

# Slava Raskaj's new volunteers guide



MADE BY VOLUNTEERS  
FOR VOLUNTEERS

Made in 2020 by the Slava Raškaj's volunteers Ángel Morán and Patricia Espinel, as a personal project inside the Unstoppable With You project, which belonged to the European Solidarity Corps.

We made all this guide by ourselves, which means we wrote this according to our own experience, our tastes and points of view. Moreover, all the drawings and the text have been made exclusively by us.

We wish you all the best for this adventure, and we hope this little guide helps you in your new experience.



# Who are we?

Hello! If you are reading this, probably it's because you will be a new volunteer in Slava Raškaj centre in Zagreb. First of all, congratulations! Your new experience is about to come.

We are Patricia and Ángel, and we are very proud of having been the first volunteers who came from the European Solidarity Corps to Slava Raškaj centre. We are both from Spain: Patricia is from Gijón, a beautiful coast city in the region of Asturias; and Ángel is from Ampuero, a small town in the eastern part of the region of Cantabria. We are both psychologists and we share the passion of helping other people.



# Why did we do this guide?

We made this guide as a *personal project* of our volunteering. Yes, that's right, you will have the chance to make your own personal project! So, this is ours, a little guide for the volunteers who come after us, just to make (or, at least, try it) your experience easier and better. On this guide, we are sharing with you some hints, our favourite places, tools and resources. We strongly believe that some of this information is going to help you, especially in your first days, when you might feel a little bit lost in a new city and in a foreign country –as we did–.

# Before your arrival

## LIVING IN ANOTHER COUNTRY AND CULTURAL SHOCK

You are going to live in a new place for the following months. Are you ready? We are sure you are. Living in a foreign country and in a new city is always exciting, but can be difficult at the beginning. Despite of all the hard situations you will cope with during your volunteering, this experience can be one of the best of your life.

Have you ever heard about something called *cultural shock*? It is a feeling that appears when you are in a new place and will make you get through different phases. Don't be afraid of these feelings of sadness, homesick, nostalgia... Everybody gets through them and it gets better, promised. It is just a matter of time and being open to add a lot of learnings and experiences to your life. In the next pictures, we share with you some more info about this topic using an infographic about the *cultural shock* and its stages.

### What is culture shock?

Commonly experienced by travelers, expats and exchange students, "**culture shock**" describes the impact of moving from a familiar culture to an unfamiliar one.



