

Talk with me

Volunteer language mentors
for refugees



TOOLBOX



Contents

Introduction	3
Thematic Areas	
1. Sport	5
2. Interests, Free time & Going out	7
3. Family, Friends & Relationships	10
4. School, University & Apprenticeship	14
5. Interesting Things in my Town/Country	16
6. Travelling & Transport	18
7. Food & Cooking	21
8. Culture, Traditions & Celebrations	23
9. Shopping & Local Currency	26
10. Work	28
11. Further Suggestions	30

About the Toolbox:

- This toolbox contains tips, information and some ideas for materials (pictures, flyers ...) for 10 thematic areas which you can talk about with your language partner. That is the reason why this project is also called “10-10-10”: 10 pictures – 10 hours – 10 meetings.
- Each thematic area provides some intercultural information, suggests various subjects and what kind of materials you can use to talk about them, and includes tips for possible activities or additional materials. The idea is that it serves as a guideline.
- You are free to choose with which topic you would like to start in the first meeting with your language partner. Our advice is to select a topic that you really like to talk about.
- You do not have to cover each topic for strictly one hour. Some topics might be discussed for more than one hour and others might take less. Your language partner and you shouldn't feel obliged to cover all the ten topics listed here – it is up to you to skip some of them if you or your language partner do not want to talk about them and / or prepare additional topics based on your common interests.
- Be creative: bring and do whatever you think is fitting for the subject you want to talk about. It all depends on you and your language partner! Feel encouraged to use your own creativity and to collect additional information and materials.

General Tips:

- The more visual aid you use the better. It is difficult and exhausting to imagine everything. Any kind of demonstrational material is welcome.
- You can also use your smartphone to show pictures, search for information or show a clip that explains or illustrates a particular issue.
- In the beginning your partner will talk in short and simple sentences and make a lot of mistakes. Do not correct all errors all the time, but focus on those which can lead to misunderstandings. When your partner's language skills have improved, you can focus on the details.
- There are different ways to correct someone
 - Direct or
 - Indirect feedback – repeating what you partner said but in the correct way:
*“Yesterday I goed to the mall.” – “So yesterday you went to the mall? Did you go on your own?”

Please use the indirect way, which is called “corrective feedback”, as this is less frustrating and more motivating . We tend to learn things much easier through positive feedback.

- It is normal that you are not perfectly well informed about each of the listed subjects but you should have some idea and be prepared in advance to talk about those which are of interest to your partner.
- It is important to ask your organisation in advance for a list with contacts or other sources of information concerning topics such as “procedures for guaranteeing the rights of asylum”, “public authorities and civil services”, “language tuition”, “how to rent an apartment”, “how and where to get help with different problems”, etc. By doing this, you will be informed about the existing possibilities and you can easily show them to your language partner.

Have fun!



1. Sport

Many young people are interested in sport – they watch football games on TV or live, visit gyms or do yoga. Therefore, sport always provides topics for conversation and possibilities to meet friends.

What you could talk about:

- Popular sports in your country.
- New or trendy sports (yoga, fitness, jogging, zumba, skateboarding, cycling, etc...).
- Famous sports clubs or athletes (in your country, in your partner's country and worldwide).
- Sports that you like
- Places in town where you can practice some sports for free.

What you could do:

- Bring a picture of you practicing your favourite sport, a picture of your sport idol or of your favourite team.
- Show you language partner your favourite team tricot, the programme of your sports club, your sports equipment.
- Watch the latest football game/tennis match together and try to discuss it.
- Bring a magazine or an article about the sport you are interested in.
- Get active – go cycling or jogging in the park; invite your language partner to join you and your friends playing football, go to the gym together, etc.

What you could put in your toolbox:

Pictures of different sport disciplines; pictures of famous athletes; a list of links where to check for current sport events in the town – forthcoming marathons, championships, competitions, etc.; a list with websites to search for different sports and where you can practice them in the town; a town map with cycle tracks; a town map with information about (open-air) sports facilities, ideally some with free access; a list of places where you can buy second hand sport equipment; pictures of the nearest lake/mountain/beach/river, etc. and information on how to reach them; pictures of ultras and sport hooligans – how to recognise and avoid them (list or map of places where they usually gather).





