The value of our volunteers

A Volunteer Investment and Value Audit (VIVA) study on chapter volunteers working in the field of disaster preparedness and response, first aid and safety services, community health and social services, blood services and fund generation

Philippine Red Cross | Quezon City Chapter

by
Lloyd L. Sapla, RN
Chapter Service Representative – Disaster Management
How we work

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Saving lives, changing minds.

Strategy 2020 voices the collective determination of the IFRC to move forward in tackling the major challenges that confront humanity in the next decade. Informed by the needs and vulnerabilities of the diverse communities with whom we work, as well as the basic rights and freedoms to which all are entitled, this strategy seeks to benefit all who look to Red Cross Red Crescent to help to build a more humane, dignified, and peaceful world.

Over the next ten years, the collective focus of the IFRC will be on achieving the following strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disasters and crises
2. Enable healthy and safe living
3. Promote social inclusion and a culture of non-violence and peace

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Cover photos: Philippine Red Cross – Quezon City Chapter Million Volunteer Run

Asia Pacific Zone office
The Ampwalk, Suite 10.02 (North Block)
218 Jalan Ampang
50450, Kuala Lumpur, Malaysia
Tel: +60 3 9207 5700
Fax: +60 3 2161 0670
E-mail: OD.asiapacific@ifrc.org

P.O. Box 372
CH-1211 Geneva 19
Switzerland
Telephone: +41 22 730 4222
Telefax: +41 22 733 0395
E-mail: secretariat@ifrc.org
Web site: http://www.ifrc.org
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Executive summary

This value of volunteers study covers all the operations of the Philippine Red Cross-Quezon City (PRC-QC) chapter in 2013, namely: disaster management, safety services, health and social services, blood services and fund generation. The previous study in 2012 covered only a small portion of the chapter operation, which was, the emergency response unit. However, that paved the way for the improvement of chapter volunteer management and development and inspired us to do a second study covering all chapter activities.

Key findings

- total number of beneficiaries served: 79,432
- total number of chapter volunteers involved in this study: 436
- total volunteering hours spent: 116,003 hours
- number of full time paid staff equivalent for the total volunteering hours: 61
- total volunteer investment: PHP 3,522,210 or CHF 70,548
- investment per volunteer: PHP 8,078 or CHF 162
- total volunteer value: PHP 9,072,000 or CHF 181,708
- average value per volunteer: PHP 20,807 or CHF 4170
- VIVA ratio: 3:1, meaning that for each one peso invested in volunteers, PRC-QC Chapter receives three pesos worth of services rendered by the volunteers.

The study has only captured data for chapter based volunteers as volunteering at the community level has not been well documented since volunteers were not regularly reporting to the chapter. Of the PHP (Philippine peso) 46 million chapter resources in 2013, volunteers who conducted fund generation activities have raised approximately PHP16 million (34%). The emergency responses of the chapter in times of disasters and during special events merited TV exposures at least once a week. This recognition gave volunteers stronger self-confidence and motivation, especially after experiencing the joy of helping the most vulnerable. The participation of Red Cross youth in various volunteering opportunities while undertaking capacity building trainings strengthened their potential for future leadership role as well. It is clear that volunteers played a key role in the overall achievements of the Quezon City chapter, awarded as “The Most Outstanding Chapter of the Philippine Red Cross” in its recent Biennial Convention.
This study recommends

1. The Resource Management System (RMS) should be utilized to centrally manage all information relating to volunteering in the chapter (including those in the communities), and shall be the final source of information for future studies on volunteering.
2. Review current volunteer insurance implementation and ensure strict adherence to this policy before mobilizing volunteers.
3. Review and improve financial procedures and reporting system on volunteer expenses.
4. Review and determine the volunteer (or non-volunteer) status of chapter first aid instructors.
5. Identify further effective volunteer retention strategies by all services.

Quezon City chapter staff and volunteers deployed in Tubigon, Bohol with the Municipal Mayor and newly recruited Red Cross Youth volunteers.
1. Introduction

The Volunteer Investment and Value Audit (VIVA) model was developed by Katharine Gaskin\(^1\) to highlight the economic value of volunteer work. The model assesses the total value of volunteering by considering the total cost the National Society (NS) spends on its volunteers vis-à-vis the total economic value of the services they have rendered. It gives important information about the cost effectiveness of the project or programme under review.