Climate



Food



Language



Dress



Values

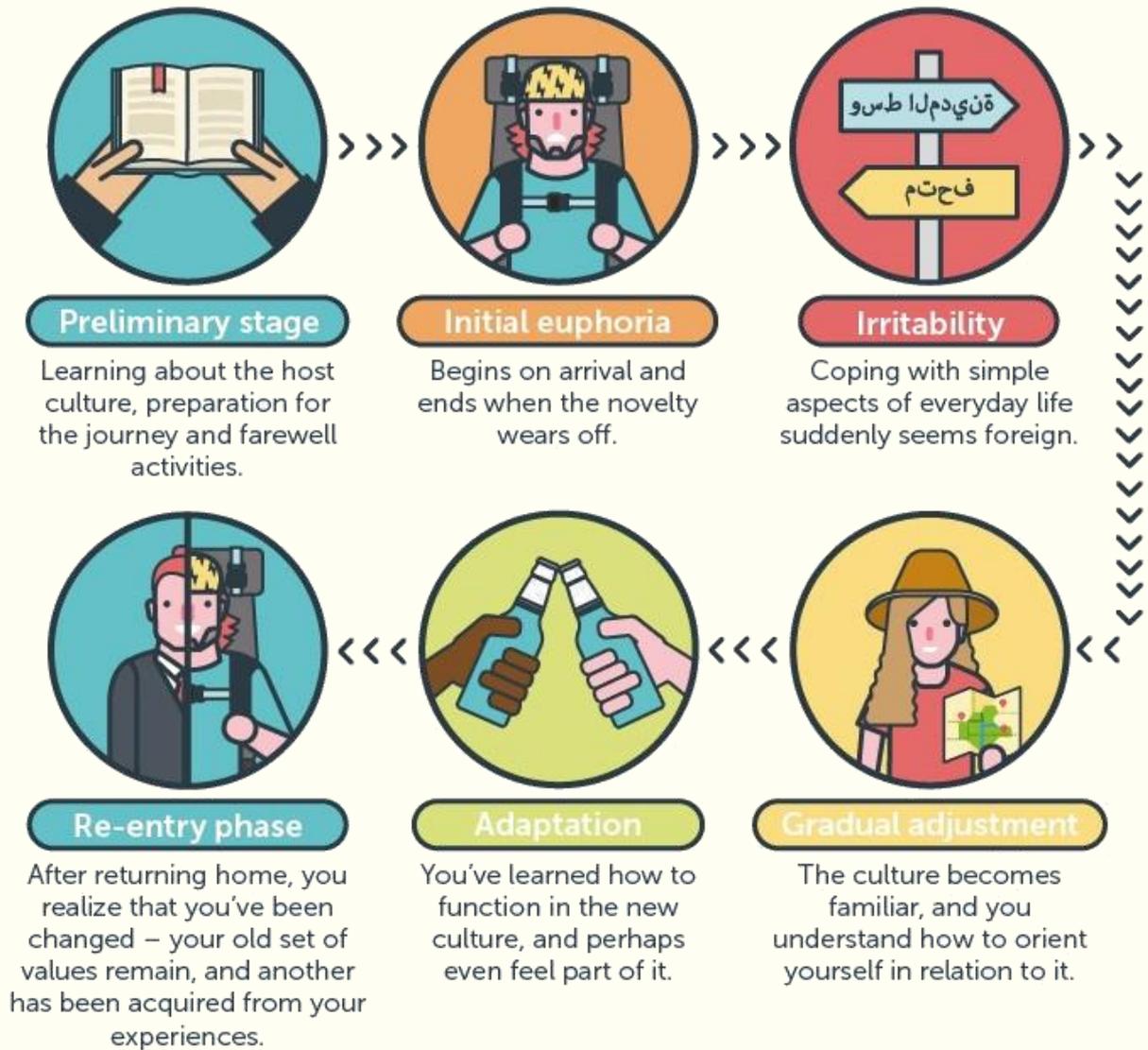


Etiquette and behavior

...can all contribute to culture shock.

# Shock to the system

It's important to remember that culture shock is entirely normal, usually unavoidable, and is nothing to feel embarrassed about.



A typical reaction is to only associate with other expats from your home country – existing in a cocoon, separate from all but chance encounters with the locals.

One of the most important things is when you start to feel part of the community of the place where you are living. It gets time, especially if you come from a very different place, so here you have some *first step tips*.

- **Croatian currency, introduction to Kuna (HRK).** People from the countries where the currency they used is Euro, are usually confused when arrive to any different country with another kind of money. Croatian Kuna is not as difficult to get used to as, for example, Hungarian forint, but it takes time to get yourself used to them. More or less, you just have to divide the price you see into 7'5. Of course, it's easier to use the calculator or some App, but it's always good to train your brain.
- **Main Croatian words.** Croatian language is pretty difficult to understand and learn if you don't come from another Eastern Europe country. Even though almost everyone you will find in your way will speak English, is always interesting to try to communicate with local people in their own language, especially if you want them to make you feel part of their community. In the following table, there are some of the words you will use the most in order to get familiar with them. Don't be shy! Croatians are very grateful with foreign people who tries to speak their language and they will help you.

Croatian	English
Hvala	Thanks
Bok!	Hi or Bye (similar to Ciao in Italian)
Molim	Please / You're welcome (used for both)
Oprosti	Sorry; Excuse me (you can also use «Sorry»)
Ne govorim Hrvatski	I don't speak Croatian
	YOU'LL REALLY NEED THIS ONE 😊
Dobro	Fine; Good
Može...?	Used for ask something: Can I...?
Može	Used for answer: Sure Also used like «OK»
Dobro jutro	Good morning
Dobar dan	Good afternoon
Dobra večer	Good evening
Laku noć	Good night
Doviđenja!	Good bye!