2. Interests, Free Time & Going out

Music

Music is everywhere: in the club, in the supermarket, in movies, on the radio, in TV commercials, etc. In Europe, young people listen to music when they are on their own, when they meet friends, when they go for a run or sometimes even when they study for school or university. Many young people play in a band, sing in a choir or learn to play an instrument.

What you could talk about:

- Favourite singers and bands
- Favourite music genres
- Famous singers and bands from your country and worldwide
- Traditional music in your country and other countries
- Where can you spot music in your everyday life?
- What is the importance of music in the home country of your language partner?
- What instruments do you play / would you like to play?
- How do you buy a ticket for a concert?
- Where do you find information about concerts and musical performances?

What you could do:

- Show your language partner a picture of your instrument or the one you would like to learn.
- Listen to some music on your and your partner's smartphone.
- Show each other the first song you bought, or your favourite song.
- Bring a picture of your favourite singers or bands.
- Show pictures of you (and your friends) at a concert, music festival, etc.
- Play the national anthem of your country on your smartphone.
- Play a game: one person hums a currently famous song or his/her favourite song and the other has to guess what it is.
- Visit a concert together.

Other interests

Find out what your language partner is interested in. Maybe you both like to play chess, backgammon or other games? Tell your language partner about your interests and find out if he/she is curious to learn more or might even share your interests.

Examples of some interests/hobbies: Reading, watching movies, meeting friends, playing video-games, going to the cinema, visiting art galleries and museums, fishing, ...

What you could do:

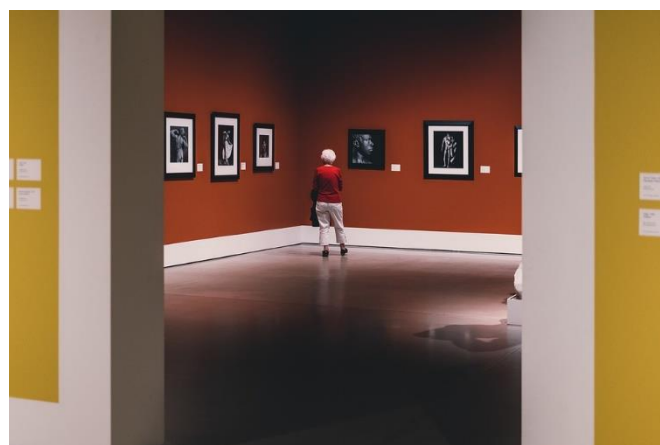
- Bring the current programme of your local cinema, your instrument, your favourite book, your longboard...
- Teach each other games of cards or other games.
- Practice the different ways of saying the time of the day (use a clock).
- Look at the programme of the cinema and talk about the movies you would like to watch. Which of them have exceptional length; when and where are they shown; when and how do you buy tickets?
- Watch a movie together.
- Go to a youth centre or another place where you can meet people, play table tennis or table football.
- Meet to play chess/backgammon/video games/card games/board games...
- Visit a museum or an art gallery together.
- Watch a theatre performance together.
- Discuss your favourite books and authors or exchange books.
- Organise a picnic together.
- Discuss the usual tip that you have to give in your country when you pay your bill in a restaurant, café or bar.
- Go to a café together.

What you could put in your toolbox:

Pictures of instruments and notes; pictures of famous singers and bands from your country; the lyrics of your national anthem; a printed

monthly or weekly brochure for the forthcoming events in your town; a list with websites where you can check the forthcoming events in the town and the programmes of the cinemas, theatres, galleries, museums, etc; a list with festivals taking place regularly in your town (music festivals, film festivals, dance festivals, design festivals, youth festivals, science festivals, night of the museums, night of the theatres, etc.); a list with spots for street musicians; an article about a singer, band, concert, exhibition, movie or festival; a list with nice bars or small clubs in your town where you can listen to local bands/singers for free; a clock with movable hands; a list with famous or interesting museums and art galleries that are worth a visit in your town, plus information on whether they have a free entrance day; a set of cards (to play)





3. Family, Friends & Relationships

As your language partner is most likely a refugee he/she might not want to talk about this topic because of the loss of some family members or friends. It takes some time and understanding to be sure that your language partner feels comfortable with the conversation. You need to be careful and ready to change the subject if you notice that your language partner does not feel comfortable with it. But for most of the refugees, family is the most important thing in life, so it might also be positive for them to talk about their family.

