



bringing effective help  
to the community

What can  
be done  
about the  
unhappiness  
and  
suffering  
in this  
world?



# Introduction



**W**e live in a world fraught with crisis. Whether caused by terrorism, war or natural disasters, these incidents of human catastrophe generate massive uncertainty, insecurity and fear. Even those not directly affected by the violence experience increased stress and anguish.

There are also the factors of religious and racial intolerance — all leading to an atmosphere of distrust, tearing away at the very fabric of our communities. The public eye focuses upon immigration with the suspicion that foreigners may import social ailments. The news media daily paints a political portrait of corruption and cynicism. It all combines to create a dangerous social situation.

Another factor destroying man's trust in his fellow man is criminality. Whether it be organised crime or the random acts of angry gang youths,

our courts and police do their best to separate the criminals from the populace and prevent damage and mayhem, but how do we make people feel safe again? How do we stop the next generation of criminals from forming?

Woven into these already complex problems are the more personal crises of individuals — the twin plights of unemployment and poverty, both desperately in need of effective solutions. Entire cities and nations have disintegrated because of these factors; history is littered with examples. If economic security is to be achieved, these personal emergencies must be adequately dealt with as well.

And these issues do not even begin to touch upon the tremendous costs to society stemming from unhappiness, prejudice and illness — exigencies that affect millions every day.

Are these the inevitable consequences of so-called modern society, or can something be done about it?

# The Volunteer Minister Programme

A grass-roots movement extending help worldwide

For more than a quarter century, the Volunteer Minister programme has crossed national, racial, political and religious boundaries in more than 150 countries to help people deal successfully with the upheavals of existence and restore order, dignity and happiness to their lives.



*Volunteer Ministers, assembled for the opening of the travelling "Something can be done about it" pavilion in Copenhagen, make the helping technologies of L. Ron Hubbard broadly available to people of that country.*

**T**he answers to so many of the problems that surround us in society are as close to you as your local Scientology Volunteer Minister, who has been called upon time and again to bring effective help and practical solutions to their fellow man, whether it be for a national crisis or a personal one.

For more than a quarter century, the Volunteer Minister programme

has crossed national, racial, political and religious boundaries in more than 150 countries to help people deal successfully with the upheavals of existence and restore order, dignity and happiness to their lives.

Scientology Volunteer Ministers know how to help in times of crisis — be they in the form of personal, family, career, job, business, governmental or natural catastrophes. They are equipped with specialised



“In recognition of the Volunteer Ministers of the Church of Scientology.... Generously offering assistance and help to people in need, the Volunteer Ministers are creating a better world.”

— Alderman for Security and Civil Protection  
City of Milan

knowledge and a wide range of skills that can alleviate and resolve many of the major sources of travail.

(See “Volunteer Ministers — Compassion for Others,” p. 20.)

These volunteers take seriously their responsibility for the condition of their communities. They are constantly vigilant, keeping a caring eye on those who might need a hand. When alerted — be it by a friend, a neighbour, their city, or

their nation — they never hesitate to rise to the challenge and provide assistance.

In establishing the Volunteer Minister programme in the mid-1970s in a response to rising crime and violence in society, L. Ron Hubbard, founder of the Scientology religion, provided society with tools for helping and practical solutions based on understanding and compassion — and he made them

available for use by Scientologists and non-Scientologists alike.

Thus was born a broad-based movement of individuals from all walks of life dedicated to providing practical assistance to others in communities around the world. By applying fundamental Scientology techniques for helping, which anyone can use, Volunteer Ministers embody the truth that, when Scientology is used, conditions improve.

# L. Ron Hubbard

Providing effective tools  
to help others help themselves  
– and those around them

“I like to help others and count it as my greatest pleasure in life to see a person free himself of the shadows which darken his days.”

— L. Ron Hubbard  
Founder of the  
Scientology religion

Throughout four decades of seminal discoveries into the spiritual nature of man, L. Ron Hubbard continually sought to address the issues of *cultural* decline as well.

To specifically that end, he developed the benchmark of all drug rehabilitation programmes — now broadly recognised for unparalleled results by governments world over. Addressing the crisis of ethics and justice, he further developed a criminal rehabilitation programme presently at work in 23 countries, where it has returned self-esteem to more than 45,000 inmates worldwide.

Noting the correlation between illiteracy and criminality, Mr. Hubbard also developed a technology of study. By 1971, that work had sparked an international movement to dramatically improve the quality of education. Through nearly 500 groups in 56 nations, more than 66,000 teachers and 3 million students have been helped by Mr. Hubbard’s groundbreaking learning technology.

Then, in 1972, Mr. Hubbard

embarked upon a series of sociological studies in New York City, an area in which he had once lived but had not visited for over 12 years. What he found was most disturbing — societal ruins had degenerated uncontrollably, resulting in a widely uncaring, depowered population bereft of moral values. Violent crime — most of it drug related — had increased more than five hundred percent. Divorce rates had quadrupled and teenage suicide had risen an additional two hundred percent.

Investigating the possible causes of these distressing trends, Mr. Hubbard discovered that amorality had risen in direct proportion to the decline of the influence of religion in society.

As he stated it:

“The great religious civilizing forces of the past, Buddhism, Judaism, Christianity, and others, have all emphasized differentiation of good from evil and higher ethical values.