Apart from the economic value of volunteers, the IFRC study authors included in this study the other contributions that volunteering has brought to the individual volunteer, the beneficiaries, the branches and the National Society. We have included quotes from volunteers and beneficiaries, as well as factual data on services rendered and persons assisted, where possible. Hence, we have the more encompassing title, “The Value of our Volunteers.”

The PRC-Quezon City chapter has conducted its first VIVA study on the Emergency Response Unit for the 2012 study series, following its participation in a VIVA Webinar organized and hosted by the IFRC Asia Pacific Zone in Kuala Lumpur. The result of the study paved the way for the improvement of volunteer management, especially on volunteer recruitment and mobilization. It has also led to improved reporting of volunteering time rendered by volunteers. This study covers all the operations of the PRC-Quezon City Chapter in 2013.

Objectives of the study

1. To determine the economic value and other contributions of chapter volunteers.
2. To identify issues that hinder or support development of volunteering in the chapter and recommend practical solutions to address such issues.

“There are many reasons why I joined Red Cross as volunteer. But, the best reason is, I want to help others. I have a passion in helping people in need and I feel happy when I can do something for them. Volunteering enhances my knowledge and skills on life-saving, communication and networking with people, leadership and teamwork, as well as time management. Being a volunteer of the Red Cross Quezon City chapter is an exciting experience.”

– Gretchel Marasigan, ERU Volunteer
Philippine Red Cross

The Philippine Red Cross (PRC) was created on April 15, 1947 through Republic Act 95 (now RA 10072). It serves as an auxiliary arm of the government in the humanitarian field through its network of 100 chapters and sub-chapters across the country. The PRC carries out six basic services, namely; disaster management services, blood services, safety services, community health and nursing services, social services, and volunteer and youth development. The PRC is governed by a Board of Governors composed of 30 members. Management is headed by the secretary general and supported by the executive staff. Each chapter has its own Board of Directors with the chapter administrator as head of the management staff. Chapters of the Philippine Red Cross are categorized as Class A, B, C, and D, with A being the highest.

Philippine Red Cross – Quezon City Chapter

The Philippine Red Cross – Quezon City chapter was organized on October 25, 1948 by the then Philippines First Lady Doña Aurora Aragon Quezon who also served as its first Chairman of the Board. In its 65 years of existence, the chapter has been the leading humanitarian organisation in Quezon City which has an estimated population of 3,179,536.²

Quezon City chapter is a Class A chapter of the PRC. It takes pride in its achievements and honored to be recognized as the premier chapter of the Philippine Red Cross. It is a trailblazer in many areas of chapter operation. With cash resources of PHP 46,077,225 which it raises locally every year, the chapter delivers all the Red Cross services and special projects through its 44 professional staff and 24,026 committed volunteers.

Every PRC chapter has to generate its own yearly budget. Resources mostly come from donations (cash or in kind), implementation of fund-raising programmes and activities, processing fees from blood services, PRC trainings, and income-generating services such as first aid and ambulance services.

<table>
<thead>
<tr>
<th>PRC QC Chapter Sources of Funds, 2013</th>
<th>Total (PHP)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member fund drive</td>
<td>2,217,790.00</td>
</tr>
<tr>
<td>Direct solicitation</td>
<td>10,263,082.70</td>
</tr>
<tr>
<td>SBST raffle tickets</td>
<td>874,805.00</td>
</tr>
<tr>
<td>Red Cross cans</td>
<td>6,752,970.80</td>
</tr>
<tr>
<td>Red Cross canteen</td>
<td>674,501.25</td>
</tr>
<tr>
<td>Red Cross collaterals</td>
<td>1,040,075.00</td>
</tr>
<tr>
<td>Red Cross cart</td>
<td>605.00</td>
</tr>
<tr>
<td>Movie benefit</td>
<td>467,889.00</td>
</tr>
<tr>
<td>Million volunteer run 2</td>
<td>2,300,730.00</td>
</tr>
<tr>
<td>Disaster management service</td>
<td>1,838,407.25</td>
</tr>
<tr>
<td>Blood service</td>
<td>13,812,802.50</td>
</tr>
<tr>
<td>Safety service</td>
<td>5,375,525.56</td>
</tr>
<tr>
<td>Social service</td>
<td>1,600.00</td>
</tr>
<tr>
<td>Community health and nursing service</td>
<td>239,480.00</td>
</tr>
<tr>
<td>Volunteer service</td>
<td>202,960.00</td>
</tr>
<tr>
<td>International humanitarian law</td>
<td>14,000.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>46,077,225.06</strong></td>
</tr>
</tbody>
</table>