Family

Nowadays there are many different ways a family can look like. The most common constellation is a mother, a father and a child/children. But there are a lot of single parent households or patchwork-families too. When two people who already have children from previous relations or marriage fall in love, they form a patchwork family. In some European countries, homosexual couples can also legally marry and adopt children. Those families are called “rainbow families”, referring to the rainbow flag which is used as a symbol of the LGBT (lesbian, gay, bisexual, transgender) community. There is also a difference between “individualised societies”, in which

everyone cares for their own happiness, and “collective forms of society”, where the well-being of family as a whole is more important than the wellbeing of its individual members. In some countries there is a wider understanding of the term “family” and therefore a lot more people are seen as “close family”.

What you could talk about:

- Family members
- Family trees and the use of the correct vocabulary (father, mother, daughter, son, brother, sister, uncle, aunt, cousin, grandmother, grandfather, grandchildren, wife, husband ...)
- Family constellations (single parent, same sex parents, patchwork, number of children)
- Roles – who works? Who takes care of the children and the house? Who repairs things?
- Does the whole family live in the same house?
- Family events (Who is invited? How many of them are there? Who cooks/brings food? Is there a certain meal course? Do you bring gifts?)

What you could do:

- Bring a picture of your family or a family event and explain what the occasion was and who took part
- Draw your own family tree, maybe also using photos of the family member

- Think of TV families: which family is like yours? Which one is the funniest? What does a “typical” family in your country look like?

Friends

Different people in different countries in Europe are different in their hospitality, their willingness to help a stranger or a neighbour and in the time they need to become friends. Nevertheless, the easiest way to find friends is spending time together, for example at school, at university or at work. Another option is spending time together practising a hobby or sharing some experience (winning a game against another team, enjoying a nice concert together ...).

What you could talk about:

- How important are friends to you?
- What do you and your friends do together?
- For how long have you known your friends?
- Where and how can you meet people of your age in the town?
- Do you have friends of different nationalities?
- Are your friends mostly all male or female?
- How do you organise a party with your friends? How do you get to a party and how do you get back home?
- Are there parties you are allowed to go to even if you are under 18?
- Are there limits or restrictions for underage persons?

What you could do:

- Show your language partner some pictures of your friends and your adventures together.
- Take your language partner to a place where people of his/her age usually go, such as a park, a youth centre, a square, a bar, a music club, sports facilities, etc.
- Talk about greeting people the right way, how do you say “Hello” to your boss, your teacher, your mother, a friend...
- Talk about the usual physical distance between you and your boss/teacher and between you and your friends.

Relationships

Relationships vary from one country to another, from culture to culture, and from religion to religion. Your language partner’s experiences and expectations will to a large part depend on where he/she comes from. For example, in Syria, a man has to court a girl for weeks or months and she may repeatedly reject him before they start dating or become a couple. In Europe, things are different. Two people who have feelings for one another simply become a couple. If one of them is not happy about getting close and says “no”, then “no” really means “no” and not “try harder”. Usually, girls still expect the boy to make the first step. In many European countries, homosexuality is accepted or at least is not illegal.

What you could talk about:

- How do you talk to someone you would like to go out with? What do you say? How to show your interest in a respectful way?
- What is a good place for a first date?
- What could you talk about on your first date? What do you wear?
- Should you kiss on the first date?
- What can you do if the other person wants to get more intimate?
- What can you do if someone that you are not interested in keeps texting you?
- What would your perfect partner look and be like?
- What is important for you in a relationship?

What you could do:

- Watch movies or series together and focus on how the characters talk to the opposite sex and what they talk about during their dates.
- Imagine you go on a first date: where would you go? What would you wear? What would you talk about?
- Practice a model dialogue on how to arrange a date or a meeting with a friend.
- Share tips about what you should or should not do if you want to get to know someone.