“The lowering of church attendance...coincided with a rise in pornography and general immorality, and an increase in



crime which then caused a rise in numbers of police without a subsequent decline in actual moral aberration.

“When religion is not influential in a society or has ceased to be, the state inherits the entire burden of public morality, crime

and intolerance. It then must use punishment and police. Yet this is unsuccessful as morality, integrity and self-respect not already inherent in the individual, cannot be enforced with any great success. Only by a spiritual awareness and inculcation of the spiritual value

of these attributes can they come about. There must be more reason and more emotional motivation to be moral, etc., than threat of human discipline.

“When a culture has fallen totally away from spiritual pursuits into materialism, one must begin by demonstrating they are each a soul, not a material animal. From this realization of their own religious nature individuals can again come to an awareness of God and become more themselves.”

From this humanitarian perspective, Mr. Hubbard formulated *The Volunteer Minister's Handbook* (now titled *The Scientology Handbook*), a comprehensive work providing all the various solutions he had developed in answer to the wide range of human travail. While the tools it contains are derived from his deeper research into the spiritual nature of man — the fundamentals that comprise the Scientology religion — anyone of any faith may utilise these practical answers to resolve any crisis, whether personal or national in scope. (See “Volunteer Ministers — Compassion for others,” p. 20.)

# Answering the call

Providing selfless support  
across Europe and the world

Fast action and the ability to help bring Volunteer Ministers to the fore during crises large and small. From floods in central Europe to earthquakes in Japan, Turkey, Greece and Italy; from Chechnyan refugee camps and Caribbean hurricanes to the World Trade Center collapse, their selfless support and practical help have been felt in all corners of the globe.



Denmark

**T**he Volunteer Minister knows something can be done about it because he is trained to provide effective help. Today all Volunteer Ministers have a reputation for helping that precedes them wherever they go, and whenever something *effective* needs to be done, they can be counted on to do it, and quickly.

Witness the respect for the Scientology Volunteer Ministers' rapid response to urgencies in Italy, where in 2002 volunteers rushed to the earthquake-stricken Molise region. Immediately they sprang into action, distributing food, providing shelter, administering "assists" and helping to raise morale and create a secure environment. Developed by Scientology founder,



England

Greece

New York

L. Ron Hubbard, these assists are simple procedures to help another individual overcome an emotional upset, stress, trauma, and even alleviate pain and discomfort from illness, injuries or operations. Assists are not a substitute for medical treatment. They address the *spiritual* aspects of these conditions, enabling a person to recover more easily.

In November 2002, the Volunteer Ministers repeated their good deeds, coming to the aid of flood relief teams in the Friuli-Venezia Giulia region.

As their pattern of local Volunteer Minister projects took shape, so did their organisation. Officially, they established themselves as a local association entitled "Volontari di Protezione



Turin, Italy

“The volunteers of the Church of Scientology ... have shown great solidarity towards our people ... in the circumstance of the October–November 2002 earthquake.... To your association, my personal thanks; the communal administration and all the Santa Croce di Magliano citizens will not forget such demonstrations of care.”

— Mayor Giovanni Gianfelice  
Santa Croce di Magliano



Plymouth, England

Civile della Comunità di Scientology” (Scientology Community Civil Protection Volunteers) or “Pro.civi.co.s.,” as they are known.

Soon this team became an integral part of the coordinated provincial civil defence associations. As part of a Piedmont Region coordinated civil defence drill called “River Friend,” the Volunteer Ministers played an important part in flood prevention by cleaning riverbanks of rubbish and fallen branches.

All the while, Pro.civi.co.s. members completed their Red Cross first aid training and, with the group’s contributions proving so beneficial, Pro.civi.co.s., in May 2003, was included in the National Register of the Civil Defence Department, which is directly under the chairperson of the Council of Ministers. This authorised Pro.civi.co.s. to operate nationwide in the interest of civil defence.

And not a moment too soon. In August 2003, undetonated bombs — remnants of World War II — were found in three different locations in Turin. The city called upon numerous organisations, including the Church’s Volunteer Ministers, to

help care for the predominantly elderly residents who were forced to evacuate, while the army dismantled the bombs. Afterwards, Turin’s mayor expressed his gratitude to the full team of civil defence associations. In no uncertain terms, he said of Pro.civi.co.s.: “The Volunteer Ministers of Pro.civi.co.s. are unique volunteers that are really expert in handling and controlling people and they avert danger in doing so.”

This story repeated once again in February 2004. Another undetonated World War II bomb was found in a residential area. Again the Volunteer Ministers were among those volunteer groups requested by Turin’s mayor to assist. Fifteen Volunteer Ministers helped evacuate the residents, provided them with shelter and handled their immediate needs while authorities removed the bomb. Then, they orchestrated the safe return of residents to their homes.

