe, so we have to get used to the culture here.
- Have a cultural orientation workshop.

## 2) Space

Space needs:

- Prayer
- For female helpers to eat, pray, change clothes
- Space for rainy days
- Sport place for only women
- Space for kids, so that women are free for class or whatever

→ **Space - general Conclusions:**

VIII. **Rearrange the space so it is better used**

**A. How:**

1. Ask an architect to make a new space arrangement
2. Maybe use the area above the coordination office
3. Use space in front of the volunteer office
4. Use the rooftop
5. Put waterproof/and sunproof shades/**tarps** over:
  - a. Space at the entrance, on the left side when you enter OHF
  - b. chair and table area and football field, so also possible on rainy days
  - c. Women space outdoor area
6. Use space at the entrance
- . Put tarp over the area, on the left side when you enter OHF
- a. Rearrange
7. Use youth space:
  - . during lunch, no space for women helpers to eat food, to pray, change clothes
  1. Use youth space to make private space for just helper women, to pray, to eat, to change clothes
8. Make a specific area to play football, so that its easy to pass through the court without being hit by a ball (in outdoor space, a lot of sports happening, so its difficult to pass. Basketball and volleyball are okay, but football is all over the place.)
9. **Yoga tent for**
  - . Rainy days
  1. Women classes
  2. Children playground
- a. As a gym for women with extra weights
10. **Space Playground Conclusion:**
  - Put waterproof shades over playground
    - Ask dutch architect - Kenneth gore, knows more.
  - Yoga & sports tent for playground on rainy days
  - (Have playground always open, only close for 30 mins over lunch)
- 6. Space barber shop conclusion:**
  - Have a shower head, close to the men's toilet, to wash off hair
- 7. Gym conclusions**
  - extend the gym to behind the toilet and in front of it, because a lot of space available
  - New gym for women with weights and material and balls - maybe the yoga tent
  - visual fence around the gym - women feel uncomfortable and dont want to see men without shirt. Would also give possibility for women to use gym in private in specific timings.
8. **Prayer place:**
  - Expand the prayer place
- Have a prayer place for only women
9. → **Women house:**
  - IX. improve existing space
- A. shades & waterproof
- B. Renovate - already in the process

- X.extend women space or new room to extend to the right side of women space, direction of media production studio
- XI.Yoga tent for women

**XII. Solution: Change times to accomodate more people/children**

**A. Open Problem:** we need extra space for kids, when parents are in classes or it rains - playground closed & nest is small

**1. Solution:**

- a. Have playground always open, only close for 30 mins over lunch
- b. Change opening hours of the nest
- B. Time or space where women can comfortably play basketball/ volleyball
  - 1. For 3 weeks trial - &1,5h per day

**XIII.Better communication:**

. Women sport classes: Better communication with the sports team - the classes are available

A. school of peace yells in main hall during helpers class, so take up all the physical/mental space of the entire main hall

**XIV.Use more space**

- Have a separate barber shop outside - separate for men and women
- Rent another building

**XV. Organizational changes**

- **Women lessons:** Have courses for only women
- **Women table:**
  - Make it a women table for the entire day
  - move women table to near coordinators office, because of noise and cats bathroom & move water station next to the women table

- Extra space needed
  - Solution: French: If a new volunteer is an architect, ask him to think of a new space arrangement
  - Arabic:
  - English: possibly use area above coordination office
  - English: wasted space at the entrance
    - Solution: put tarp over seating on the left when you enter OHF;
  - English: use space in front of the volunteer office

○ Playground

- Waterproof Shades for playground - for summer and rainy days - important: because serves the womens space and the adult school - any service that adult wants to use without kids.

