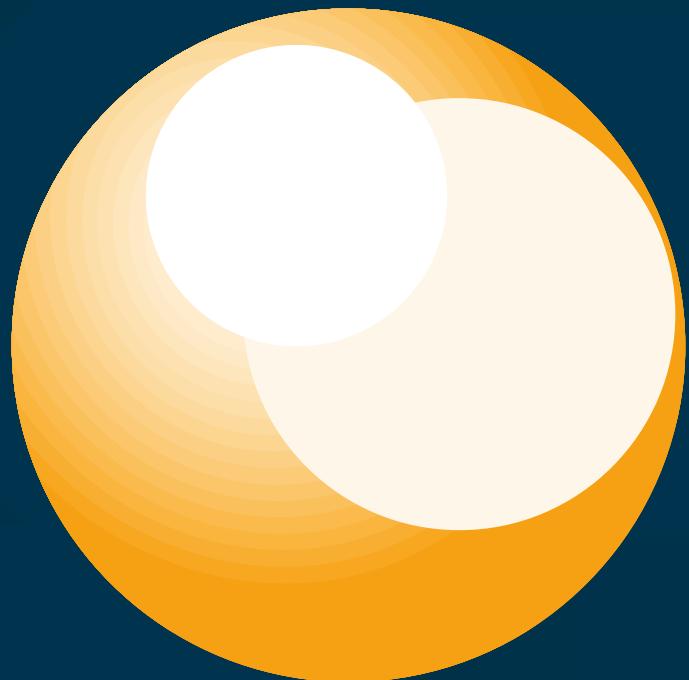


Annual Report 2013



dianova | 
learn | grow | achieve



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[01] LETTER
FROM THE
PRESIDENT »



2013, an International Year

By Luca Franceschi

To carry out its mission, an NGO such as ours not only has to face complex problems, it also has to take an interest in decisions and policies that could have an influence on it. It is because of this that we have to develop strategies for influencing political leaders at a regional, national and international level.

The Dianova organization has two essential advantages in this respect. Firstly, it has the benefit of a well-established, transnational network which enables it to have a presence in, and be active in, the principal international forums. The second advantage relates to the fact that all the members of this network are **united around a common vision, philosophy and position, that our members strive to promote as widely as possible**.

In relation to this, after receiving Special Consultative Status to the United Nations Economic and Social Council in 2007, Dianova International began to focus on opportunities offered by international organizations and to concentrate on working through a network with other NGOs. Before being able to define what the objectives of this new international relations activity would be, we spent the first years concentrating on gaining an understanding of the complex functioning of international institutions, in particular the United Nations.

Today we are reaping the benefits of this work, as shown by the responsibilities we now have in the **Vienna NGO Committee**, our active participation in the **Commission on the Status of Women** in New York, or even our consultative relations status and our participation in various meetings headed by **UNESCO**.

The list of events we attended in 2013, such as international meetings, seminars and forums, is quite extensive. **This**

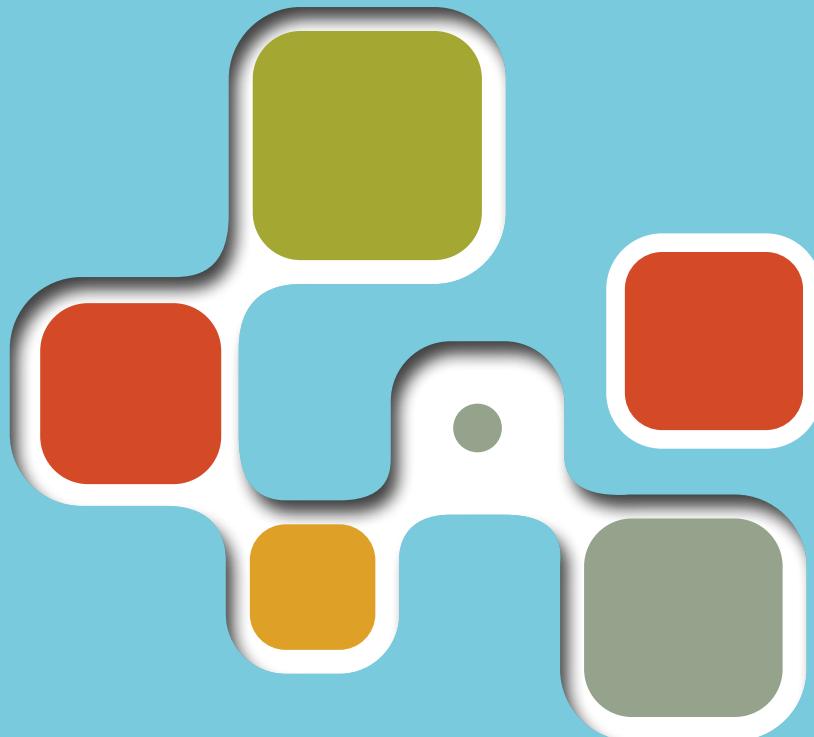
“THE DEVELOPMENT OF THE THIRD SECTOR CAN NOT ONLY GENERATE EMPLOYMENT, IT CAN ALSO HELP DEVELOP COLLECTIVE ACTION AND PUBLIC POLICIES THAT FOSTER STRONGER SOCIAL LINKS, TOGETHER WITH MORE SUSTAINABLE AND, ABOVE ALL, MORE JUST HUMAN DEVELOPMENT. ”

shows our willingness to act, to position Dianova as an important leader in our areas of intervention. It also highlights our commitment to promoting and defending the positions that we value the most.

Amongst these are the importance of participation in decision making in civil society and **the recognition of the role played by the third sector**. We believe that the development of a “third way”, between a market economy and the public sector, could help address new, collective needs while improving the employment situation in our countries. Our societies have undergone an in-depth transformation. This transformation has generated expectations and new needs, in particular in terms of improving people's quality of life. Neither the market sector nor the public sector can or want to respond to these needs.

Social economy or the third sector is already an essential component of the economy. It has helped and continues to help to address the current crisis. Not only could its development generate jobs in response to these needs, but it could also help develop collective action and public policies that foster stronger social links, to promote a more sustainable and, above all, more just human development.

This is what we want to champion.



[02]

DIANOVA, A NETWORK OF NGOS COMMITTED TO SOCIAL PROGRESS & PERSONAL SELF-RELIANCE



The Dianova Network

Established in 11 countries (Canada, Chile, Spain, USA, Italy, Nicaragua, Portugal, Slovenia, Sweden, Switzerland and Uruguay), Dianova is a network of independent organizations dedicated to developing innovative initiatives and programs in the fields of education, addiction treatment and prevention, youth development and, social and community development.

The Dianova Network's various programs are grounded on multiple intervention methods which common objective is to promote self-reliance, health and a better quality of life for people and communities.

Dianova International

Dianova International is an NGO which is subject to Swiss Law; its headquarters is located in Lausanne and its operating unit in Castelldefels (Spain). Dianova International is an umbrella organization comprising all members of the Dianova network within a Mission, a Vision and Values which are common to all of them. Dianova International is responsible for defining and coordinating the network's general policies and strategic initiatives; if need be it also provides individual members with technical or financial assistance.

Dianova is governed by the Assembly of Delegates, the highest body of the organization, which comprises representatives of the network's 9 ordinary members and 7 affiliated members.

Principal Affiliations

On 31 December 2013, Dianova International's principal affiliations were:

- Special Consultative Status to the Economic & Social Council of the UN (ECOSOC), since 2007
- Registered civil society organization to the Organization of American States (OAS)
- Official partner of the UNESCO (consultative status)
- Member of the European Civil Society Forum against Drugs (CSF)
- Member of the Governing Board of the Vienna NGO Committee on Drugs (VNGOC)
- Member of the World Federation of Therapeutic Communities (WFTC)
- Member of the European Federation of Therapeutic Communities (EFTC)
- Member of the Ibero-american Network of NGOs working in the field of Drug Dependence (RIOD)

Common Principles & Values

Each project, program or initiative implemented by the Dianova Network must be approved beforehand based on its contribution to the network's common Mission, to its adherence to the objectives of Dianova as defined in its Vision and, to its respect of the core values shared by the network's member organizations.

Our Mission

Developing initiatives and programs with the objective of promoting personal self-reliance and social progress.

Our Vision

Our society must cope with many social challenges such as poverty, a lack of education, violence and addictions. Dianova's purpose is based on the conviction that, with appropriate support, each person will be able to find within him/herself the resources necessary to achieve success in his/her personal development and social integration.

Our Values

Our principles are grounded on the following core values: commitment, solidarity, tolerance and internationality. In their day-to-day applications, such values are translated into initiatives dedicated to promote:

- At the individual level : mutual and self-help, search for self-reliance and reintegration back in their communities;
- At the collective level: community empowerment and commitment to promote health, quality of life and the development of individuals and communities; reevaluating the human being as a key factor of a sustainable, human development based on the three pillars of sustainability: economic development, social development and environmental protection.

Organizational Culture

Despite the geographical spread of the member organizations and the variety of their programs, the Dianova network has always had a strong sense of cohesion. Its members share a vision, a mission and common values, as well as similar methods of intervention grounded on the active participation of service users.

This strong sense of cohesion has to be continually worked on. The renewal of human resources is a fundamental challenge: preserving and developing the institutional identity and culture that contribute to the cohesion of the Dianova network.

This has been one of the cross-cutting objectives of Dianova International's numerous interventions in 2013, including the meetings of the Council Assembly, participation to debates, training activities, etc. In addition, this year was dedicated to the dissemination of an internal document with this very objective - the Institutional Manual

THE INSTITUTIONAL MANUAL

Presented in the Assembly Council meeting that took place in April 2013 and approved by the organization's Ordinary Assembly of delegates at the end of the year, the Institutional Manual is an internal working and reference tool for management teams, as well as for any worker who may represent the organization or wishes to extend his or her knowledge. The manual has two main objectives:



- 1) To help disseminate a consistent message regarding all aspects of Dianova, its work and action;
- 2) To provide tools for understanding Dianova's action as a whole (methodology, positioning, ethics, etc.) to strengthen the link with staff and volunteers and to facilitate interventions and external commitment.