The fast-action response of Volunteer Ministers proved useful, as well, in Russia. In 1999, two explosions ripped through different apartment buildings in the centre of Moscow within a space of just five days. The second explosion claimed

*The plight of several thousand women, children and old men waiting out the Chechnyan war in the tent cities of Ingushetia has been eased by the arrival of teams of Russian Volunteer Ministers — bringing relief, courage and new hope to the inhabitants.*



Russian Volunteer Ministers



Ingushetia refugee camp

**“I consider the work of [the Volunteer Ministers] group very necessary and useful.”**

— Ministry of Emergency Report (Russia)



Moscow hostage crisis

120 lives. Moscow’s Volunteer Ministers provided logistical support to rescuers, and administered spiritual assistance to victims and emergency relief teams at both sites.

When a nine-story St. Petersburg apartment building collapsed, the resultant physical and emotional trauma was intense. The diligence of Volunteer Ministers at the

Moscow explosions was not forgotten. St. Petersburg Emergency Response officials turned to their local Volunteer Ministers for backup and within an hour, the Volunteer Ministers were giving assists to several dozen disaster victims. Additionally, they worked through the night to aid emergency teams in containing the confusion



Prague, Czech Republic

*Hundreds of Volunteer Ministers across Hungary, Germany and Czech Republic contributed to disaster relief during the devastating floods of 2002. Their effective organising and implementing of relief activities earned acknowledgment from Prague officials (left), who requested their continued assistance after other volunteers returned home.*

“We highly appreciate the immediate help and selfless support your volunteer ministers, and the Church of Scientology as a whole, gave us while eliminating the consequences of the flood disaster of our capital city, Prague.”

— Lt. Colonel Dalibor Gosman  
Director, fire brigade rescue team, Prague, Czech Republic



Flood relief, Czech Republic



Tornado disaster, Oklahoma City

and to help those who had lost their homes find shelter.

These examples are, by no means, isolated requests for the help of Scientology Volunteer Ministers.

Heavy rains across central and eastern Europe caused the massive 2002 flooding, the likes of which had not been seen for centuries. The catastrophe killed more than

100 people and forced the evacuation of hundreds of thousands. Historic city centres in eastern Germany, Hungary and Czech Republic were devastated. Other regions that were affected included areas in Austria, Slovakia, Romania and even Russia.

In Czech Republic, the torrential rains caused the Moldau River to

overflow and deluge the many cities along the river. The resulting damage from the rains and flooding caused on the order of € 2.4 thousand million in damage, claimed the lives of sixteen people and left an estimated 30,000 people homeless. With fellow Volunteer Ministers in Budapest and Germany already in action, the Volunteer Ministers in Czech Republic banded together to divert the floodwaters. Working side by side with — and organising — the other local citizens who had come to help, they worked day and night at the river banks, filling sandbags and transporting them along “human chains” to barricade large sections of businesses and homes.

Meanwhile, Prague’s Centre for Floods called upon the Volunteer Ministers to aid in evacuating the homes along the river. The first evacuation centre at a school was soon filled with evacuees. A second school, and then a third, were established as back-up centres. Meanwhile, activities continued at the floodwaters, where Volunteer Ministers and others feverishly built more sandbag barriers.

Soon, the flooding was contained. And while other civilians

returned home, the Civilian Disaster Coordinator asked the Scientology Volunteer Ministers to stay on, because they were so well organised and the city was still in a state of shock. Working hand in hand with emergency service personnel, the Volunteer Ministers thus continued to assist in relocating people whose homes had been flooded and in helping to restore order to the city.

Lieutenant Colonel Dalibor Gosman, Director of Prague’s fire brigade rescue team, graciously thanked the Volunteer Ministers, stating: “We highly appreciate the immediate help and selfless support your volunteer ministers, and the Church of Scientology as a whole, gave us while eliminating the consequences of the flood disaster of our capital city, Prague.

“Your help was of higher significance, as the crisis with its unprecedented magnitude went beyond all our experience up to now. The integrated rescue team, as well as the fire brigade rescue staff of the capital city, Prague, wouldn’t have been able to, without your help, get all the necessary work done without mental and physical exhaustion of the staff. Had we not had your help,

**“I want to convey thanks for the good work of the Volunteer Ministers of the Scientology community.**

**“Your endeavour to bring about serenity, tolerance and new trust in confronting life, even in calamities and difficult situations, is undoubtedly a task of vital importance, especially considering the growing impulse towards peace that is felt by all of us.**

**“The town of Turin needs volunteers like you, who dedicate yourself and volunteer time and energy towards solidarity and civil diligence. For this I thank you and welcome you warmly.”**

— Lucia Centillo, Councillor, Piedmont



Bush fires, Australia

*Scientology Volunteer Ministers worked alongside fire fighters combating bush fires that burned 12 million acres in Australia. Providing relief-giving assists, the volunteers were soon requested by fire department officials to train their own staff on the procedures. When earthquakes in Colombia left 10,000 homeless, Volunteer Minister teams provided spiritual assistance to the traumatised and helped distribute water and supplies (below).*

**“The hundreds of volunteers trained in these technologies gave effective relief to the emotional and physical tensions of thousands of victims in refugee centres established all over the country.”**

— Colonel Enrique de la Concha, Chief of Instruction and Operations Section, 3rd Infantry Division, Ministry of Defence of Venezuela



Earthquake relief, Colombia

which I appreciate enormously, the consequences would have been much worse.

“Therefore...please allow me, as the director of the fire brigade rescue corps of the capital city of Prague, to thank you very sincerely, on behalf of all the firemen and rescuers.

“At the same time, I would like to ask that you pass on our thanks and expression of respect to all your Volunteer Ministers who participated in the work among rescuers and evacuation centres, for their dedication, personal courage and excellent cooperation with our professional teams.”

When terrorist bombings at three train stations in Madrid killed 191 people and injured more than 1,400 in March 2004, twenty Volunteer Ministers rushed to the disaster site, providing assists to the injured victims and family members who had lost their loved ones.

In the United States, Southern California wildfires raged out of control in November 2003, with more than 100,000 people forced to evacuate their homes — many of them permanently. Twenty-two people died, one of them a fire fighter. Worst hit was San Diego

County, where two of the fires combined to create a wall of flame 40 miles long, and would devour some 273,000 acres. Volunteer Ministers were soon called into action.

Emergency assistance teams at Gillespie rescue base in San Diego quickly saw how competent and hard working the Volunteer Ministers were, and as a result, officials began to entrust them with more demanding duties. After just a few days, the Volunteer Ministers were put in charge of all traffic control and information services — a critical factor, as it meant fire fighters and police could tend to front-line casualties. And of course, assists were administered wherever needed.

After several 18-hour days at Gillespie, the leader of the Volunteer Minister team was called into the office of Luke Sandoval, a California Department of Forestry (CDF) official on the emergency base. He told her, “I have been working for CDF for over 30 years and we have never had an operation run so smoothly and the morale of not only the fire fighters but the administrative personnel be so high!”

*Scientology Volunteer Ministers provided thousands of hours of assistance to the fire fighters and victims of fires that swept through Southern California in 2003 and were applauded for their actions by state and national officials, including the mayor of San Diego and the governor of California.*



San Diego, USA



San Diego, USA

**“They are by far the most professional and dedicated volunteer group I have ever seen.”**

— Rolando Ricasa, assistant base camp manager, San Diego (USA)

The value of the work of the Volunteer Ministers was later recognised and applauded by many, including the head of the Federal Emergency Management Authority (FEMA), White House staff, the Governors of California (both incoming Arnold Schwarzenegger and outgoing Gray Davis) and the mayor of San Diego, among others.

Rolando Ricasa, an assistant base camp manager who had watched, firsthand, the Volunteer Ministers in operation at the base camp, said, “They are by far the most professional and dedicated volunteer group I have ever seen.” Ricasa said the Volunteer Ministers were “amazingly effective” in helping to put order into a chaotic situation.

Los Angeles, USA





# Effective help and dedication at Ground Zero

Hundreds of Volunteer Ministers joined rescuers in the international relief effort

“The organisation, the caring, and the dedication of your Volunteer Ministers were exceptional, and very much appreciated, and will long be remembered by those who received their help... I cannot thank the Volunteer Ministers enough.”

— Police Chief Joseph Esposito  
New York Police Department



In New York City, Volunteer Ministers from throughout the U.S. and as far away as Hungary provided effective help at a time when it was most needed, as the entire world witnessed. Within hours of the World Trade Center collapse, Volunteer Ministers were on the scene, working around the clock to provide food, clothing, gear and other necessities to rescue crews. They gave assists to exhausted police and fire fighters overcome with

stress, fatigue and shock, and provided help and succour to those people whose friends and family were lost in the tragedy.

While rescue and recovery efforts continued for weeks on end, the Volunteer Ministers never faltered in their around-the-clock assistance. In fact, as order was re-established in the surrounding areas, and the disaster zone cordoned off, the Volunteer Minister team was one of only three relief groups allowed to enter the site.



and the Chief of the Department since August 2000, singled out the Volunteer Ministers for their assistance, praising their vital contribution to the World Trade Center relief effort:

“The organisation, the caring, and the dedication of your Volunteer Ministers were exceptional, and very much appreciated, and will long be remembered by those who received their help... I cannot thank the Volunteer Ministers enough.”

The results of their care at Ground Zero are evident today in the following words of gratitude — from both those who survived the devastation and those who worked in its wake.

“We get a lot of credit,” said one New York police officer. “But I think a lot of the credit has to go to the people on the outskirts, such as the Scientology minister volunteers that provided us with comfort while we were down there, at a time when we needed it — probably more than most people understand or realise.”

“What I witnessed with the Scientology ministers I have never witnessed with any of the other organisations,” said a Manhattan emergency medical technician. “Even the fire department in the beginning — the ambulance personnel — were not available. Who was available from the beginning were the Scientology ministers.”

**“Your continued support and assistance is invaluable. Every person, without exception, who has passed through these doors from the Church of Scientology has been extraordinary. Words of thanks are inadequate and escape me.”**

— Co-executive director,  
Cantor Fitzgerald  
Relief Fund

In fact, a *New York Times* news service account of Ground Zero activity reported, “When many volunteers were asked to clear out over the weekend, the Scientologists were allowed to stay, working alongside groups like the American Red Cross and the Salvation Army.”

Later, speaking on behalf of the thousands who comprised the Ground Zero relief corps, Police Chief Joseph Esposito, who has been with the New York Police Department for 35 years

“Your continued support and assistance is invaluable,” wrote the co-executive director of the Cantor Fitzgerald Relief Fund, established for the families of the more than 700 company employees who lost their lives at the World Trade Center. “Every person, without exception, who has passed through these doors from the Church of Scientology has been extraordinary. Words of thanks are inadequate and escape me.”