<https://www.bing.com/images/search?view=detailV2&ccid=ZOdGUcNY&id=038BBE2B40721DBF3DAC6489D3A969AEACDA9826&thid=OIP.ZOdGUcNYoXBLKyEQMugfQHaFh&mediaurl=http%3a%2f%2fwww.customcovers4you.com%2fCanopies%2fshadesails1.jpg&exph=455&expw=610&q=australian+playground+cover&simid=608051201907163299&selectedIndex=27&ajaxhist=0>

- Practical limitations: no real house, strong winds
  - Ask Dutch Architect
    - Kenneth Gore - he knows more
  - English: playground always open, only close for 30 mins over lunch
  - Yoga & sports tent for playground on rainy days
- **Space Playground Conclusion:**
  - Put waterproof shades over playground
    - Ask dutch architect - Kenneth gore, knows more.
  - Yoga & sports tent for playground on rainy days
  - Have playground always open, only close for 30 mins over lunch
- Barber shop
  - Solution: Farsi: make barber shop outside of building, and separate men and women
    - Because women barbershop need more time
      - Solution: farsi: have more days for women
  - Arabic: We need a bathroom for the barber
    - Solution: Arabic: hava shower head, close to the mens toilet, to wash off the hair, after a haircut
  - Solution Arabic: hava separate outside space, like yoga place
- **Space barber shop conclusion:**
  - Have a shower head, close to the men's toilet, to wash off hair
  - Have a separate barber shop outside - separate for men and women
- Gym
  - Solution: Farsi: extend the gym to behind the toilet and in front of it, because a lot of space available
- Women
- For rainy days
  - Solution Farsi: Put roof on top of chair and table area and football field, so also possible on rainy days
  - English: yoga tent for rainy days
- Coordination team: no extra space available
  - Solution: French: Rooftop
  - Solution: French: Rent another building
- Separate space for women
  - **Women space Conclusions**
- 1. **Women house:**
  - improve existing space
    - shades & waterproof
    - Renovate - already in the process
  - extend women space or new room to extend to the right side of women space, direction of media production studio
  - Yoga tent for women
- 2. **Women table**
  - Make it a women table for the entire day

- move women table to near coordinators office, because of noise and cats bathroom & move water station next to the women table
3. **Women sports:**
- new gym for women. Maybe we can do the old yoga and sports tent for only women, because they already have a new place. And also get some weights and material
  - Better communication with the sports team - the classes are available
  - Time or space where women can comfortably play basketball/ volleyball
    - For 3 weeks trial - &1,5h per day
4. **Women lessons:**
- Have courses for only women ( physical contact)
5. **Women prayer place:**
- Expand the prayer place
  - Have a prayer place for only women
  - **More space/bigger house**
    - Solution: French: Invest in some renovation work - already happening
    - Solution: Farsi: extend women space or new room to extend to the right side of women space, direction of media production studio
    - English: women table for whole day
    - English: move women table to near coordinators office, because of noise and cats bathroom
      - Move water station next to women table, so men wouldnt dare to come that close
    - English: improve existing space - shades & waterproof
  - **Also want sport classes**
    - Solution: French: Better communication with the sports team - the classes are available
    - Solution: Farsi: new gym for women. Maybe we can do the old yoga and sports tent for only women, because they already have a new place. And also get some weights and material
    - English: only balls for women
    - English: Yoga tent using for women classes
    - English: Guys take over communal sports space
      - Solution English: Time or space where women can comfortably play basketball/ volleyball
        - For 3 weeks trial - &1,5h per day
    - English: visual fence around the gym - women feel uncomfortable and dont want to see men without shirt. Would also give possibility for women to use gym in private in specific timings.
  - **School: only 1 woman in class: uncomfy**
    - Solution: French: create courses for only women
    - English: use womens space for helpers english at 5.45
    - English: just women english class
  - **NEW:**
    - Arabic: we need a prayer place for women
    - women barbershop need more time
      - Solution: farsi: have more days for women



NEW branches/points:

- French: Espace de priere - trop petit, expand
- French: no space for kids during rainy days/ class of parents -
  - Solution: French: Change the opening hours of the nest.
  - Nest is too small -
  - Solution: we need extra space for kids, when parents are in classes or it rains - playground closed
- Farsi: during lunch, no space for women helpers to eat food, to pray, change cloths
  - Use youth space to make private space for just helper women, to pray, to eat, to change clothes - youth space not really used now.
- Farsi: in outdoor space, a lot of sports happening, so its difficult to pass. Basketball and volleyball are okay, but football is all over the place.
  - Solution: Farsi: have a specific area to play football
- English: school of peace yells in main hall, so take up all the physical/mental space of the entire main hall