## FROM THE AIRPORT TO THE CITY

If you have to go from the airport to the city, don't panic, we are here to make it easy for you. You'll have three options: regular urban bus, private bus (operated by Croatian Airlines) and taxi.

1. **Urban bus.** Of course, this one is the cheapest option. For buying tickets, you can change some money on the airport or pay with card in the little shop with newspapers and this kind of things. Each ticket it's just 4 kuna. Just in front of the airport's door, you'll see a car park and, behind that, the road, where there are two bus stops (one for go and another for return). You'll have to take the further one, I mean, the one that is crossing the road. The final stop is Kvaternikov Trg, a big place where you'll see a lot of buses. It's around 10 minutes walking from the Main Square and you can use a tram as well. At the end of the document, there's a timetable with the information of this bus. You can also use our best friend Google Maps.
2. **Private bus.** This is not as cheap as the urban bus, but it's more comfortable. The bus picks up and drops off outside Arrivals at the airport. The bus will then make short stops if requested on its way to the main bus station in Zagreb. You can buy the ticket to the bus driver. The price is 30 kuna, this is why I won't use it unless you really need it.
3. **Taxi.** A taxi to the center of Zagreb costs between 150 and 250 kuna, depending on traffic. This is why we always use Bolt. [Bolt](#) is an European company that offers taxis you can order with your phone. Just download the App, register yourself and write the address. It's significantly cheaper. Prices can change depending on different factors, but the trip from the airport to the city is around 90-100 kuna.

## DISCOVER YOUR NEIGHBOURHOOD

If you have lived abroad before, you might know what I'm talking about. Knowing what's around you, the resources you have and the kind of neighbourhood you're living on, will help you a lot to be comfortable during all your stay. Reserve some time to walk around, see what kind of shops you have near to your house. In Zagreb is more common little stores and hidden places than in other cities (you'll see this on the «Zagreb and its hidden places» part). Our advice is to walk around the neighbourhood and the city as much as you can, but if you prefer to play it safe, once again, ask Google for what you're looking for.



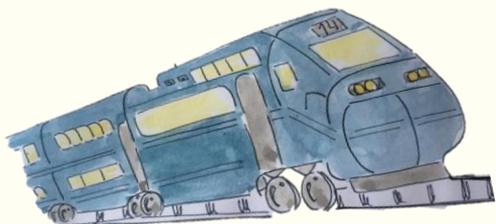
## PAPERS, PAPERS, PAPERS...

The first thing you'll need to do in order to stay for a long time in Croatia is get your OIB (personal identification number). It's not difficult, but doing this kind of paperwork is not a funny thing at all. Here is the [link to download](#) the English version of form you must complete. Once you have filled the document, you'll need to visit any of the Porezna Uprava tax offices in Croatia. Here is [the complete list of tax offices](#) by city including contact phone numbers and addresses. Once you submit your application, you can get your OIB number within minutes depending on how busy the office is when you apply. If you are not able to get it immediately, it will be prepared for you to pick up at a later date or mailed to your official registered address. You'll have to register yourself in the police station as well, but your supervisor and mentor will help you with that.

Once you have your OIB, you are able to open a bank account to receive and use your money. It's not mandatory, but it's easier for both you and your organization. We had HPB non-resident account because it has an office near to the Slava Raškaj centre in Ilica and another one in front of the main square, but you can also choose PBZ, which has offices close to both Ilica centre and main square, or any other bank. We also recommend you to ask for a debit card, because it makes life much easier.

# Living in the city

## MOVING AROUND USING PUBLIC TRANSPORT



You're very lucky, Zagreb is a fantastic place to live and it's very easy to move around. Except some parts, most of the city is flat, so you can walk or take a bike without sweat and tears.

On the other hand, using public transport is also easy.

Google Maps works very accurate with the timetables, but if you want to play it safe, this is the link to the [official webpage](#) to check the timetables of both buses and trams, which is available in English.

In Zagreb, there's also a company that offers bikes to rent: [NextBike](#). It's easy to use and cheap as well. You can use it once, and you'll pay for the time the bike is used, or you can buy a weekly or yearly subscription. If you pay as you go, the price is 5 kuna for 30 minutes. The weekly subscription is 100 kn for 7 days and the first 30 minutes of each ride is free, same as the annual, which is 200kn for the 365 days.



