

ANSWER KEY

EPISODE 10: TRUST ME

CCRA.R.9

MODERATE ACTIVITY

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Volunteers: The Heart of a Community Service Organization

Starting a **volunteer program** is a way to bring people with special **skills** into your **organization**. Because they do not **charge** for their time and work, volunteers help organizations that don't have a lot of money. But don't think for a minute that your organization is not helping volunteers, too.



People who **volunteer** do so because they believe in the **mission** and work of the organization. One **survey** showed that 76% of volunteers say that they feel **physically** better as a **result** of volunteering. A **whopping** 94% say volunteering improves their **mood**!

GETTING THE RIGHT VOLUNTEERS

Matching the work you do to the **type** of volunteer you want is **critical**. Not every type of volunteer is good for every volunteer program. Once you know what type of volunteer you want, you need to **decide** where and how to find them. This **table** shows ways to **organize** your thoughts about finding volunteers.

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Community Garden We help communities grow gardens, and then we give fresh vegetables to those who need them.	Eager young people; retired people	?

Put up posters at local high schools and senior centers. ✓

INTERVIEWING VOLUNTEERS

Volunteers work for free, but that doesn't mean you can't **screen** them. Your organization makes serious **contributions** to the community. In turn, you have the right to **expect** serious work from your volunteers. But how can you tell **in advance** who will be a great volunteer? You need to **interview** volunteers to find out if they are:

- **trustworthy**
- good at **problem solving**
- hardworking
- **committed** to your **cause**

Tell me about a time when you had to solve a problem creatively -- how did you decide what to do? ✓

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TRAINING VOLUNTEERS

Always start with a volunteer **orientation**. This is a meeting or **series** of meetings in which volunteers learn all about your organization. They also learn about the work they will be doing for you. And they find out what to do if they need **support**.

At the end of your orientation, your volunteers should know:

- how your organization works
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- how they will **interact** with other volunteers and with their **supervisor**
- **how to reach a staff member 24/7 in case of an emergency** ✓



Just because your volunteers aren't kindergartners doesn't mean you can't fascinate them with what you have to say. ✓

TROUBLESHOOTING PROBLEMS

Even after you **train** your volunteers, you might sometimes have problems with a few of them. You will have to **troubleshoot** these problems. Here are some problems I've had over the years:

- Sometimes volunteers can't do the work they are **assigned**. They might show up and try really hard, but they never seem to do the work correctly. If this happens, you should **offer support, but make sure the volunteer knows what you expect and that you need to see an improvement.** ✓

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- Every once in a great while, someone on **staff** will come to you with the **accusation** that a volunteer has stolen something from the office or, worse, from a **client**.

Never accuse a volunteer of stealing unless you can first meet with that person privately and show him or her your evidence. ✓

TAKING CARE OF VOLUNTEERS

If you are starting a volunteer program of any kind, one of the most important things to do is to *take care of your volunteers*. They are giving their **precious** time to your organization. Your program **exists** because of them. Take care of them every day. Here are just a few **suggestions**:

- Your volunteers work hard. Check in with each one. If he or she is tired or **tense**, offer time off or an easier job.
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Always remember that you and your volunteers are doing very important work. We're all in it together!



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SUPPORT ACTIVITY

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ADVANCED PART 1 ACTIVITY

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Among all the community service organizations you could volunteer at, why did you choose Common Ground? ✓

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TAKING CARE OF VOLUNTEERS

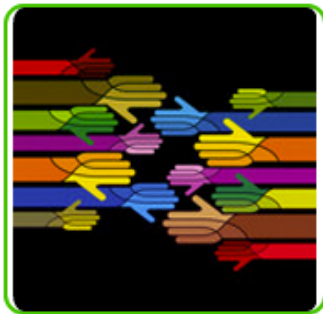
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"Volunteers don't get paid, not because they're worthless, but because they're priceless." -- Sherry Anderson ✓

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ADVANCED PART 2 ACTIVITY

Playing the Role

It's always a good idea to practice running a **volunteer program** before you **actually** do it. Here are a few **role plays** for you to do. Just complete the sentences with the best answer!

Volunteer [5:00pm]: I can't do my **shift serving** dinner at the **shelter** tonight because I have a test I need to study for.

You: Thank you for telling me, but in the future, I'd like more advance notice if you can't make your shift, so I can get someone else there. ✓

Volunteer: My **client** at the **senior center**, Bettina Wilson, asked if she could **borrow** fifteen dollars. She looked so sad that I gave it to her. Now I want it back. What should I do?

You: I'm sorry that happened. You should not ask for the money back this time, but say that we can't allow our volunteers to lend money to clients. ✓

New Volunteer: I hate to **complain**, but the guy you **paired** me up with is a big bully. He keeps putting me down. Also, he makes me do all the work he doesn't want to do.

You: I know the person you're talking about. I will go see him, and remind him that at Common Ground we need our volunteers to treat one another with respect. ✓

Volunteer: Maybe I shouldn't say anything, but Joelle was **bragging** that she's going to steal money from **petty cash** and take us all out for pizza on Common Ground. I just couldn't tell if she was joking or not.

You: I'm glad you came to me with this, but Joelle has a history of making jokes like that. She would never actually steal money from petty cash. I don't love that **type** of "humor," but her jokes are harmless, and I can't tell her what kind of jokes to tell -- her sense of humor is part of who she is. ✓