

The 3 C's of Happy Volunteers

NAR Assessment Worksheet

How does your team/agency rate with each of **The 3 C's** (and all **The T's**) for volunteer engagement?

Under "Solutions" brainstorm ways to incorporate more of **The 3 C's** into your volunteer services and programs.

Comfort

Tasks

- Are volunteer roles and responsibilities clearly defined for the volunteers?
- Do all paid staff understand what the Board and other volunteer roles and responsibilities are?
- Are tasks physically or emotionally challenging?
- Do volunteers have all the necessary resources to accomplish the task(s)?
- Do you have any accommodations/accessible volunteer opportunities for sight impaired, hearing impaired/deaf, mobility impaired, neuro-divergent people?

Solutions:

The 3 C's of Happy Volunteers

Comfort

Training

- Are there standardized training sessions for each volunteer role or task?
- Are training sessions at set times (like, last Thursday of the month) or flexible?
- Is training online, in person, or both?
- Are there a Board, employee, volunteer handbooks? Are they consistent?

Solutions:

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Comfort

Temperature

- Average temperature of volunteer work or lounge areas - indoors/outdoors?
- Any extreme weather/temperature volunteer working conditions (wet/dry - hypothermia, heat exhaustion)?
- How is the *emotional temperature*; compassion fatigue, overwhelm, burnout, toxic team/org culture?

Solutions:

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Comfort

Tummy

- Does your agency ever provide food/beverages to volunteers during work?
- Is there a kitchen or lounge area to store food?
- Any accommodation for food allergies?
- Are all staff aware of fasting or food restrictive religious observances for team members (Ramadan, Yom Kippur, Lent, etc.)?

Solutions:

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Convenience

Time

- Are volunteer shifts self-scheduled or at set times?
- Are there variable lengths of shifts?
- Can volunteers trade, share, or split shifts with each other or are they strictly assigned?
- Any drop-in/episodic opportunities?
- Access to virtual volunteer opportunities (or work remotely)?
- Any “bite-size” or micro-volunteering tasks, projects (remote or in person)?

Solutions:

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Convenience

Transportation

- Can volunteers get to their required work sites on public transit?
- Is it easy to park?
- How much does parking/gas/transit cost volunteers (on average)?
- Does your agency have a reimbursement policy (or practice) for volunteer transportation costs?
- How accessible are your *in-person* volunteer opportunities to communities of: sight impaired, hearing impaired/deaf, mobility impaired, neuro-divergent people?

Solutions:

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Technology

- Can meetings be online or hybrid in-person?
- Is there a digital divide and/or technophobia for some volunteers or staff?
- Is there a reimbursement policy (or practice) for volunteer technology costs (remote or on site)?
- How accessible *online* are your volunteer opportunities to communities of: sight impaired, hearing impaired/deaf, mobility impaired, neuro-divergent people?

Solutions:

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Connection

Trust

- Do you consistently set and meet volunteer expectations?
- Are communications to volunteers clear and accurate?
- Are interactions between paid staff and volunteers consistently respectful?
- Are volunteers formally recognized, awarded, or celebrated by your agency?
- Do you accept and use volunteer feedback about policy or procedures?
- Do you accept and use volunteer suggestions for new projects, roles, tasks?

Solutions:

The 3 C's of Happy Volunteers

Connection

Together

- Does the volunteer “Why” match the “Why” (mission) of your association team/department?
- Do new volunteers feel welcome with a sense of belonging to a team?
- Is there a culture of “we’re all one team” or cliques and silos between teams/departments?
- Do volunteers see the direct impact, benefit, and result of their work?
- Do volunteers have an opportunity for leadership and/or professional development?
- How do you manage and communicate bad news or sudden changes in policy, personnel, etc.?
- How does your agency create meaningful experiences for volunteers?

Solutions: