

# Volunteer Coordination Master Document

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# 1. Volunteer Protocol

## In Store Volunteer Protocol

When a volunteer is coming in...

1. Mention it at the morning huddle
2. Greet them when they arrive
3. Run them through the orientation (if new vol)
4. Line them out with a task with the store manager(s)
5. Check in *at least* once per shift
6. Initial their check-in sheet and fill in "Task" section
7. Thank them!

## Boilerplate Response Email



Hi (name),

Thanks for signing up to volunteer! We could not provide our building materials reuse store, zero waste programs, job training, and community events without folks like you.

Is there a good time for you to come in and learn more about how you can get involved? Feel free to email me or give me a call if you have questions and hope to hear from you soon!

All the best,  
(your name)

Note: It's important to keep these emails brief and concise. A long, information-ridden first email can scare away volunteers. Wait to explain volunteer opportunities and details in the tour/orientation unless they ask about something specific.

## 2. Volunteer Binder



## Volunteer Application

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Are you interested in receiving our **Featured**

**Items of the Week** email?  No  Yes

### Medical Info:

Do you have any medical concerns that we should be aware of?  No  Yes

If Yes, please explain: \_\_\_\_\_

### Emergency Contact Info:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Relationship: \_\_\_\_\_

**Areas of Interest:** Please let us know what kind of volunteering opportunities interest you:

Weekly in the store  Weekly in the office  Special events  Pick-ups  Anything/on-call

Are you volunteering with or from a group, business, or organization?  No  Yes

If Yes, please provide group, biz, or org name: \_\_\_\_\_

Why do you want to volunteer at Home ReSource and what do you hope to gain?

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Thanks for applying to volunteer with Home ReSource! We will do our best to put you to work, although at times our volunteer program may be at capacity and we may not be able to fit you in. We do our best to accommodate all of our generous volunteers and offer a loyalty incentive of 25% off on most store purchases after 1 month of consecutive weekly service. We want to be upfront about the fact that sometimes Home ReSource just isn't a great fit for every volunteer and we reserve the right to terminate a volunteer's service at any time.



## Additional Application Questions

Do you have any physical limitations?

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Do you have any skills you'd like to mention? (Carpentry, electrical, plumbing, etc)

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Are there any skills you would like to learn?

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What have you heard about Home ReSource prior to volunteering?

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**VISTA**  
Volunteers in Service to America

## AmeriCorps VISTA Questions

Are you currently a student?

Yes / No

Are you under the age of 18?

Yes / No

Were you born between 1946 and 1964?

Yes / No

Are you an active member of the military?

Yes / No

Are you a veteran?

Yes / No

Do you come from a veteran family?

Yes / No



## Waiver of Liability

**This agreement must be read by all individuals as a condition for participation.**

**What it means:** By signing below, I'm saying that I understand there are certain dangers involved in volunteer activities at Home ReSource, including things like rusty nails, splinters, heavy objects liable to injure toes, people who aren't paying attention to the backswing of their hammer, etc. I understand that Home ReSource is making its best effort to make volunteer activities as safe as possible, and therefore, I promise not to hold Home ReSource responsible if I get hurt by accident, or if the people I'm responsible for get hurt by accident. I'll take full responsibility for myself, I'll pay my own doctor bills (or those of my family,) and I hereby promise not to sue Home ReSource or Montana Sustainability Center. Furthermore I promise that my family members won't sue Home ReSource or Montana Sustainability Center either. Really, I do.

**The Legalese:** "I," hereinafter referred to as "respondent," hereby acknowledge that I am voluntarily joining and participating in WORKSHOP ACTIVITIES at Home ReSource hereinafter referred to as "Activities". I will be personally responsible for my own safety during these Activities and assume all risks and accept full and complete responsibility for any and all damages and personal injury of any kind, including death. I am aware that potential hazards exist at Home ReSource, the location of the Activities, including risk of serious bodily injury, death, or property damage and I am voluntarily participating in these Activities with knowledge of the risks. I expressly assume the risk of these dangers.

As lawful consideration for being permitted by the group engaging in these Activities or any of its officers, agents, servants, volunteers, leaders, activity participants, or employees, herein referred to as "Releasees," to participate in these Activities and/or use their equipment, I do, for myself, my heirs, executors, administrators, legal representatives, guardians, distributees, and assigns, collectively referred to as "Releasers," hereby release, waive, discharge, and relinquish any action or causes of action for personal injury, property damage, or wrongful death which may hereafter arise from the Activities or any pursuit incidental thereto wherever or however said pursuit may occur and for any period said Activities and pursuits may continue.

I further agree that under no circumstances will Releasers prosecute or present any claim against Releasees for any causes of action, for personal injury, property damage, or wrongful death, whether the same shall arise by the negligence or non-intentional conduct of any of said Releasees from the Activities or any pursuit incidental thereto.

I and the remaining Releasers hereby agree to indemnify, save and hold harmless the Releasees and each of them from any loss, liability, damage or cost (including attorney fees) which Releasees may incur as a result of injury, death, or property damage to the undersigned, or from suit from such personal injury, death, and/or property damage to the undersigned.