*Philippine pesos (PHP)
Profile of our volunteers

Chapter volunteers come from different walks of life and from all ages, but mostly youth aged 25 years and below. Female volunteers comprise 58% while male volunteers, 42%. Most volunteers come from Quezon City, but there are also those from other cities in Metro Manila. Volunteers usually have background in nursing. The chapter has an average of 16 volunteers per day on fund-raising, four on emergency medical services, and three doing first aid.

Quezon City, the “City of Stars”

Quezon The City has the biggest land area (166.2 sq. km.) among the cities in Metro Manila. It has high social and economic activity and large shopping malls. All the major TV networks are in the city, the reason why it is dubbed, “City of Stars”. The city has 58 hospitals with a combined hospital bed capacity of almost 9,000 and 66 health centres designed to bring health care closer to the community.

Urbanization, growing population, and having the major thoroughfares in Quezon City has significantly increased the city’s risks for disasters and emergencies, including road mishaps with the biggest number of vehicular accidents and casualties recorded in recent years. QC also has the biggest number of fire incidents with deaths and injured, and is likewise considered one of the flood prone areas.

Quezon City is transected by the West Valley Fault, which according to scientific studies, can generate up to 7.2 magnitude of earthquake that could cause extensive damage to Quezon City and neighbouring areas.

Highlights of the services delivered by the PRC – Quezon City chapter in 2013

Disaster management services

The Disaster Management Services (DMS) has conducted emergency rescue to 1,049 individuals and provided relief goods to 3,273 families (16,365 persons). Twelve highly skilled volunteers were deployed to the super typhoon Haiyan operations in Tacloban in 2013. During the year, DMS trained a total of 10,416 individuals from 35 barangays (villages), 24 schools, 21 business companies and organisations.
Blood services

In 2013, the chapter collected 9,052 units of blood from volunteer blood donors and dispensed 11,322 units of safe blood and blood products.

Safety services

The Safety Services trained 4,410 persons on first aid and 3,736 individuals on basic life support. It established first aid stations for 366 various events, assisting 3,040 individuals. It has also assisted 3,810 persons through the ambulance service it provided to 124 various events in the city. A total of 231 patients were transported to various hospitals within the year.

Community health and nursing service (CHNS)

Nursing Service reached a total of 14,779 persons on proper hand washing and hygiene promotions, as well as on dengue prevention awareness campaigns.

CHNS continues to expand its service outlets in accordance to the emerging health needs by promoting quality and safety lifestyle.

Social services

The Social Services provided psychosocial support to a total of 991 clients during emergencies and disasters. It is committed to provide welfare services that are responsive to the changing needs of the people.

“...The reason I joined the PRC at first was to counteract my fear of mingling with other people. With my teamwork with other volunteers and interaction with the community people, I gained confidence to do things I thought I never could do. I learned a lot of things which help me with my volunteering work. I believe and has proven in the process that truly, Red Cross is the organisation that serves and cares for humanity.”

– Sarah Angela Bautista, Volunteer Nurse
International Federation of Red Cross and Red Crescent Societies

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Red Cross Youth

Its mission is to educate and empower the children and youth in the spirit of Red Cross through leadership trainings and various humanitarian activities. The RCY has organized 59 Red Cross Youth Councils in schools, colleges and universities with a total of 3,979 RCY members and advisers.