### 3) Physical contact

#### → Physical contact solutions

- Mainly a **problem from volunteers** "I am not responsible for the volunteers, let the coordination team decide"
- Basically merged with cultural understanding
  - **Team building:** get to know each other better/ open space about relations
  - **Cultural understanding workshop**
  - **Poster about different nationalities:** ask people from different nationalities about their culture and make a poster that can be given out, or hung up on the wall. Topics: Respect, physical contact, clothes etc
  - **Open Space about relations, racism** - maybe 30 mins before lunch - for 1 day maybe
    - How not to give mixed romantic signals
    - create activities to get to know each other better
    - cultural sensitivity training on level of contact other cultures are comfortable with and how to read other people's cues on how they are feeling
    - Intercultural training: what is flirting? What is okay?
    - How to treat women in different cultures
      - Example : speaking with women from different cultures: Explain the cultural difference, Share cultural insights
    - !!!Racism: some cultures don't greet some others
      - Solution: French: warn visitors clearly in case of a tense situation - mettre en garde les visiteurs de facon claire en cas de situation tendue? - tell helpers to also include African helpers in greetings
- **Specific ideas:**
  - Create courses for only women
  - Look at other NGOs to see what they are doing, concerning relationships, physical contact
  - Dont remove the parties, we need them a lot!

- **Communication:**
  - Rules:
    - no romantic relationships: If you want one, stop volunteering or helping at OHF.
    - Asking directly 'Is it okay to have a hug'.
  - Continuation of Ivan's emotional support meetings. So you have someone to speak to about what to do when you are uncomfortable
  - Have a clear defined process on how to approach coordinators in case you are starting/ are in a relationship and how to go about it.
  - !!!Racism: some cultures don't greet some others
    - Solution: French: warn visitors clearly in case of a tense situation - mettre en garde les visiteurs de façon claire en cas de situation tendue? - tell helpers to also include African helpers in greetings
  - Identify repeated perpetrators so that they can be dealt with
- General solutions
  - French: create activities to get to know each other better
  - French: create courses for only women
  - English: Look at other NGOs to see what they are doing, concerning relationships, physical contact
  - English: cultural sensitivity training on level of contact other cultures are comfortable with and how to read other people's cues on how they are feeling
  - English: Have a process to identify to coordinators that you are in a relationship - knowing what the very clear process is in case you are starting a relationship and how to go about it.
  - Arabic: I am not responsible for the volunteers, let the coordination team decide.
- I receive romantic messages. I don't want to receive them.
  - Solution: English:
    - Identify repeated perpetrators so that they can be dealt with
    - How not to give mixed romantic signals
    - Continuation of Ivan's emotional support meetings. So you have someone to speak to about what to do when you are uncomfortable
- How can I explain that I am not interested?
- Hugging/flirting/parties
  - Solution: Farsi: Dont remove the parties, we need them a lot!
  - How do I know what I can do & respect others?
    - Solution:
      - English: Intercultural training: what is flirting? What is okay?
      - English: rule: no romantic relationships: If you want one, stop volunteering or helping at OHF.

- English: rule: Asking directly 'Is it okay to have a hug'.
  - Farsi: ask people from different nationalities about their culture and make a poster that can be given out, or hung up on the wall. Topics: Respect, physical contact, clothes etc
- 
- Hugging only some helpers
    - Excludes others

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NEW branches/points:

- French: !!! Racism: some cultures don't greet some others
  - Solution: French: warn visitors clearly in case of a tense situation - mettre en garde les visiteurs de façon claire en cas de situation tendue? - - tell helpers to also include African helpers in greetings
  - Solution: French: Open Space about relations, racism - maybe 30 mins before lunch - for 1 day maybe
- French: speak with women from different cultures
  - Solution: French: Improve the communication
    - Explain the cultural difference, Share cultural insights