This Agreement is intended to be as broad as is permissible under the law of the State of Montana and this Agreement shall be interpreted under the laws of the State of Montana. If any portion of this Agreement is invalid and/or is declared to be invalid by a Court of Law, the balance of the Agreement shall continue in full force and effect.

By signing below I signify that I, the respondent (or parent/guardian), have read and voluntarily agree to the release and waiver of liability and indemnity Agreement and further agree that no oral representations, statements, or inducements apart from the foregoing written Agreement have been made. I acknowledge that I have read the foregoing paragraphs and am completely aware of the potential dangers incident to engaging in the Activities, and fully aware of the legal consequences of signing the within instrument.

Participant Name: \_\_\_\_\_ Parent or Guardian Name (If Under 18): \_\_\_\_\_

Participant Signature: \_\_\_\_\_ Parent or Guardian Signature (If Under 18): \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_ Relationship: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_ Relationship: \_\_\_\_\_



## Media Waiver

**This agreement must be read by all individuals as a condition for participation.**

Home ReSource would like to use your picture and name to show off your hard work and promote the reuse of materials. These images may be shared on our website, on social media sites (i.e. Facebook), or in print. You do not have to sign this in order to participate in Home ReSource programs, events, or activities.

I \_\_\_\_\_ hereby authorize Home ReSource and those acting pursuant to its authority, or with its permission, to interview and/or to have photographs, audio or audiovisual recordings (media images) made of me.

I agree that Home ReSource may use media images of me **with or without my first name only** and for any purpose, including such purposes as publicity, education, and web content.

I understand that these media images may be released to the public by the news media or by Home ReSource in broadcast, print, or internet media. I also understand that the media images may be used by Home ReSource for advertising and marketing purposes.

I release Home ReSource and its employees from any and all liability connected with capture or use of these Media Images.

I waive all rights, interest or claims for payment in connection with any exhibition or release of these Media Images. I understand that this consent is voluntary and can be revoked at any time. I give my consent in the interest of public information, and for furtherance of education, client services, and research goals of this organization or for other lawful purposes.

I acknowledge that I have legal authority to sign this form on behalf of myself or the individual participating in Home ReSource activities.

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Signature of Parent or Guardian if under 18

\_\_\_\_\_  
Printed Name of Participant

\_\_\_\_\_  
Printed Name of Parent or Guardian if under 18

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**>> DO NOT DETACH – RETURN ENTIRE PAGE TO HOME RESOURCE <<**

Initial here \_\_\_\_ if you **DO NOT** want Home ReSource to use your picture or name in any Home ReSource related media.

\_\_\_\_\_  
Printed name of individual requesting not to use picture or name.





## Volunteer Orientation

### About

We work with, in, and for the community to reduce waste and build a more vibrant and sustainable local economy. We collect and sell reusable materials, channel materials to those in need, provide meaningful work opportunities, and educate and inspire to promote a sustainable future.

Hours: 9am-6pm Monday-Thursday, 9am-5:30pm on Friday and Saturday, and 10am-4pm on Sundays.

### Safety

Safety is very important. As part of your orientation we will show you where to find:

1. Gloves, ear protection, eye protection and dust masks
2. Phones and how to use them
3. First aid boxes
4. Fire extinguishers and fire exits

Lifting and Ladders – Please talk with one of the managers on shift if you are attempting a task that involves heavy lifting or use of a ladder.

Report any injury to Home ReSource Staff. First Aid Boxes are located at the front counter, at the top of stairs and inside the door to the yard.

### Basics

It is very important to us that you enjoy the time you spend here! During your first few shifts we would like to rotate through a number of tasks to help us find the best one suited to your interests and skills. If you have any skills or experience you think would be applicable please let us know, and please do not hesitate to communicate whether a task is a good fit.

Volunteering at Home ReSource serves a valuable function. There are always a myriad of areas that need attention and your contributions help us maintain well-organized, safe, saleable spaces. Organizing, sorting, and stocking items are tasks that we take on daily. If there are any items you are not familiar with it is best to leave them to be sorted or stocked by another volunteer or store staff.

If you have questions regarding volunteer tasks please direct them to Jackson or the store managers Simon, Yvonne and Ben.

Please check in at the front desk when you arrive and when you leave.

### Impact

We are reducing waste and building a more vibrant and sustainable economy. Almost everything we sell is donated to Home ReSource by the public, and much of it would go to the landfill without our store.

## Statistics

- 900+ tons of materials is kept out of the landfill and now cycles through our community annually
- 30+ employees are on our payroll each year
- Our materials are consistently donated to local nonprofits, schools and community events
- 96% of our revenue is spent locally
- Nearly \$1,000,000 spent in the local economy each year

## **History**

Home ReSource was founded in 2003 by two University of Montana graduates – Lauren Varney & Matt Hisel – who conceived of a retail operation that reduces construction and demolition waste while contributing to a local, green economy. What started as a volunteer-run building materials reuse center on Kent Street is today a community sustainability center that keeps 900+ tons of material out of the landfill each year, provides materials and services to over half of Missoula households, and has strong community partnerships, efficient operations, and a growing suite of Community Sustainability Programs. Through waste reduction efforts, education, and the channeling of materials and services to those in need, our mission is to build and inspire a more vibrant, just, and sustainable local economy.