The manual is divided into chapters, which explain:

- **The portrait of the organization**, including: its raison d'être, identity, culture, history, mission and values;
- A description of the network's **principal areas of activity**, including understanding the problems at stake (philosophy), the theoretical foundations of the programs and the approaches used;
- The description of the relationships that the network maintains with **people**: service users and human resources;
- **the principles of a properly functioning operation model** with a theoretical and practical description of the concepts of governance and of "good governance";

- The description of the diverse **strategies for alliances** and relations with other NGOs, companies and international organizations;
- **Dianova's financing**, including a description of good practice when seeking finance;
- An extensive theoretical and practical chapter on **communication**, including aspects related to the common image of the network (logo, typography, etc.), practices for the development of websites, and recommendations on the effective use of social media such as Facebook, Twitter and LinkedIn;
- Finally, the **fundamental texts** of the Dianova organization are grouped together in the appendices: the principles for developing an ethical code (each member has their own document), the Network's Charter of Accountability, the Manifesto, the Lisbon Convention (which governs relations between Dianova International and its members), the visual identity manual and the staff management manual.

Extract from the Institutional Manual: Characteristics of good governance

The governance of a member organization of the Dianova network must have various characteristics. It must be:

- Responsible – This is a key requirement for good governance. Responsibility is the obligation in relation to a person or group to respond to its actions regarding the role or responsibilities adopted by that person or group, and to accept all the consequences of so doing.
- Transparent – Transparency implies that decision making and implementation are undertaken while respecting the primacy of the law, the member organization's status and its organizational rules. This involves a member organization equipping itself with instruments that enable all those involved to access this information easily and free of charge.
- Committed to the Dianova mission and vision – The first role of the governing body is to ensure the Dianova mission is fulfilled effectively, respecting Dianova's vision and its values.
- Orientated towards its strategic management role – Each of our organizations is collectively governed by a management team that carries out the operational management of the organization, and by a governing body (administrative council or other body) responsible for the organization's strategic management, i.e. for drawing up the organization's general policy. Separating the strategic management from the operational management is an essential factor in the organization's consolidation.
- Participative and inclusive – It is necessary to promote the participation of all those involved in our organization's mission, both men and women (whether they are representatives of the beneficiaries, direct public or private members, or indirect participants). Furthermore, the governing body must have diversity in the profiles of its individual members (age, sex, experience, background, etc.) and that reflects the plurality of the society in which we are working and the diversity of our commitments.
- Effective and efficient – The results obtained must respond to the needs of the communities our NGO has a mission to serve, while making the best use of the resources at its disposal. This means that it is essential to provide the governing bodies with all the information they need to facilitate the decision making process. Efficiency also involves the sustainable use of natural resources and the protection of the environment.

Note. The Institutional Manual is used as an internal working and reference tool; it is not available on our website



Political Bodies and Organizational Chart

- *The Assembly of Delegates* is the highest-ranking body of the Organization Dianova; each member organization appoints one or more representatives as a delegate to the Assembly;
- Among other tasks, the *Assembly council* is responsible for defining the strategic and operational frameworks common to the Dianova network member organizations.

Ordinary Members

- Asociación Dianova España (Spain)
- Asociação Dianova Portugal
- Associazione Dianova Italia (Italy)
- Dianova Canada Inc.
- Dianova Ideell Förening (Sweden)
- Dianova USA Inc.
- Fundación Dianova Chile
- Fundación Dianova Nicaragua
- Fundación Dianova Uruguay

Affiliated Members

- Dianova Québec Inc.
- Dianova Società Cooperativa Sociale
- Drustvo "Up"
- Fondation Cipresso
- Fundación Dianova España
- Fundazione Dianova Italia
- ONG Dianova Chile

Assembly Council

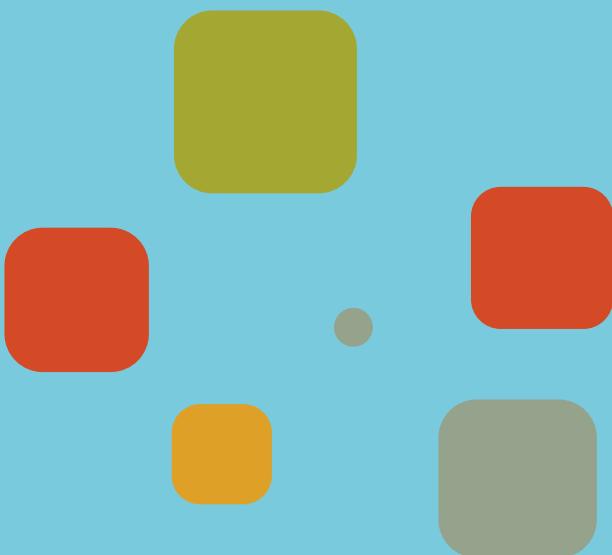
- Luca Franceschi, President
- Mary-Christine Lizarza, Vice-president
- Davide Brundu
- Rafael Goberna
- Salina Ferrari
- Bernard Comte
- Alberto León
- Xavier Pons Formosa
- Pierangelo Puppo

Operating Unit

- Montserrat Rafel, Director General
- Begoña Colomina, Coordinator of operating unit
- Loli Fernández-Palacios, Administration and accounting

External Resources

- Elena Goti, International public relations
- Xavier Pons Formosa, Administration and accounting services
- Pierre Bremond, Communication & publications
- Mario Prieto, Marketing & fundraising





[03]

DIANOVA'S COMMITMENT





Integrality - The model of Dianova is characterized by a holistic, personalized and multidisciplinary approach that deals with individual and community problems as a whole, as a condition of effectiveness in any project, whatever type of project it may be.

Optimal proximity – A trust-based relationship is built between service users and professionals (addiction counselors, educators, teachers, trainers, etc.) with the objective of reinforcing the emotional security of service users and thus fostering their motivation and learning capabilities.

Involvement – Service users are not passive subjects, but fully involved in the various programs or interventions, whether they are therapeutic, educational, for awareness, training, etc. They actively participate in defining the objectives for the programs and the methods utilized to achieve them.

Interdisciplinarity – The programs are made up of teams of professionals with different specializations and knowledge that are complementary so that the service user's unique needs can be responded to. This concept is also applied to their external follow-up if needed (networking with other support services, social workers, doctors, social leaders, families, etc.)

Partnering and networking – It is deemed essential that every possibility offered by existing resources be considered, to enable service users to benefit from the highest quality level of intervention.

The Dianova Model, Fundamental Principles

Respect for the individual – The person who chooses to request Dianova's services is more important than the problems he or she faces. Any type of intervention must guarantee that it preserves the person's dignity and rights.

The socio-educational dimension – All the programs and activities are devised as spaces or places for learning, dedicated to the personal growth of the beneficiaries.

The objective of autonomy – Dianova's aim is to help people regain control over their lives and to be autonomous, i.e. capable of taking responsible and clear decisions (regarding the consumption of alcohol/drugs, their social life, their choice of employment, etc.)

Areas of Activity

The activities of the Dianova network appertain to one or more of the organization's three main areas of interest, including: **education, addiction** treatment and prevention, and the initiatives targeting **social and community development**. In recent years Dianova has also centered its efforts on the creation of networks and on providing *advocacy* in relation to international bodies and other NGOs, with the aim of promoting and defending the interests of its interest groups.

Education

Learning as a value

Historically, communities within the Dianova network have always devoted themselves to seeking individual autonomy and the transformation of people's lifestyles. Thanks to the communities' social organization and a program of everyday activities, people commit themselves to a process of care and learning that generates change.

The communities are particularly good at providing an intense and global educational process. Learning, whether formal or informal, thus becomes one of Dianova's fundamental values. Education is considered essential for the development of a feeling of social effectiveness in people and for their understanding of the world.

Learning as a method

Dianova's provision enables the individual concerned to prepare for a course of studies and subsequent professional training, highlighting the personal and interpersonal skills necessary to achieve this i.e. the acquisition or learning of:

- life skills that help in the project, such as getting up early, punctuality, dressing appropriately;
- listening and empathizing skills;
- following and subsequently understanding rules;
- the needs of hierarchies such as giving and receiving orders, but also learning to question, to be critical and self-critical;
- emotional intelligence, empathy and understanding others;
- handling criticism or compliments, etc.

Nowadays education is part of the cross-cutting activities of all members of the network. However, some activities have a direct educational purpose, including:

- Traditional primary and secondary education programs
- Learning workshops
- Professional training courses leading to a diploma.
- Adult education
- External training programs
- Experiential learning activities

Experiential learning

Over an existence spanning some forty years, the Dianova organization has demonstrated its expertise in helping young adults and adolescents thrive while developing relationships and acquiring essential life skills. Dianova has managed to focus on the ability of each person to change and grow – a conviction engraved in the heart of Dianova's Vision: "Each person will be able to find within him/herself the resources necessary to achieve success in his/her personal development and social integration".

This know-how now enables Dianova to undertake the development of new educational projects based on experiential learning. The idea that underpins the project is to provide young people with space in which to discover themselves, others and the world around them, through an experiential methodology that puts the person at the center of their own learning project.

Experiential learning can be defined both as an educational methodology or philosophy where the educators involve themselves with the learners, and at the same time as a process of direct experience and reflection, with the aim of extending the learners' knowledge, developing their skills and clarifying their values.

Experiential learning involves direct contact with the subject matter studied, in a process where the participants acquire knowledge or skills through emotional and cognitive transactions with their surroundings. In experiential learning the learning process is more relevant than the educational content.

Addiction Prevention & Treatment

Addiction is characterized by an individual's inability to put an end to a repetitive cycle of behavior, despite being aware of it and despite the considerable negative consequences of this behavior on his or her mental and physical health, family and personal relationships, occupational and financial situation, etc.

Dianova prefers the terms "addiction" or "dependence" to "substance abuse" or "drug dependency" with the aim of covering the two types of behavior that are identical in nature:

- **Addiction to psychoactive substances**, that causes modifications to mental and behavioral activity. This includes addiction to legal substances (alcohol, tobacco, psychotropic medicines) and illegal substances.

- **Behavioral addictions**, or drug-free addiction, such as compulsive gambling, eating disorders, compulsive spending, addiction to sex, sport, work, internet games, etc.

Addiction is a multifactorial phenomenon that requires a global and interdisciplinary approach towards the individuals and their families, focusing on their needs and expectations while at the same time respecting their decisions and life choices.

The Dianova network programs do not limit themselves to a single approach, but use a number of approaches validated by scientific evidence. These approaches include:

- General or specialized residential therapeutic communities.
- Non-residential approaches: motivational interviews and therapy, cognitive-behavioral therapy, relapse prevention, etc.
- Activities in schools, universities and in business environments: primary prevention, workshops for learning about psychotropic substances etc.
- Field activities, i.e. in the users' surroundings: work in the streets and in contact with substance abusers (secondary prevention), health promotion initiatives and initiatives aimed at preventing addiction behaviors in the community etc.

