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## CECHY ORGANIZACJI DZIAŁAŃ E-WOLONTARIUSZY DO PRACY W SZPITALU

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**Adnotacja.** W artykule opisano kwestię e-wolontariatu w Ukrainie, określono ustawy regulujące działalność wolontariuszy. Zdefiniowano pojęcia „wolontariat” i „e-wolontariat”. Podkreślono znaczenie pracy studentów podczas działań wojennych. Aktualne dane o ruchu wolontariackim podczas pandemii w Ukrainie pochodzą z badań przeprowadzonych przez U-Report, globalną inicjatywę UNICEF. Przeanalizowano wyniki błyskawicznej ankietyzacji studentów Wydziału Pedagogicznego na temat gotowości do e-wolontariatu. Nacisk kładziony jest na zalecenia dla rodziców pacjentów poddawanych leczeniu stacjonarnemu. Lista dostępnych zasobów online dla potencjalnych wolontariuszy, którzy powstałi z powodu ograniczeń kwarantanny w związku z pandemią COVID-19.

**Słowa kluczowe:** Wolontariusz, wolontariat, e-wolontariat, podstawy wolontariatu, pandemia, kwarantanna, pomoc w stanie wojennym, poradnictwo psychologiczne.

## THE SPECIFICS OF E-VOLUNTEERING ACTIVITY FOR THE WORK IN THE HOSPITAL

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**Abstract.** This article describes the e-volunteering challenges in Ukraine, highlights the legal norms governing the volunteers activities. The concepts of “volunteering” and “e-volunteering” will be explained. It also describes the importance of students' work during the war. Current data on the volunteer movement during the pandemic in Ukraine, according to a study by U-Report, a global initiative of UNICEF is given. The results of a blitz poll of students of the Faculty of Pedagogy in readiness to be an e-volunteer are analyzed. It is focused on recommendations for parents of inpatients. Lists of available online resources for potential volunteers that responded to the volunteering challenges that have arisen due to quarantine restrictions due to the COVID-19 pandemic is provided.

**Key words:** volunteer, volunteering, e-volunteering, basics of volunteering, pandemic, quarantine, martial law assistance, psychological counseling.

## ОСОБЛИВОСТІ ОРГАНІЗАЦІЇ ДІЯЛЬНОСТІ Е-ВОЛОНТЕРІВ ДЛЯ РОБОТИ В ЛІКАРНІ

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**Анотація.** У статті описано питання онлайн волонтерства в Україні, висвітлено законопроекти, що регулюють діяльність волонтерів. Визначено поняття «волонтерство» та «е-волонтерство». Висвітлюється важливість роботи студентів під час бойових дій. Наводяться актуальні дані про волонтерський рух під час пандемії в Україні згідно з дослідженням U-Report, глобальної ініціативи ЮНІСЕФ. Проаналізовано результати бліц-опитування студентів педагогічного факультету щодо готовності бути онлайн волонтером. Основна увага приділяється рекомендаціям для батьків пацієнтів, що перебувають на стаціонарному лікуванні. Перелік доступних онлайн-ресурсів для потенційних волонтерів, які виникли через карантинні обмеження через пандемію COVID-19.

**Ключові слова:** волонтер, волонтерство, онлайн волонтерство, основи волонтерства, пандемія, карантин, допомога в умовах воєнного стану, психологічне консультування.

**Introduction.** The volunteer movement in Ukraine and in the world has become a mandatory part of social life. Traditionally, a volunteer is a person who voluntarily carries out socially oriented non-commercial activities by providing volunteer assistance. However, given the current conditions, a war of aggression in the country, a global pandemic, when martial law has been declared and quarantine restrictions are in place, electronic volunteering is gaining momentum. Volunteers use computers or even telephones to help the most vulnerable – children, women. We believe that e-volunteering has a lot in common with regular volunteering, so the on-site training will primarily concern those who already have experience and knowledge of the volunteer movement.

Education is the first center that must respond in time to any changes in society. At this stage of strengthening our state, the following principles of the educational process are important: accessibility, continuity, equality of conditions for every citizen to all forms and types of educational services, diversity. Ukraine's cooperation with the European educational space requires constant improvement of the national education system, the introduction of effective new ways of improving the quality of education, and thus the formation of spiritual and moral values, the mentality of the personality of a Ukrainian student, a future specialist with further life and professional prospects.