# Providing help everywhere toward a better world

AMONG THE MAJOR GLOBAL INCIDENTS OF THE LAST 15 YEARS VOLUNTEER MINISTERS HAVE RESPONDED TO:

- The San Francisco earthquake in 1989.
- The Los Angeles riots in 1992.
- Floods in Italy in 1994.
- The earthquake in Kobe, Japan in 1995.
- A gas explosion in Korea in 1995.
- The 1995 Oklahoma City bombing.
- The 1995 Jakarta earthquake.
- Floods in Venezuela in 1997.
- Chechnya war zones in 1997.
- The 1999 earthquake in Turkey.
- The Nicaragua hurricane in 1998.
- Oklahoma tornadoes in 1999.
- Washington, D.C. and New York City terrorist attacks in 2001.
- The Ahmadabad, India earthquake of 2001.
- Australian bush fires at the close of 2001.
- The European flood of 2002.
- The Moscow theatre siege in 2002.
- The Italy earthquake and school collapse in 2002.
- The Santa Fe, Argentina floods in 2003.
- Venezuela's civil unrest in 2003.
- The Southern California wildfires of 2003.
- The Madrid terrorist attacks of 2004.



Providing assist training, Johannesburg, South Africa

**O**n 28 May 1995, Sakhalin Island on the Pacific coast of Russia was violently hit by an earthquake with a magnitude of 7.6. The northern city of Neftegorsk was almost completely destroyed; the death toll a devastating 60 percent,

with only 1,189 people left alive out of a population of 3,000.

It was into this scene that the Ministry of Emergency flew a team of nine Volunteer Ministers. They aided in providing food, water and blankets to victims of the earthquake and worked tirelessly to bring them out of

*When a deadly earthquake rolled across western Turkey's heartland in 1999, killing more than 2,000 people and injuring 10,000, local Volunteer Ministers teamed with others from Hungary and Germany to assist the survivors to overcome the tragedy and take back their lives.*



Earthquake aid, Turkey

shock by delivering hundreds of assists. Their efforts to help the island's inhabitants reconstruct their homes and rebuild their lives was commended by local emergency personnel; in fact, a senior official in his report to the Ministry of Emergency in Russia said, "I consider the work of this group vital and very useful."

On the other side of the world, in the southern hemisphere, Johannesburg was the seat of the 2002 United Nations World Summit on Sustainable Development. Due to recent terrorist attacks, tensions were high and 2,600 out-of-town policemen were ordered to come to the summit site and provide extra security. Because of the stress levels of those working the security detail, the South African Police Service (SAPS) called upon local Scientology Volunteer Ministers to provide assists to the policemen on duty to help relieve strain and anxiety. The assists proved so effective that many police officers personally requested further services of the Volunteer Ministers, including

assists and other tools.

In appreciation of the help provided by the Volunteer Ministers, one of the SAPS officials wrote, "I would like to thank you and your group of volunteers who came to the rescue of our police officials who were tasked with policing the [World Summit on Sustainable Development]. I have no doubt that this has also contributed to the success of security at the summit."

Based on the Volunteer Ministers' success at this convention, Johannesburg officials subsequently requested that local precincts be trained in the technology used by the volunteers. In January 2003, a programme was launched to train South African police officers on these methods, as laid out in *The Scientology Handbook*. Of primary interest was the section that dealt specifically with how to resolve conflicts. To date, more than 30 workshops have been held in eight Johannesburg police precincts, with rave responses from the police officers.

"I would like to thank you and your group of volunteers who came to the rescue of our police officials who were tasked with policing the [World Summit on Sustainable Development]. I have no doubt that this has also contributed to the success of security at the summit."

— Official of the South African Police Service (SAPS)  
Johannesburg, South Africa

Copenhagen, Denmark



# Volunteer Ministers reach out

## Providing solutions across the continent

In 2002–2003, travelling teams of Volunteer Ministers visited 61 cities across Europe. They brought aid directly to those neighbourhoods and town squares, helping more than 283,000 people.



*To bring the good news and practical methods of help to all citizens of Europe, Scientologists have sponsored travelling training pavilions where free services and training are provided to the public. All who visit these bright yellow tents learn that "Something CAN be done about it."*

In response to the increasing demand for their aid, teams of Volunteer Ministers set up centres in city squares across Europe in 2002. They joined together under the banner "Something Can Be Done About It." Each centre was housed in a large yellow tent where people could view presentations on the tools of a Volunteer Minister (see "Volunteer Ministers — Compassion

for others," p. 20), receive assistance with their problems and learn how to help others. The movement began in the United Kingdom and travelled throughout the rest of Europe, reaching 25 cities. In total, close to 3,000 Volunteer Ministers worked to help 103,000 people with the know-how contained in *The Scientology Handbook*.

With the success of the 2002



efforts, larger goals were set for 2003. Instead of the two tents that housed their first exhibits, the Volunteer Ministers would use seven travelling pavilions, each composed of three interconnected tents. The 2003 Volunteer Minister tour started in Denmark and visited the United Kingdom, France, Germany, Italy, Russia and Hungary. It travelled 20,000 miles, through 36 more

cities, bringing help to more than 180,000 people. In all, over the 2002–2003 period, the Volunteer Ministers visited 61 cities and brought help to 283,000 people.

