VOLUNTEER ENGAGEMENT IN A POST-PANDEMIC WORLD

WEDNESDAY, MARCH 19, 2024
AGENDA

Welcome/Intro

Positive Changes/Best Practices from COVID

Strategies to Reengage Volunteers

Continued Challenges and New Solutions

Sharing and Questions
POSITIVE CHANGES/BEST PRACTICES RESULTING FROM COVID
KEEPING VOLUNTEERS AND PUBLIC SAFE = FORMALIZATION OF VOLUNTEER PROGRAM

“It’s for your own good. You’ve got to stop touching your face.”
- Educate (facts and stay informed)
- Evaluate what services provide are essential / vital to your client base (mission critical)
  - How will you operate these services in absence of volunteers?
  - What services need to be provided in-person? Adapt?
- Evaluate the risk level to volunteers, clients and staff if services continue (liability insurance)
- Put new protocol/systems in place
- Advanced screening procedures to make sure protocol is being followed
- Transparent, consistent, predictable, calm, reassuring, brief and very clear with communications / updates
- Update emergency contact info for everyone and procedures
# Assessing for Risk

<table>
<thead>
<tr>
<th>Activity</th>
<th>Hazard</th>
<th>Pre-Control Measure Risk Rating</th>
<th>Control Measures</th>
<th>Residual Risk Rating</th>
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</thead>
</table>
| **Shopping**                     | Exposure to COVID-19, colds and other viruses and infections            | High                           | ✷ Where possible confirm the list of items needed over the phone so that you can minimise contact with the individual in self-isolation.  
                               |                          |                                | ✷ Where you need to pick up a list from the individual contact them by phone before arriving so they know to expect you.  
                               |                          |                                | ✷ Follow hand cleaning and social distancing guideline procedures as outlined at each shop or pharmacy.  
                               |                          |                                | ✷ When delivering items to an individual in isolation leave the shopping items at the front door, ring or knock on door and step back a minimum of 2 metres.  
                               |                          |                                | ✷ Do not enter the person's home even if invited, explain that this is for their own and your safety.  
                               |                          |                                | ✷ Use any protective equipment/measures as instructed.                                                                                                                                                       | Medium               |
| **Leaflet Distribution**         | Exposure to COVID-19, colds and other viruses and infections            | High                           | Follow hand cleaning and social distancing guideline procedures before and after picking up leaflets and at each location where leaflets are posted or distributed.  
                               |                          |                                | Use any protective equipment/measures as instructed.                                                                                                                                                       | Medium               |
| Collection & delivery of post    | Muscular/joint injury / repetitive strain injury due to slips/trips/falls | Medium                         | Wear comfortable clothing and walking shoes. Be sure to wear clothing suitable for the weather forecast for that day.  
                               |                          |                                | Before doing any heavy lifting consider if you are fit enough to do so. If not please ask for help or consider if this is the right role for you.                                                       | Low                  |
### SETTING UP PROTOCOL

<table>
<thead>
<tr>
<th>Mission</th>
<th>History</th>
<th>Organization</th>
<th>Programs</th>
<th>Safety</th>
<th>Requirements</th>
<th>Disclaimers</th>
<th>Code of Conduct</th>
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<tbody>
<tr>
<td>Volunteers like to know what their efforts are going towards; the mission is a great way to start a Volunteer Handbook.</td>
<td>Growth of an organization feels like a success. It is important to highlight the history of the organization and the mission efforts!</td>
<td>The organization of the volunteer programs, committees, and leaders of the volunteer programs are important to outline.</td>
<td>If there are multiple ways someone can volunteer, let them know in the Volunteer Handbook!</td>
<td>Safety procedures, first aid kits, and emergency evacuations should all be written down to be studied by the volunteer.</td>
<td>Be sure to highlight requirements that volunteers must complete.</td>
<td>Photo release forms, and agreement disclaimers are great to add in the Volunteer Handbook.</td>
<td>To cover all your bases, be sure to mention conduct and behavior that will not be permitted in the organization.</td>
</tr>
</tbody>
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**Track It Forward presents:**

**What to Include in Volunteer Handbooks**

Creating volunteer handbooks can be a tough task, but it is definitely a necessary one! Volunteer Handbooks help walk a volunteer through their experience and training. They also help organize a volunteer program and allow organizations to be credible. If you are searching for an editable template, download our forms in this article! But, you can also create one from scratch using these contents!

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<table>
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<tr>
<th>Conflict Procedure</th>
<th>Expenses</th>
<th>Different Program Roles</th>
<th>Guidelines</th>
<th>Signing Up for Events</th>
<th>Logging Hours</th>
<th>Risk Assessments</th>
<th>Signature Forms</th>
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<td>Outline the procedure to report conflict, or to bring up any issues that may be occurring in the organization.</td>
<td>If volunteers may be spending money towards the organization, outline which ones can be reimbursed in this section of the Volunteer Handbook.</td>
<td>Specific volunteer programs can have different tasks. Be sure to fully explain the tasks and roles a volunteer may have in the Volunteer Handbook.</td>
<td>General guidelines that the organization follows, like confidentiality or just respectful behavior can be explained in a General Guidelines section.</td>
<td>How a volunteer signs up for events or shifts needs to be a large part of the Volunteer Handbook. This is an important part of the Volunteer Handbook to retain volunteer activity.</td>
<td>Post-volunteering acts can be outlined efficiently in the Volunteer Handbook. It would be great to highlight the importance of this tool.</td>
<td>If there is risk involved in the volunteer activity, be sure to clearly list these and how they can be prevented or solved.</td>
<td>Lastly, if there is anything you want volunteers to sign or agree to, add a copy or two to the Handbook for reference points!</td>
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MUTUAL BENEFIT / SHARED RESPONSIBILITY
JUST BECAUSE YOU FIT IN SOMEPLACE

SCREENING & SELECTING VOLUNTEERS

DOESN'T MEAN YOU'RE IN THE RIGHT PLACE
When you don't have a vaccine
Communications is the vaccine.