Social & Community Development

With the aim of responding to the needs of increasingly vulnerable individuals and communities, the Dianova network has diversified its activities in favor of actions that help social and community development.

The Dianova network's member organizations that have to be active in this area must put into practice a certain number of common values when delivering their initiatives, ensuring that these:

- Aim for an improvement in the fundamental rights of the individual and better social justice, ensuring that the people affected by our action can exercise their fundamental rights and participate in the decisions that affect them.

- Aim for greater equality and fairness between individuals, in the way people interact with them and treat them due to their personal situations.

- Aim for the creation of situations that generate social links to the benefit of the most vulnerable and disadvantaged in society, through an approach based on solidarity and cooperation.

- Have as their principal objective the autonomy of the individual and the community through increasing individuals' self-esteem and their ability to be assertive.

In practice, however, it is often difficult for a group to take control of its own destiny. Because of this, the Dianova network is involved through local alliances with community associations, companies and municipalities in providing a set of services, with the objective of satisfying the needs of the community.

Dianova's activities in this area include:

- Promotion of gender equality and women's autonomy
- Development of social housing structures with community support
- Reception and care of victims of abuse or maltreatment
- Assistance to and integration of unaccompanied foreign minors
- Implementation of good practices in other organizations, etc.

Advocacy & International Relations

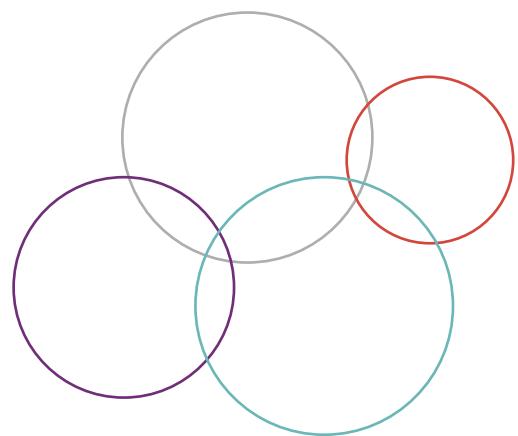
The principal objective of the international relations work team is to promote the positioning of Dianova International in relation to public and private institutions at different levels (national, European, United States, and international) and to strengthen the creation of networks with other national NGOs or national NGO platforms so as to foster our ability to work together.

Advocacy and international relations efforts have three functions:

- To facilitate information exchanges or information giving sessions so as to strengthen member organizations' capacity in terms of facilitating the exchange of good practice and the advocacy of common positions in the Dianova network (addiction-related issues, education, training, social commitment, etc.).
- To facilitate relations in the European and American fields; following-up themes regarding the integration of civil society in international or transnational organizations, such as the United Nations Commission on Narcotic Drugs and the European Union's Civil Society Forum.
- To advocate and promote the positioning of Dianova in these exchanges or in seminars, conferences or other national or international debates.

The Network's Activities in Figures

The Dianova network's activities are presented in two categories: **the programs** and the actions. The programs involve carrying out planned, sequential activities with one or more general and/or specific objectives. They are the most demanding of Dianova's activities in terms of time and resources - both human and financial. **The actions** are carried out in other centers or in the community with the objectives of prevention, health promotion and social and community development.



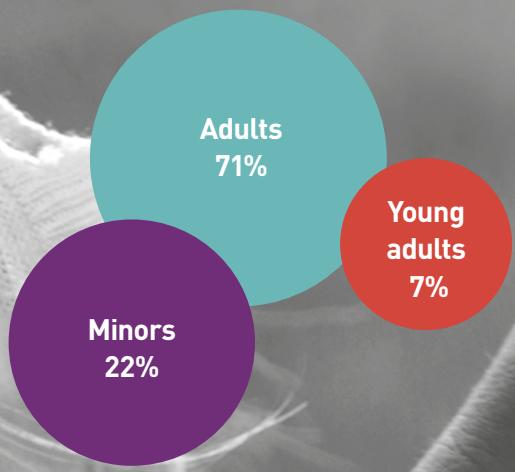
Note: The graphs provide an overview of the work carried out by the members of the Dianova network. For more detailed information, consult each organization's annual report.

Total Number of Service Users by Age Groups (programs) / total: 5.569

	Minors	Young adults	Adults	Total
Formal education	219	87	1071	1377
Non formal education	117	60	8	185
Unaccompanied foreign minors	3	0	0	3
Young offenders	98	0	0	98
Residential drug treatment program (adults)	0	90	700	790
Residential drug treatment program (minors)	171	0	0	171
Outpatient recovery services	19	28	306	353
Women with dependent children (addiction)	0	29	112	141
Social housing with community support	0	1	38	39
Health education	578	43	1253	1874
Support to Reintegration/vulnerable people	0	7	448	455
Youth at-risk	0	83	0	83
Total	1205	428	3936	5.569



Service Users – Age Ratio

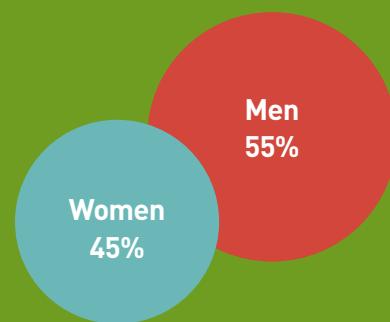


Service Users in Programs, by Gender / total: 5.569

	Men	Women	TOTAL
Formal education	622	755	1377
Non formal education	128	57	185
Foreign unaccompanied minors	3	0	3
Young offenders	85	13	98
Residential drug treatment program (adults)	676	114	790
Residential drug treatment program (minors)	134	37	171
Outpatient recovery services	179	174	353
Women with dependent children (addiction)	0	141	141
Social housing with community support	33	6	39
Health education	791	1083	1874
Support to reintegration/vulnerable people	370	85	455
Youth at-risk	60	23	83
Total	3081	2488	5.569

Service Users in Programs – Gender Ratio

Men	3081
Women	2488
Total	5569



Number of Service Users (Actions) / total: 13 181

Health promotion & education	2580
Non formal education and training activities	2187
Social and community-based initiatives	6993
Community support services	1421
TOTAL	13181



The actions undertaken by the Dianova member organizations are as follows:

Health education and promotion - impact: 2,580 people

Initiatives in schools and companies (Chile and Italy); psychosocial workshops aimed at the fathers of school pupils (Nicaragua); educational initiatives for the public (Portugal) and actions to prevent violence in schools (Uruguay).

Non-formal education - Impact: 2,187 people

The organization of training seminars and courses for university students (Portugal), internal training in electrics, computing, farming techniques, etc. (Nicaragua);

an international seminar on education and the learning center (Chile); internal training in languages, horticultural therapy, etc. (Italy).

Actions of social and community interest - impact: 6,993 people

The «Mocktails» community information and awareness raising initiative (Portugal); organizing an information and awareness raising stand (Chile).

Community support - Impact: 1,421 people

Civic support, social and community activities, climate management and crisis management (Canada); training for social integration, citizenship and participation in the improvement of users living conditions (Portugal).

Addiction Treatment

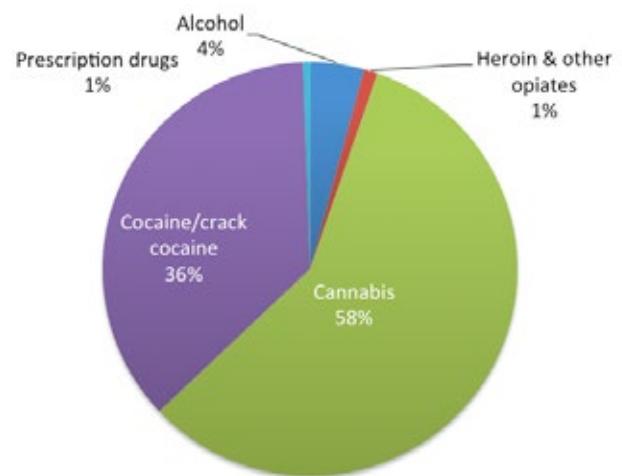
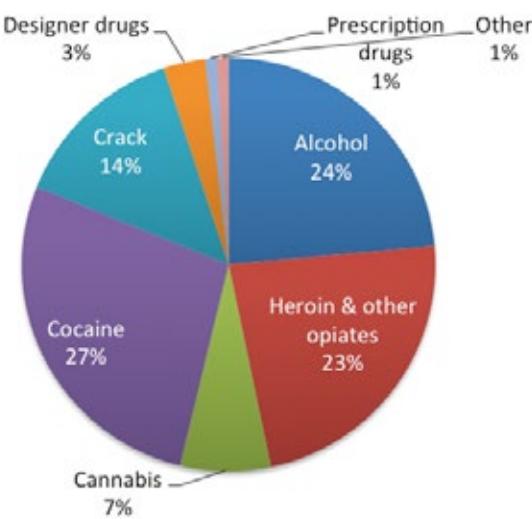
Primary Substance of Abuse before Entering Program

Total = 1484 people including 1054 men (75%) and 353 women (25%)

	Men			Women			Total
	Minors	Y/adults	adults	Minors	Y/adults	Adults	
Alcohol	4	15	192	4	3	77	315
Heroin & other opiates	2	10	224	0	8	40	318
Cannabis	85	3	40	24	4	10	198
Cocaine	9	25	242	2	6	60	355
Crack	39	39	41	19		61	226
Designer drugs	0	3	33	0	1	3	47
Prescription drugs	1					4	14
Other	0	0	11		0	0	11
TOTAL	140	127	787	49	49	255	1484*

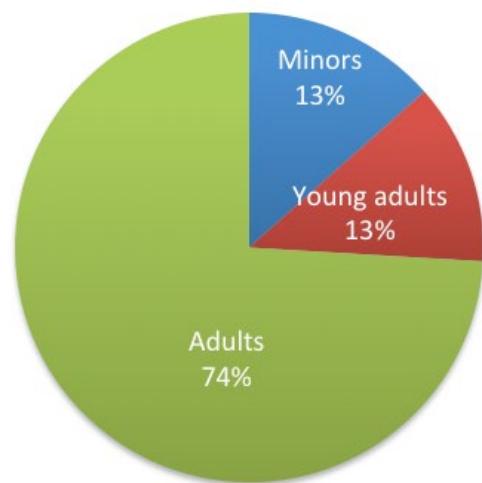
N.B: Gender and age group is unknown for 77 people comprised in total

Primary Substance of Abuse prior to Entering Program (adults) Primary Substance of Abuse prior to Entering Program (minors)





Addiction Treatment Service Users by Age Groups



The Dianova Network's Member Organizations

Dianova is a transnational network comprising independent organizations dedicated to developing a variety of programs and initiatives within the framework of Dianova's common Mission. This chapter provides an overview of each ordinary member of the network, with a short description of their activities.