As our green business has flourished - voted Missoula's best green business four years in a row by the Indy (RIP) - our reputation as a sustainability leader has enabled us to develop partnerships and programs that support community-wide waste reduction efforts and focus on broader issues of sustainability. With the retail store as our foundation, we started developing programs designed to address all aspects of sustainability – environmental, social, and economic. Today, alongside day-to-day store operations, we have Job Training programs for youth and adults, a Zero Waste Ambassadors Programs for 5th graders, community reuse workshops, and Zero Waste programming for civic groups, businesses, and individuals in our community.

## **Additional Info**

There is space available to store your personal belongings upstairs on the mezzanine.

We recycle all cardboard, plastics, metals, and other recyclable items. It is important that all recyclable items end up in the proper location. Please check with a manager to confirm a final destination.

All tools not in immediate use *must be* returned to their storage area. You may not use any power tools, with the exception of cordless drills.

Smoking is only allowed at the green transformer next to the Hazardous Materials Shed.

We ask that you please park vehicles on Wyoming St to save room for customers. There are bike racks just outside the entrance.

It may not seem like your an hour or two makes a big difference, but your hard work along with everyone else who volunteers goes a long way. So thank you!!



## History

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## Impact

### **We are reducing waste.**

Almost everything we sell is donated to Home ReSource by the public, and much of it would go to the landfill without our store.

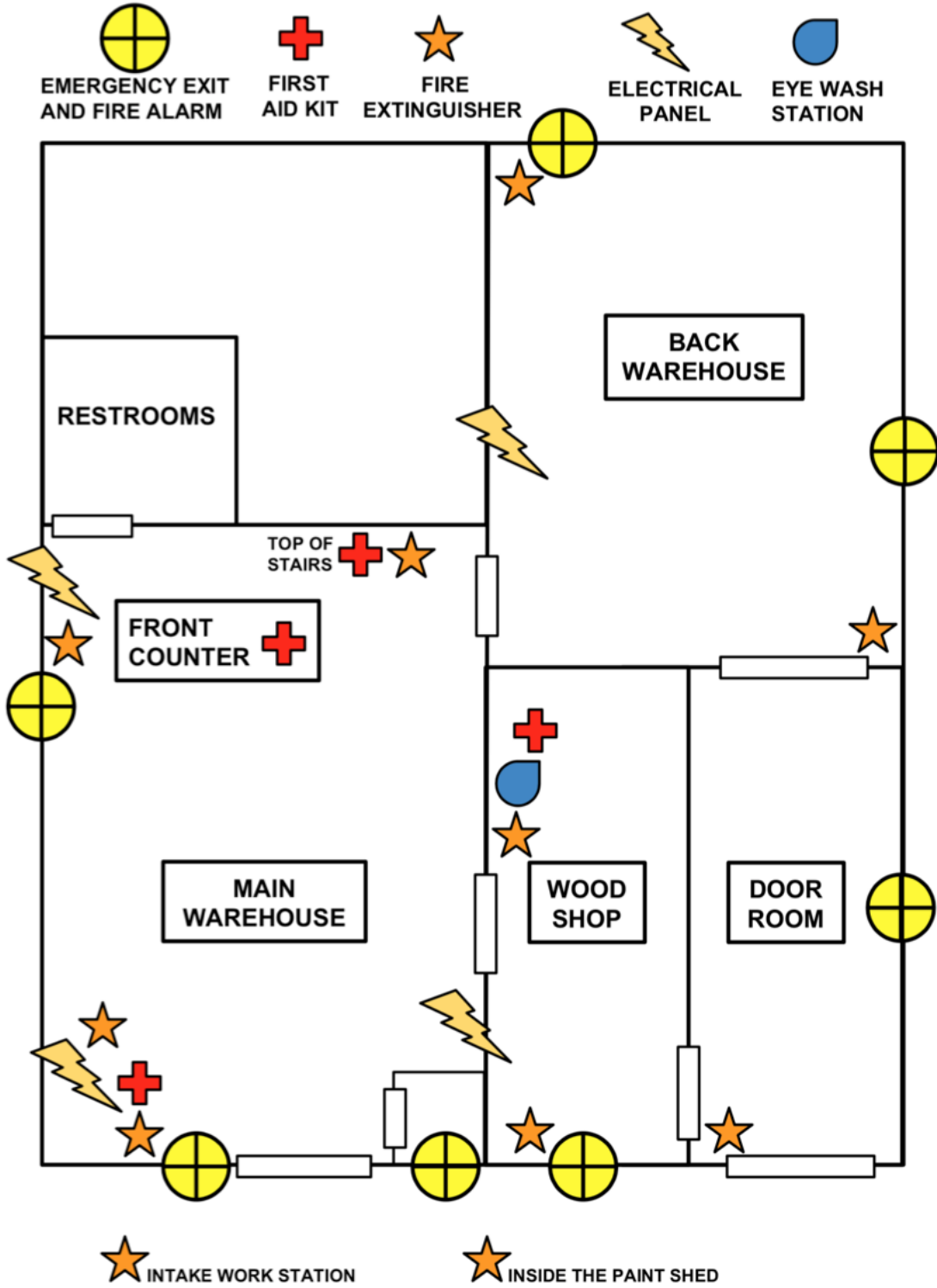
### **Statistics**

- 900+ tons of materials is kept out of the landfill and now cycles through our community annually
- 30+ employees are on our payroll each year
- Our materials are consistently donated to local nonprofits, schools and community events
- 96% of our revenue is spent locally

### **We are building a more vibrant and sustainable economy.**

Our retail operation employs 20 permanent staff and up to 15 more temporary employees and interns, and we spend nearly a million dollars in the local economy each year.