What you could put in your toolbox:

Pictures of different family constellations or members; a life-style magazine or an article about a TV family from your favourite movie or

series; a picture of a group of friends; monthly or weekly programmes of the places that you usually visit with your friends; pictures of different (TV) couples.





4. School, University & Apprenticeship

School, vocational school and university are important because of the general principle: the better your education, the better your chances of being successful in life and of finding a well-paid job.

In most European countries, education starts in nurseries and kindergartens, followed by primary and secondary school and in some cases by studying at university.

What you could talk about:

- How does the school system in your country work?
- What about the school system in your language partner's country of origin?
- Which subjects are taught? How many grades are there?
- Which are the famous universities in your town/country?
- How can you get a scholarship?
- Can you apply for an apprenticeship? How?

What you could do:

- Bring a picture of your school/university/workplace.
- Tell your language partner about your school curriculum and your timetable.
- Draw a diagram to explain the educational system in your country.
- If your partner wants to study, you can show him/her websites of some local schools and/or universities.

- Show him/her some scholarship announcements online.
- Take a current newspaper and look at the job advertisements and the kind of education that they ask for.
- Show him/her some apprenticeship announcements

What you could put in your toolbox:

A diagram of the educational system in your country; flyers of your local universities; a list of educational fairs (presenting schools and universities) in your town; a list with career forums/events in your town; a list with useful websites that help to get prepared for university entry exams or school exams.



5. Interesting Things in my Town/Country

If you like to travel, you know pretty well that the best way to explore a new place is to find someone local to reveal its secrets to you. Now your town is the new home for your language partner and you are in the role of the local guide. If you are a student and/or you have not lived in the town for a long time, you may even be able to tell each other the difficulties you might have experienced during your first days in this town.

What you could talk about:

- Tell your language partner very briefly the history of the town.
- Which interesting and special places are there in your town and the surrounding area?
- Which interesting destinations would you recommend for one-day trips?
- What is the most practical means of transport (bike, bus, train, car)?
- Have you already seen our town's old/new beautiful/important buildings/monuments /landmarks?
- Have you already been to the closest river/lake/cave/mountain/seaside/forest?
- Do you know any pretty villages or cities close to our town that are worth a visit?

What you could do:

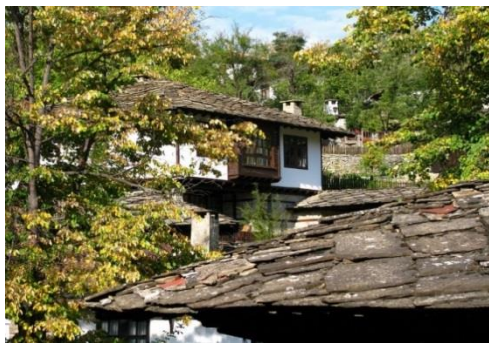
- Bring photos of beautiful landmarks from the town and the surroundings.
- Show the city to your language partner

- Go for a walk or on a short trip together.
- Get further information about activities and sightseeing in your town.
- Visit the town museum together.

What you could put in your toolbox:

Photos of beautiful and interesting landmarks from around your town; a map of the city; a country map; pictures of other interesting things in or close to your town that are worth to visit; information for possible one-day trips; a guide-book for your town/country; an interesting article about your town/country; photos from your trips around the country.





6. Travelling & Transport

Public transport systems

The public transport system is often organised differently in different countries. Because of this, it is important for refugees to know how it works in your town and country. Do you need to buy a ticket in advance? Can you buy it from a machine or from the driver inside the vehicle? When do you have to pay a penalty and how much it is?

What you could talk about:

- Public transport in your town: bus, tram, metro, train...
- How and where do you buy tickets? Are they valid for various means of public transport? Are there daily, weekly, monthly or annual transport cards?
- Discuss and compare the driving habits (right/left side of the road) and traffic (safety) regulations in your countries.
- What is the cheapest means of transport: bicycle, bus, train, car, plane?
- What are the favourite holiday destinations in your country?



