

WORKING EFFECTIVELY WITH VOLUNTEERS



WHAT COMES TO MIND WHEN I THINK OF WORKING WITH VOLUNTEERS...

(In three words or less)



TYPES OF VOLUNTEERS

- ☞ General/Shelter
- ☞ Fosters
- ☞ Community Service
- ☞ CART
- ☞ Group volunteers



HSPPR VOLUNTEERS

A rich resource in our midst

- ☞ Currently 550+ active volunteers, including CART
- ☞ 180+ foster parents
- ☞ Majority are female between 12 – 30 and over 50 years old
- ☞ In 2016, volunteers gave 105,078 hours of service
- ☞ That's equal to having an additional 50 full-time employees!!!
- ☞ In 2016, foster volunteers cared for over 1,198 animals!
- ☞ There are 100+ different adult/youth teams, which help across all departments.

**2016 Pueblo Specifics:*

- ☞ 112 active volunteers
- ☞ 79 animals fostered
 - 17 foster volunteers
- ☞ 7,938 hours (nearly 4 FTE!)



VOLUNTEER REQUIREMENTS

COLORADO SPRINGS	PUEBLO
<ul style="list-style-type: none">☞ Minimum age of 12 years old, must have an adult partner with them until they are 18 years of age or older☞ Willing to make a 6-month commitment with 8 hours of service per month☞ Must commit to a weekly schedule☞ Have to pass a criminal background check and pay volunteer fee☞ Have an initial and annual home visit <i>(for foster volunteers only)</i>	<ul style="list-style-type: none">☞ Minimum age of 12 years old, must have an adult partner with them until they are 17 years of age or older☞ Willing to make a minimum commitment of 30 hours annually☞ Highly encourages volunteer to commit to a weekly schedule☞ Currently do not have to pass a criminal background check☞ Have an initial and annual home visit <i>(for foster volunteers only)</i>

HOW VOLUNTEERS GET STARTED

COLORADO SPRINGS

- ☞ Attend a Volunteer Information Night
- ☞ Fill out a volunteer application and submit background check
- ☞ Have an informal phone interview
 - pick schedule; get placed in a role
- ☞ Attend a Volunteer Orientation
- ☞ Attend specialized trainings

PUEBLO

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 - get placed in a role
- ☞ Attend specialized trainings



FOSTER VOLUNTEER REQUIREMENTS



- ∞ Foster volunteers must also have:
- A safe, clean home with appropriate space to meet the individual needs of the foster animal(s)
 - The number of resident pets within accordance of local laws
 - An understanding of the Shelter's Foster Volunteer Guidelines, including euthanasia
 - Time to spend to successfully meet the individual needs of their foster animal(s)

WHY DO PEOPLE CHOOSE TO FOSTER?

- ☞ Recently lost a pet and want to care for an animal, but not ready to own one yet
- ☞ Community Service credits for school
- ☞ Teach children responsibilities of caring for an animal
- ☞ “Test drive” an animal
- ☞ Heartfelt desire to help an animal in need



VOLUNTEERS ARE ALSO DONORS

- ∞ Volunteers donate ten times more than non-volunteers (\$2,593/year vs. \$230/year)*.
- ∞ 67% of volunteers donate to the same charities where they volunteer*.
- ∞ Approximately half say that volunteering inspires them to give a larger donation.



*Sources: Fidelity, Volunteerism/Giving Rpt, 2009, Volunteers who give – major implications for Major Gifts (especially older givers) Giving USA, 2011