# HOME RESOURCE SAFETY MAP



Let's take a tour!

## Missoula Community Resource Guide

### Emergency / First Steps

#### **American Red Cross**

543-6695 | 2401 N Reserve St. | 1-800-ARC-MONT  
Disaster relief including food, shelter, basic needs, safety and first-aid

#### **Salvation Army**

549-0710 | 355 S Russel St. | Mon-Fri 9-3  
Emergency food, clothing, lodging, transportation, prescriptions, necessities

#### **United Way**

549-6104 | 412 W Alder St. | Mon-Fri 9-5  
Education, income, and health support

### Employment / Education

#### **Lifelong Learning Center**

549-8765 | 310 Curtis St. | 8am-8pm Mon-Fri  
Free skills training, basic education, GED classes, college prep and more

#### **Missoula Job Service**

728-7060 | 539 S 3rd St. W | Mon, Wed, Thur, Fri 7:30-6, Tue 9-6  
Free employment counseling, testing, referrals, computer access, resumes

#### **Missoula Public Library**

721-2665 | 301 E Main St. | Mon-Wed 10-9, Thur-Sat 10-6, Sun 1-5  
Book, video, music, game rentals, internet access and community events

#### **MoFi**

728-9234 | 229 E Main St. | Mon-Fri 9-5  
Small business lending, consulting, training and technical support

#### **TRIO Educational Opportunity Center**

243-5032 | University of Montana Lommasson Center 180  
Tutoring, advising, mentoring, coaching, study skills and workshops

### Disability

#### **A.W.A.R.E.**

543-2202 | 105 W Sussex Ave | Mon-Fri 8-5  
Case management for developmental disabilities and emotional disturbances

#### **Blind/Low-Vision Services**

329-5400 | 2675 Palmer Ste. A | Mon-Fri 8-5  
Testing, daily living skills and employment for the visually impaired or blind

#### **Montana Vocational Rehabilitation**

329-5400 | 2675 Palmer Ste. A | Mon-Fri 8-5  
Job training, counseling and services for people with permanent disabilities

#### **Opportunity Resources**

721-2930 | 2821 S Russell | Mon-Fri 8-5  
Training and employment services for adults with disabilities

#### **Summit Independent Living**

728-1630 | 700 SW Higgins Ste. 102 | Mon-Fri 8-5  
Independent living skills, advocacy and referrals for disabled people

### Family / Child Care / Seniors

#### **Big Brothers / Big Sisters**

721-2380 | 1520 S Russell | Mon-Fri 8-5  
Mentor relationships and school help for children 6-14

#### **CASA of Missoula**

542-1208 | 1018 Burlington Ave Suite 201 | Mon-Fri 8-5  
Court Appointed Special Advocates for abused or neglected children

#### **Child Care Resources**

728-6446 | 500 N Higgins #202 | Mon-Fri 8-5  
Child care payment assistance and referrals for low-income families

#### **Early Head Start**

251-9410 | 2121 39th St. | Mon-Fri 8-4:30  
Free health and family services for low-income women and kids age 0-3

#### **Families First Learning Lab**

721-7690 | 401 E Main St. | Opening Summer 2020  
Parent education and learning through play experiences

#### **Head Start**

728-5460 | 1001 Worden Ave | Mon-Fri 8-5  
Free preschool, child care, home visits and services for families in need

#### **Healthy Montana Kids**

888-706-1535 | 2677 Palmer, Suite 100 | Mon-Fri 8:30-4:30  
Free or low cost health coverage for children in low-income families

#### **Missoula Aging Services**

728-7682 | 337 Stephens Ave | Mon-Fri 8-5  
Housing, food, transportation, medical and fiscal management for seniors

#### **Missoula Forum for Children and Youth**

258-3020 | 223 W Alder St. | Mon-Fri 9-5  
Coalition on literacy, pregnancy, substance abuse, development and more

#### **Parenting Place**

728-5437 | 1644 S 8th St. W | Mon-Fri 9-5  
Parenting classes, respite care, volunteer parent aides and mentors

#### **Watson Children's Shelter**

549-0058 | 4978 Buckhouse Lane | info@shelter4children.com  
Twenty-four hour emergency shelter for children in crisis (ages 0-14)

### Food

#### **EBT / SNAP Benefits (Office of Public Assistance)**

1-888-706-1535 | 2677 Palmer St Ste. 100 | Mon-Fri 8-5  
Supportive Nutrition Assistance Program (Food Stamps)

#### **City Food Ministries**

721-7804 | 2811 Latimer St. | Sat 10-12pm  
Once weekly meal from Clark Fork City Church and Montana Food Bank

#### **Expanded Food and Nutrition Education Program**

258-4200 | 2825 Santa Fe Court | Mon-Fri 8-5  
Free nutrition, meal, cooking instruction and spending planning