International Humanitarian Law (IHL)

The IHL office is mainly responsible for the promotion of the Seven Fundamental Principles of the International Red Cross and Red Crescent Movement, the basics of IHL, and the advocacy of domestic legislation and measures to implement provisions of the Geneva Conventions. In 2013, the QC Red Cross chapter conducted 148 dissemination sessions with a total of 5,304 participants.

Volunteer service

For the year 2013, the PRC-QC chapter mobilized a total of 24,026 volunteers. This figure included community-based volunteers (Red Cross 143 volunteers), who worked directly in the community, especially in times of disasters and emergencies, without necessarily reporting to the chapter.

Volunteer recruitment, management and mobilization:

Volunteers are the backbone of all National Societies, including PRC. They are the direct service providers and front liners in times of disasters and other emergencies. In PRC-QC chapter, recruitment of volunteers are done directly in the communities, schools and universities, private companies and government and non-government organisations; or, through tri-media and social media networks, as well as during special events such as World Red Cross Day and International Volunteers’ Day. Recruited volunteers sign up with the QC chapter providing personal details and work interest. All volunteers undergo training on various life-saving skills in preparation for their humanitarian mission. In appreciation of their voluntary service, the Red Cross gives special awards and recognition based on set criteria.

On February 10, 2013 QC chapter has set a record high with nearly 400,000 participants (the biggest) during the 2nd PRC nationwide Million Volunteer Run, aimed at highlighting the role of volunteers. Many of the participants are now active volunteers of the chapter while others pledged to also join Red Cross.
2. Analysis of the volunteer investment and value audit

A. Total volunteer investment

The total volunteer investment shows all the expenses associated with having volunteers. It must be emphasized that these expenses were incurred by Philippine Red Cross-Quezon City chapter because of the presence of volunteers. If there were no volunteers, PRC QC Chapter will not be incurring as much expenses.

Table 1. Total volunteer investment, January to December 2013

<table>
<thead>
<tr>
<th>Category of Expenditure</th>
<th>Cost Detail</th>
<th>Amount (PHP)</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gasoline</td>
<td>Expenses incurred on gasoline for volunteer mobilization</td>
<td>502,266.55</td>
<td>15.64%</td>
</tr>
<tr>
<td>Travel (Local)</td>
<td>Expenses on transportation for volunteers to fulfill their duties</td>
<td>83,943.50</td>
<td>2.44%</td>
</tr>
<tr>
<td>Meals / Snacks</td>
<td>Expenses on meals and snacks provided for volunteers</td>
<td>1,137,251.17</td>
<td>34.72%</td>
</tr>
<tr>
<td>Workshop</td>
<td>Expenses on fees associated with attending workshop, seminar or training for volunteer capacity building</td>
<td>277,383.39</td>
<td>7.88%</td>
</tr>
<tr>
<td>Office Supplies</td>
<td>Expenses on office supplies associated in volunteer recruitment, management, mobilization and retention</td>
<td>138,368.86</td>
<td>5.22%</td>
</tr>
<tr>
<td>Medical Supplies</td>
<td>Expenses on medical supplies during volunteer mobilization</td>
<td>65,830.45</td>
<td>2.77%</td>
</tr>
<tr>
<td>Visibility</td>
<td>Expenses on visibility materials provided to volunteers</td>
<td>20,869.05</td>
<td>0.84%</td>
</tr>
<tr>
<td>Incentives</td>
<td>Incentives provided to volunteers</td>
<td>1,073,846.26</td>
<td>30.49%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>3,522,210.43</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

(Figures presented in the table above are taken from the financial records of the chapter from January to December 2013.)

Table 1 shows the expense categories that PRC-QC chapter has invested on mobilizing volunteers. Major investment went to meals/snacks followed by incentives. Both were necessary for the subsistence of volunteers. Provision of incentives to volunteers, especially those who exerted extra efforts in raising funds was worth an investment considering that volunteers raised 34% of the overall fund campaign goal of the chapter.

“As a new medical technologist, I decided to volunteer in the PRC to gain more knowledge, professional skills and experience, and to improve my relationship with people. I got what I expected. But what is more important to me now is, I am able to save lives and help others through the many activities of the Quezon City Red Cross. I really feel good about it.”