Communication Tips

• Having a communication plan
• Frequency of communication
• Getting leadership involved in communication
• Clear, concise and proactive
• Empathy and acknowledging we don’t know everything
The Importance of Ongoing Training
SHIFTS IN HOW THINGS ARE DONE

LIFE GETS TOUGH

THANKS FOR BEING FLEXIBLE
EXAMPLES OF SERVICE OR MODIFICATIONS TO SERVICE:

- Delivery of food to someone by setting food on doorstep and that person not opening door to grab food until delivery person has left.

- Modify attendee control in a food distribution so there is no hand-to-hand—hand off goods, but placement of goods on a table, line and room or area entry control, and standardized cleaning timing.

- Remote call center support—dial in remote call centers are ideal.

- Modifying in-person coaching around accessing higher education or other types of case management to zoom or other web/phone based coaching.
This is Wilson. He is now working from home 😊
- Creative and flexible (look at other posted opportunities)
- Look at skills sets of volunteers (ask) match with projects
- Micro-volunteering
  - Short burst volunteering (research, proof-reading, updating, data entry, kit assembling)
- Meaningful and mission critical (Things that sit on “To Do List” month after month) not busy work
- Education and advocacy work (social media posts)
- Skills-based volunteers – gaps in time or expertise
- Write up stories/experience for blogs, social media, annual report, etc.
- Reach out to clients, partners or other stakeholders via telephone, online platform, letters/cards
- Examine the volunteer program – updating policies, etc.
PARTNERSHIPS & COLLABORATION

PARTNERSHIP

PARTNERSHIP EVERYWHERE
STRATEGIES TO REENGAGE VOLUNTEERS
BENEFITS TO KEEPING VOLUNTEERS ENGAGED

Reduce social isolation and create connection

Maintaining momentum – reducing attrition and increasing ability to jump back in when it is safe to do so

Increase skills and knowledge of volunteers

People still want to help and want to get involved. Opportunity to involve new volunteers in new roles

Build deeper/stronger relationships
Aha, you lose connection
Did you try to reconnect?

RE-ESTABLISH A CONNECTION
- Use technology – send instructions
- Phone trees to get folks talking and sharing with each other
- Volunteer meetings/check-in if service is still being provided
- Volunteer trainings (lunch and learn)
- Volunteer appreciation event
- FUN Social events
- Track engagement and mood of volunteers – see who is active
- Send post cards, notes or thank you gifts
- Sending funny emails or video links
- Get a variety of staff involved, especially leadership
- Remind about the benefits to volunteering
LEARN FROM FEEDBACK

ONE MUST
The Café is many things to many people!

Matt’s Story

I came to Franklin County to start a business, but it failed. Soon after, my depression really kicked in. I mean, I was in my forties, divorced, with a failed business concept, and I was withdrawing from the world.

I remembered being very welcomed by the staff and volunteers who were tabling for Stone Soup during a Greenfield Business networking event. So, I signed up to volunteer and I haven’t missed a week since then. And that’s saying a lot, since I’m a person who has a really hard time committing to something even if I have the best intentions. The fact that I’ve stuck with this should tell you how much it means to me.

In many ways, I didn’t even know how much I needed a “community.” I had often put a lot of energy into one or two people to support me, and sometimes that would be too much for them. But at Stone Soup I have many people I’ve connected with on a variety of levels, and I’ve even been a catalyst for other people to get involved. Even when being there is difficult - and sometimes it is - I feel truly accepted for who I am. How many places can you say that about, really? And what’s more - I feel needed. After years of not working, I hadn’t felt useful for a long time. Now there is a mission I can get behind and they make it easy for me to have a place there.

It’s a place where everyone can feel at home and welcomed into the community.
REWARD AND RECOGNITION

YOU GET A BEANIE! YOU GET A BEANIE!
EVERYONE GETS A BEANIE!
ASK

SO I JUST ASK WHATEVER I WANT?
CHALLENGES WE HAVE NOT ADDRESSED
A change management approach that helps organizations more effectively leverage volunteers and their skills, increasing the return on volunteer investment to meet their missions.
➢ Research-based diagnostic evaluation
➢ 16-20 hours of team-based strategic management training for volunteer program
➢ Up to 10 hours of individualized coaching
➢ National certification from AL!VE
Info Session #2 Recording:

https://us02web.zoom.us/rec/share/VTHPRnzJ-PiMbcxq4_iauqaBVkY8dOksS7INlH_dA4UGWdFKIveGfJ-vbciYNTBD.SAk5NBEiCVeH8tx5