## ZAGREB AND ITS HIDDEN PLACES

We didn't understand why people always say Zagreb is a very dynamic city, because we didn't see a lot nice bars or cafes to stay. But it is. Zagreb is a city full of life, people like to have drinks and socialize with others. There is only one problem: some beautiful places are not visible on the main streets, so you should explore the little backstreets and alleys. But, exclusively for you, we have made a fantastic list of the places we like the most, divided according to what you might like (food, coffee, beer...).

*"I need some caffeine" (theine is included)*



Quahwa	In the yard	Kim's coffee
Cogito	Victory art	Cat caffe Zagreb
Kak se šika	Program bar	Orient express
Velvet	Booksa*	Britanski Trg terraces
Caffe Gallery Zrin	Crafter's Lav	Botaničar

\*you will need to become a member of Booksa

## ***ID LIKE A BEER, PLEASE***

Old pharmacy	Čeh pub	Alcatraz
Medvedgrad	Craft Room	Bacchus jazz bar
Vintage industrial bar	Swanky Monkey	Hangout bar
Vallhallah	Vinyl Bar	Krivi Put



# Something sweet

Choco Cafe

Amelie

Nutellino

Magnolia

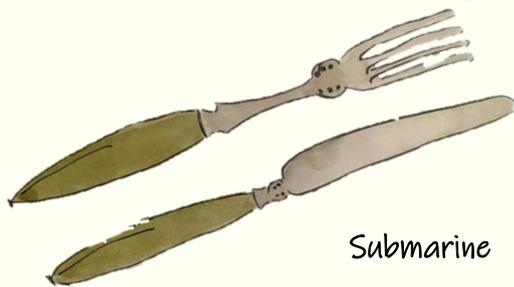
Melt

Kim's coffee



Meet Mia

## Restaurants



Submarine

Ribice

Heritage

Mali Medo

Lokma from Istanbul

Manga sushi

SOI fusion

MamaVeek's Kitchen

Burgeraj

Bestija

Nokturno

Time Restaurant and bar

El Greco

Mimice

Pizza kod Žaca

Fidel gastro

# WHAT CAN I DO TODAY?

(MUSEUMS AND MORE)

Broken Relationships Museum

Image of War

walk around the *upper town*

Museum of contemporary art

Zagreb City Museum

Britanski Trg's Flea Market

Archaeological Museum

Galerija Šira

Maksimir park and Jarun lake

Mimara

Hangover museum

Croatian Society of Fine Artists

Modern Gallery

Museum of illusions

AKC Medika



## STREET MARKETS

Street markets are a fantastic opportunity to buy not just good stuff but also cheap. The main market, called Dolac, is behind the main square. It's full of little stands with local products such as fruit, vegetables... You can also go to Britanski Trg, the square near to Ilica centre, where there's another smaller market. On Sundays, it becomes

a sort of flea market, with some *old but gold* stuff. You can find paints, books, old Yugoslavian things or almost anything. It's a very interesting point to visit. If you want to know more



about the markets in Zagreb, [click here](#). Don't be shy, the people who are behind the stands in those markets are often kind and friendly, but don't be naive. Our advice is to learn some basic words in order to let them know you are living here, not a tourist, and you're interested in learning their language and their culture (they'll appreciate that, believe us). Some pages below you have a section about resources, where you can find a couple of websites where you can find useful things such as the numbers, names of food and so on.

## Some resources

Living abroad is an amazing experience, but also a challenge. Some situations can be difficult, and can get harder if you're (or feel) alone. This is the reason why we bring you some resources, hoping to make it better.