– Jedaiah De Guzman, Volunteer Medical Technologist
Transporting volunteers to their area of assignment ensured their fast mobility and security. This gesture made volunteers feel valued and not taken for granted. However, it has some costs, the reason why gasoline expenses was significantly high. Workshop category included expenses incurred on sending volunteers to attend trainings, seminars, and workshops as part of volunteer capacity building.

B. Total number of volunteer hours

In determining the total number of hours rendered by the chapter volunteers, each chapter staff was required to submit the list of their volunteers with the corresponding details of time spent, which were then consolidated by the study author. Access the document through this weblink.³

In 2013, our 436 active volunteers rendered a total of 116,003 volunteering hours of work being done by regular staff in four key positions: chapter service representative, general support services, medical technologist and chapter management.

C. Full-time staff equivalent of the total number of volunteer hours

The total volunteering hours of 116,003 hours rendered by 436 volunteers is equivalent to 61 full time personnel needed to carry out the same tasks. This was computed as follows:

\[
\text{Equivalent full time staff} = \frac{\text{Total volunteer hours}}{40 \text{ hours per week}} \times \frac{48 \text{ weeks per year}}{48} = \frac{116,003 \text{ hours}}{40} \times \frac{48}{48} = 61 \text{ staff}
\]

³ [https://www.dropbox.com/s/v60fk79wjz2uehl/FINAL%20Tabulation_Philippines_QC_Chapter%20value%20of%20volunteers%20data.xlsx](https://www.dropbox.com/s/v60fk79wjz2uehl/FINAL%20Tabulation_Philippines_QC_Chapter%20value%20of%20volunteers%20data.xlsx)
### D. Total volunteer value

The total volunteer value was determined through ratio and proportion of the number of equivalent full time staff required in each of the four job categories of the chapter using the formula below:

<table>
<thead>
<tr>
<th>Job Category</th>
<th>Formula</th>
<th>Equivalent Full Time Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>To determine the equivalent full time CSRs</td>
<td>( T_t : S_t = X ) ( \frac{T_t}{X} = \frac{S_t}{T_t} )</td>
<td>( X = \frac{41,195 \times 61}{116,003} ) 21.66 or 21</td>
</tr>
<tr>
<td>To determine the equivalent full time general support staff</td>
<td>( X = \frac{73,350 \times 61}{116,003} )</td>
<td>( X = 38.57 ) or 38</td>
</tr>
<tr>
<td>To determine the equivalent full time medical technologist</td>
<td>( X = \frac{880 \times 61}{116,003} )</td>
<td>( X = 0.46 ) or 1</td>
</tr>
<tr>
<td>To determine the equivalent full time chapter administrator</td>
<td>( X = \frac{578 \times 61}{116,003} )</td>
<td>( X = 0.30 ) or 1</td>
</tr>
</tbody>
</table>

Where
- \( T_t \) is the total time rendered in volunteering
- \( S_t \) is the number of staff required for that total number of volunteering hours
- \( T_s \) is the time rendered volunteering by a specific sector, e.g. chapter service representatives, general support services
- \( X \) is the proportion of full time staff required for that particular sector

With the equivalent number of full time staff identified, we computed for the monthly salaries approximating from the current salary scale being used in the chapter. We conclude that in 2013, the total value of our active volunteers was PHP 9,072,000 or CHF 185,311.4

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Table 2. Total volunteer value, January to December 2013

<table>
<thead>
<tr>
<th>Equivalent Paid Job</th>
<th>Volunteer roles (and total time rendered volunteering for these roles)</th>
<th>Equivalent staff</th>
<th>Average estimated salary(^{\ast}) per month</th>
<th>Number of months in a year</th>
<th>Annual value(^{\ast})</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter Service Representative (CSRs)</td>
<td>Blood donor recruiter, disseminator, emergency medical technician, first aider, instructor, nurse, operations center personnel, project officer, relief worker, health worker, social worker. (Total\ time\ rendered\ volunteering: 41,195\ hours)</td>
<td>21</td>
<td>15,000</td>
<td>12</td>
<td>3,780,000</td>
</tr>
<tr>
<td>General support services</td>
<td>Driver, fund generation workers, clerk, encoder, administrative assistant. (Total\ time\ rendered\ volunteering: 73,350\ hours)</td>
<td>38</td>
<td>10,500</td>
<td>12</td>
<td>4,788,000</td>
</tr>
<tr>
<td>Medical Technologist</td>
<td>Medical technologist. (Total\ time\ rendered\ volunteering: 880\ hours)</td>
<td>1</td>
<td>17,000</td>
<td>12</td>
<td>204,000</td>
</tr>
<tr>
<td>Chapter Administrator</td>
<td>Board members, chapter committee members. (Total\ time\ rendered\ volunteering: 578\ hours)</td>
<td>1</td>
<td>25,000</td>
<td>12</td>
<td>300,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>61</strong></td>
<td></td>
<td></td>
<td><strong>9,072,000</strong></td>
</tr>
</tbody>
</table>

