

Re-engaging Volunteers

July 2021

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GET READY

Re-design roles to meet your program needs

What has changed in the needs of your clients? How do these changes impact the skills & qualifications to volunteer?

Health & safety

Ensure that health and safety policies are in place to keep clients, volunteers, and staff safe. Consult resources such as [Halton Public Health](#), the [Ontario Human Rights Commission](#), and the [Workplace Safety & Prevention Services](#).

Staggered return schedule

Consider creating a staggered return schedule for volunteers. Invite staff input to determine the "impact value" of volunteer roles on clients and then stagger volunteers return based on this chart. For example, direct-support volunteers may return before admin volunteers.



Adjust your volunteer program

Before contacting your "on-hold" volunteer list, consider how many volunteers will be needed to meet the needs of the program? More volunteers? Less volunteers? Will changes in timing or number of available shifts be necessary?

Training

Volunteers are returning after an absence of up to 16 months and much has changed. Update your training programs/modules to reflect current realities, expectations, and boundaries. Check records and let volunteers know if they need to provide updated documentation (i.e. police records checks) before returning.

Cohorting

Will volunteers be cohorted to always work with the same clients, the same volunteers, and the same staff? This will take planning and scheduling as well as clear communications to volunteers and staff. Take the time to create the schedule as well as ensuring staff buy-in before sharing with volunteers.

FOR MORE DETAILS

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COMMUNICATE & CONNECT

Call-a-Thon

Invite staff, Senior Leadership, and the Board to assist in a call-a-thon to inform volunteers of available roles and to go over what has changed.

Consistent Messages

Be sure that all your messaging is consistent: what is shared over the phone matches what is on your website, in the newsletter, on social media, and on all postings on third-party recruitment sites.

Vaccinations & Volunteering

Questions and debate continues about requiring vaccination to volunteer, the implementation of vaccine passport and accommodating those unable to get a vaccine. The [Ontario Human Rights Commission](#) has a Covid-19 Q&A section and all organizations are reminded of their obligation to have safety plans in place and the requirement to protect the privacy of health information for volunteers and staff.

Newsletters & Emails

Share information with volunteers through branded newsletters and emails. Consider using a format such as MailChimp or Constant Contact to track open rates and to manage bounces and unsubscribes.

Required Documentation

Looking to have volunteers get documents before they come back? Consider the following services:

- [MyBackCheck.com](#): online criminal records check service
- [Halton Region Police](#): online police record checks
- [DocuSign.ca](#): prepare, sign, and manage documents.

Info Sessions

Hold "returning volunteers info sessions" for those who are returning to face-to-face engagement. Include a tour of the facility, review of policies, demonstration of proper use of PPE, and address changes in duties and expectations.



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