



**Berlin's activities to support volunteering
during the coronavirus pandemic**

Berlin's activities to support volunteering during the coronavirus pandemic

- **Official information portal “bürgeraktiv” (active citizens)**
- **12 coordination centers to coordinate volunteering in the fight against the pandemic**
- **Weekly telephone conferences with civil society**
- **Low-threshold support for volunteer initiatives**
- **Direct mailings to households – special mailings for senior citizens**
- **Campaign to make refugee volunteers more visible**
- **(Planned:) Social media campaign to acknowledge volunteers' and medical staff's work**
- **Monitoring anti-Semitic and racist comments about the coronavirus**
- **Financing a study to investigate civil society's needs with regard to the crisis**
- **Engaging in nationwide discussions of how to support civil society organizations facing financial difficulties**

Official information portal “bürgeraktiv” (active citizens)

- www.berlin.de/buergeraktiv
- Information about volunteering during the crisis
- Information about health protection measures for volunteers

12 coordination centers to coordinate volunteering in the fight against the pandemic

- Intermediaries between volunteers, people who need support, and organizations that work with volunteers
- Staff from volunteer agencies and neighborhood centers match volunteers with registered support requests
- Contact via phone or online registration forms
- Over 2,000 registered volunteers within the first two weeks
- Introduction of a central hotline to reach all twelve coordination centers: 030 577 00 22 00

Weekly telephone conferences with civil society

- Permanent contact between Berlin’s public administration and volunteer-involving organizations (weekly calls)
- Reporting of problems and barriers for the organizations and for their volunteers

Low-threshold support for volunteer initiatives

- Funds for projects from neighborhood initiatives (FEIN – Freiwilliges Engagement in Nachbarschaften)
- Needs assessment in the boroughs
- Use of existing funds in new projects

Direct mailings to households – special mailings for senior citizens

- Brochure with the most important information for elderly citizens – including information on where to get help from volunteers
- Translation of the brochure into the most spoken foreign languages
- TV commercial to publicize central hotline: <https://www.youtube.com/watch?v=zPM2uFgvGRo>

Campaign to make refugee volunteers more visible

- Testimonial campaign showing refugee volunteers supporting people suffering from shutdown measures
 - Examples:
 - Manufacturing face masks
 - Interpreting foreign languages for medical staff via telephone

(Planned:) Social media campaign to acknowledge volunteers' and medical staff's work

- Possibility for people to buy vouchers from local shops and give them to others
- Gesture to say thank you for their (voluntary) work
- Support for local shops

Further activities

- Monitoring anti-Semitic and racist comments about the spread of the coronavirus
- Financing a study to investigate civil society's needs with regard to the crisis
- Engaging in nationwide discussions of how to support civil society organizations facing financial difficulties

Contact and questions

- **Teodora Gionova-Busch**
 - Teodora.Gionova-Busch@senatskanzlei.berlin.de
 - 0049 30 9026 2717
- **Lukas Heimes**
 - Lukas.Heimes@senatskanzlei.berlin.de
 - 0049 151 162 53 902
- **The Governing Mayor of Berlin - Senate Chancellery**
Division for Active Citizenship and Democracy Support
Jüdenstraße 1, 10178 Berlin
- **Website: www.berlin.de/buergeraktiv/**