

Lessons Learned – Keeping Volunteers Engaged in a Changing World

What is your one tip to keep volunteers engaged as we emerge from the COVID -19 pandemic?

What is one thing you have learned in the last 12 months that you will use moving forward as we emerge from the COVID-19 pandemic?

- Assess volunteers' risk to ensure appropriate guidelines and CDC practices are followed for safety (Salvation Army)
- Rethink the idea of setting up volunteers from a remote location – called Virtual Volunteers (Salvation Army)
- With limited volunteer opportunities important to listen to volunteers and value their voices demonstrating continued commitment. (Habitat)
- Virtual volunteering opportunities have reenergized the volunteer base and given many opportunities to reengage volunteers when they have to decline field opportunities -Move forward with a hybrid model of volunteerism (Habitat)
- Volunteer Engagement is paramount combination of frequency and quality (perceived impact) of contact with volunteer (Islamic Relief)
- Volunteers need to volunteer (Islamic Relief)
- Go slower to be safer – take the lead to create good safety protocols (Islamic Relief)
- Keep long term volunteers engaged with regular communication – one tip is to send your volunteers a gift card to a local coffee shop and invite them to take a friend – they will talk about your organization while enjoying the coffee (Catholic Charities USA)
- Used this COVID time to engage volunteers in virtual opportunities like orientations and trainings (Catholic Charities USA)
- Two-way communication with volunteers – sharing as well as listening (United Way)
- Hybrid model will continue as a strategy – virtual, remote and in-person (United Way)
- Using online platforms for meetings and trainings (Mennonite Disaster Service)
- Learning to define disasters differently and finding creative solutions to meeting those often more local and unusual needs (Mennonite Disaster Service)

Online Meeting Platforms

Zoom <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-video-tutorials>

Microsoft Teams <https://support.microsoft.com/en-us/office/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7>

Facebook Live <https://www.facebook.com/help/1636872026560015>

Go to Meeting <https://support.goto.com/meeting/videos>

Cisco Webex <https://www.youtube.com/watch?v=MKpMZrdZXGQ>

Google Hangouts <https://chrome.google.com/webstore/detail/google-hangouts/nckgahadagoaajjgafhacjanaoiihapd?hl=en>

Skype <https://support.skype.com/en/skype/all/search?q=using+skype+for+meetings>