In response to the tremendous reception given the Volunteer Ministers and the demand for the solutions they offer, all Scientology Churches have now organised Volunteer Minister chapters to

serve their communities. Their message — and demonstrations — of effective help will this year be exhibited in 46 cities across Europe and 139 internationally. Globally, Volunteer Ministers will be available for help in over 5,000 metropolitan centres — and for one simple reason: People today are looking for solutions. Volunteer Ministers can provide them.

# Volunteer Ministers

## Compassion for others

“A Volunteer Minister is ... a person who on a strictly volunteer basis helps out his fellow man by providing simple, basic counselling to people he meets to assist them in overcoming difficulties they may be having in life.”

— L. Ron Hubbard



Germany

**M**ost people have the desire to help. Often, they don't know how.

How have Volunteer Ministers overcome this? What do they know and what can they do? As L. Ron Hubbard describes them, each is “a person who on a strictly

volunteer basis helps out his fellow man by providing simple, basic counselling to people he meets to assist them in overcoming difficulties they may be having in life.”

*The Scientology Handbook*, an 850-page volume based on the works of L. Ron Hubbard, covers

Today, Volunteer Ministers give their aid in countries around the world — more than 15,000 of them trained to improve their communities and the world as a whole.

Internationally, in the past year, some 3,000 individual Volunteer Ministers reported an estimated 1,065,000 hours of volunteer service to their communities, helping people and teaching them the skills they need to overcome life's barriers.



Taiwan



Colombia

the basic skills of a Volunteer Minister. They comprise 19 subject areas taken from his writings, ranging from simple, basic spiritual counselling techniques to organisational methods first developed by Mr. Hubbard in the administration of Scientology churches. Each

subject equips the Volunteer Minister with the information and skills most needed in any given non-optimum situation. For example:

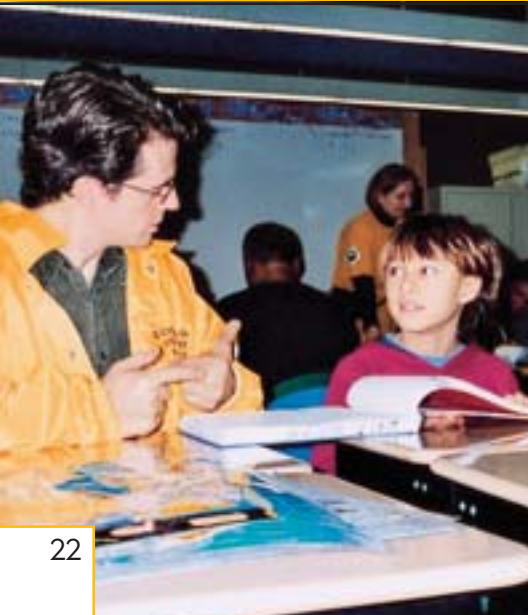
■ People can get hurt in the business of living. They can suffer losses and other traumas. The medical profession plays a vital

*Scientology Volunteer Ministers are equipped to improve conditions in any situation they encounter — from simple, basic spiritual counselling to organisation methods that bring order to life and work. The helping technologies they employ can be learned by anyone.*



“I have been witness to the application of Scientology and have personally administers to others with amazing results and to their great benefit.”

— Dr. M.K. Moschidis,  
Professor of Sociology,  
University of Athens



role in the repair of physical injuries and illnesses; the Volunteer Minister is trained to deliver simple spiritual counselling procedures called “assists” to deal with the emotional or spiritual issues that frequently accompany such trauma.

■ The day-to-day process of living often gives rise to ethical dilemmas for which there does not seem to be a ready solution. These include problems in interpersonal relations — marriage and the raising of children; how to get along with others; how to communicate to people; how to

know whom to trust. Volunteer Ministers help people learn basic approaches to these problems.

■ What of the friend or relative hooked on drugs? Volunteer Ministers can help here, too, applying specific methods developed by Mr. Hubbard.

■ How about the son or daughter with trouble studying? Many educational “systems” have been developed to teach students the subjects of arithmetic, reading, writing, history and more. Omitted has been a system to teach students how to study. A Volunteer Minister can take a student who has not been taught how to learn and help him or her fully comprehend and apply anything they study. This can make all the difference to the dreams and aspirations of future generations.

■ Volunteer Ministers know the fundamental and natural law of human interaction that explains why conflicts between people are so often difficult to unravel and remedy. They apply this law to help individuals, groups or even

countries resolve their differences and restore peaceful relations.

■ Very often, when a Volunteer Minister team is called in to assist in a disaster or other emergency, the team is asked to provide logistical support to rescue workers.

Volunteer Ministers are trained in basic administrative skills: how to organise an activity; the setting and achieving of short, medium and long-range goals; the methods for finding the causes for good or bad situations and how to remedy them. Not only are Volunteer Ministers skilled in these areas, they are equipped to teach these methods to others to help them overcome similar situations in their daily lives.