## 6.94 - WORKSHOP 3 HOST

# Workshop 3 - host sheet

**Participants:** volunteers, helpers

- **Small intro (5mins)**
- Last week, we saw that being part of the community at OHF is very important for you. Our Overall goal: making the community at One Happy Family stronger by making the space more comfortable for everyone.
- And we saw that we need to make 3 things better at OHF: cultural understanding, physical contact and space.
- **Regarding physical contact and clothing,**
  - you decided that it was mostly a topic for the volunteers, and that they, together with the coordination team, could make a decision.
  - As a rule of thumb:
    1. shake hands or ask if they are okay being hugged.
    2. If a person doesn't want to be hugged, say it. Take responsibility over your own body.
- For the other topics, you will find a list of solutions or topics on the posters
- Maybe not all the topics that you mentioned are on the posters, because some solutions we are not allowed to do and some other solutions are already happening. For example, we are already creating space for rainy and sunny days.
- We ask you to read the posters, take **two post-its** (1 yellow: important: 1 point, 1 pink: very important: 2 points) and put them on the two topics you would like to work on most.
  - Ask yourself:
    - What topic is the most important to make One Happy Family a better community?
    - What do I want to work on?
- **Prioritization Round 1:** Make prioritization for all topics (combined space and cultur. understanding)
  - Have posters (A3) that explain all the topics (15mins) - relate back to main topic: community feeling
    - Read
    - Give everyone three post-its, 2 yellow (also important), 1 pink (most important) and let them stick it on
      - ☑ High priority post-its are worth 2 points, yellow 1 point
- **Top 3:** Announce Top 3 topics (10min)
- Then **split up in 3 groups**
- **Round 2: Read solutions** from last time (have poster ready for all solutions) (10mins)
  - Poster in all languages
  - Dream: potentially **add new solutions**

- Translate new solution directly into English (ask translator)
- **Prioritization:** Prioritize (Sign up for a solution that you really want to work on) which solution they want to work on (5-7mins): Be clear: Ask for support among your friends, who would like to participate/ in your community!
  - Every person works on only one solution - Democracy decides
    - If one person really really wants, have a brainstorm with the translators – have him set up his own little group ☺ For this focus group, you are the only one – I admire your courage. If you want someone to help you out, then find some friends that can help you.
    - count scores of priorities
- Announce top 3 or more (we will start with that, and maybe other ideas later)
- Get into 3 groups & **Action steps** & responsibility role (15-20mins) – 2 steps
  - Hand out template
    - Hosts on every table: Explain template with example and translate in all languages
    - Find 2-3 activities until next week
    - Steps to make it happen
      - Concrete activities, easy to execute - Small steps that can be done until next week
      - Make them smaller
- **For bigger solution: women:**
  - Pick topic, come up with steps – maybe kapstok – have until next week to continue
  - OR Have an agreement to meet with the people in the next 2-3 days to agree on next steps
- **Meeting next Tuesday 6-7pm:**
  - Lets meet again next **Tuesday from 6-7 o'clock**. Here we can together look at the progress of your activities and think of the next steps to take. I am here to help.
  - Maybe you want to meet just with your group (without me), that is perfectly fine. If you want me to join, please let me know.

## 6.95 - ACTION PLAN TEMPLATE

## Action plan / برنامه عملیاتی / خطة عمل

- Group members/ اعضای گروه / أعضاء المجموعة

- Problem / مشکل / مشكلة

- Solution/ راه حل / حل

What to do? (very small steps): / چه کاری باید انجام دهید؟ (مراحل بسیار کوچک) / Quelles actions à réaliser	What material/resources do we need? / ما به چی. مواد / منابعی نیاز داریم؟ / ما المواد / الموارد التي تحتاجها؟ / Quelles ressources et materiel?	Who will do the task? / چه کسی این کار را انجام خواهد داد؟ / من سيقوم بهذه المهمة؟ / Qui realisera l'action?	When will you start? / چی وقت شروع خواهم کرد؟ / عندما سوف تبدأ؟ / Quand commencons-nous l'action?	Until when? / تا کی؟ / حتى عندما؟ / Jusqu'a quand?

- Questions we need to answer: / سوالاتی که باید پاسخ دهیم / أسئلة تحتاج للإجابة عليها

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## INSTRUCTIONS: / دستور العمل ها / تعليمات

- Write down 2-3 actions you can take today or tomorrow to achieve part of the solution.

