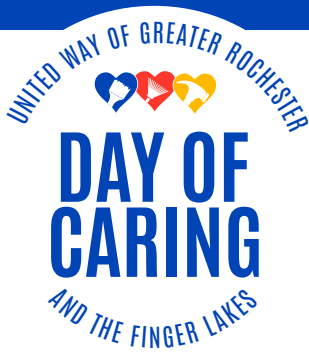


DAY OF CARING · BEST PRACTICES · AGENCIES



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Day of Caring has been a valued tradition in the Greater Rochester and Finger Lakes region for **over 30 years!** Thank you for your hard work and dedication that you and your team bring to this volunteer-focused day each year. To help you make the most out of the day, we've compiled a list of agency best practices.

PREPARING FOR DAY OF CARING:

- **Plan your project(s):** Before posting your project(s) on Volunteer United, think through your project(s). The key to successful volunteer engagement at any project is to have a plan—and a backup plan. You will be surprised at how quickly a team of volunteers can accomplish everything you have laid out for them. It is okay to end a little early but be sure to have a few additional projects on hand to help keep stragglers engaged so that everyone ends their activities at once.
- **Post for the right number of volunteers:** Ensure you don't overcommit or undercommit volunteers to your project.
- **Provide clear volunteer roles:** Provide a clear description of the volunteer role(s) and if lunch or any refreshments will be provided.
- **Acknowledge volunteer sign ups:** Respond to volunteers that signed up in a timely manner to thank them for signing up and let them know that they will be provided with more details as the date gets closer. Communication is key to engagement.
- **Communicate logistics beforehand:** At least one week before Day of Caring, communicate with the volunteers about the logistics of the day. This should include: where to park, where to meet the volunteer coordinator, what to wear or what tools to bring, if water/snacks/lunch will be provided, etc.

BEST PRACTICES FOR THE DAY-OF DAY OF CARING:

- **Prepare materials ahead of time:** Ensure that all project materials are purchased and ready to go when volunteers arrive.
- **Provide clear signage:** If needed, set up clear signage to direct volunteers where to park or meet.
- **Provide hydration options:** Have water or a water refill station available (if not possible be sure to communicate this to volunteers before they arrive).



- **Greet volunteers warmly:** Have a staff member or volunteer coordinator greet each volunteer as they arrive. A warm welcome helps set a positive tone for the day.

- **Have volunteers sign waivers:** Don't forget to have volunteers sign liability waivers and photo release forms as appropriate.

- **Host a kickoff meeting:** Have all the volunteers gather for a meeting to go over:

- » Your organization's gratitude for the time and skills the volunteers are providing
- » A description of the work your organization does and the impact the volunteers are helping to foster
- » The community-wide effort they are a part of in partnership with United Way. 6,000 volunteers supporting 200 agencies across 6-counties on 1 day of service
- » A run-down of what to expect that day in terms of timeline and projects
- » Group stretches to get everyone limber
- » Identify the 'point-people' or staff that volunteers can go to for questions throughout the day
- » Point out amenities such as restrooms
- » A run-down of what to expect in terms of timeline and projects; assign tasks around the group

- **Check in throughout the day:** Make regular circuits throughout the day to ensure everyone's needs are met and express gratitude for the hard work!

- **Respect volunteer time:** It's important to respect the commitment that volunteers have made. Do not ask them to stay late or return on another day to finish tasks. Stick to the timeline and tasks outlined in the volunteer descriptions.



Your participation is what makes Day of Caring a success, and we deeply appreciate our partnership. If you'd like more information or need technical assistance, please visit unitedwayrocflix.org/volunteer or email us at volunteer@unitedwayrocflix.org. We look forward to working with you to make this Day of Caring the best one yet!