

Understanding Volunteers' Concerns

Sometimes we forget that what we do in and out everyday at work is not as routine for our volunteers. If you want your volunteers to have a great experience and come back, you have to understand their concerns. Get in the mind of your volunteers by asking yourself:

- **What time is the project?**
- *How do I get there? Is parking available? Is there a shuttle and/or public transportation?*
- **Whom do I meet when I get to the project site and where exactly do I meet them?**
- *What are the tasks that I can sign up for?*
- **What should I wear? What should I bring?**
- *After I arrive at the site, will I get clear directions on what to do? Will I understand why this work is important to the community?*
- **Will food and beverages be provided?**
- *Is what's being asked of me reasonable? Is it safe and do I have the capability to do it?*
- **Will it be fun?**
- *Will I feel like my presence is needed in the work being done?*
- **Will there be enough work to do and adequate materials and supplies to complete it?**
- *During the project, where can I go to take a break, store my belongings, get something to drink, warm up, or cool down?*
- **Can I be reassigned to another task if I don't enjoy what I'm doing or feel I'm not effective?**
- *After the work is finished, who will let me know if what I did was important and effective?*
- **If I have questions, will it be easy to get accurate and complete answers?**
- *If I have an idea or a complaint, how do I give input or make a suggestion?*

Before the day your volunteers arrive, confirm project with a phone call or e-mail. Be sure to:

- ✓ Introduce the project leader
- ✓ Thank them for volunteering
- ✓ Provide the date and time of the project, service site address, directions, and information about parking or public transportation
- ✓ Describe what will occur at the project
- ✓ Let volunteers know what to wear or not wear to the project
- ✓ Tell volunteers whom to contact if they have a change in plans
- ✓ Direction to site, information on parking and public transportation
- ✓ Say a final (second) thank you