- Share your actions with the rest of the group.

- Decide together on the first actions you will take, what material you need, who will do it and when you will start.

- اقداماتی را که می توانید امروز یا فردا برای رسیدن به بخشی از راه حل ها انجام دهید بنویسید 2-3

- اقدامات خود را با بقیه گروه به اشتراک بگذارید.

- در باره اولین اقدامی که خواهید انجام داد با همدیگر بحث و گفتگو کنید، به چی موادی نیاز دارید، چی کسی این کار را انجام خواهد داد و کی شروع به کار خواهید کرد؟

- اكتب أدناه 2-3 إجراءات يمكنك القيام بها اليوم أو غدا لتحقيق جزء من الحل

- شارك خطوات مع بقية المجموعة

- قرر معاً الإجراءات الأولى التي ستتخذها ، وما هي المواد التي تحتاجها ، ومن سيقوم بذلك ، ومتى ستبدأ.

- Écrivez 2 ou 3 actions que vous pouvez entreprendre aujourd'hui ou demain pour réaliser une partie de la solution.

- Partagez vos actions avec le reste du groupe.

- Décidez ensemble des premières actions que vous allez entreprendre, du matériel dont vous avez besoin, de qui va le faire et du moment où vous allez commencer

## NEXT STEPS: / گام های بعدی / الخطوات التالية

- Lets meet again next **Tuesday from 6-7 o'clock**. Here we can together look at the progress of your activities and think of the next steps to take. Ivan and I are here to help. You can also come up with more action steps until Tuesday – this is your project now.

- Ask other friends if they would like to help you with this amazing project and bring them.

- Maybe you want to meet just with your group (without me), that is perfectly fine. If you want me to join, please let me know.

- Monday / Tuesday / Wednesday / Thursday / Friday **When will we meet again? (circle your answer)**

- **At what time?** \_\_\_\_\_

- **Where will we meet?** \_\_\_\_\_

- ملاقات بعدی سه شنبه هفته بعد ساعت 6 الی 7 برگزار می شود. که ما می توانیم به پیشرفت کار های مان نگاه کنیم و در باره گام بعدی فکر کنیم. من و ایوان برای همکاری و کمک اینجا هستیم. شما همچنین می توانید تا روز سه شنبه با اقدامات بیشتری بیاورید. حالا این پروژه شماست. از دوستان دیگر تان بپرسید که اگر علاقمند به همکاری در این پروژه شگفت انگیز بودند آنها را با خود بیاورید.

شاید شما می خواهید با گروه خود (بدون من) ملاقات کنید، این کاملاً درست است. اگر خواستید من هم به جمع شما بپیوندم لطفاً مرا در جریان بگذارید.

- چه وقت دوباره ملاقات خواهیم کرد؟ (پاسخ خود را بپرسید) جمعه / دوشنبه / سه شنبه / چهارشنبه / پنجشنبه

در چه زمانی؟

کجا ما ملاقات خواهیم کرد؟

- دعنا نلتقي مرة أخرى يوم الثلاثاء القادم من الساعة 6-7. هنا يمكننا أن ننظر معا في تقدم انشطتك والتفكير في الخطوات التالية التي يجب اتخاذها. إيفان أنا هنا للمساعدة.

يمكنك أيضا الخروج بمزيد من خطوات العمل حتى يوم الثلاثاء - هذا هو مشروعك الآن

- اسأل أصدقاء آخرين عما إذا كانوا يرغبون في مساعدتك في هذا المشروع المذهل وتقديمهم.

- ربما تريد أن تقابل فقط مجموعتك (بدوني) ، هذا جيد تماماً. إذا كنت تريد مني الانضمام ، فالرجاء إخبارنا بذلك.

- متى سنقابل مجدداً؟ (ضع دائرة حول إجابتك) الاثنين / الثلاثاء / الأربعاء / الخميس / الجمعة

- في أي وقت؟

- أين سنلتقي؟

- Rendez-vous mardi prochain de 18 à 19 heures. Ici, nous ensemble pouvons examiner l'avancement de vos activités et réfléchir aux prochaines étapes à franchir. Ivan et moi sommes là pour vous aider. Vous pouvez également proposer plus d'actions jusqu'à mardi - c'est votre projet à présent.