The national pedagogical thought, based on everything researched, both in the world and in its own pedagogy, leads the search for new approaches to the education of a spiritually rich, socially responsible, creatively developed, free personality. In our opinion, an important stage in achieving this goal is the orientation of the educational process to the formation of the value of being another person in a young person, which is realized in such universal moral concepts as goodness, responsibility, humanity, mercy, peace-loving, respect for human dignity, justice, etc. Each individual person has the highest value only because he is capable of morality, that is, of understanding the common tasks of humanity, able to reckon with others (Білоусова, 1997: 34). Any individual becomes a value only if he perceives others as having the same value.

The realization of the inner potential of a young person is determined by the correct organization of the educational process, in particular, practical activities and outside classroom training. An important place in this approach belongs to volunteer activities, and first of all for students of pedagogical institutions of higher education. Volunteer activity as one of the components of educational activities is one of the areas of purposeful training of future social pedagogues on the principles of humanism, benevolence, mercy, respect for others, tolerance and an objective attitude towards those who need help.

**Main part.** Volunteer work in Ukraine was recognized by the resolution of the Cabinet of Ministers of Ukraine dated December 10, 2003 "On approval of the Regulation on volunteer activity in the field of social services". The Law of Ukraine "On Volunteering" (2011) states that "volunteering is a voluntary, socially oriented, non-profit activity carried out by volunteers by providing volunteer assistance. Volunteer activity is based on the principles of legality, humanity, equality, voluntariness, non-payment, non-profitability." It does not cover activities carried out on the basis of family, friendship or neighborly relations.

It so happened that today it is difficult to underestimate the role of technology in human life, almost every day we have the opportunity to use online communication: conducting video lessons on the ZOOM, MEET, Classroom platform; electronic diaries and magazines; extracurricular work also turned into the format of conversations, round tables on Viber, Telegram platforms, as well as easy communication, support of loved ones. I want to emphasize that online presence in any activity is no less qualitative and productive. For the majority of citizens, the possibility of distance learning was a revelation. Some decided to become a volunteer for the first time. As reported by U-Report, the international youth project of the United Nations Children's Fund (UNICEF) conducted a survey "Volunteering during quarantine" in August 2020. The survey was conducted among 4,148 respondents aged 14 to 30 from a representative sample throughout Ukraine. As a result, 3% said they started volunteering more, and 2% started volunteering for the first time, volunteered because of the extra free time – 32%, 41% – felt a need for help, and 26% said they had more opportunities to volunteer. Thus, it can be argued that e-volunteering is the answer to today's challenges of forced distancing and quarantine restrictions, and citizens have the time and opportunity to direct their efforts and knowledge to a good cause.

Analyzing the scientific literature, we singled out the following scientists who research the theoretical and methodological foundations of volunteering: O. Bezpalko, R. Vainola, L. Vandysheva, I. Zvereva, A. Kapska, O. Karpenko, G. Laktionova, S. Palchevskiy, V. Petrovych, Yu. Polishchuk. In the socio-pedagogical context, volunteering is actively researched by: Z. Bondarenko, O. Karaman, N. Komarova, V. Kratinova, T. Lyakh, O. Pesotska, S. Kharchenko, N. Yants. Foreign scientists also pay considerable attention to the study of the volunteer movement, in particular: S. Ellis, G. Kaskali, K. Campbell, R. Crowe, B. Levin, E. Matherne, S. McKerley, M. Merrill, K.M. Nuland, C. Rochester, D. Smith, M. Harris, R. Hadley. On the topic of electronic volunteers, A. Bezrukov in the article "The role of the Internet in the formation of volunteer initiatives: virtual volunteering" investigated the phenomenon of online volunteering, as well as group e-volunteering.

The experience of Polish and American scientific colleagues Marzen Katzprowicz, Beata Borovetska and the Good Network Foundation is important. In their book, they provide clear guidance on how to successfully support online volunteers, as well as how to develop virtual volunteering, from micro-volunteering to long-term projects, from web-based research to face-to-face client work over the Internet. Consider adding a virtual component to any volunteer service – interviewing and recruiting online volunteers, managing risk and protecting privacy in online interactions.