Dianova in Canada - www.dianova.ca

Dianova Canada is a non-profit organization established in 1989 that is committed to supporting the most vulnerable people in society. The objective of both drug treatment residential or outpatient programs and social housing programs with community support is to help people achieve self-reliance. The Terrebonne residential drug treatment center is certified by the Quebec Ministry of Health and Social Services.

Dianova in Canada's activities consist of:

- **Intake, evaluation and orientation services.** IEO services make it possible to provide people with the particular resource that most suits them, according to their needs and expectations (Montreal).

- **Terrebonne residential drug treatment Center.** Situated in the Lanaudière region, near Montreal, the center provides up to 40 places on a residential program with accommodation for 29 men and 11 women plus 3 places in a multifunctional beds unit.

- **"Empowering my life!" prevention and personal development program.** In collaboration with the Canadian Ministry of Health and other partners, the objective of this program is to guide young people at risk towards healthier lifestyles through the development of self-esteem, stress and anger management, and a greater understanding of mind-altering substances. 2013 was the last year in which this project was financed by the Canadian Ministry of Health Anti-drugs Strategy.

- **Social housing with community support.** Dianova provides social housing and community support services in two units (41 places) aimed at providing accommodation for the homeless or for people with no permanent home. In the spring of 2013 important renovation work was started in Adam House (which provides 21 permanent lodgings), and the work is planned to be completed by May 2014.

VVoluntary work and participation by the population

Dianova Canada works with the participation of many volunteers who help to improve the facilities in the Terrebonne Center, as well as helping the organization to carry out numerous activities. The work of 29 volunteers, who gave more than two thousand hours of their time, made it possible to: maintain and renovate the premises, organize charity sales and end-of-year parties for the organization, accompany and transport users, support community life and help collect donations for fund raising.

The Terrebonne Center is authorized as an internship/training placement facility. During 2013 six students have benefited from this experience thanks to the collaboration of a number of General and Vocational Colleges (CEGEP) from Montreal and Saint-Jérôme (Quebec) and the University of Montreal.

Finally, as a community organization, recognized by Terrebonne City Council, the users and staff of the Dianova Center have participated in various community support projects.

Dianova in Chile - www.dianova.cl

The Dianova Chile NGO has as its objective helping people in difficulties with alcohol and other drugs through prevention, rehabilitation and social integration programs. The Dianova staff consists of multi-disciplinary teams composed of professionals, technical staff and people who have rehabilitated themselves.

The activities of Dianova in Chile:

- **Information and Diagnostic Center** – The Information and Diagnostic Center works in four areas. It provides free information about problems associated with alcohol and drugs to anyone who requests it, carries out a biopsychosocial diagnostic evaluation of people with alcohol and/or drug addiction problems, provides a non-residential treatment program, and delivers the final stage of the therapeutic process i.e. following up and supporting social integration. (Private center)
- **Residential program with a gender perspective** – The program is run in three regions of the country in three residential centers (the Domo Paihuén, Romeral and San

Bernardo Centers). It is aimed at adult women with or without children and who may or may not be pregnant and who have alcohol and/or drug abuse issues. In addition to abstinence, the program has as its objectives increasing self-esteem, restoring family links and renewing the mother/child link. (A public center)

- **Residential program in the community for the rehabilitation of young offenders** – The program is aimed at adolescents under supervision who have problems with alcohol or other drugs. The objective is to generate a process of change which enables the adolescent to integrate himself or herself fully into society through educational and therapeutic interventions. (Public center)
- **Educational assistance services** – On the basis of their registration in the National Educational Assistance Register (ATE), Dianova Chile NGO provides services to educational institutions and to companies. The education team, composed of qualified professionals, provides the following services: leadership and strategic alignment; quality of life and prevention; the work climate; educational programs management and resource management.



Dianova in Spain - www.dianova.es

In Spain, the Dianova Association has a network of four centers where it provides educational and therapeutic programs for adults with substance abuse problems and for adolescents with behavioral problems. In addition, Dianova provides a "street education" and experiential learning program, as well as programs aimed at helping families.

The activities of Dianova in Spain:

- **Therapeutic community for adults** – Dianova in Spain has two therapeutic communities for adults with addiction problems, one in Barcelona Province (Can Parellada Therapeutic Center) and one in Madrid (Santa Lucía Therapeutic Center).

- **Education and therapeutic centers for minors** – The Santa Elena (Cordoba) and Zandueta (Navarra) residential therapeutic and educational centers are places where professionals welcome minors in a communal and educational setting. This communal and educational setting fosters emotional relationships between the participants similar to those of a family. In addition each resident facilitates an intervention in their family and social life that assists with their reintegration.

- **Non-residential services for the treatment of addictions**
– The program is aimed at people who have behavioral problems and their families. It provides psychological

and educational support to address these problems and prevent their re-occurrence through family intervention and orientation. Its objectives are to strengthen protective factors at a personal, family and social level, to develop users' cognitive, emotional and behavioral skills and to support the users in achieving their aims in life.

- **Services to schools and educational centers** – Dianova provides an educational service with the aim of informing students about, and preventing, addictions and behavioral disorders in the educational setting. To achieve these aims, Dianova runs a wide variety of workshops that tackle various psychosocial issues that affect the development of young people. These workshops are very flexible in format with the aim of adapting them to each institution's needs.

- **"Street educator" Program** – As part of Dianova in Spain's educational services the objective of the "Street Educator" program is to prevent and reduce unsuitable behavior by minors through the work of a team of professionals who provide them with social support. This program is aimed at children and young people between the ages of 8 and 21 who are in social difficulties, which often manifest as social conflict. The program consists of: support sessions, individualized follow-up, training and prevention workshops, and sports activities, activities for parents and teachers, and excursions.

***"Iacobus"* experiential learning program for young people**

Iacobus is a leisure and free time preventative project the objective of which is to foster the personal development of adolescents who are particularly vulnerable and whose behavior is putting themselves, their family and/or others at risk.

Taking advantage of the philosophy and infrastructure of the Camino de Santiago, young people are given the opportunity to complete various legs of the Camino trail as a group, leisure time activity.

The objectives of the project are:

- To provide adolescents with a healthy, leisure time experience
- To facilitate the identification of the personal and group risk and protection factors
- To encourage reflection on the consequences of the risks the adolescents may be taking
- To strengthen healthy living habits through physical exercise, healthy eating, personal hygiene and rest
- To provide an intensive experience of group living with people of different origins, cultures and/or religions
- To enable the participants to enjoy the natural environment provided by the Camino de Santiago trail

The Iacobus program provides this activity for all those bodies or services that work directly with adolescents.

Dianova in Italy - www.dianova.it

Founded in 1984, Dianova Italy is a non-profit organization of social benefit (ONLUS) that provides programs and projects in the areas of addiction prevention and treatment, education and social and community development. Accredited as a public service in the Lazio, Lombardy, Marche and Sardinia regions, Dianova also benefits from an agreement with the Ministry of Justice.

Dianova in Italy's activities consist of:

- **Residential programs and services in a therapeutic community** – work in Dianova in Italy's therapeutic centers focuses on the prevention, treatment and rehabilitation of people with problems of addiction to drugs and alcohol. They provide therapeutic interventions with families and institutions. The therapy provided is based on the needs and expectations of the individuals concerned.

- **Listening centers** – Listening centers are designed to provide the public with information about the treatment programs and how the communities operate. They evaluate the motives of those interested and supervise the administrative processes necessary for admission. Finally, they provide emotional support to the families during the treatment and reintegration phases.

- **"La Villa" apartment group** – Established in September 2013 in Palombara Sabina, La Villa is the first residential building aimed solely at adolescents. Set up by a multidisciplinary team, the project is based on educational interventions that enable young people to develop their potential and re-establish a constructive relationship with themselves and those around them.

- **Addiction prevention and information on drugs** – With the aim of tackling the use and/or abuse of alcohol and other drugs by young people, who are ever younger, Dianova runs different prevention, information and awareness raising activities in schools, community centers and sports and cultural associations.

Social Camp, at the Core of the Experience

Situated in the Garbagnate Milanese region [Milan], in Groane Park, the Social Camp program, run by Dianova Italy, provides participants with a series of activities in the heart of the countryside, thanks to premises and infrastructure adapted for groups of different sizes. Social Camp activities are designed to encourage the development of the cognitive habits of the individual and the group as a whole.

The Social Camp philosophy is based on experiential learning and promotes the development of social and interpersonal skills based on interaction with the group. In this way each individual is encouraged to value his or her own creative potential, to grow and to construct their own aims in life.

The Social Camp puts on various activities, over one to five days. These activities are:

- Educational experiences centered on the development of interpersonal skills, interaction with others and with the group, the process of negotiating and resolving problems, conflict management and encouraging leadership
- Hiking, Nordic walking and climbing enable the participants to have intense experiences
- An educational experience based on using an outside climbing wall, especially suitable for young people with behavioral problems (bullying, acting out, impulsiveness, attention deficit, lack of self-esteem, depression, etc.)
- An educational experience that fosters a better understanding of, and respect for, nature and the environment.

Dianova in Nicaragua - www.dianovanicaragua.org.ni

Founded in 1986, the Dianova Foundation in Nicaragua provides activities aimed at the prevention of addiction and other types of social problems through integrated educational programs for young people from a low income background and at risk, who are living in the rural regions, amongst the poorest people in the country. The Esther Del Río-Las Marias Center for Integrated Education (CEID) has been affiliated to the UNESCO Associate Schools Network since 2010.

Dianova in Nicaragua's activities consist of:

- **Secondary education** – The Esther del Río - Las Marias Education Center is a private institution that provides secondary education for students. It is officially recognized by the Republic of Nicaragua's Ministry of Education. The school awards partial and full scholarships to students (both boarding and day students) which enable them to stay at school and avoid them having to give up their studies.
- **Residential care** – This facility which houses 50 boarders from the Las Marias School provides students will a full service, consisting of lodgings, food, educational material, and basic health and psychological care. The Ministry of the Family has conferred the institution with the status of A Center Providing Social, Special and Integrated Care to Children and Adolescents.
- **NEOVIDA program** – Designed and implemented by a specialized, multidisciplinary team, the objective of the NEOVIDA program is to strengthen protective factors and to educate students into leading a healthy lifestyle. The program makes it possible to work on general aspects of health education and to encourage the development of personal resources, knowledge and positive behavior.
- **Environmental protection** – The objective of the program is to improve community relations and raise the awareness of the teaching staff, students and local population regarding the importance of taking care of forest resources and the impact of climate change. In addition, it aims to foster good agricultural practices.
- **Sports Club** – The Sports Club aims to educate adolescents regarding good practices in sport, with the objective of multiplying and disseminating these practices in the participants' own communities. It is based on the application of the "Play Clean" program developed by the UNODC (United Nations Office on Drugs and Crime) Global Youth Network.

Dianova in Portugal - www.danova.pt

Present in Portugal since 1984, Dianova in Portugal is recognized as a private, social solidarity institution, a social support association serving the public interest and a non-governmental development organization. It specializes in: prevention, treatment and rehabilitation in the field of substance abuse treatment, social and community development social rehabilitation, psychosocial counselling, and training activities for individuals and organizations.

Dianova in Portugal's activities consist of:

- **Therapeutic community** – The Quinta das Lamas Therapeutic Center is a professional, residential unit, specializing in short and long term individualized treatment of dependence (drugs and alcohol). The Center benefits from an agreement with the Drug and Drug Dependency Institute.
- **Social Rehabilitation Apartment** – This residential unit serves as a form of support for social rehabilitation. The unit provides an integrated response to the reorganization of the socio-professional plan (professional training, secondary/university studies or employment) for people with addiction problems in the final phase of their treatment (users of both Dianova and other services).
- **Dianova Training Center** – Accredited as a training center by the Directorate General for Employment and Industrial Relations (DGERT) and the Scientific and Educational Council for Ongoing Training (CCPFC), Dianova manages a training center which has become a strategic partner in the development of individuals and organizations.
- **Floriculture integration enterprise** – Dianova in Portugal manages an integration enterprise specializing in floriculture with a social and sustainable development objective. Specializing in the production and commercialization of outdoor plants, the Dianova floriculture enterprise is characterized by a modern and competitive production process.
- **Center for help with psychosocial and health issues** – Situated in the heart of Lisbon, the objective of the Center is to provide a therapeutic and psychosocial intervention to anyone, within a professional framework and based on a number of psychological support services. These include: evaluation, psychological and psychotherapeutic support, intervention with families with adolescents, professional guidance and specialized educational services.

Dianova in Sweden - www.dianovasverige.org

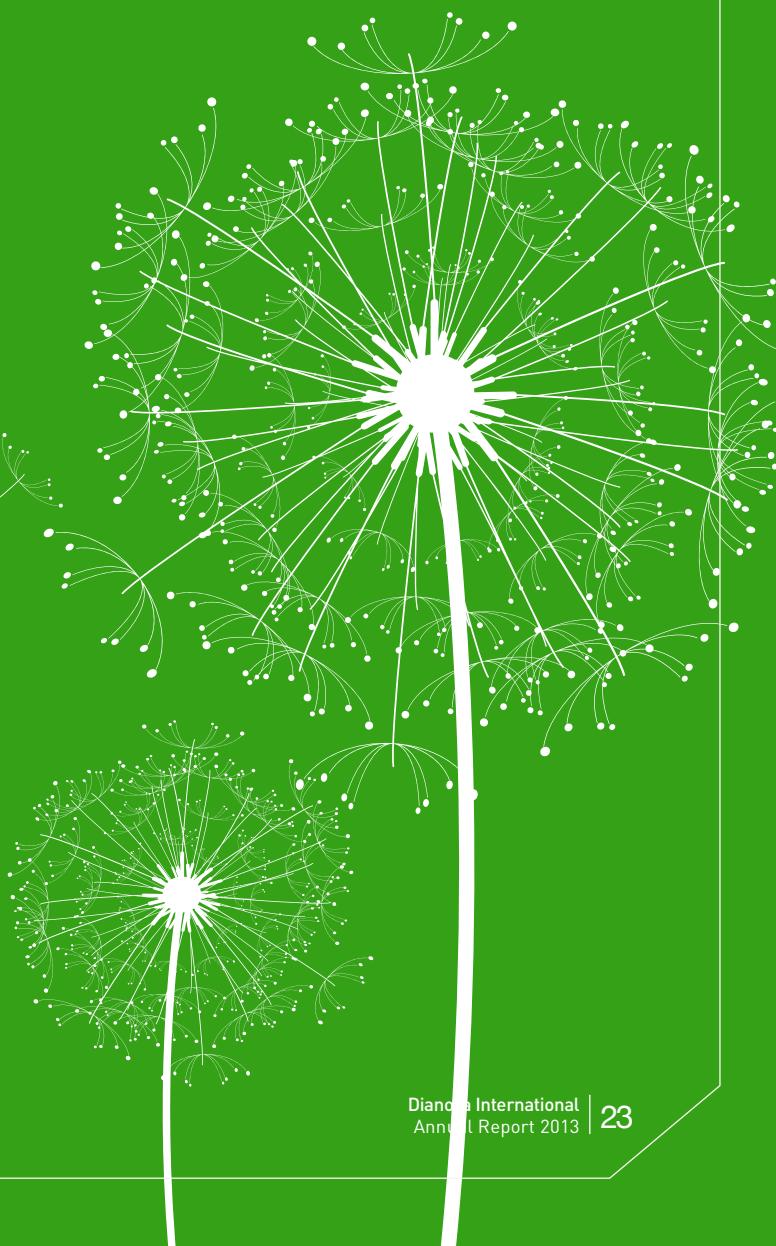
Present in Sweden since 1997, Dianova Sweden evaluates and refers people with substance abuse problems. It also runs prevention and awareness raising activities, and undertakes rehabilitation and post-treatment follow-up. In addition, it maintains close partnerships with other organizations working in the field. Cooperation agreements with the Dianova network enable users to undertake their therapeutic program outside Sweden, in countries where network members operate.

Dianova in Sweden's activities are:

- **Preadmission phase** – This phase focusing on preparation for residential treatment is carried out in two urban centers situated in Stockholm and Malmö. Their objective is to provide information about the program to those who request it, to their families and to social services. It also carries out biopsychosocial diagnoses. This phase lasts from 15 days to one month.
- **Treatment phase** – The treatment phase is carried out abroad, in the Dianova centers that have a collaborative agreement with Dianova in Sweden, namely: Canada, Spain, Italy, Portugal and Uruguay. The common factor in these programs is the therapeutic community i.e. medium to long term treatment (6 to 9 months), based on support from the community, support from the participants' peers and individualized professional supervision.

- **Social rehabilitation and support to reintegration** – After the intensive phase of treatment abroad, the person must prepare his or her reintegration into Swedish society. In collaboration with social services, the Dianova team undertakes therapeutic monitoring (individual counseling, group therapy) to prevent relapses, as well as social follow-up to address any legal or financial problems and to provide assistance in seeking employment or accommodation.

- **Maintenance and follow-up phase** – The objective of the final phase of the program is to support the person in achieving self-reliance and strengthening his/her accomplishments through regular and structured contacts.



Dianova in Uruguay - www.dianovauruguay.org

The Dianova Foundation in Uruguay is a non-profit organization that runs social and educational programs for people abusing alcohol and other drugs, and their families. The Dianova programs are based on integrated care which makes it possible to respond to the needs and expectations of the users and their families. The programs are developed at Casa Melilla Residential Center and at Rondeau outpatient facility in capital city Montevideo.

Dianova in Uruguay's activities consist of:

- **Information and diagnostic center** – The center provides individualized counseling to anyone who seeks general or specific information about drugs, treatment alternatives and sources of support. At the user's request a diagnostic evaluation is carried out by professionals from the Center (a psychologist, psychiatrist or social worker).
- **Residential program** – Aimed at adult men and women who have a substance misuse or addiction problem.

Chanaes Residential Center

The Chanaes Center is a public, residential center managed by the Dianova Foundation in Uruguay, in collaboration with the National Drugs Network (RE.NA.DRO). It specializes in helping men between the ages of 15 and 24 who have a dual pathology (the coexistence of psychiatric disorders and substance abuse). Established in September 2013, the Center can accommodate up to 18 people and has an interdisciplinary team of specialists consisting of doctors, psychologists, social workers, social educators and workshop facilitators.

Chanaes Center is situated in the vicinity of San José de Mayo, the capital of the San José Department; the center is located in a 2-acre rural environment, in a tranquil countryside setting suitable for undertaking the specialized therapy provided by the care team.

The Center consists of 400m² of extensive, comfortable premises, ensuring that users have a comfortable stay. The main building is a two storied house. On the ground floor are the communal areas (the living and dining room, meeting room, medical room, infirmary and administrative offices) and upstairs there are six air conditioned rooms and two rooms for acute episodes. The Center's services are supplemented with a multi-gym, two open air sports courts, an outside storeroom and a henhouse.

- **Outpatient program** – The program is dedicated to helping people with an addiction problem, their relatives and those closest to them. The objective of the program is to help people become drug free without having to abandon their professional responsibilities, family, studies, etc.

- **Daycare facility** – Aimed at adolescents over the age of twelve who have substance abuse problems. They are accompanied by an adult. The center provides an improvement in the adolescent's quality of life, information, awareness raising and the promotion of health through personal development and learning a positive way of life.

Dianova in the United States - www.danova.us

In the United States Dianova has gained extensive experience in personal development through helping young people "at risk" and/or from disadvantaged neighborhoods in the New York area. This experience is reflected in the network as a whole, and various projects are still inspired by these good practices. However, Dianova's finances in the United States for carrying out its activities have not escaped the effects of the American financial crisis and the subsequent disinvestment in health and education services. Dianova's activities were restructured in 2011 and completely suspended in 2013. The Board of Directors is considering different alternatives for developing Dianova's mission in the United States.

Institutional Relations & International Activities

• Introduction

In 2013 work was undertaken to strengthen the presence of Dianova in relation to institutions and international or transnational NGOs, fulfilling commitments and obligations contracted in 2012. These consisted of representatives integrating into the Governing Boards of the Vienna NGO Committee on Drugs (VNGOC) and the World Federation of Therapeutic Communities (VFTC). Dianova representatives also participated in various seminars and conferences, where they were able to present and share Dianova's experience, ideas and positioning.