\(\ast\) Philippine pesos

The table above is a summary of a more comprehensive matrix that reflects the volunteering time rendered by each volunteer and the tasks that they did. Please access this weblink\(^{6}\) to access the raw data. Volunteer roles presented on this table were based on the tasks given to chapter volunteers. It should be understood that roles were tabulated in accordance with the roles they performed regardless of their educational background. For example, a nurse may normally be doing health activities but may also be doing youth development activities at one time or do disaster relief, if required. The equivalent paid job and wages were close estimates from the PRC-QC Chapter salary wage rate and job titles.

From the various volunteering tasks, we have clearly identified four categories of volunteer functions similar to chapter posts: [1] chapter service representatives (CSR); [2] general support staff; [3] medical technologists; and, [4] chapter administrator.

The CSRs are key technical resources of the chapter on community health and nursing services, disaster management services, volunteers and youth, blood and safety services, fund-raising and resource mobilization. The volunteers (equivalent to 21 full time staff) supporting the delivery of these various services enabled the chapter to remain relevant and responsive to the needs of the communities.
The general support volunteers (equivalent to 38 full time staff), especially fund generation workers, drivers, administrative assistants and encoders significantly contributed to the chapter’s fund-raising success. Note again that each chapter is responsible in raising all the resources needed for service delivery and administrative cost. Our fund-raising volunteers actively conducted solicitations and participated in fund-raising activities of the chapter. They increased our visibility and reached out to Red Cross supporters whom we are not normally able to reach out.

The medical technologist volunteers (equivalent to 1 full time staff), were nurses trained in phlebotomy and were allowed to draw blood during blood donation activities. Blood testing and processing were not included in the task they performed in this particular role.

This current study has attempted to take into consideration the role of the governance volunteers (equivalent to 1 full time chapter manager) and their support to the chapter.

It must be emphasized that while we have improved from the previous study in terms of documenting the time rendered in volunteering, the focus of documentation remained on volunteers directly reporting to the chapter. The chapter is yet to capture time rendered by community-based volunteers who do not regularly report to the chapter.
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E. The VIVA ratio

The VIVA ratio is computed using the formula:

\[
\text{VIVA ratio} = \frac{\text{Total volunteer value}}{\text{Total volunteer investment}}
\]

\[
\begin{align*}
\text{VIVA ratio} &= \frac{9,072,000}{3,522,210} \\
&= 3 : 1
\end{align*}
\]

We conclude that for every one Philippine peso spent on each chapter volunteer, the PRC-Quezon City chapter received three pesos worth of services from each volunteer.

F. Per capita costs and contributions

- In 2013, each chapter volunteer has rendered 266 hours
- In 2013, PRC-QC chapter has invested an average of PHP 8,078 per volunteer.
- Each volunteer of PRC QC chapter during the year was valued at PHP 20,807
3. Other findings

The study has only captured data for chapter based volunteers as volunteering at the community level has not been well documented. Community-based volunteers, though recruited by the Red Cross and participated in its activities, especially in times of disasters, were not regularly reporting to the chapter. Of the PHP46 million chapter resources in 2013, the mobilization of volunteers has directly raised approximately 16 million pesos (34%). Many of the chapter volunteers responding to disasters and emergencies during special national events got TV snapshots or got interviewed.