## Missoula Food Bank

549-0543 | 1720 Wyoming St. | Mon, Tue, Thu 10-7, Wed, Fri 10-1  
Emergency food, monthly visits allowed after brief interview and referral

## Poverello Center

728-1809 | 1110 W Broadway | Sun-Sat 24/7  
Daily hot meals and sack lunch, food pantry open Mon, Wed, Fri 5:30-7

## Health

### Alcoholics Anonymous ' @\_\_

543-0011 | 1500 W Broadway St. | www.aa-montana.org  
Fellowship and support for those recovering from alcoholism

### Blue Mountain Clinic ' 𐀀𐀁[ h ] \_

721-1646 | 610 N California St. | Mon, Tue, Thur 9-6, Wed 9-5, Fri 9-1  
Family medical practice for women, men and children

### First Step ' =i m<[ m^ i h 𐀀] i g \_

329-5776 | 500 W Broadway St. | Sun-Sat 24/7  
Assessment, treatment and prevention for child victims of abuse and neglect

### Hope Recovery Center ' =i m<[ m^ i h 𐀀] i g \_

532-9900 | 1201 Wyoming St. | Mon-Thur 8:30-5, Fri 8:30-4  
Helping those with substance abuse, addiction, and psychiatric disorders

### Missoula City/County Health Department ' 𐀀𐀁[ h ] \_

258-4770 | 301 W Alder St. | Mon-Fri 1-4:30  
Maternal/child health, immunizations, pregnancy testing, nutrition services

### National Alliance on Mental Illness (NAMI) ' @\_\_

880-1013 | 202 Brooks St. Room 210 | Mon-Thur 9-12  
Support, education and advocacy for Montanans with mental illnesses

### Open AID Alliance ' @\_\_

543-4770 | 1500 W Broadway Ste. A | Mon-Thur 9-5, Fri 9-3  
Free HIV testing, STI screening, syringe exchange, assistance and education

### Partnership Health Center ' =i m<[ m^ i h 𐀀] i g \_

258-4789 | 401 Railroad St. W | Mon, Wed, Fri 8-6, Tue 9-6, Thur 8-7  
Primary care for all, sliding scale fees for those without insurance

### Planned Parenthood ' @\_\_ ) =i m<[ m^ i h 𐀀] i g \_

728-5490 | 219 E Main St. | 1-800-ARC-MONT  
Reproductive health care, contraceptives, education, counseling, STI testing

### Student Assault Resource Center ' @\_\_

243-4429 | 24hr Line 243-6559 | 634 Eddy St | Mon-Fri 9-4  
Confidential resources for student and community survivors of sexual and relationship violence, stalking and harassment

### Veterans Center ' @\_\_

721-4918 | 910 Brooks St. | Mon-Fri 8-4:30  
Counseling for combat veterans or sexual trauma from the military

### Western Montana Mental Health Center ' =i m<[ m^ i h 𐀀] i g \_

532-9710 | 1315 Wyoming St. | Mon-Fri 8:30-4  
Adult, child and family mental health and addiction services

### Winds of Change Mental Health ' 𐀀𐀁[ h ] \_

541-4673 | 24hr Line 529-4673 | 1120 Cedar St. | Mon-Fri 9-4  
Community rehab, support and case management for mental health

## Housing / Transportation

### Accessible Spaces

1-800-466-7722 | 565 Burton St. | info@accessiblespace.org  
Subsidized housing for head of households with disabilities or brain trauma

### Family Promise

207-8228 | 202 Brooks St. | Appointment Only  
Shelter and case management for homeless families and pregnant women

### FreeCycles

541-7284 | 732 S 1st St W | Tue-Sat 10-6  
Community bicycle shop, education, events and build-your-own bikes

### HomeWORD

532-4663 | 1535 Liberty Lane #116a | Mon-Thur 8-5, Fri 8-12  
Affordable housing, public financial education and homebuyer counseling

### Human Resource Council

728-3710 | 1801 S Higgins Ave | Mon-Fri 8:30-5  
Rental and energy assistance, youth employment and training, rehab loans

### Missoula Alliance Church Garage

251-3983 | 100 E Foss Ct | Appointment Only  
Free minor auto maintenance for single parents, oil checks and fluid refills

### Missoula Housing Authority

549-4113 | 1235 34th St | Mon-Thur 8-5  
HUD subsidized housing, public and Section 8 housing

### Missoula Urban Demonstration Project (MUD)

549-6790 | 1527 Wyoming St. | Mon-Fri 1-4pm  
Tool lending library, self-reliance classes, building and skills demonstrations

### Montana Fair Housing

782-9234 | 1-800-929-2611 | 501 E Front St. Suite 504, Butte, MT  
Assistance for providers and consumers to ensure housing rights and laws

### Poverello Center

728-1809 | 1110 W Broadway | Sun-Sat 24/7  
Shelter, clothing and essential services for Missoula's homeless populations

## Women

### Mountain Home Montana

541-4663 | 2606 South Ave W | Mon-Fri 9-5  
Transitional housing for homeless pregnant women and mothers age 16-24

### Women, Infants, and Children (WIC)

258-4740 | 301 W Alder | Mon-Wed 8-5:30, Thur 8-6, Fri 8-5  
Nutritious food and information during pregnancy and early childhood

