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HR for Non-Profits

Volunteer Management During COVID

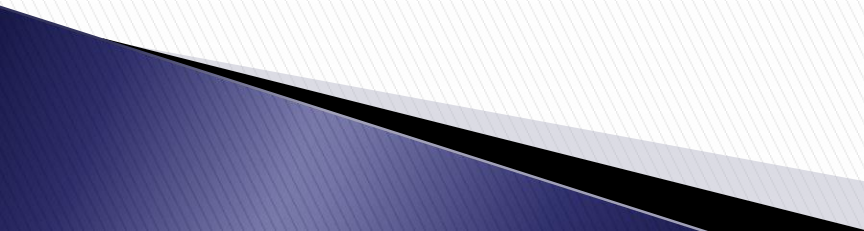
Facilitator: Stacey Messner, HR Consultant
Webinar for: Town of Peace River, Volunteer Hub

Webinar Participation

- ▶ Enter questions in Q&A Box
- ▶ Mute microphone unless asking a question
- ▶ Camera Optional
- ▶ Feel free to use the Chat Box – it's a way to connect & stay engaged 😊
- ▶ Polls

This webinar is being recorded and will be posted as a resource on the Town of Peace River – Volunteer Hub Website.

Agenda

- ▶ Identify changes to Volunteer Roles
 - ▶ Brainstorm methods to attract and retain Volunteers during COVID
 - ▶ Discover “online” Volunteer Management
 - ▶ Discuss the responsibility to protect Volunteers and the Public
 - ▶ Understand the legislation that applies to Volunteers
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What is Volunteer Management?

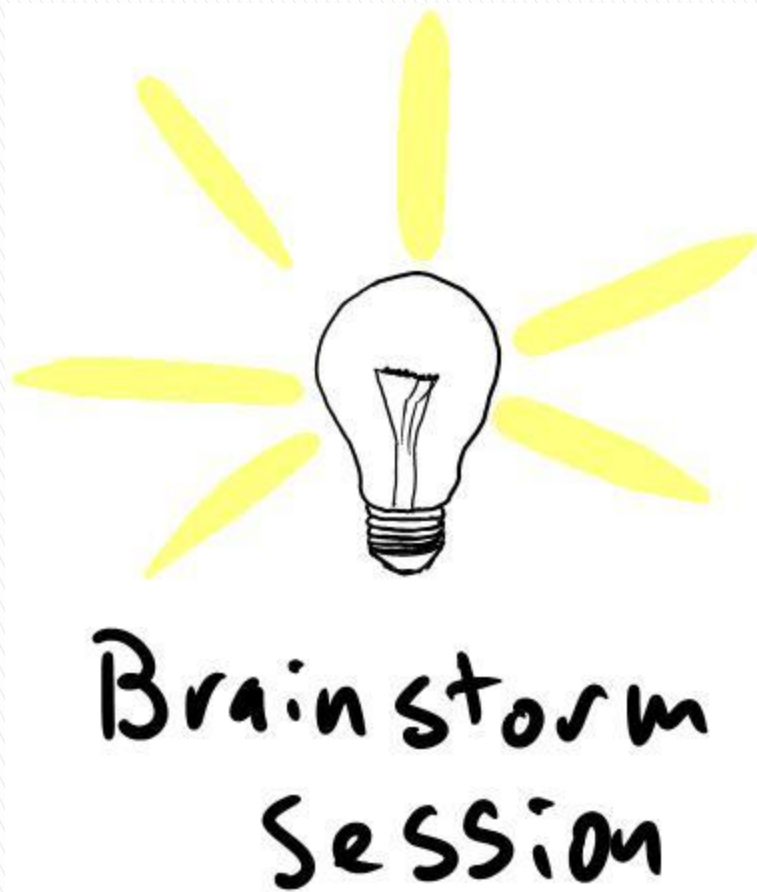
– methods used to strategically engage, coordinate, and administer the volunteer relationship in a way that makes sense for both the volunteers and the organization.

Volunteer Roles – What has changed?

- ▶ What challenges has your organization faced with volunteer management since COVID?
 - Continuation and/or Cancellation of events
 - Change in volunteer engagement/motivation
 - Adhering to Ministerial Orders – isolation/quarantine
 - Compliance with Preventing the Spread protocol – physical distancing, hygiene, disinfecting/cleaning, PPE
 - Going online

How have you adjusted to the change in Volunteer Management?

- ▶ Using the phone more 😊
- ▶ Learning how to Video Conference
- ▶ Curbside chats or delivery
- ▶ Ordering PPE
- ▶ Online payroll/government remittances
- ▶ Creating a list of Prevent the Spread guidelines
- ▶ Creating a list of procedures/policies
- ▶ Changing volunteer role descriptions, orientation, onboarding procedures
- ▶ Staying apprized of COVID updates – government, industry, legislation, etc.
- ▶ Communicating more/differently than before
- ▶ Encouraging and using feedback



What are some methods to attract and retain volunteers during COVID?