What you could do:

- Bring your own ticket or transport card.
- Go to the tram/bus/metro stop and explain to your language partner how to buy a ticket and how you can do it online.
- Show your language partner the website of your cities public transport company – explain how to check routes, stops, timetables, etc.
- Bring two identical city maps and look for different landmarks. Then you sit back to back and your partner has to describe the way from one landmark to the other. You have to follow the instructions on your own map and check if you end up at the place your partner means to direct you to. In the next round, you give instructions and your partner has to follow them on his/her map.
- Imagine that you are organising a trip: try to figure out how long it will take, what kind of public transport you can use, how you will get tickets...
- Go to the internet and look for flights to interesting destinations – but be careful not to book them! Check for low-price offers.
- Bring a photo from a former vacation or trip and explain how you got there.

Driver's License

Many refugees might have to pass a driving test in your country, either because they want to learn how to drive or because their driver's license is not valid in your country.

What you could talk about:

- Different components and requirements for a driver's license in your country: enrolment in a driving course – theoretical lessons and practical driving lessons; first aid course; passing exams in both the theory and practice of driving; eye test; photograph.
- Costs for theoretical and practical lessons, first aid course, eye examination, issuing the driving license, etc.
- Have you already passed a driving test? What was your experience with it?
- Do you have a “dream car” that you would love to own?
- Are there any particular traffic rules that you would like to discuss?
- What do you think about the driving habits in our country?
- The importance – but also the environmental consequences – of using cars as the most popular means of transport.
- Is it necessary or practical to have a car in our town?



What you could do:

- Show your language partner the material that you used to study for your driving test
- If you have a “dream car”, bring a picture of it and explain what you like about this car.
- Have a look at a first aid set.
- Check whether it is possible to take the theoretical part of the driving test in any other languages than the official language of your country.
- Browse the internet for driving course offers.

What you could put in your toolbox:

A transport map of your town; (pictures of) different types of transport tickets; a map or a link to a website with cycle tracks; a map or a link to a website showing parking zones in the city; pictures of different places in or outside your town; a photo that you took on a vacation; some information on traffic rules and the procedure of a driving test in your; an overview of different traffic signs (or a link to a website with information); pictures related to the themes of first aid and car driving; a copy of your country traffic law; a list with websites where you can practise for your driving theory exam.



THEMATIC AREA

7. Food & Cooking

People in most European countries usually have three meals a day – breakfast, lunch and dinner. Describe your own eating habits and ask your language partner about his/her food customs and talk about similarities and differences. You can then compare your own eating habits with those of your language partner and discuss whether your habits make you typical representatives of your respective culture.

What you could talk about:

- Your favourite meals
- Traditional cuisine of your country
- Special customs such as having coffee and cake in the afternoon
- At which time of the day do you eat which type of meal (breakfast, lunch, dinner; hot, cold, sweet, savoury...?)
- Is cooking one of your hobbies?
- Where can you buy products for cooking – grocery store, markets, supermarkets...?
- The measurements you have in your country (grams, kilograms, litres, ...)
- Do you go to special shops which offer food or prepared meals from different countries?
- Which types of ingredients do you often use for cooking?
- What do you usually eat for breakfast/lunch/dinner?
- Do you drink alcohol alongside your meals?

- The consumption of alcohol in general: What is the legal age for drinking alcohol? In which situations and on which occasions do people drink alcohol?

What you could do:

- Bring a picture of your favourite food.
- Cook your favourite meals for each other.
- Write down the recipes of your favourite meals and swap them so that both of you can cook them at home. At your next meeting, you can discuss if you liked your partner's favourite meal, if you could find all the ingredients, if you tried out any new spices...
- Go to the supermarket together and see if you can find all the ingredients your language partner will need for his/her favourite meal.
- Show your language partner different specialty shops in your town (for example, Turkish stores, Chinese stores, Arabic stores, Indian spices stores, etc.)
- Play a memory game with food items and cooking items.

What you could put in your toolbox:

Pictures of traditional meals; information on how to convert measurements; pictures of food and cooking items; a recipe of your favourite meal; a cookbook; recent supermarket brochures.