### Women's Opportunity and Resource Development

543-3550 | 2405 McIntosh Loop | Mon-Thur 9-5  
Family advocacy and resources; counseling, education, computers and more

### Youth Homes

721-2704 | 515 S Reserve St. Ste 5 | Mon-Fri 9-5  
Emergency shelters, group homes, foster care, adoption, and counseling

### YWCA of Missoula

543-6691 | 24hr Line 542-1944 | 1130 W Broadway St | Mon-Fri 12-4  
Food, shelter, counseling, support groups for survivors of domestic and sexual violence; immediate, transitional and emergency housing available





## Discount Cheat Sheet

**\*\*\*No discounts on Montana Deconstruction Services items or ReVamp items\*\*\***

### Employees

- 50% discount on full price, publicly donated items
- Must fill out an employee store credit application with Finance & Human Resources Manager
- Must be rung up by a manager
- All purchases must be run through employee's account, whether charging or paying at time of purchase
- Inventoried Items may be purchased at cost (see bottom of page)

**For the following discounts, run through discount account.**

**Please do not charge anything to these accounts. For discount tracking only.**

### Work Program Participants

- Eligible after working a regular schedule for one month
- 50% discount on full price, publicly donated items
- Must be rung up by a manager
- Inventoried Items may be purchased at cost (see below)

### Regularly Scheduled Volunteers

- Eligible while volunteering 3 hours a week or more
- 25% discount on full price, publicly donated items
- Inventoried Items may be purchased at cost

### Veteran's Discount / M.U.D. Member Discount / Bicycle Benefits Discount

- Must show a current M.U.D. membership card or Bicycle Benefits sticker on bike helmet
- 10% discount on full price, publicly donated items
- No discount on inventoried items

### Materials Giving (for non-profits)

- Please see full Materials Giving policy in Front Counter Manual
- Must have a Materials Giving account on file
- Generally, 10% off lumber and sheet goods or 50% off publicly donated items
- No discount on inventoried items
- Birdhouses, smart canvases, and HR merchandise may be given to nonprofits as a donation – refer organization or give request to Operations Development Manager

### Inventoried Items

- Bad Goat Forest Products: Fenceboards cost \$3, 3.5 × 3.5 Posts cost \$8, Slabs are at a 15% markup
- Missoula Textiles towel: Bag of towels cost \$5
- Home ReSource merchandise: Hoodies cost \$30, T-shirts cost \$10, Hats cost \$10

Please see full policies for more information









## Volunteer Check In

Name:

Supervisor:

Start Date:

Check In Date:

Are you enjoying your time with Home ReSource? What is working well?

What tasks or jobs are you performing regularly?

What goals/skills have you accomplished so far?

What goals/skills would you like to accomplish in the next couple months and how can we help?

What could we do to improve your experience at Home ReSource?

**Thank you for volunteering!**



## Volunteer Exit Interview

Name:

Supervisor:

Start Date:

Check In Date:

1. What led you to volunteer with Home ReSource?

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2. What was most satisfying about volunteering here?

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3. What was least satisfying about volunteering here?

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4. What do you think would improve our programs? (communication, training, incentives, etc)

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5. Do you feel you had adequate support and feedback?

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6. What skills have you gained through your experience at Home ReSource?

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7. Is there anything else you would like to tell us about your experience?

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**Thank you for volunteering!**

# 3. Volunteer Tracking

## Volunteer Tracking

- Use the volunteer binder to log new volunteers and hours at the end of each month
- Visit our [Little Green Light](#)
- Add volunteers by creating [constituents](#)
  - Important: Make sure to click “Set Category Information” at the bottom and select “Volunteer” under the groups tab
- Add hours through [constituent profiles](#)
  - Open a constituent’s profile
  - On the right side of the screen, click “Add Volunteering”
  - Enter the date, hours, and category for each volunteer shift
- Track hours and impact
  - Generate daily, weekly, monthly, and yearly reports with [volunteer reports](#)
  - Quickly find stats, hours, and volunteers by using the “[Constituents](#)” tab
    - Narrow your results by filtering the volunteer “Group” on the left side

For keeping track of volunteer contacts, see [this Google Sheet](#)

- This document shows the first and last time we have contacted a volunteer
- It’s a good way to keep up with people who may otherwise slip through the cracks!

## Sign Up Genius

- Recreate [this form](#) or a similar one to assign shifts remotely and avoid doubling up

## 4. Plans and Research



## Volunteer Outreach/Recruitment Plan

### **Recurring Tasks**

1. Attend four [community events](#) every month
  2. Canvass the [University Center atrium](#) once per month
  3. Post a volunteer appeal on social media every week
  4. Include a volunteer appeal in the newsletter every week
  5. Write a "Volunteer of the Month" blurb to post on social media and HR blog each month
- Side Note: Host volunteer orientations once per week

### **Big Goals**

1. Build partnerships with Missoula Aging Services and TRIO Learning Center
2. Create a Volunteer of the Month program
3. Begin in-house marketing
4. Host a volunteer appreciation event
5. Spruce up volunteer page on website

### **Volunteer of the Month**

- Award to a volunteer or group who goes above and beyond
- Post photo and blurb on...
  - Featured Items newsletter
  - Facebook
  - Instagram
  - Home ReSource blog
  - Visible place in the store
- Include some sort of award (treats, item of their choice under certain amount)