In 2013 new commitments could be made through Dianova's membership of the Organization of the American States' various civil society forums as well as those of the European Union. There was also a high demand for online participation and contributions by different international bodies, marking the start of a new era of participation at a distance in the multilateral international area.

It was possible to intensify Dianova's international activity, thanks to the contribution and participation of people from the whole of the Dianova network, sharing their know-how, knowledge and practices to contribute to strengthening the positioning of the network.

International Activities – Highlights

57th Meeting of the Commission on the Status of Women (CSW57), in New York

4 to 8 March – Dianova participated in the fifty seventh session of the Commission on the Status of Women (CSW57) held the United Nations headquarters in New York on the issue of: "The elimination and prevention of all forms of violence against women and children". The participants included representatives from member states and various bodies of the United Nations and non-governmental organizations accredited by ECOSOC from all parts of the world.

Organization of side event at the CSW57 (New York)

8 March – During this session of the Commission on the Status of Women, together with various partner organizations (*the General Board of Church and Society of the United Methodist Church, United Methodist Women and Freedom from Fistula Foundation*) Dianova organized and sponsored a side event, the theme of which was: "**Overcoming pain after abuse and violence**".

In their presentation, the Dianova representatives outlined the impact that the empowerment of women can have. They illustrated this by highlighting the experience of participants on the treatment program with a gender perspective for women, with or without children and who may or may not be pregnant and who have alcohol and/or drug abuse issues. Particular emphasis was placed on the fact that this initiative was led by a strategic alliance between public bodies and non-profit organizations. The results of the program had an impact on three regions of the country.

The presentation also stressed the importance of tackling the phenomenon of violence within couples and towards the children in all its dimensions, to be able to re-establish mothers/children affective bonds and the autonomy of women.

The subsequent discussion panel was made up of representatives from institutions from different parts of the world: Chile, Japan, Spain, the United Kingdom and the United States. Emphasis was given to the relevance of coordination and collaboration between the different public bodies and organizations of civil society in tackling violence and abuse towards women and children.

The poster for the parallel event was published in the official summary of the session.

To see the poster for the event, go to: <http://bit.ly/SP4HxB>

The 56th session of the United Nations Commission on Narcotic Drugs (CND 56, Vienna)

11 to 15 March – Dianova representatives took part in the 56th session of the United Nations Commission on Narcotic Drugs, along with more than 150 NGOs with consultative status to the United Nations Organization Economic and Social Council (ECOSOC). Dianova's representatives supported the role of the United Nations Organization's conventions on drugs in the Vienna NGO Committee on Drugs (VNGOC), a body whose objective consists of bringing together NGOs that work in the field of addictions and facilitating exchanges between them and the United Nations.

During the session, the VNGOC held the second Informal Civil Society Hearing. Representatives of Dianova participated in the meeting, making a contribution during the first discussion panel, on the issue of: How can NGOs contribute to the Political Declaration and to the Action Plan?

For Dianova, it is fundamental that civil society and NGOs play a leading role in drawing up the policies on drugs, particularly through the VNGOC. **Therefore, our organization will continue in this direction during the next biennium, following its re-election as a member of the Governing Board of the VNGOC on 14 March.**



Informal Civil Society Hearing during CND 56

During the 2012 session of the United Nations Commission on Narcotic Drugs, an informal Civil Society Hearing was organized for the first time in the history of the Commission, by the Vienna NGO Committee (VNGOC). The aim was to strengthen relations between civil societies, member states of the UN and international organizations. It also aimed to exchange information and to debate current practices in the fight against drugs, with the aim of establishing collaboration between the different bodies.

United Nations Political Declaration and Action Plan

The Political Declaration and the Action Plan for an international strategy in the fight against drugs constitute the principal political documents of the United Nations on this issue. These documents help: guide the action of the international community in this area; reaffirm the role of the United Nations Commission on Narcotic Drugs; monitor the world situation in relation to drugs; develop strategies for the control of drugs, and propose measures for combating the problem through the reduction of demand and the implementation of initiatives for alternative development.

"The Biopsychosocial Model in Therapeutic Communities", a parallel event to CND 56

13 March – Presentation of an event parallel to CND 56 by representatives of Dianova International and Dianova Italy, on the issue of the biopsychosocial approach in their system for providing support in therapeutic communities as well as in the whole of the regional support network for drug addicts in Italy.

The conference brought together some fifty participants from various countries. Amongst the participants were Giuseppe Coppola Seàn, Counsellor from the Italian Embassy in Vienna, representatives of various treatment organizations in Italy and Spain, and a delegation of Swedish politicians. After a presentation on the work of the Dianova Network, the characteristics of the biopsychosocial approach were described.

Decade of Education for Sustainable Development (United Nations)

28 March – As part of the preparation of its final report as leader of the Decade of Education for Sustainable Development, UNESCO asked organizations given consultative status to share their ideas and contributions regarding education for sustainable development.

Dianova contributed by sending a working document, which included a presentation on Dianova's activities in Nicaragua in this area. It also provided various proposals with the aim of taking into account sustainable development in the context of formal education.

Call to civil society organizations - Dianova's contribution.

In 2013 Dianova International was selected by the European Commission's Directorate General for Justice to join the Civil Society Forum on Drugs, (CSF) along with some forty other organizations, for a period of two years.

As part of this collaboration, in April 2013 Dianova received a request to provide a written contribution to a working document entitled "The Laeken Declaration on the future of the European Union" aimed at candidates in the European elections of June 2014. Dianova's contributions concerned: European social, education and employment policy for young people; border control policies; the right to asylum and immigration, and democracy in the European Union.

10th Civil Society and Social Actors Hemispheric Forum (Washington DC)

9 and 10 May – Dianova representatives participated in the Tenth Civil Society and Social Actors Hemispheric Forum as part of the preparatory process for the 43rd General Assembly of the Organization of the American States (OAS), along with

various organizations from civil society and other interested parties, on the issue of "An integrated policy for the fight against drugs in the Americas". The objective of the meeting was to exchange points of view, experiences and practices so as to produce recommendations to present to the member states of the OAS.

Read recommendations formulated in the Forum at:
http://scm.oas.org/doc_public/SPANISH/HIST_13/CP31040S04.doc

43rd General Assembly of the Organization of the American States (Antigua, Guatemala)

4 - 6 June - During its 43rd session, the Assembly issued, amongst others, the declaration: "an Integrated and Balanced Strategy to Counter the World Drug Problem" through which the member states recognize the validity of the UN agreements on controlling drugs. An undertaking was made both to seek effective solutions based on an integrated, strengthened, balanced and multidisciplinary approach, ensuring human rights and fundamental liberties are respected, and to foster the implementation of new approaches based on current scientific knowledge.

Annual meeting of the Civil Society Forum on Drugs (CSF)

24 and 25 June – Dianova representatives participated in the eighth annual meeting of the **Civil Society Forum on Drugs** (CSF) which was held in Brussels on 24 and 25 June 2013. During the meeting the members of the Forum discussed how they were going to work during their two year mandate and established various work groups. The members discussed which priority areas to tackle during the mandate, including:

- The quality standards for demand reduction
- The best way of working with the "horizontal drugs group" (the group responsible for proactively coordinating the policies in the fight against drugs in the European Union)
- The preparation of the Forum's contribution to the United Nations General Assembly's special session on drugs.

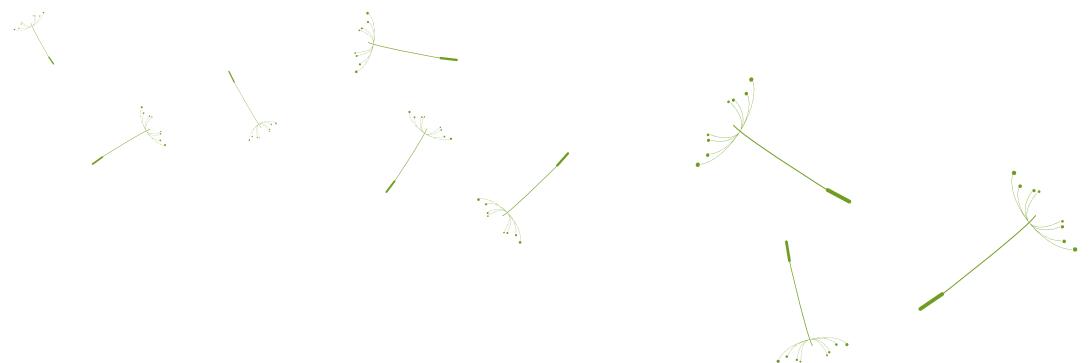
14th Conference of the European Federation of Therapeutic Communities (Prague)

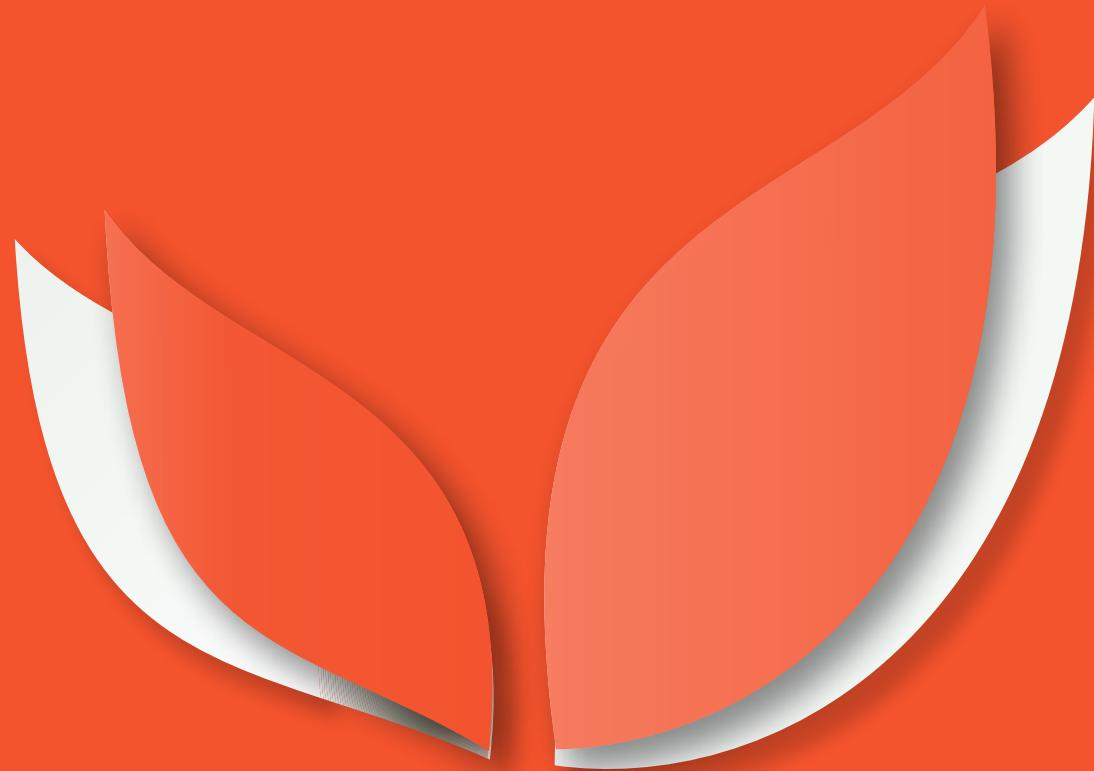
17 - 20 September –Dianova participated in the 14th Conference of the European Federation of Therapeutic Communities in Prague (Czech Republic), hosted by the Magdalena Czech Therapeutic Community. The objective of the conference was to discuss the key questions that professionals from the therapeutic community have to address to adapt to a constantly changing approach. These issues include: development trends in the therapeutic community, education and research, and the focus for people with special needs.