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8. Culture, Traditions & Celebrations

Your partner may already have been living in your country for a couple of months and perhaps already has some experiences with your national culture. You may talk about this to find out about his/her impression of your culture so that you can start your conversation from this point. By doing this, you can clarify some unrealistic or wrong expectations that your language partner may have.

What you could talk about:

- Describe some of your national or regional traditions (celebrations, religious and private festivities, public holidays, clothing, music...).
- How do people celebrate different occasions? What type of food is served? Who is part of the celebrations? Are there some particular procedures or rituals for different occasions?
- Have you ever attended a traditional celebration in another country?
- Are you familiar with any traditions from other countries?
- What types of festive occasions exist in your town? What events do you celebrate? (Personal celebrations: our first day at school, birthdays, weddings; religious and public holidays: Christmas, New Year's Eve, Easter, name-day, baptising; national day, public holidays; further special occasions or carnivals or traditional fairs, ...)
- How closely are different traditions connected to religion?

- What celebrations are popular in your language partner's country?
- Is religion important to the majority of people in your country?
- Is religion important to you personally?

What you could do:

- Show your language partner pictures of your first day at school, a birthday party, the last New Year's Eve celebration, etc.
- Take your language partner to a celebration and show him/her what you can see and do there.
- Depending on the season you could bake Christmas biscuits together or colour Easter eggs, you can make a birthday cake, prepare food for a party or do any other activities for a forthcoming celebration.
- Do a city tour together and show your language partner the different religious landmarks in your town (a church, a mosque, a synagogue...).
- Show him/her the places in town where you celebrate your national and public holidays (a city square, a monument...).

What you could put in your toolbox:

Pictures of traditional celebrations and holidays; pictures of a birthday cake; pictures of fireworks; a list of public holidays; pictures of Christmas decorations or Easter eggs; pictures of you and your family or friends at different festive occasions.





9. Shopping & Local Currency

Shopping is an inevitable part of our everyday life. You are probably familiar with your city and you know pretty well where to find everything you need – fresh fruits, vegetables and meat, tasty bread, nice clothes, etc.

What you could talk about:

- Do you like shopping?
- What are the typical products that you usually buy?
- Where can you buy what at a reasonable price in our town (e.g. food, mobile phones, clothes, sports equipment...)
- Do you negotiate prices in your country?
- Currency – local money, tips, paying with cash or card
- What are the usual opening times of shops in your country?
- Do you have any favourite brands?
- Is fashion important to the two of you?
- What is typical fashion in your country and your language partner's home country?
- Do you have a personal style or a favourite clothing label?

What you could do:

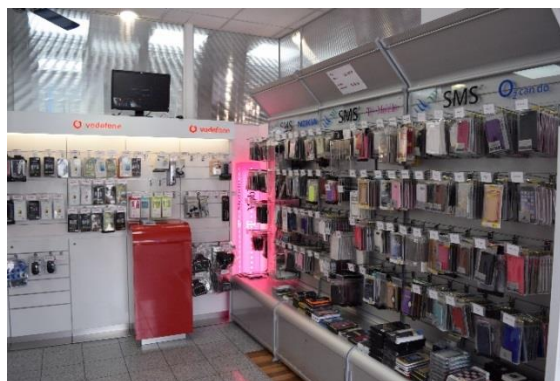
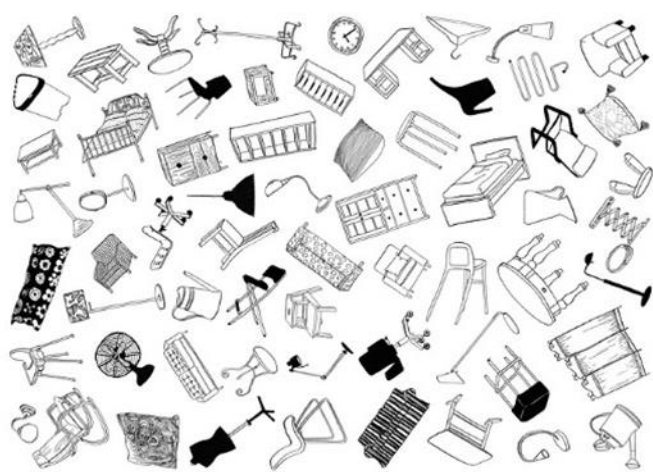
- Ask your language partner if he or she wants to buy something but doesn't know where to find it.
- Show your language partner some of the malls, supermarkets, markets, stores, second hand stores, bookstores, etc. in your town.
- Go out to do shopping together.
- Give advice about the usual times for sales.