Scientology Volunteer Ministers open their doors to everyone. The technologies they apply can be learned by all. A command of these tools instills a sense of hope and certainty in individuals that effective solutions *do* exist, and they *can* improve their own lives and the lives of others. They then begin to uphold and embody the very motto of the Scientology Volunteer Minister: “Something *can* be done about it.”



“I discovered Scientology a few months ago in Lisbon. I worked in a shop in the city near where the Scientology Volunteer Minister tent was set up. Each day I saw this big yellow tent with ‘Scientology Volunteer Minister’ on it and, while I didn’t understand the meaning of the words, it attracted my attention.

“On the third day, a person invited me into the tent. The moment I walked in I thought, ‘This is what I have been looking for. This is what I want to do.’”

— Deanna Santos  
Volunteer Minister

# Volunteering

## The measure of success

“I am the luckiest person in the world to have met a Volunteer Minister of the Church of Scientology.”

— K.S.



**B**ecause of the vast breadth of know-how Scientology Volunteer Ministers have and use, they are able to help with almost any travail that may be afflicting someone. Whether helping a troubled child, assisting a person with communication difficulties, or working with an executive to find out

why his company is failing, a Volunteer Minister can bring relief, understanding and ultimately, success.

As volunteers seek to help individuals in a variety of ways, the improvements achieved are endless, yet each yields a common outcome — happiness, hope and gratitude:

I am very happy that Volunteer Ministers exist, to whom people can go at any time. I am happy that in today's material world, when everybody is complaining that goodwill is dead, I found out that here, it is not so." — C.R.

Life with my three kids was a living hell. What happened? Those beautiful babies and cute kids were now turning into out-of-control monsters. I wondered how it got so bad. I blamed myself.

"A good friend of mine saw me 'drowning' and threw me a lifesaver. It was the phone number of a Volunteer Minister. I called her up. She understood what I was going through and calmly and smoothly helped me put order into my life and got me taking responsibility for the situation. It wasn't me against them anymore. We became a team — a family. She gave me a booklet called 'Children' and said I'd find the answers to happy children inside it. She was right! Because of this I recovered 3 'best friends' and made another one — a wonderful and caring Volunteer Minister.

"Thanks for all the love and help!" — S.C.

The assists done by the Volunteer Minister have helped me a lot. I could not do a thing for the past three years [after a stroke]. Now I can wash and dress myself and walk around in my home and garden. I am independent now and can take care of myself to a large degree. I am very eager to meet people again... as before the illness, I was alone. The wish to see and talk to them has become very strong. I know I will have achieved, in short order, full recovery and lead a fulfilled and useful life again." — T.S.

One day, I was not in a good mood, the effect of my mother, stressed and in conflict with my boyfriend. [Through] the Volunteer Minister... I know now exactly what it is that made me feel that way and can control it.

"There are other areas, as well, where she helped me handle situations in life.... I could go on for hours about all the various

"The assists done by the Volunteer Minister have helped me a lot. I could not do a thing for the past three years [after a stroke]. I am independent now and can take care of myself to a large degree. ... I know I will have achieved, in short order, full recovery and lead a fulfilled and useful life again."

— T.S.

“He didn’t ask why. He didn’t walk away. He just went right at me and just asked me what was wrong. There was something bothering me. And it was that that made all the difference in the world, that someone cared and was willing to give me some solutions.”

— G.R.



things I learned. The Volunteer Minister is an amazing person who has taught me how able I am and how big of a person I can be.

“I am the luckiest person in the world to have met a Volunteer Minister of the Church of Scientology.” — K.S.

**M**y life and the lives of my students changed forever after I read ‘The Technology of Study’ chapter of *The Scientology Handbook*. It had the answers to the sleeping children and out-of-control kids in my classes. Now they’re busy learning and loving every minute of it.” — C.K.

**M**y stepmother had been an alcoholic and had been under treatment by psychologists and psychiatrists for years, trying to handle this condition. Their ‘handling’ was to give her drugs and tell her what to think and do in life.

“As a result, her outlook on life had been bleak and very negative. I finally learned the data about persons who try to suppress others. I found out who had been

suppressing my stepmother and I learned how to help her. Today she doesn’t drink at all, is completely cheerful — we get along great! After all these years, I am extremely proud that we have a happy future.” — T.G.

**S**ince I started applying [assists] in the hospitals of Kabaya and in Gisenyi [Rwanda], people are getting better. They consider me to be a very valuable person. I have become their friend; now people come to my house to receive assists and all of them benefit and get good results. Very often, when I give assists in the hospital ward, they applaud at the end. It makes them happy.” — A.P.

**P**lease accept my family’s sincere appreciation for the services afforded to us by your volunteer, Arlene.... My son and I came to Pier 94 [New York City] on October 4th [2001] to process the paperwork for [my son’s] wife who was missing in the World Trade Center terrorist attack. Arlene ... counselled us through this very trying process. Without her aid and compassion we would not have made it through the day.” — S.B.

# In Conclusion



**T**his booklet has emphasised the knowledge and skills that empower Volunteer Ministers to be of truly valued service to their communities. They are able to make a difference — rapidly, effectively and permanently. And, for every contribution they make, they take with them a sense of personal accomplishment and pride.