The purpose of our article is to provide professional training of students for electronic volunteering – to ensure calmness and positive emotions of children in the hospital during martial law and quarantine restrictions.

The value of educating humanistic values in volunteer students is that they are not only voluntary helpers who understand and feel the pain and difficulties of other people, volunteers are a school of life, growth and self-development that helps to educate and shape oneself as a humane, highly spiritual, a cultured, value-oriented individual with the ability and desire to create in the spirit of the best humanistic heritage of mankind and to preserve his mental health and identity. The activities of volunteer students help them acquire a wider range of knowledge, enrich their life, and for some, professional experience, learn to help others, and realize themselves (Бондаренко, 2007: 50-59).

The legislation of Ukraine contains normative acts that regulate volunteer activity, establish its types and rules, rights and obligations of volunteers:

1. Constitution of Ukraine.
2. Law of Ukraine "On Charitable Activities and Charitable Organizations" No. 5073-VI dated July 5, 2012.
3. Law of Ukraine "On Volunteering" No. 3236-VI dated April 19, 2011.
4. Order of the Ministry of Finance of Ukraine "On approval of the Procedure for the formation and maintenance of the register of volunteers of the anti-terrorist operation" No. 1089 dated 30.10.2014.

**Research materials and methods.** According to the Law of Ukraine "On Volunteering" dated April 19, 2011, a volunteer is a natural person who voluntarily carries out socially oriented non-profit activities by providing volunteer assistance. The most comprehensive definition of online volunteering can be found in the e-Volunteering Guide: "E-volunteering is online volunteering, also called virtual volunteering, online volunteering, cyber volunteering or digital volunteering."

The term describes a type of volunteering activity in which the Internet (using an Internet-connected device) plays a key role in volunteer selection, transfer, and completion of the volunteering activity. Electronic volunteering is an unpaid activity that is carried out freely and consciously for the benefit of other people with one condition: the activity must be carried out (partially or completely) remotely via the Internet" (Katsprovych, Borovietska, 2016: 7).

Considering the fact that the definition of "volunteering" may differ even on the European continent, we try to note what these statements have in common - volunteering is voluntary, non-profit and socially beneficial.

A specific situation has developed in Ukraine, which is caused by the state of war and socio-economic conditions. Society, mass media, and social networks are full of calls for help and support for those who are in difficult life circumstances. We often have the opportunity to observe a selfless desire to help, and students are no exception.

Modern studentship is formed under the influence of two contradictions. On the one hand, the spread of standards of a universal way of life, oriented towards the West; and on the other hand – still an appeal to national-state sovereignty, ethno-cultural identity. As future intellectuals, young people are entrusted with the initiative in innovations, which in fact affects the prospects for the development of society. At the same time, it is possible to characterize the student body as a labile, unstable, not fully formed, reactive to changes group of people, which in one way or another affects the socio-cultural environment.

We would like to dwell separately on the modern volunteer movement as one of the ways of humanizing Ukrainian society. This movement plays an important role in the implementation of social projects, as well as the project of educating the humanistic values of student youth.

Involvement of future social pedagogues in such volunteer activities allows not only to familiarize students with the practice of professional and pedagogical activities, but also to form in them important personal and professional, humanistic qualities (attention, understanding the position of others, friendliness, sociability, the ability to become a leader, politeness, tolerance, enthusiasm, altruism, ability to interact with specialists, ability to care for others, individuality of judgments, etc.). Pedagogically oriented volunteer activity, in fact, also serves as a mechanism for the development of the subject to whom assistance is provided, a mechanism for his socialization and spiritual formation (Капська, 2001: 212).

One of the important features in the education of humanistic values of volunteer students is social and pedagogical activity. Volunteering has a powerful value-humanistic potential and contributes to the formation of humanistic values of students on the basis of their already formed personal moral-humanistic experience. In addition, the use of socio-pedagogical activity as a means of educating humanistic values corresponds to the modern idea of the process of education, as the process of assimilation of universal human values. Volunteer activity creates a powerful educational mechanism that integrates socialization-environmental and inculturational influences in a single pedagogical context.

Children who are currently in long-term inpatient care require even more attention as their anxiety increases. Therefore, we need: first, to gather a base of e-volunteers; secondly, to group them by spheres of activity; the third – to conduct express training; the next way is to actually participate in various activities. Our goal is to relieve the stress of children and their parents who are in the hospital, organize leisure time and provide psychological counseling.