- Recommend some local but not so expensive shops.
- Tell your language partner where you usually do your shopping.
- Use pictures of different shops and different products to discuss in which shop you can buy what.
- Collect and bring promotional material/brochures of different shops (e.g. from supermarkets, drug stores, clothing shops, electrical appliance stores...). Use the material for answering the following questions: I am celebrating my birthday – what do I need to buy for the party and how much will it cost? Or: You get 300 € as a present. What do you buy? Where do you buy it, and how much does it cost?
- Practise useful phrases, numbers and measures – “How much does it cost?”, “May I have 200 grams, please?”, “Do you have these shoes in size 42?”.

What you could put in your toolbox:

Free brochures from local supermarkets; a city map; pictures of different items of clothing; pictures of your local currency; conversion tables for measurements; free magazines from big local clothes or furniture stores.





10. Work

To have a job is important because it means to have a regular income to secure your daily life. If your language partner is interested in getting a job, you can help him/her to find information about different professions which will help him/her to make a decision and to find a job or apprenticeship.

What you could talk about:

- What are the most common and the most wanted jobs in your country and in your language partner's home country?
- Do you and your language partner have a "dream job"?
- What does a job offer look like?
- How do you write a CV and a letter of motivation?
- How to prepare for a job interview?
- How does a job interview work? What questions to expect?
- When to expect a decision after the interview?

What you could do:

- Bring some pictures of interesting/common/well-paid professions
- Look for job offers in your town or region on the internet.
- Show your language partner a CV format and discuss what kind of information should be given in the different sections.
- Show your language partner examples of letters of motivation and browse the internet for tips on how to write such a letter.

- Search for websites that give useful advice on what to do in a job interview – how to dress, how to behave, the importance of punctuality...

What you could put in your toolbox:

Pictures of different professions; newspaper with job offers; a list of websites for job offers in your town; a list of websites for career orientation, an empty CV format; a list of websites on how to write a CV and a motivation letter; a list of websites with advices on what to do at a job interview.



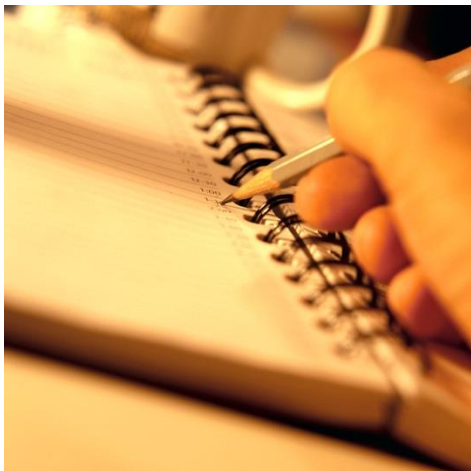


11. Further suggestions

To gain a better understanding of your partner's situation, you can swap roles and your language partner can teach you some words in his/her language. This way, your language partner can see that it is not always easy to teach someone a foreign language from scratch, and you can understand how hard it is to learn a new language while living in a foreign country. A comparison of the two languages might also be interesting.

What you could talk about:

- Do you write from left to right or from right to left?
- What does the alphabet of your respective language look like? Does it also use consonants and vowels?
- What is the usual sentence structure?
- How do you say "hello" or other basic words and phrases in your languages?
- Is there anything that you find funny or strange about your own language or that of your language partner?



What you could do:

- Collect some idioms and proverbs in your local language/dialect.
- Find out which other topics your language partner is interested in and try to find some information and material on these topics. If you need help with this, you are welcome to contact the office of the organisation that you are volunteering for.

What you could put in your toolbox:

Pictures of your alphabet; a collection of proverbs and/or idioms in your language with explanations; a list with tongue twisters.





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