**Timeline:** One week

### **In-House Marketing**

- Front desk sign
- Back door sign (change every month)
- Big "Thanks to our Volunteers!" banner somewhere visible
- Sign near intake
- Weekly or monthly Thank You events
  - Maybe get signs donated by K Design Marketing
- Create thank you letters and outreach materials using recycled material from the store
- Make ad to run on downstairs TV

**Timeline:** Two weeks

### **Events**

- Host volunteer events specific to Home ReSource

- Example: Meals on Wheels thank you event was car wash
- Idea: Collaborate with Bayern and the Food Bank?
- Idea: Volunteer projects in the shop once per month
- Idea: Spring “Thank You” event
- Yearly appreciation events
  - Food Bank does a Volunteer Appreciation Week
    - Every February
    - Free breakfast, lunch, dinner
    - Gifts and prizes
    - Volunteers only cooking night
  - Idea: Host volunteer thank you event after SponCon

**Timeline:** Uncertain

### **Digital Campaign**

- Post weekly volunteer appeal on...
  - Facebook
  - Instagram
  - Home ReSource blog
- Radio ads
  - Update KBGA ad
  - Trail 103.3
    - Contact: Holly Ondrasek
  - Missoulia/Kaimin
- Spruce up website
  - Volunteer Page
    - Make application/waivers available online
    - Emphasize mission/importance of HR
    - List volunteer opportunities
      - One-time projects
      - Ongoing projects
      - Group opportunities
      - Types of volunteering/skills
    - Mention discount and three shift plan
  - Home Page
    - Add the “Get Involved” section to top menu
    - Put a “Volunteer Now” button on the home page
  - Use Poverello Center vol page as model

**Timeline:** One month, then recurring

### **Community Outreach**

- Create materials explaining volunteer programs

- January community partnerships
  - Missoula Aging Services
  - Trio Learning Center
  
- Future Community Partners
  - Climate Smart
  - Rotary/Rotaract Club
  - Kiwanis Club
  - Lion's Club
  
- University of Montana
  - Canvass the University Center
  - Ask to give a spiel at the end of relevant classes
  
- Adjacent community
  - Goal set in VAD
  - Partner with the Food Bank, Poverello Center, or Bayern Brewing
  
- Attend community events
  - FreeCycles
  - Imagine Nation Brewing
  - UM Flat
  - Conservation Voters
  - Conservation Corps
  - Climate Smart

**Timeline:** One month, then recurring

## Volunteer Outreach/Recruitment Events Calendar

Visit the [University of Montana's Conservation Calendar](#) for current upcoming events

Utilize [Volunteer Missoula](#), a combination of UM, United Way, and the City of Missoula

### **Tabling/Outreach Opportunities**

- FreeCycles
  - Free bike shop/sustainability center
  - Hosts weekly community events
  - Executive Director: Bob Giordano
    - Email: [mist@strans.org](mailto:mist@strans.org)
    - Phone: 406-541-7284
    - [Events Calendar](#)
  
- Imagine Nation Brewing
  - Brewery and community center
  - Hosts events almost daily
  - Owner: Fernanda Krum
    - Email: [fernanda@imaginestationbrewing.com](mailto:fernanda@imaginestationbrewing.com)
    - Phone: (406) 926-1251
    - [Events Calendar](#)
  
- University of Montana
  - Multiple relevant departments
    - Environmental Studies
    - Forestry and Conservation
    - Social Work
  - Consider giving quick 5min appeals at the end of classes
  - Career/Student Involvement Fairs
  - Table in the University Center Atrium anytime
    - [Sign up portal](#)
  
- Missoula Senior Center
  - Community center run through the Missoula Aging Services
  - Volunteer Coordinator: Kathi Campbell
    - Phone: 406-493-9983
    - [Events Calendar](#)
  
- The Roxy Theater
  - Non-profit Missoula cinema
  - Hosts relevant films and events from time to time
    - Phone: (406) 728-9380
    - [Calendar](#)

## Community Groups and Media Outlets

### **Community Groups**

Rotary Afternoon Club

Meets Wednesdays at 11:45 at the Florence building

Rotary Sunrise Club

Meets Wednesdays at 7:15AM Hilton Garden Inn - Blue Canyon Restaurant

Kiwanis Club

Meets Tuesdays at Noon at The Florence Building

High School Key Club reports to the Tuesday luncheons

Boys & Girls Club

1515 Fairview Ave | Suite 243 Missoula, MT | 59801 | 406-542-3116

Lion's Club

Meets every Monday at noon except Holidays at Jakers Grill

Elks Club

2nd Wednesday at 6:30PM. All meetings are on the 2nd floor - north.

### **Media Outlets**

The Missoulian

KBGA College Radio (Media Director Dónal Lakatua and Music Director Noelle Huser)

Montana Kaimin

The Trail 103.3 (Contact: Holly Ondrasek)

Missoula Current

KPAX

KTMF - ABC/FOX (Contact: Andrew Barnard)

Missoula Community News Archives ([Link Here](#))

## Volunteer Training/Placement

Be clear and descriptive to help volunteers find their best suited role!