**Results and their discussion.** With the help of a Google form, we created a questionnaire in which 54 students of Lviv National University took part. Ivan Franko Faculty of Pedagogy, Department of Social Work and Social Pedagogy. According to the results of this survey, we found 52 people who are ready to immediately become e-volunteers and join the process of providing assistance. 38 of them have the knowledge, skills and practice of providing psychological consultations; 22 can record videos with craftsmen from improvised materials; 50 students agree to read audio fairy tales, stories, parables to young patients; 12 people are engaged in various sports sections and are ready to introduce them to children.

The introduction of express training of students began with the Safety Instructions during hostilities. Video lessons on the organization of electronic volunteering, telephone counseling techniques, and case supervision are held every day. At the moment, 6 master classes have been recorded, which are posted on the Facebook pages of Lviv children's hospitals.

**Conclusion.** In a difficult time for all of us, we urge the parents of young patients to keep calm, to believe in the Armed Forces and volunteers. We give specific recommendations for stress relief: allow yourself to get angry, shake hands, stamp your feet and even cry, but do not do this in the presence of children (you need to be balanced and positive with them). The simplest and most accessible method of calming is art therapy - draw, draw a lot. While in the shelter, practice breathing exercises together: find support under your feet, feel the ground, sit comfortably, breathe slowly, think only about inhaling and exhaling. Eat, drink warm, sleep and take care of yourself - this will help you keep your strength and have a cool mind. Praying is very important!

The formation and development of civil society in Ukraine on the basis of freedom, creativity, humanism, and charity takes place in the conditions of a controversial and complex political and socio-economic situation in the country. From year to year, social priorities are determined as the leading directions of state policy, as evidenced by normative and legal documents. However, it is worth understanding that many areas of Ukrainian society cannot do without the support of voluntary helpers.

Summarizing mentioned above, we come to the conclusion that the concept of "volunteer" is a volunteer who acts of his own free will, provides charitable assistance to the needy and sick people. "Volunteering" is a special outlook on life, a whole outlook; voluntary assistance given by an individual or a group of individuals to society or individuals is based on the idea of selfless humanitarian benevolence.

The largest group of volunteers who work in the social sphere are the student-age youth. The participation of student volunteers allows them to make a personal contribution to solving social problems, to test their capabilities by participating in various projects and programs. In this process, volunteer student activity can be aimed at achieving pedagogical goals, and then it acquires the character of pedagogical volunteer activity, which carries a value-humanistic orientation and objectively becomes a strong means of humanistic education and professional-humanistic formation of future teachers.

Turning to the volunteer activities of students in pedagogical institutions of higher education in social child and youth institutions, state and private institutions for the implementation of national and regional programs and projects allowed us to single out certain recommendations for the implementation of the practice of educating humanistic values of volunteer students. First of all, this is voluntary involvement of subjects of education in various types of practical activities, preparation of students for volunteer activities, training of consultants-coordinators of professional volunteer activities; creation of a team or organization of joint work, which must correspond to certain structural components (subjects of activity, conditions for ensuring activity results, organizational forms); accompaniment, intervision and supervision of volunteer students by the mentor – it should be a stable pair of volunteer - educator, volunteer – consultant, etc.; personal development and self-realization of future specialists, through not only self-development, but also professional development.

Also, to expand personal potential and future cooperation, students were invited to participate in international organizations and support the activities of online volunteers. The most popular among them are Volunteermatch – a large selection of diverse opportunities for volunteers by field of interest, country, etc. ([www.volunteermatch.org](http://www.volunteermatch.org)); Onlinevolunteering is a portal available in three languages: Spanish, English and French ([www.onlinevolunteering.org](http://www.onlinevolunteering.org)); The United Nations Volunteer is a large-scale resource, a United Nations program on global development and support for people and the search for volunteers ([www.unv.org](http://www.unv.org)); Evolunteering - a resource that contains current web projects on volunteering and deals with the study of online volunteering as a phenomenon, where you can also learn about the experience of people and organizations that are already engaged or engaged in similar activities ([e-volunteering.eu](http://e-volunteering.eu)); Idealist is another database of variations of online volunteering on any topic ([www.idealist.org](http://www.idealist.org)).

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