

## **1. Volunteer Recruitment + Screening + Volunteer Fair**

- Virtualizing Volunteer Opportunities?
- Free marketing opportunities for Agencies to recruit?
- Virtual Volunteer Fair
- Barriers to training volunteers properly: How to remove barriers? Free training, technology needed for training.
- Shared volunteer training database – how can we share volunteers with all agencies?
- How to compile a screening questionnaire to ensure you protect clients and agency.
- How to engage individuals with disabilities.

## **2. Volunteer Retention**

- Providing new program or projects to keep volunteers engaged during the Pandemic.
- How to coordinate volunteers to keep them engaged and retained
- Volunteering has changed – How to create meaningful and impactful experience, with less time (volunteers are busy)
- Non-frontline work – How can we engage volunteers?
- Calculate the value of our volunteers on an hourly wage. (Peel region created the bench mark - May have been created by the United Way) Dollar equivalent so agencies can promote the value of volunteers. A volunteer is saving x dollars. Might be a way to show a volunteer their value to the organization.
- Would like skills to encourage volunteers to stay onboard particularly when they are required to do tasks that they are not particularly fond of.
- What are strategies to have volunteer stay on board for the long term.

## **3. Volunteer Management - software / database**

- Donor database?
- Connecting with the College to ask tech students to create a Database?
- What programs are available that include systems, tools, qualifications, skill sets are available (free)

### **Resources:**

- Free Volunteer management software programs. <https://blog.capterra.com/free-volunteer-management-software-options/>
- Low cost Volunteer Management Software programs <https://www.wildapricot.com/blogs/newsblog/2019/07/30/volunteer-management-software>

- Create your Volunteer program on a budget <https://volpro.net/volunteer-support-budgets/>

#### **4. Volunteer Policies**

- Sharing policies with Tri-County has a welcome package with main policies. Customer service policy, misconduct, confidentiality, release form for photos,
- A bank of volunteer handbooks that we could share would be helpful.
- Privacy policies
- Cybercrime awareness

#### **Topics for meetings:**

- Creating a volunteer handbook.
- What do others have in their handbooks currently?
- Dismissal policies for volunteers.
- Process for volunteer recruitment
- Ensuring the handbook has the following:
  - **Role Creation and/or Position Description Policy.**
  - **Screening Policy**
  - **Feedback & Evaluation Policy.**
  - **Dismissal Policy.**
  - **Privacy & Personal Information Policy.**
  - **Accessibility Policies.**
  - **Workplace Violence & Harassment Policy.**

#### **Resources:**

- 7 Policies that should be included in your volunteer handbook.

[https://charityvillage.com/the\\_seven\\_policies\\_your\\_volunteer\\_program\\_must\\_have/#:~:text=%20Let%E2%80%99s%20start%20with%20four%20that%20are%20specific,this%20list%2C%20this%20is%20it%21%20A...%20More%20](https://charityvillage.com/the_seven_policies_your_volunteer_program_must_have/#:~:text=%20Let%E2%80%99s%20start%20with%20four%20that%20are%20specific,this%20list%2C%20this%20is%20it%21%20A...%20More%20)

- **Volunteer Ottawa has volunteer courses that can be done online. (ie: Volunteer 101, Volunteer handbook creating etc.)**

- [https://www.volunteerottawa.ca/online\\_learning.html](https://www.volunteerottawa.ca/online_learning.html)

- [https://www.volunteerottawa.ca/volunteer\\_management.html](https://www.volunteerottawa.ca/volunteer_management.html)

#### **5. Volunteer Appreciation (Including Christmas)**

- Meaningful gifts
- Older volunteers want physical gifts
- Younger volunteers want shorter terms. No need for gifts. Just want to

know they made an impact.

- Acknowledge volunteers in a group bulletin- ie Rotary has a fellowship pin
- Meals, other food items
- Public recognition i.e. in person, in a group, in local newspapers, and social media, in a card or letter
- Certificates
- Swag with organizations name on it ie mug, bag, T-shirts
- Christmas possibly giving out food items, coffee mug, gift certificates
- Looking for new/ other ways to engage show appreciation.

## **6. Volunteer Orientation + Training (H&S, AODA & WHMIS) Ministry Requirements (Workers Compensation, WHIMIS, Health and Safety, Accessibly)**

- What are we legally responsible to provide for volunteers?
- Where do we find this information?
- Training - would like training on cultural awareness/ language/ racial training

## **7. Record Keeping**

- Any type of system would be helpful.

## **8. Volunteer Dismissal – In general and during Covid**

- How to fire volunteers? We should put it in the handbook. Or training. It's like an employment contract. Create a project with a beginning and end date. Regular check ins. Be honest with feedback. Sharing information about it.
- Probation is important as are policies to be followed by specific timelines

## **9. Job Description**

Reach out to use templates from other agencies. Description sharing?

Each Volunteer Opportunity has it's own job description and risk rating.

Position descriptions should be outlined so Volunteers can choose accordingly and make sure it is the appropriate fit – which is why risk ratings are important to include.

Each description should include the onboarding process and specifics ex: crim & vulnerable sectors check.

## **10. Volunteer Engagement**

- Discussing ownership so volunteers feel connected
- Include volunteers in decision making, meetings regularly.
- Volunteer appreciation (cold-calls, touch bases)
- Communication – verbal thank you's

- External recognition – Volunteer of the year, governor general
- Allow a sense of family & relationship building to happen
- Personalized thank -you
- Videos
- Volunteers help run activities.

## **11. Safety Planning & Safety Plans**

- Outline rules & strict rules
- Connecting back to the volunteer descriptions – detailed descriptions can mitigate risk
- Scenario questions in interview process
- If working with a risky clientele it should be disclosed
- Extra training for volunteers
- Looking for information regarding liability/ protection in the workplace for volunteers versus paid staff

## **Round Table Discussions**

If we were to have a resource sharing webpage what would you like to see on it?

- AODA
- Training that are available
- Categories
- Corrie - Whimis - Workplace harassment - HR Download
- Minutes of previous meetings - Police checks
- Facebook group?
- Youtube
- Grants: Ministry of Seniors and accessibility. - Communications?
- A resource website could host answers to the list of topics that we discussed in the break-out rooms. A central repository of how-to explanations, templates of policies and procedures, training for management and volunteers, tips and suggestions, etc...