Volunteer Orientation Package

- ▶ Pre Screening Documents
 - Criminal Record
 - Vulnerable Sector
 - Child Welfare
 - Drivers License, Abstract & Proof of Vehicle Insurance
- ▶ Role Description
- ▶ Volunteer Agreement
- ▶ Volunteer Policy
- ▶ Orientation/Training/Onboarding Plan
- ▶ Supervision/Buddy System
- ▶ Recognition Program

Going Virtual!

▶ Cloud Based Platforms

- Share and build documents
 - Example: Google Drive, Drop Box
- Fundraising
 - Example: CanadaHelps.org, Global Payments Inc for Non-Profits

▶ Email

- Use personal email accounts or create emails with your organizations domain for your volunteers
 - Example: Gmail, Outlook, etc.

▶ Group Chat

- Use a text messaging system to communicate with a specific group
 - Example: WhatsApp

▶ Phones

- Teleconference
 - Example: Telus Business Teams

▶ Video conference

- Meetings, Education, Webinars, Communication, Marketing, Advertising
- Live or Recorded
 - Facebook Live
 - Facebook Private Group
 - Zoom
 - Microsoft Teams
 - Google Meet

▶ Volunteer Scheduling

- Use to schedule volunteers for shifts
 - Example: InitLive, Volgistics

▶ Mass Emails

- Sending newsletters to volunteers emphasizing milestones, photos, and other tangible evidence of the non-profits success
 - Example: MailChimp, Constant Contact

Protecting Volunteers & The Public

▶ COVID-19

- Stay Safe, Stay Cautious, and maybe Stay at Home
 - Prioritize yourself and your health
 - Consider remote volunteerism
- When Volunteering in person, ensure you are taking every precaution to:
 - Practice physical distancing
 - Regularly washing hands
 - Limit contact as much as possible
 - Talk with your organization about COVID policies/procedures

Preventing Volunteer Burnout

- ▶ Most frequent causes of burnout:
 - Unfair treatment
 - Lack of clarity
 - Unmanageable workload
 - Time pressure

- ▶ Prevent Volunteer Burnout by:
 - Optimize Recruitment and On boarding
 - Maintain meaningful communication
 - Treat Volunteers as People, not Resources

Mental Health Supports

- ▶ **Basic Training**
 - Mental Health First Aid, Supportive Communication, Active Listening
- ▶ **Resources**
 - Materials, transportation, incentives, food, PPE
- ▶ **Team Building**
 - Team meetings, peer support, buddy systems
- ▶ **Encourage Mental Health Resources**
 - Mental Health Help Line
 - Health Link
 - Canadian Mental Health Association

Legislation and Volunteers

- ▶ OHS Act, Regulation, & Code
 - Definition of Worker includes Volunteers (including Board Members!)
 - Non-Profits are responsible to ensure:
 - Volunteers are aware of their rights
 - All supervisors are competent
 - All volunteers have been adequately trained to deal with hazards and controls
 - Personal Protective Equipment is available
 - Incidents and potentially serious incidents are reported
 - Refrain from causing or participating in workplace violence or harassment
 - Workplace is monitored with a H&S Committee or Representative

Legislation and Volunteers

- ▶ OHS Act, Regulation, & Code
 - Non-Profits – 5–19 workers/volunteers
 - Health & Safety Representative
 - Hazard Assessment
 - Emergency Response Plan
 - Harassment & Violence Prevention Plan & Procedure
 - Non-Profits – 20 workers and more
 - Check out IntegralOrg.ca for the list!

Resources

- ▶ Charity Village

<https://charityvillage.com/category/volunteer-engagement/volunteer-management/>

- ▶ IntegralOrg

<https://integralorg.ca/learning-program/>

- ▶ Alberta Nonprofit Network

https://albertanonprofits.ca/COVID_Resources

- ▶ Volunteer Connector

<https://www.volunteerconnector.org/covid-19-volunteering>

- ▶ Government of Alberta

<https://www.alberta.ca/assets/documents/cpe-covid-19-factsheet-volunteers.pdf>

- ▶ Edmonton Chamber of Voluntary Organizations

<https://ecvo.ca/covid-19/volunteering/>

- ▶ WCB

https://wcb.ab.ca/assets/pdfs/employers/EFS_Who_do_i_have_to_cover.pdf

- ▶ OHS

<https://open.alberta.ca/dataset/29873bcd-ff5d-4be3-86b3-bfe2a56bb4a4/resource/4e9a61a1-07da-4933-9dd7-027e4945971b/download/are-volunteers-and-students-workers.pdf>

Thank you for your time today!



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Elevating HR practices for people and the workplace