



Day Centers Without Walls
No. 2019-1-EL01-KA204-062516

Good practice No1

Title	SOLIDARITY COFFEE
Implementation date	2019/03/01-2020/02/28
Institution	Jaunuoliu dienos centras(JDC)
Target audience	The community of Panevezys city.
Objective	Demolish stereotypes, prove that young people with fewer opportunities can work and communicate with the community of Panevezys.
Location /geographical coverages	Panevezys (There were also trips to other cities: Marijampole, Vilnius, Pakruojis, Upyte, Krekenava, Anykscai, and others), Lithuania
Context	
<p>The main challenge is to show that not the young person with mental disabilities need to integrate into society, but that society can come to meet these young people and have a cup of coffee with them. 5 people with mental disabilities decided to overcome this challenge. To do this, they set out the following targets:</p> <ul style="list-style-type: none"> - to break down stereotypes in the Panevezys community; - to acquire new working skills; - to develop communication skills; - to learn teamwork; - to develop a sense of responsibility; - to "infect" others with this idea. <p>SOLIDARITY COFFEE good practice has been in place for a year (2019/03/01-2020/02/28), but it is still ongoing and is planned until 2021/02/28.</p> <p>SOLIDARITY COFFEE team consists of 3 girls and 2 boys. Each member of the team has allocated responsibilities that they comply with and follow.</p>	
Stakeholders and Partners	<p>The target group of good practice is young people with fewer opportunities (people with mental disabilities).</p> <p>SOLIDARITY COFFEE is funded by the European Solidarity Corps.</p> <p>Good practice partners:</p> <ul style="list-style-type: none"> * Panevezys City Municipality Public Health Office - we participate in events organized by them, they provide us with information on healthy lifestyle, advise which drinks to provide to SOLIDARITY COFFEE guests at specific times of the year, etc.; * Panevezys Vyturys progymnasium - their community is served coffee and tea, they introduce us to the events organized by the school, shows us their performances, etc .;

	<p>* King Mindaugas Hussar Battalion - we collaborate in their events and festivals organized by the Youth Day Center, they provide us with information on the nature of their work;</p> <p>* Panevezys community family home - we cooperate in events organized by them;</p> <p>* Panevezys Juozas Balcikonis Gymnasium - in order to involve as many Panevezys city youth as possible, we go to Juozas Balcikonis Gymnasium every Friday with SOLIDARITY coffee and tea.</p>
<p>Methodological Approach</p>	<p>To achieve a successful outcome, a non-traditional SOLIDARITY CAFE was established. This cafe is unconventional in that for a cup of coffee or tea customers pay with smiles, good emotions, and communication with the founders of SOLIDARITY CAFE.</p> <p>Process:</p> <ul style="list-style-type: none"> - The SOLIDARITY COFFEE team created and produced flyers, business cards, leaflets, advertisements, cafe invitations, Facebook page SOLIDARUMO KAVA, all of which helped to attract more attention; - SOLIDARITY COFFEE team set up a menu for the cafe, that consisted of coffee, tea, soft drinks. In the menu, they included drinks that they have learned to make such as cappuccino, espresso, latte, black coffee, Lithuanian coffee, Americano coffee; the tea on the menu is made by cafe team (they made herbal blends and gave them original names); soft drinks - lemonade made by cafe team from a variety of citrus fruits; the menu also includes a special monthly coffee that comes with extra flavoring such as cream, chocolate, caramel, etc.; - The first menu was served to the guests in paper form, but the SOLIDARITY COFFEE team took the initiative to save resources and came up with a non-traditional menu - a chalkboard menu, that enabled the team to change menu suggestions more often; - The SOLIDARITY COFFEE team decided to serve coffee and tea twice a week (11 am to 12 pm), such times and days were chosen to allow for other organized activities and events that the team could then also attend with mobile equipment - SOLIDARITY COFFEE mobile table/bar, coffee makers; - as the café space is not large enough to accommodate a big number of people at once, the SOLIDARITY COFFEE team decided to only welcome guests to the cafeteria after pre-registration; - anyone can register to visit SOLIDARITY CAFE, the cafe team is very communicative and can socialize with anyone at the cup of coffee. Since the café is on the fifth floor, there is an elevator for easier access; - People who want to sign up for SOLIDARUM COFFEE can see the cafe's busy calendar, which is posted on pjd.lt and the SOLIDARUMO KAVA Facebook page, both showing busy and free dates for guests. Once you