Benefits accrued as well to volunteers themselves who reported better self-confidence and who remained motivated to volunteer after experiencing the joy of helping the most vulnerable. The participation of Red Cross Youth in various volunteering opportunities while undertaking capacity building trainings offered by the chapter has further prepared them for future leadership role as well. It is clear that volunteering in this chapter has contributed to the strengthening of the chapter.

One of the highlights in having volunteers was seeing them in action, some of which have been published in the tri-media. This promoted the visibility and good image of the organisation which resulted to increased public support and more volunteer participation.

Challenges in doing this study:

1. The study was focused only on volunteers who were directly reporting to the chapter. Community-based chapter volunteers, though they participated in Red Cross activities, were not included due to lack of documentation of their volunteering hours.
2. The financial statement did not clearly reflect the expenses for the volunteers alone. It needed to be checked one by one on the attachments.
3. Some of the daily time record used were not labeled nor gave indication as to what was the activity being done for that particular volunteering time.

“I have devoted myself as volunteer of the Philippine Red Cross because of its principles of neutrality and impartiality in helping other people and alleviating their suffering. I am already a nurse but I had to take up emergency medical technician course to be better equipped in saving lives, especially in times of emergencies and disasters. I want to do and give my best to people in need.”

– Ivan Jacov Napiñas, DM and ERU Volunteer
4. Conclusion

This VIVA study shows that 61 full time staff would be needed to fulfill the tasks carried out by 436 volunteers of the PRC-QC chapter. The staff functions have been categorized into four according to salary grade. These are: chapter service representatives with 21 personnel, general services with 38 personnel, medical technologist with 1 personnel and chapter administrator with 1 personnel.

In 2013, 79,432 individuals reached by PRC have benefitted from its six major services. Volunteer involvement and mobilization helped the chapter to raise about 34% of the PHP 46,077,225.56 which has been utilized in the implementation of different programmes.

The study shows further that each Philippine peso spent on chapter volunteer, the PRC-QC chapter received three pesos worth of services rendered by each volunteer. The total volunteer value calculated is placed at PHP 9 million.

5. Recommendations

1. The Resource Management System (RMS) should be utilized to centrally manage all information relating to volunteering in the chapter (including those in the communities), and shall be the final source of information for future studies on volunteering.

2. Review current volunteer insurance implementation and ensure strict adherence to this policy before mobilizing volunteers.

3. Review and improve financial procedures and reporting system on volunteer expenses.

4. Review and determine the volunteer (or non-volunteer) status of chapter first aid instructors.

5. Identify further effective volunteer retention strategies by all services.

About the author

Lloyd Sapla, PRC Quezon City Chapter Service Representative (Disaster Management). He is also a member of the IFRC Asia Pacific Zone Pool of value of volunteers study practitioners. Lloyd was one of the team members who supported the conduct of the VIVA study in Nepal in 2012. He authored the pioneering Philippine Red Cross Quezon City Chapter Emergency Response Unit VIVA study in 2012. This current study is a very significant expansion of the initial study. Lloyd is a skilled disaster management staff of the chapter and was recently deployed to central Philippines to support the Typhoon Haiyan operations. He was part of the assessment teams and served as logistics officer in Tacloban.
The Fundamental Principles of the International Red Cross and Red Crescent Movement

**Humanity** The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

**Impartiality** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

**Neutrality** In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

**Independence** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

**Voluntary service** It is a voluntary relief movement not prompted in any manner by desire for gain.

**Unity** There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

**Universality** The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.
For further information, please contact:

**Philippine Red Cross**

Bonifacio Drive, Port Area
PO Box 280
2803 Manila

Tel: (63) (2) 527 0000 / 527 0856 / 527 0866
Fax: (63) (2) 527 0857 / 525 5787
Email: prc@redcross.org.ph
Web: www.redcross.org.ph

**International Federation of Red Cross Red Crescent Societies**

**Asia Pacific Zone**

OD Volunteering and Youth Unit
The Ampwalk, Suite 10.02 (North Block)
218 Jalan Ampang
50450 Kuala Lumpur, Malaysia

**International Federation of Red Cross Red Crescent Societies**

PO BOX 372
CH-1211 Geneva 19
SWITZERLAND