



*Weltwärts South-North Component
Challenge, problems and crisis // Medical assistance - information*

Challenges, problems and crisis - contact options

The voluntary service weltwärts is a challenge for you as a volunteer and for us as an organization – but we love challenges and will work closely together to master it. In case you have any trouble or even a crisis you must know how to act. Therefore the following information for you:

Medical assistance:

If you need medical assistance, please do not hesitate to call your local doctor, and ask for advice or if possible, just walk into a pharmacy and mention your symptoms. Do not forget to bring your insurance card and some money or your bankcard when visiting the pharmacy or doctor. You might have to pay a little fee (max. 20€).

In case you have serious pain in your body or an accident (or witness an accident with harmed people) call 112 and explain where you are and what has happened. Don't worry, they help you and you are fully insured (costs are covered!).

The police is called Freund und Helfer (friend and helper), if you are in real trouble and feel threatened then call 110 – they will come and help you!

If you have called 112 or 110 make sure that you also inform your mentor and ASC 46 right away. Also stay available on your phone as they might call you back.

What is a challenge and when does it become a problem or even a crisis?

A challenge can be seen in everything, even in getting up early in the morning to go to work. But we want to focus on a different level. Challenges will come up naturally in your service, right in the beginning you might feel challenged by your working mates, the German language or even by the weather – *pretty sure the weather will be a challenge* 😊

The solution to most challenges is simple: talk about it! Find the right person and ask for a chat. Find a suitable situation to talk privately and tell them straight (the *German way*) how you personally feel and what challenges you. Your task is to open up to the person and let them assist you in overcoming the challenge. Assisting means they can lead you the way, but you will have to walk it yourself.



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Here are some examples of **challenges**:

Challenge	Who to talk to	How to address it	
Language barrier	Mentor	Ask for a meeting and let them know what exactly challenges you	
Weather	Other volunteers and Mentor	Ask what you can do to prevent getting a cold, do you need other winter clothes?	
Finding a doctor	Mentor / other volunteers	Check on google for options (be proactive) and just ask about it. You need a specialist, no worries – just ask!	
Flat mate / accommodation	Flat mate / hosting organisation	Be proactive and talk to your mates. You are responsible to create a home and they will appreciate your step. If the challenge becomes a problem, then talk to your hosting organization and ask for advice and help.	

If the challenge becomes a problem, so you can't solve it yourself and the first attempts to overcome it with the assistance of your mentor we call it a problem. A problem is nothing to be afraid of. The challenge has just become a little bit bigger and we must put more focus on it to prevent it getting even more difficult (and become a crisis).

Following the same examples from above the challenge became a **problem**:
(**bold marked people** are the once to contact with priority now)

Challenge	Who to talk to	How to address it	
Language barrier	Mentor & ASC 46	Ask for a 2 nd / 3 rd meeting and ask how we can solve the problem with your language barrier. Ask for a plan since it became a problem now.	
Weather	Other volunteers and Mentor	You are suffering from the cold and need assistance. What exactly do you need? Make a list and ask for help.	



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Finding a doctor	Mentor / other volunteers	The doctor did not help you in the way you needed it and you need advice and support in finding another one. Make clear that your health is important to you.
Flat mate / accommodation	Flat mate / hosting organisation	All attempts of cooperation with your flat mate failed. You need someone from the organization to solve the problem and ask for a meeting with all involved people

The situation becomes more serious now and you notice that your wellbeing is suffering from it. Please let us try by all means to not let the situation escalate to this state and communicate openly and directly to each other. A call for help is not a sign of weakness, it is a sign of wisdom!

A crisis – Oh My God!

First of all - Don't worry! We will help you and get you out of it. No matter what challenge became a problem and did not get solved for you personally, let's get it done. Please contact the ASC 46 via email or phone call and ask for an official meeting. Let the ASC 46 know what exactly is happening and what you have done to prevent the problem becoming a crisis. We will be there for you!

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