- Demandez à d'autres amis s'ils aimeraient vous aider dans ce projet extraordinaire et incitez-les à venir.

- Peut-être que vous voulez rencontrer votre groupe (sans moi), c'est très bien. Si vous voulez que je vous rejoigne, s'il vous plaît faites le moi savoir.

- Quand nous reverrons-nous? (entourez votre réponse) lundi / mardi / mercredi / jeudi / vendredi

À quelle heure?

Où nous rencontrerons nous

?

Have Fun ☺

خوش بگذره!

استمتع!

Amusez-vous

## 6.96 - CULTURAL UNDERSTANDING WORKSHOP

### Cultural exchange workshop 14.05.19

**Work group/Workshop:** → make 1 or different proposals and present to coordination team

**Have a piece of paper each for/:**

- topic,
- target audience,
- format,
- Facilitation
- Single session or continuous
- What do we need
- Who will do what

**Participants/Interested:** Pascal, Sherif, Abdul (school), Said, Nasra, Rachell, Sophia, Jojo, Simon, Ahmad

### Instructions:

- We are here today to brainstorm about how to make workshop so that we get to know each others culture better.
- Lets talk about content, target audience, how we will do it, and the next steps ahead.

- **Content:**  
**Questions to pick first topic/stimulate workshop creation (take 2mins to think about it - and share it with your neighbour):**
  - What would you like to know most about another culture?
  - What are questions that you have about another culture?  
E.g. Cameroon, Afghanistan, Iraq, Germany
  - What have you observed is different between your and someone else's culture?

## **Content from other Workshops:**

- Respect
  - physical contact
  - what is flirting? What is okay? How not to give mixed romantic signals, difference between being friendly and flirting
  - Shaking hands with women, behavior towards women, as a woman, physical contact
  - How women are treated in different cultures
    - personal space/shaking hands with women
      - Example : speaking with women from different cultures: Explain the cultural difference, Share cultural insights
  - How to read other nationalities' behavior cues/ what makes them comfortable and what not
  - !!!Racism (some cultures don't greet some others)
- 
- **Targets audience:** volunteer, helpers, visitors?
  - **Format:** poster or workshop
    - **Workshop about cultural differences/cultural orientation:**
      - How:
        - **Open Space about relations, racism** - maybe 30 mins before lunch - for 1 day maybe
        - Cultural exchange classes (maybe link with geography class?)
    - **Poster about cultural differences**
      - How: ask people from different nationalities about their culture and make a poster that can be given out, or hung up on the wall/ get information with survey from everyone
  - **How long: single sessions or continuous**
  - **What games/facilitation:** discussion/ games/
    - Make a round and ask if people like any specific idea, or add-on idea or have their own idea.
      - Do you have another idea or which idea do you like most?
        - Role playing



- **What do we need?**
  - Projector
  - Sound
  - Location
- **What's next?**
  - Next meeting
  - Who will do what?

## Ideas/ Suggestions for the next workshop

1. **Share results:** we have 2(-3) ideas
  - For helpers
  - For volunteers and helpers
  - For volunteers, helpers and visitors
2. **Prioritize:** which one do we want to do/start with?
  - Split up in groups or not
3. Work on content
4. **Action steps & responsibility role & think of who in the community could help us - kapstok**
  - List of actions
  - Make a list of skills: so that everyone can contribute
  - Who will do what
  - Tasks: how (concrete steps) - what do we need to make poster/workshop
    - 1.
    - 2.
    - 3.
  - Persons: who will do what: (very small actions)
  - Start: when
  - Finish:
  - Location: where
  - Resources
  - **What do we need (talent/material)/what do we have** (talents, assets)
    - **Assets:** resources, manpower, organizations – denk aan alles wat om oplossing een extra boost te geven
      - ○ What materials etc do you need
      - ○ Come up with the different steps to reach the dream - kapstok
        - What needs to be defined?
          - Topic
        - Who will lead the workshop?
      - ○ What talents can help to build this dream
        - Make a manpower list:
          - Example: Jojo – facilitator