MOTIVATIONS FOR VOLUNTEERING

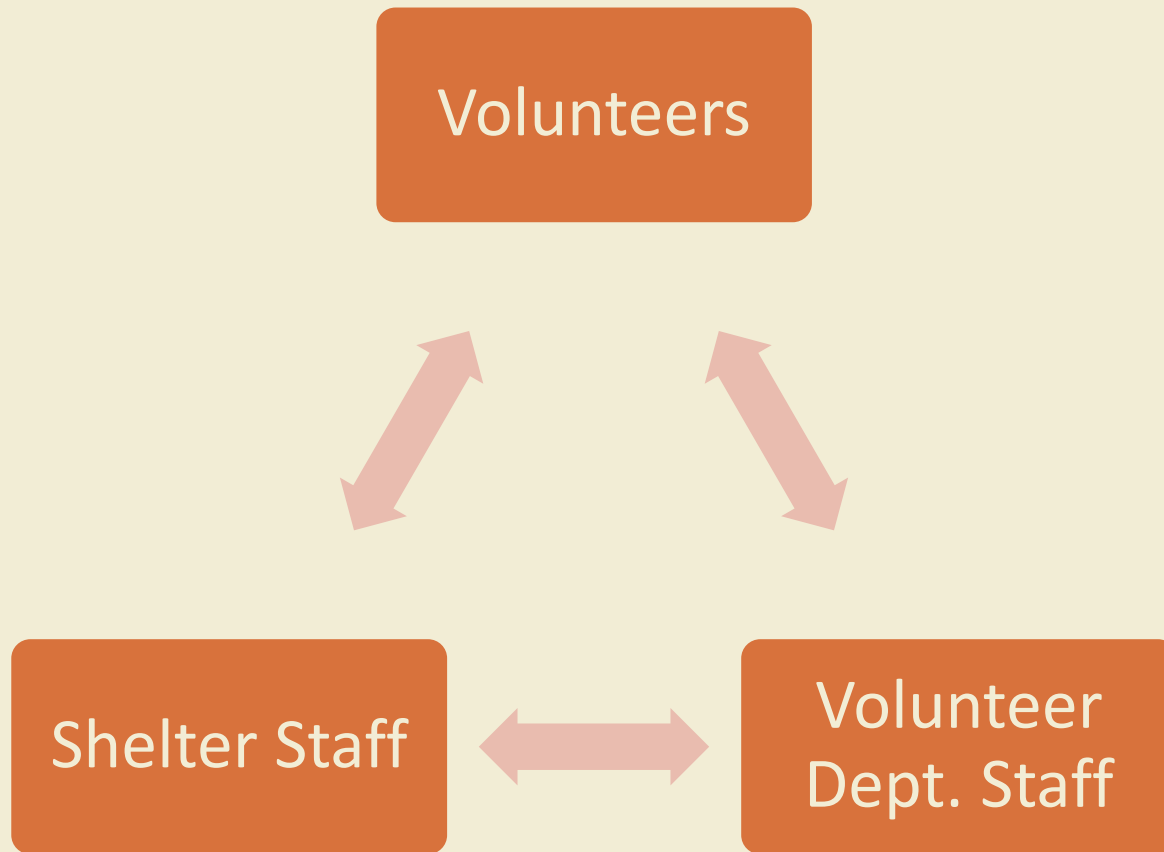


CREATING A CULTURE OF ENGAGEMENT

- ☞ It takes “a village” to manage, support and recognize volunteers.
- ☞ Volunteers have a positive experience and keep coming back!
- ☞ Staff get the support they deserve.
- ☞ Our mission gets fulfilled!



HOW WE'RE ALL CONNECTED



DIFFERENT POINTS OF VIEW

How staff view volunteers	How volunteers view staff
<p><u>Positives:</u></p> <ul style="list-style-type: none">☞ Like having more help☞ Feel appreciated, valued☞ Part of our community☞ Potential patrons, donors	<p><u>Positives:</u></p> <ul style="list-style-type: none">☞ Admire dedication☞ Feel part of community☞ Feel appreciated☞ Fun
<p><u>Challenges:</u></p> <ul style="list-style-type: none">☞ Entitled, demanding, needy☞ Ignorant of animal sheltering issues☞ Emotional, burnt out	<p><u>Challenges:</u></p> <ul style="list-style-type: none">☞ Talents underutilized☞ Staff too busy; feel invisible☞ Staff unsure how to work with volunteers☞ Young

ABC'S OF WORKING EFFECTIVELY WITH VOLUNTEERS

☞ Acknowledge (and Appreciate!)

☞ Be Prepared

☞ Communicate



ACKNOWLEDGE

- ∞ EVERY TIME you encounter a volunteer, acknowledge them.
 - Try using “The 10 –4 Rule*”
 - If another human being is within 10 feet of you, you must make eye contact with him or her and smile.
 - If another human being is within 4 feet of you, you must make eye contact, smile, and verbally acknowledge him or her.
- ∞ **Smile!** It makes volunteers feel valued, creating a friendly atmosphere where they will want to return again and again.
- ∞ **Say thank you—often and sincerely.** Yes, it really is that simple.
- ∞ **Help volunteers to feel accepted** and a part of the team.
- ∞ **Partake in recognition efforts.** Examples: thank you notes, staff/volunteer events and kudos in the Volunteer Newsletter.