On 18 September Dianova Portugal's representative presented a scientific follow-up study directed by Professor Susana Henriques and entitled "Paths from addition to rehabilitation". It examined the social trajectory of people for up to three years after they started therapy.

14th Conference of the Latin American Federation of Therapeutic Communities (Santiago de Chile)

16 - 18 October – The Outreach Center of the Catholic University in Santiago, Chile hosted the 14th FЛАCT conference, entitled: "An alternative for change in an unequal world". The Dianova representatives had the opportunity to exchange experiences, practices and methods of intervention with representatives from other treatment centers in Latin America, in particular in relation to types of treatment available to meet specific needs, especially the needs of women addicts with or without children.





[04]

NETWORKS, SOCIAL PROJECTS & COMMUNICATION

Networks & Social Projects

'Catalunya en Miniatura' (Catalonia in Miniature) 2013 summary

2013 was a year where we followed a strict policy of controlling expenditure while maintaining those activities that are necessary to preserve the essential visibility needed to sustain the project. The objective was also to make the project profitable through seeking strategic alliances and specific income. Specifically, through direct

work with schools Catalonia in Miniature has managed to double the number of bookings. In addition, a grant from the Government of Catalonia, from next year, will enable the development of a company website and a new application for making bookings.

In terms of the number of visits to the Catalonia in Miniature models and to the Bosc Animat (Enchanted Wood), it is worth pointing out that although there was a decrease in numbers in comparison with the previous year, the profitability level was higher.

Number of Visits	2011	2012	2013
Catalunya en Miniatura	48376	52591	54671
Bosc Animat	16043	23220	16578
Total	64419	75811	61249

Second Solidarity Day at 'Catalunya en Miniatura'

On 15 September the 'Catalunya en Miniatura' theme park held its second "Solidarity Day" with the objective of raising funds to ensure the effective operation of the Esther Del Río Las Marias School in Nicaragua. Various activities were organized to raise money, including the sale of "solidarity bracelets", train trips and the organization of a diverse range of activities in the Enchanted Wood (Bosc Animat)

Donation by the Japanese Government to Dianova Nicaragua

In February 2013 the Japanese Government donated US \$121,321 to the Dianova Nicaragua Foundation for the construction of three secondary school classrooms and a science laboratory, in the Esther del Río - Las Marias Education Center. This increase in school facilities will improve the education of 300 young people in the rural communities of the Santa Teresa and adjoining municipalities, in the Carazo Department.

Rafael Guerrero, the Director of the Dianova Nicaragua Foundation received the donation check from the Japanese Ambassador, Masaharu Sato, at an official ceremony in the Japanese Embassy in Managua.

Grant for remodeling the Terrebonne Center (Quebec, Canada)

In September 2013 Dianova's Terrebonne Center received the promise of more than 150,000 Canadian Dollars of financial help from the government of Quebec. This finance will enable the treatment and detoxification unit to be extended and renovated, the sanitation facilities to be repaired and a storeroom to be constructed. The city of Terrebonne and the region's local economic development center will also participate in the project.

Solidarity concert for the 5th "Mocktails" event (Torres Vedras, Portugal)

The 5th annual Mocktails event, Mocktails 2013, held on 3 and 4 of May in Torres Vedras, culminated with a solidarity concert by the Portuguese artist Pedro Abrunhosa & Comité Caviar.

For the past 5 years the initiative "Mocktails - amusing memories of a night without alcohol" has had as its objective raising awareness within the community about the prevention of addictions, and the promotion of healthy living. The initiative involves collaboration with 35 regional and national institutions, the Torres Vedras City Police and numerous bars, restaurants and discotheques.

The fifth Mocktails event started at the end of April with awareness raising activities in schools, carried out by a team of professionals from the Dianova Prevention Department. It ended on 3 May with health promotion in the city's night spots. This consisted of an approach involving dozens of volunteers, called "Health Ambassadors", working closely with people.

Dianova joins the Civil Society Forum on Drugs (CSF)

In February 2013 Dianova was selected by the European Commission's Directorate General for Justice to join the civil society organizations which, for a period of two years, are participating in exchanges of opinion and information with the European Commission within the framework of the European Civil Society Forum on Drugs (CSF)

The Civil Society Forum on Drugs meets at least once a year. Its role is to enrich the proposals of the Commission through their experience in the field; to contribute to the work of monitoring the implementation of the EU plan against drugs and to support the work of drawing up a new regulatory framework for the fight against drugs.



'Catalunya in Miniatura' and the 'Bosc Animat' (The Enchanted Wood)

The 'Catalunya in Miniatura' Park was established in 1983 with the objective of creating a place that reflected the most emblematic monuments and places in the Catalonia region. Situated on the outskirts of Torrelles de Llobregat, 13 km from Barcelona, the park provides an entertaining and cultural visitors' circuit, with more than 150 models representing some of the masterworks or places representative of Catalan architecture.

In December 2008 Dianova International established the Bosc Animat (Enchanted Wood) aerial adventure park, thereby completing the park's attractions. This alliance between an NGO and a commercial company arose in 2012 when Dianova became the majority shareholder.

www.catalunyaenminiatura.com

Communication & Publications

Annual report

The annual activities report was published, providing an overview of the Dianova network's work in the countries where it undertakes its activities, namely Europe, South America and North America. The report provides a general overview of the Dianova network and its social commitment.

Website – www.dianova.org and «The Network News Briefs»

The website was updated in three languages (Spanish, English, French), and included articles about the development of the network's activities and Dianova's participation in various events, conferences, seminars and meetings. In addition, the electronic bulletin "News from the Network" was sent regularly to members of the Dianova network and their various interest groups.

The Institutional Manual

The Institutional Manual was published and distributed to the member organizations of the Dianova network in November 2013 (see pages 7 and 8).

Publication of the book "AmaneSeres"

A digital edition of the book entitled "AmaneSeres" was published by Dianova in Chile. The content of the book, available in pdf format, is based on the opinions, reflections and lessons learnt by those who take part in Dianova's work in that country. The book also has various articles on the treatment of women addicted to alcohol or other drugs. Each article is enriched with comments on each theme, thanks to generous contributions from different experts in Argentina, Mexico, Spain, Uruguay and Chile.

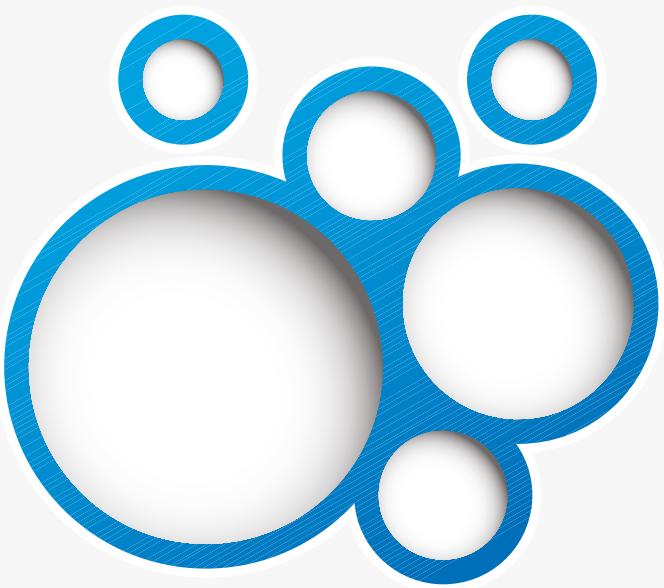
The AmaneSeres book: <http://bit.ly/1i0qbjc>

"Opening new paths" – innovative practices for dependent adults

During 2012, the Dianova in Canada team took part in writing a collective work led by a coordination team from the University of Quebec in Trois-Rivières (Quebec - Canada). The team's contribution was based on the "Empowering my life", project which was run over several years for young people at risk in the Montreal region. Finally approved by the Coordination Committee, the chapter includes a brief history of the development of the project, the theoretical principles supporting it, a description of its development, testimonials, and a description of the key conditions for the replication of the project.







[05] HUMAN CAPITAL & TRAINING

A multicultural profile

The Dianova network is characterized by a multiplicity of cultures, nationalities and talents. The management of this diversity constantly leads us to seek the most suitable processes for managing and developing our staff and acquiring new values, developing talent and valuing the individual.

They are the people who make the organizations and it is thanks to their involvement in, and commitment to, projects and activities for which they have a sense of ownership that the projects are successful.

In 2013 the commitment to staff and volunteers was maintained. The various underlying processes which span across the whole Dianova structure and strategy were improved and strengthened. Innovative and integrating strategies in people management were implemented as a way of providing a competitive advantage.

In this way, the People Management Model, which takes into consideration the different nationalities and countries where Dianova is represented, was consolidated. It takes into account the characteristics of the world of the employees and volunteers that make up the Dianova network. It also always takes into account the importance of the transversal nature of Dianova's values, strategy and culture.