	<p>have chosen a date, people can contact the cafe team on their Facebook page SOLIDARUMO KAVA or the mobile cafe number;</p> <ul style="list-style-type: none"> - Each member of the staff team has their responsibilities while serving guests: when a guest comes, one member of the team greets him/her, and shows the menu from which he/she can choose a drink; another member of the team takes the order and passes it on to the member responsible for the preparation of the drinks; after the drinks are made, the member of the team responsible for serving the order will serve it to guests according to all the etiquette rules learned during the educational programs and activities; one of the team members will be responsible for carrying out interesting conversations with the cafe guests, describing the project for the guests; when the guests finish their drinks, the team member who has served everything, collects the cups and cleans the table; the other member is responsible for the SOLIDARITY COFFEE guestbook, which is given to the guests to sign; after all, the member which greeted the guest must accompany them out; - Our team has a very flexible approach to work: when possible, the café is open on other days and the team is going to events, conferences in other cities; - Facebook page SOLIDARUMO KAVA has been created, where information about good practices and teams experiences are shared and where guest can register; - Guests, attended events, conferences and trainings are described in the SOLIDARITY COFFEE Activity Log.
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Impact

These good practices have a positive impact on both the SOLIDARITY COFFEE team and the Panevezys community.

The SOLIDARITY COFFEE team has gained a lot of work experience: team members have learned how to independently use coffee machines, to serve tables, to serve guests, to organize their workplace. The team has acquired a lot of communication skills: since the café is very popular, the team has the opportunity to interact with different people on a variety of topics, and through participation in city events, young people became more familiar with the diversity of people and culture in the city.

The Panevezys City community, after the good practices started, came with great curiosity to the SOLIDARITY CAFE and invited the team to various events. Although currently, people come not only to quench the sense of curiosity, they also choose SOLIDARITY COFFEE to socialize with the team. The Panevezys community sees that young people with fewer opportunities can use their acquired skills in the workplace, follow their responsibilities and interact with everyone who comes. There are some people, that think that something is wrong, that doesn't understand why drinks are shared for a smile, not for money, but after talking with the team and figuring out the purpose of this good practice, people understand what it is all about and come back again!

The team members with so much experience can be mentors to another team of good practices that can extend the idea of SOLIDARITY COFFEE.

Replication Factors and Replicability	<p>It is planned to expand the good practice by carrying out and participating in more special day promotions (St. Valentine's Day, Easter, Family Month, Christmas).</p> <p>To involve as many young people as possible in Panevezys city. To cooperate more often with schools and gymnasiums of Panevezys city. Increase cooperation with other youth organizations (Open Youth Area, Open Youth Center).</p> <p>Create and incorporate more innovations into the SOLIDARITY COFFEE menu for guests to enjoy.</p>
Lessons learned	<ul style="list-style-type: none"> - Ability to start a conversation first; - Ability to communicate with people of all ages; - Acquiring working skills that provide more autonomy; <ul style="list-style-type: none"> - Improvement of computer literacy (use of social networks, writing of thoughts, creation of business cards, leaflets, etc.); - Ability to express one's ideas and thoughts; - Teamwork; - Emphasizing that everyone in the team is important and unique.
Summary	<p>* Most people in the Panevezys community are not afraid to approach a person with a disability and have a cup of coffee with them. People and organizations invite the SOLIDARITY COFFEE team not only to share coffee and tea but also to learn about the history of good practice, the "birth" and continuity of the idea - https://pjdc.lt/wp-content/uploads/2019/03/SOLIDARUMO-KAVIN%C4%96S-veiklos-%C5%BEurnalas.pdf</p> <p>* The team has gained a greater sense of responsibility. This is evidenced by the availability calendar, which allowed the team to prepare for work on time - https://docs.google.com/spreadsheets/d/151_Ru7DKRv2QjSGmPtAAxS-eoLsepDfFB4QsWdq-ttl/edit#gid=840705331</p> <p>* Thanks to social networks, the team was able to spread the promotions of the cafe more widely on Facebook - https://www.facebook.com/Solidarumokava/?eid=ARBzs_fmeYh-GjlCqsw_ZteFrWn77guBmuocr-1tVTTFVqgpPQgT-1jaMR_PqOSU0v6VnNkeHKIDmk</p> <p>* Promotions were also carried out through the Youth Day Care Center Facebook account - https://www.facebook.com/Jaunuoli%C5%B3-Dienos-Centras-323700284494685/ and the Youth Day center Instagram account - https://www.instagram.com/jaunuoliu_dienos_centras/</p> <p>* Movies about the good practices have been created and posted on Youtube - https://www.youtube.com/watch?v=u5XbV08XfcA https://www.youtube.com/watch?v=WhvjFAVDP30 https://www.youtube.com/watch?v=JFmxqOnTtDO</p>
Contact details	<p>Jaunuoliu dienos centras Kranto 18, LT-35173, Panevezys, Facebook page - SOLIDARUMO KAVA / phone number +37060376325.</p>

Related resources that have been developed	<ul style="list-style-type: none">- Educational programs were organized in the cafe;- A trip to the Vilnius Coffee Festival, where the team learned more about coffee-making methods, coffee types, etc .;-Created business cards, leaflets, invitations to SOLIDARITY CAFE;- Created video clips on Youtube.
Keywords	#solidarumokava #stereotipai #negalia #bendruomene