While individuals form the backbone of community service,

individuals with similar goals working together can be far more effective. A well-organised endeavour of 10 volunteers can do the work of twice as many — or more — solo efforts. It is this factor of organisation that has enabled the Volunteer Ministers to be effective, and why the programme has been made available to all people of goodwill who want to improve their communities.

# Discover the facts

## Informational brochure series about the Scientology religion and its activities

This is the fourth in a series of publications on the Scientology religion and its activities. Twelve in all, these brochures are being widely distributed each month throughout the year.

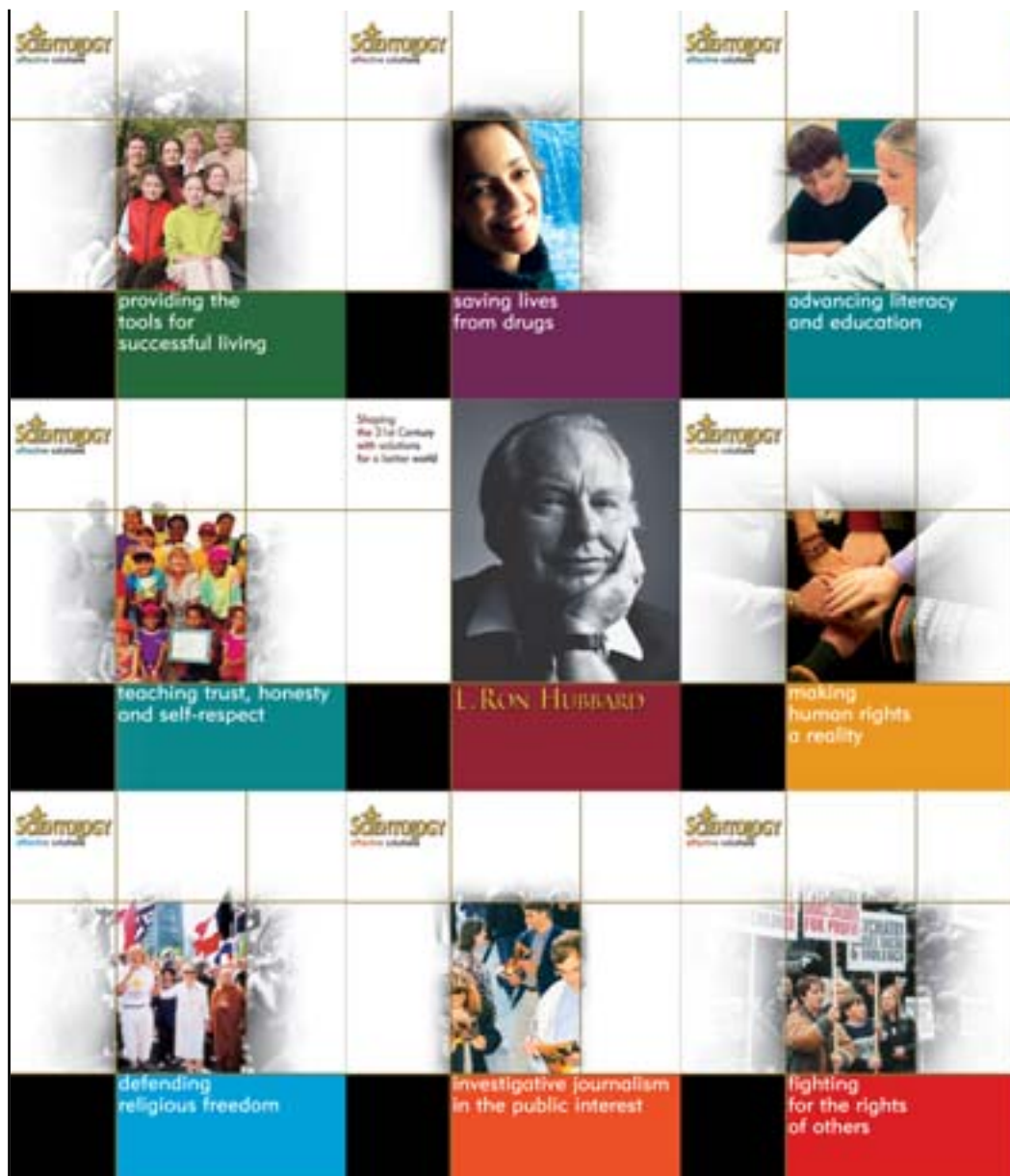
Published by the Church of Scientology International, these publications are intended to answer the growing public demand for more information about the Scientology religion, its beliefs, practices and community activities.

In particular, here are presented the results of Scientology's wide-reaching social betterment and reform activities; these are effective solutions at work, based on the technologies developed by L. Ron Hubbard, which, in the hands of Scientologists, are bettering conditions across the continent.

It is these solutions, and the lasting positive results they bring, that have become the hallmark of this, the fastest growing religious movement on Earth.

We trust the information will be of interest — and use.

— Church of Scientology International



# For more information

To obtain more copies of this booklet or to receive other booklets in the series, contact:

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“A VOLUNTEER  
MINISTER IS A PERSON  
WHO HELPS HIS FELLOW  
MAN ON A VOLUNTEER  
BASIS BY RESTORING  
PURPOSE, TRUTH AND  
SPIRITUAL VALUES TO THE  
LIVES OF OTHERS.”

– L. RON HUBBARD