Dianova Portugal pioneers “family friendly company” certification

Recognizing the increasing importance of the issue of people management / human capital in terms of work-life balance, Dianova Portugal implemented its equality and work-life balance plan, by adopting a set of measures in relation to its staff. The measures integrate stability in, and quality of, employment, flexible working, family help and support services.

As a consequence of this, and after an extensive audit by SGS, in February 2013 the Másfamilia Foundation awarded Dianova Portugal with Social Economy Family Friendly Company (EFR) Certification for organizations in the social and solidarity economy / third sector in accordance with the EFR regulation 1000-2, 2nd edition.

As it is the first social organization in Portugal with this human capital management quality stamp, Dianova is breaking new ground in the third sector.

Human Capital

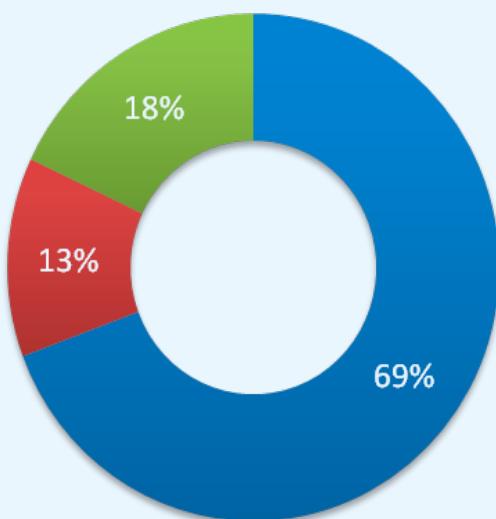
Total number of employees - Dianova network

	Administration services		Human services		TOTAL		TOTAL NETWORK
	Men	Women	Men	Women	Men	Women	
Total	78	76	182	189	260	265	525

In 2013 the Dianova staff team totaled 525 people, of whom 49.8% were male and 50.2% female. Compared to the previous year, the network increased the number of staff by 20%.

Employees- by type of contract

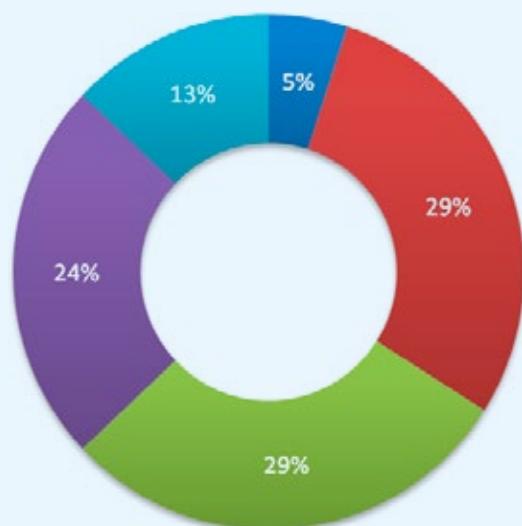
Demonstrating Dianova's commitment to providing stable employment, in 2013 69% of the staff were on permanent contracts.



- Full time contracts
- Part-time/temporary contracts
- Service provision contracts

Employees - by age group

Regarding distribution by age group, the largest age group is 25 to 45 years of age, comprising 58% of employees.



- < 25 years
- 25-35 years
- 36-45 years
- 46-55 years
- > 55 years



Volunteers & Trainees – by areas of activity

	Administration services	Human services	TOTAL
Trainees	11	36	47
Volunteers	27	125	152
TOTAL	38	161	199

The network had 199 people on work experience or volunteer programs mainly working within the area of providing support.

Training

Staff Development & Training – in the Dianova Network by Activity Area

	Actions	Hours	Staff members
ADMINISTRATION SERVICES	31	1320	192
HUMAN SERVICES	194	14829	726
TOTAL	225	16149	918

International Reunion

From 26 to 28 September around sixty people, consisting of invitees and delegates from the Dianova International member organizations, met in Rome to hold the annual Dianova network reunion. The first two days were devoted to the now traditional 9th “Management and Innovation” training seminar. The Ordinary Assembly of Dianova International was held on the last day.

9th Seminar “Management and Innovation”: the DNA of innovation

The 9th annual training session took innovation as its theme, with the objective of demystifying and understanding innovation and its processes, drawing up a “road map” to take innovation into our everyday lives and finally to integrate innovation to the benefit of society. Various speakers took turns to address the seminar before the team working session began. Amongst these was Josep María Miró Pascual, Director of Social Innovation Projects at Barcelona City Council. In addition, our friend Rafael Goberna, specialist in the management of companies and in systemic consultancy, and Alberto León, a psychologist by profession, both members of the Dianova International Council of Assembly, addressed the seminar.





[06]
**FINANCIAL
RESOURCES**

The *Organisation Internationale Dianova* (Dianova International), is an NGO subject to Swiss law, with transnational activities and in accordance with the definition established by the European Convention on the Legal Recognition of Non-Governmental International Organizations. Its main activity is to represent the Dianova network's member organizations in their contacts with international bodies. In addition, it provides assistance and support to the Dianova network in the areas of corporate identity, knowledge exchange, on-going training of staff teams, organization and finance. These activities are designed, developed and coordinated by the Head Office in Lausanne (Switzerland) and from the operating unit in Castelldefels (Spain).

The 2013 financial year ended with a negative balance of 897,859.55 Swiss francs (732,647.53 euros) compared to the negative balance of 113,620.55 Swiss francs recorded at the end of the 2012 financial year. The principal cause of this negative balance comes from making, for sound reasons, provision for risks in a financial climate where the value of financial assets could fall. Therefore the necessary measures were taken with the objective of correcting the situation and getting back on track as quickly as possible.

The volume of resources managed in 2013 reached almost 769 thousand Swiss francs (628 thousand euros), coming for the most part from the selfless collaboration and generosity of institutions, companies and private individuals (88%), contributions from members of the Dianova network (5%) and returns on financial assets (7%).

86% of the resources managed were dedicated to assistance and direct support (partial, non-refundable subsidy of projects and social actions) or indirect support (corporate identity, knowledge exchange, on-going training etc.) for members of the Dianova network. Some 14% was used for general expenses and the operation of the organization.

The total resources managed by Dianova International and the Dianova network in 2013 to carry out its mission and social actions was 20.42 million Swiss francs (16.7 million euros), figures that are similar to those of the previous financial year.

The annual accounts for the 2013 financial year were submitted for examination and revision to the external auditor AMS Conseils, S.A., Carouge – Geneva (Switzerland), whose auditing report is available in full on our organization's website (www.dianova.org).

Once the accounts have been approved by the Annual General Meeting of delegates, they will be lodged with the Financial Administration Office of the Canton of Vaud.



BALANCE ON 31 DECEMBER 2013

	2013	2012
ASSETS		
Fixed Assets		
Intangible assets	1,00	1,00
Material assets	301.150,37	304.351,23
Financial assets	1.190.021,53	1.171.862,90
Total Intangible Assets	1.491.172,90	1.476.215,13
Liquid Assets		
Cash and fixed term deposits	764.146,57	647.744,87
Short-term deposits	31.271,83	100.475,31
Medium to long term deposits	3.269.834,22	3.314.604,32
Transitional assets	31.309,42	46.675,52
Total Liquid Assets	4.096.562,04	4.109.500,02
TOTAL ASSETS	5.587.734,94	5.585.715,15

NET ASSETS & LIABILITIES

	2013	2012
Net Assets		
Donations to the Foundation	1.250.000,00	1.250.000,00
Reserves	335.050,60	448.671,15
Foreign currency re-evaluation fund	19.912,87	0,00
	1.604.963,47	1.698.671,15
Results for the financial year	-897.859,55	-113.620,55
Total Net Assets	707.103,92	1.585.050,60
LIABILITIES		
Short-term liabilities	25.836,64	21.219,22
Long-term liabilities	3.174.703,71	3.285.558,26
Transitional liabilities	75.856,20	51.452,94
Provision for risk	1.604.234,47	642.434,13
Total Liabilities	4.880.631,02	4.000.664,55
TOTAL NET ASSETS AND LIABILITIES	5.587.734,94	5.585.715,15

All figures are given in Swiss francs (CHF)

1 EUR = 1,2068 CHF (31/12/2012) · 1 EUR = 1,2255 CHF (31/12/2013)

DIANOVA INTERNATIONAL ORGANISATION

Lausanne

PROFIT AND LOSS ACCOUNT - 2013 FINANCIAL YEAR

	2013	2012
INCOME		
Members' contributions and donations	42.279,75	58.413,80
Net subsidies	673.504,16	955.148,20
Income from activities	0,00	4.972,02
Income and financial products	50.191,21	14.301,96
Foreign exchange gains	1.918,77	99,52
Other income	1.065,66	1.137,95
Total Income	768.959,55	1.034.073,45
EXPENDITURE		
Social programs	0,00	16.430,84
Salaries and social security	275.089,41	267.259,04
Rent	39.226,25	49.502,82
External institutional and legal advice	198.078,86	306.455,90
Bank interest and charges	13.648,05	14.612,78
Contributions and donations	413,80	1.349,46
General expenditure	22.266,78	26.257,74
Advertising and marketing	20.182,40	6.483,65
Travel expenses	118.752,38	153.257,36
Foreign exchange losses	937,19	10.916,69
Taxes and fees	10.880,35	10.515,69
Property costs	10.525,04	13.203,98
Provision for risk	953.550,00	267.541,53
Amortizations	3.268,59	3.906,52
Total Expenditure	1.666.819,10	1.147.694,00
BALANCE		
Negative balance	-897.859,55	-113.620,55

All figures are given in Swiss francs (CHF)

1 EUR = 1,2068 CHF (31/12/2012) · 1 EUR = 1,2255 CHF (31/12/2013)



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- NGO with Special Consultative Status to the Economic & Social Council of the UN (ECOSOC)
- Registered Civil Society Organization to the Organization of American States (OAS)
- Official partner of UNESCO
- Member of the European Civil Society Forum on Drugs (CSF)

Dianova International	www.dianova.org
Dianova Canada	www.dianova.ca
Dianova Chile	www.dianova.cl
Dianova Spain	www.dianova.es
Dianova Italy	www.dianova.it
Dianova Nicaragua	www.dianovanicaragua.org.ni
Dianova Portugal	www.dianova.pt
Dianova Sweden	www.dianovasverige.org
Dianova Uruguay	www.dianovauruguay.org
Dianova USA	www.campdeerrun.org
Drustvo Up (Slovenia)	www.drustvo-up.si