Facebook groups were really important for us. There are some groups that are constantly writing information, news, or any kind of interesting and useful things. These groups are formed by people who are not Croatian but are living here (frequently called *Expats*), and some of them have a lot of experience and can help you with almost everything. Here you have some of them and some useful webs as well:

- <https://www.facebook.com/groups/41415719768/about/>
- <https://www.facebook.com/groups/6500461399/about/>
- <https://www.facebook.com/groups/484644291694248/about/> (for Spanish)
- [https://www.facebook.com/groups/659084084135522/?ref=group\\_browse](https://www.facebook.com/groups/659084084135522/?ref=group_browse)
- [https://www.facebook.com/groups/281050472508610/?ref=group\\_browse](https://www.facebook.com/groups/281050472508610/?ref=group_browse) (in this group people give away things they don't need)
- <https://www.facebook.com/expatincroatia/>
- <https://www.facebook.com/croatia.week/>
- [facebook.com/totalcroatianews/](https://facebook.com/totalcroatianews/)

There's also one important thing we talked about some pages above: Croatian language. We had the experience of trying to learn some Croatian with the OLS program, so we can advise you to go further because this is not a great tool to learn. On the following links, you can find some interesting webs with lots of interesting resources to learn more and better.

- <https://www.lingohut.com/en/l97/learn-croatian>
- <https://www.loecsen.com/en/learn-croatian>

# Slava Raškaj

## WHY HAS IT TWO CENTRES? ILICA AND NAZOROVA

Slava Raškaj centre is a huge institution with a lot of students (about 530 clients age 0-30) and professionals (over 100 employees). This is the reason why is divided into two different centres, depending on the age of the students. The youngest users of the organisation are in Nazorova centre, where there are from little children in the kindergarten to kids in the age of primary school. On the other hand, in Ilica are the students in the age of the secondary school and some groups of youth with special needs. Thus, depending on which activity of the project you are involved, you'll spend more time in the centre that corresponds to such activity.

## ACTIVITIES AND ADVICES TO GIVE THE BEST OF YOU

Our activities won't be much different than yours, in fact, will probably be similar if not the same. One of them is support students in workshops for writing CVs and practising presentational skills, task followed by the preparation of a video CV. Video CV is a short video about a student who shows his skills and knowledge. The other activity is to motivate and guide the students for active participation in music therapy, art therapy, kinesitherapy, work therapy. These therapies are carried out by professional therapists with a group of clients, who due to different difficulties require additional motivation, guidance, encouragement for participation in the activities.

- **Video CV activity.**

This task, which takes places in Ilica centre, is made with the students who are about to finish the school, they are able to work and are entering in the labour market. Do you know what does it mean? Exactly, they are adolescents. Everyone knows the difficulty of this part of life, and if that was not enough, you must bear in mind what kind of context and life history the students who are in this centre may have behind them. Furthermore, they are finishing the school and they're in front of new challenges. Conclusion: be patient and make your best to encourage and motivate them. With good energizers, dynamic activities and attitude, they'll follow you.

Talking about technical things, for the task of editing the videos we used the computer software Adobe Premiere Pro. It's a fantastic program that has a nice and clear interface, easy to use if you're a beginner, and also professional tools to make the videos look really cool, if you are already into this world. Another good software is DaVinci Resolve. There are hundreds of options to make and edit videos, so this is just an advice. If you need any help, feel free to ask.

- **Supporting therapies.**

The people who work in the centre have a lot of experience and they are really good in their job, so you will be able to learn a lot of things from them. Ask everything, all of them are really nice and will be glad to share all the information with you. As time goes by, you'll feel more comfortable and useful in the activities that take place in the centre. You'll be able to see the different therapies the users of the centre can attend, and this is going to make you understand the enormous task this centre makes for their users.

Working with childhood is really gratifying. Although communication won't be easy regarding to their condition (and the language), someday you'll enter through the door and some child will call you by your name, or run towards you or smile at you... This day will come, and it means you are doing a good job.

Within this activity, there's also one part of working with some groups of young users with special needs in Ilica. They are the ones who most look forward to your arrival. For them, the school works as a kind of day care centre, where they spend the mornings making different workshops and activities that help them with their routines and keeping themselves active. You, as a volunteer, will support some of these activities, being part of their progression. The professionals will be very helpful, they'll make you understand the reason of each user's situation and behaviour. Our advice, as we said before, is to ask everything you'd like to know. Every information and knowledge are important rewards of this experience.

This is our little contribution of our time volunteering. We hope our tips and advices are both helpful and useful. Hopefully, you'll have an amazing experience, good enough to continue adding your own hints to this guide.

We wish you all the best;

Signed,

Ángel Morán

Patricia Espinel