- **Be prepared.** Don't waste volunteers' time
- **Communicate the vision:** We believe that an integrated approach to social change that addresses all aspects of sustainability is essential to a truly vibrant future. Home ReSource's building materials reuse store & job training, education, and zero waste programs are our tools to tackling the social, economic, and environmental challenges of our time (Training)
- Provide **clear job descriptions and expectations**
- Authentically **welcome volunteers** and provide orientation
- Make sure volunteers know **they can say no** when they need to
- Fill out and share **project briefs** containing all the milestones and what work needs to be done
- Follow the **Golden Rule**, "Do unto others as you would have them do unto you" (All)
- It's a polarized world. When people volunteer they mix with others and challenge their assumptions. Learn something and **become a better version of ourselves.**
- **Start small!** Don't scare off volunteers with huge tasks right away
- Provide **manageable workloads**
- Provide **opportunities to switch roles**
- Create a **sign in sheet** to gather metrics and contact information
- Design an **orientation procedure**
  - Communicate rules, regulations, and/or guidelines
- Make sure there is enough work for the day to **keep volunteers engaged**
- Orientation
  - Be clear about expectations
    - Volunteers are representing Home ReSource
  - Have clear answers
  - Explain current programs/where we need help

- Help volunteers see what needs to be done (tour)
- Add "What have you heard about HR?"
  - Reveals interests/communication channels
- Clarify that any staff will hear your complaints
  
- Placement
  - Place based on interests expressed in orientation
  - Ask about their skills, place accordingly
  
- Training
  - Good training = retention
    - Simple Roles: Train on the spot after orientation
    - Complex Roles: Set up specific meeting with necessary players
  - Supplement with videos
  - Use peer training and shadowing when possible
    - Empowers trainer, eases staff burden
  
- Weekly orientations run by Jackson
- Weekly trainings run by Store Managers + Jackson

## Volunteer Oversight/Evaluation

Give and receive feedback to build a warm and trusting environment!

- **Communicate progress regularly**, show their efforts have an impact
- **Learn from setbacks** and breakdowns, and share learning with others
- **Give and receive feedback**, formally and informally
- Make sure volunteers know **they can say no** when they need to
- **Respond to input, questions, and feedback** ASAP, don't leave people hanging
- **Teach volunteers** in leadership positions how to delegate
- Conduct **exit interviews**
- Create a **trusting environment** ensuring open communication, teamwork, and respect for diversity
- **Keep people informed** of inevitable changes of timelines, personnel, etc.
- Provide **opportunities to learn and grow**
- **Honor your commitments**
- Allow volunteers a chance to **take breaks** from the project
- **Acknowledge success**, especially small wins
- **Be kind and respectful** in all interactions
- Try to make sure everyone is **enjoying the process** of participating
- Build **interpersonal chat time** into your meetings/events
- Take the time to make sure your **communication has warmth** to it
- **Share your learnings** with managers
- **Be accessible and visible to volunteers** during the event
- **Make it clear that you're available** if they have any questions or concerns



- **Keep track of volunteers.** If they must split up, agree on a time when all will reconnect.
- Bring the group together and **debrief every day**
  - Thank volunteers and **highlight what got done/the impact of their work**
  - **Have an evaluation**, written or discussion, about the project
- Follow the **Golden Rule**, “Do unto others as you would have them do unto you” (All)
- Oversight is the hardest part of volunteer coordination!
- Check in often and check in again
  - Real time feedback is key
  - Best done in person
  - Check in with every volunteer every shift
  - Staff should help, but encourage them to call in the volunteer coordinator
  - At least one person should be available to help at all times
- Oversight = management
- Vols always partnered with a staff member or other volunteer
- Ask for feedback
  - During check ins ask: “What can we do better?”
  - Put feedback option on sign-in sheet or in binder
  - Yearly anonymous surveys (anonymity = honest)
- Self-evaluations of program effectiveness
  - Use surveys (digital or paper)
  - Measure total sign ups
  - Measure total hours
- Check in with volunteers regularly and informally
- Evaluating volunteer satisfaction/program effectiveness
  - Goes along with daily check ins
  - Flexibility and understanding are key
- Focus on skills
  - What skills have been gained?
  - What skills are they interested in?
- Measure growth
  - Use same questions in orientation, check-in, and 6mo reviews
  - Eg. “Do you feel you have this skill?”                      Circle One: 1 2 3 4 5

- Plan:
  - Monthly informal check-ins
  - 6mo evaluation
  - 1 year review

## Volunteer Appreciation/Retention Plan

### **Recurring Tasks**

1. Choose, write, and post a volunteer of the month (*End of each month*)
  - Post somewhere visible in-store
  - Post online via newsletter, blog, and social media
  - Award a \$5-\$10 prize
2. Host appreciation events (*Once quarterly*)
  - Beers at INBC
3. Check in with volunteers (*1mo, 3mo, 6mo*)
  - Make sure they feel competent
  - Demonstrate the value of their time
    - People want to feel like they're contributing
    - Explain HR impact
    - Plug their interests into our mission
  - Provide volunteers with an impact report during check ins
4. Write "Thank You" cards (*After 3mo of volunteering*)
5. Provide food (*As often as fiscally possible*)
6. Be flexible! (*Always*)

### **One Time Tasks**

- Host a SponCon thank you party
- Award a volunteer discount to consistent volunteers