*Source: *Customer Service for Social Change: A New Model for Customer Engagement* Amy Mills, CEO, Emancipet, Austin, Texas

BE PREPARED

- ☞ **Welcome volunteers** and make introductions
 - This is especially important for the first shift. First impressions are everything!
- ☞ **Learn—and use—your volunteer’s names.**

A list of names will be provided to you before their first day. Also, all volunteers wear nametags. If you forget their name, it’s ok – just ask!
- ☞ **Have supplies and materials available** for them to do their work.
- ☞ Have **clear instructions** available.
- ☞ Assist with **ongoing** “on the job” training.



COMMUNICATE

- ∞ **Be genuine, kind and honest** in your communications—written or spoken.
- ∞ **Never assume**
- ∞ **Maintain appropriate boundaries** as you would with any co-worker. We do encourage all to build relationships amongst volunteers and staff. When volunteers feel a personal connection to other volunteers and staff, their efforts becomes a rewarding social outlet, too.
- ∞ **Never talk negatively** about the shelter, staff, patrons or volunteers.



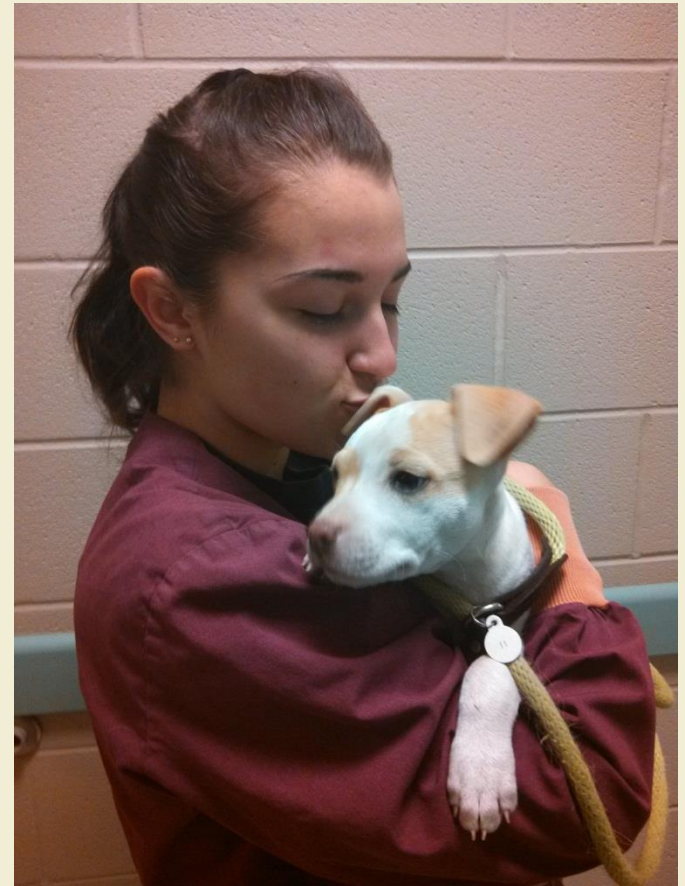
- ∞ **Fill out accident report** for all injuries.
- ∞ **Work alongside your volunteers.** They'll be tickled to see staff come out from behind the counter or out of their offices to work with them—even if it's just for a few minutes. It shows that you are approachable and value their time.

WHAT CAUSES A VOLUNTEER TO BEHAVE BADLY?



ROOTS OF NEGATIVE BEHAVIOR

- ∞ Lack of knowledge
 - Don't understand rules, procedures etc.
- ∞ Personal viewpoint conflicts with the program
- ∞ Personal obstacles
 - Time constraints, job, family, disability etc.
- ∞ Compassion Stress/Fatigue



TEACHABLE MOMENTS



- ∞ Volunteers are here because they want to help us in the way we want to be helped. If they're not doing something the right way, most would rather us step in and show them how to do it correctly instead of not saying anything, rolling our eyes and waiting until they're gone to fix it.*
- ∞ Kindly address immediate safety issues/breach of protocol *on the spot*
 1. Acknowledge
 2. Inquire
 3. Redirect/Offer Support
- ∞ Discuss all “notable” volunteer interactions with your direct supervisor and one of the volunteer management staff

*Source: *Orienting Volunteers to a Culture of Feedback* by HSUS Director of Volunteer Engagement, Hilary Anne Hager

ANY QUESTIONS?

- ☞ Challenging scenarios?
- ☞ Clarifications?
- ☞ Suggestions?



Contact Information

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