

✓ WHERE TO START

PLAN THE FOLLOWING:

- Who will be the main contacts for each project?
- What positions are required vs. wanted to run a successful event?
- Where will the volunteers be meeting at each shift? Where will they park?
- When will the volunteers be needed? Days and Shifts?
- Why are you in need of volunteers?
- How will you keep the volunteers engaged and make it fun?

✓ COMMUNITY OUTREACH – VOLUNTEER RECRUITS

WHO TO RECRUIT:

- Local Schools
 - Elementary, Middle, Highschool, Colleges, Trade Schools
 - Get ahold of specific college departments that offer degrees for: Non-Profits, Special Events, Ect.
- Faith Based Organizations
- Corporate Groups (Example: AARP, DES, Maximus, Banks)
- Senior Homes or Retirement Communities
- Stay-At-Home Parents
- Veterans Centers
- Neighbors, friends, family
- Interns
- Government Workers and Elected Officials

✓ WHERE TO POST

PHYSICAL POSTINGS

- Grocery Stores
- Local Schools
- Small Local Newspapers
- Local Churches
- Court Houses
- Bulletin Boards
 - Coffee Shops, Gas Stations, Laundry Mats, Community Centers, Barbara Shops
- Information Booths – Call for permission
- Wooden Light Posts

ONLINE POSTINGS

- Facebook
- Find local “groups” - Example:
 - “Flagstaff Events Page”, “Prescott Locals”, “Winslow Buy, Barter, Sell”
- Instagram & Twitter
- Your website
- Volunteer Match
- Just Serve – Latter Day Saints Volunteers
- Google – Search for Local Volunteer Groups
- NextDoor App



VOLUNTEER ENGAGEMENT – DAY OF

- Welcome and thank volunteers with high energy, play music, make it FUN
- Explain the importance of today's mission – over communicate this
- Set a GOAL and expectations
- Liability Waiver & Volunteer Confidentiality Form – every volunteer needs one
- Use a volunteer sign in sheet to gather information – ask for:
 - First and Last Name
 - Phone Number
 - Email Address
 - How did they hear about you?

OPTIONAL: What position are they most interested in? Write down what is required for each position so they can read through it

- Safety training
- Explain each volunteer's jobs and duties
- Tracking and changing
 - Track who is best for what position and change the positions as needed throughout the event.
 - Understand different generations and get to know your volunteers



DEALING WITH CONFLICT

- Different personalities
 - Get to KNOW your volunteers – pair similar personalities together
- Encourage problem solving
 - Volunteers WANT to be heard, teach them to be proactive not reactive
- No ego zone
 - Every volunteer matters as much as the next, make it felt
- Beware of forged
 - Some volunteers will come for “credit hours” for work or school – make sure to sign their forms and approve the hours they are submitting
- Theft
 - Theft is everywhere. Deal with the individual privately and refer them to this toolkit. No volunteers may “cherry pick” food before the event. This is considered THEFT and will not be tolerated
- Chances
 - Come up with a “3 Strike” system (1 Verbal, 2 Written Warnings)
- Communication is KEY!



VOLUNTEER RETENTION

- Handwritten thank you notes
- Ask for feedback from your volunteers – make them heard and give ownership
- Shake hands, look people in the eye, and honestly say, “thank you”
- Contact the recruited volunteers for every event! The loyal people will come back