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40-Hour Basic Course For Activity Directors

Volunteer Opportunities and Job Descriptions

Gail Tate, MA, CTRS, ACC, CDP

Course Coordinator



VOLUNTEER OPPORTUNITIES

The list is endless so the best way to begin is with a wish list. Volunteers help create a quality activity program! It takes work to recruit and supervise a good set of volunteers, but all staff, residents and families feel the benefits.

- Mend resident's clothing
- Personal writing for residents
- Adopt a grandparent
- Visit residents
- Assist in scheduled activities
- Deliver resident's mail
- Decorate bulletin boards
- Water resident's plants
- Recruit entertainment
- Read to residents
- Play table/card games with residents
- Take residents on authorized walks
- Help residents comb hair, paint nails, etc.
- Serve residents coffee at socials
- Assist in crafts classes
- Decorate for special occasions
- Make posters to advertise activities
- Help secure donated supplies, gifts, etc.
- Lead small groups as directed by Director of Activities/Recreational Services
- Assist special parties
- File and organize the office.
- Writing and typing the facility newsletter.
- Decorate the facility
- Shopping
- Care for facility pets
- Share talents in performances
- Create visual aids & cards for residents who are sensory impaired.
- Reach out to the community with presentations and flyers.
- Develop an intergenerational exchange program with a local school or agency.
- Have a business or agency adopt your facility one time monthly.
- Make the new month's calendar of activities.
- Monitor residents who are confused and disoriented in structured parallel sensory activities



VOLUNTEER JOB DESCRIPTIONS

PURPOSE:

To define the details of a volunteer's responsibilities specific to an each activity program. To manage the time of the activity department as well as a volunteer's schedule.

ACTION:

1. Be clear on how much time is needed per day or week or month. If a volunteer feels that there is not enough organization or direction, they will seek out another agency/organization that is better prepared.
2. Create Volunteer Job Descriptions with as much information as necessary to describe what they will be responsible for during their time at the facility. Be Specific.
3. Utilize Volunteer Job Descriptions as a recruitment tool. Recruit individuals for specific tasks and duties.
4. Show the perspective volunteer what is being requested of them. Make sure that the volunteer understands and agrees to the job details.
5. Included in this manual are sample Volunteer Job Descriptions. Adapt these to fit the needs of your facility. You may use this format to develop new job descriptions or create one that will work best for you.
6. In addition, review the Volunteer Job Description that is included in the Peak Medical Corporation Activity Policy & Procedure Manual (Job Description Section A-43).
7. Review the Policy regarding the Youth/Teen Volunteer Program in the Peak Activity Policy & Procedure Manual (Volunteer Section Appendix A).

JOB DESCRIPTION

JOB TITLE: Volunteer

DEPARTMENT: Activities/Recreational Services

- REQUIREMENTS:**
1. Unpaid volunteer position
 2. Requires sincere concern and empathy for the elderly/handicapped.
 3. Able to work flexible hours.
 4. Willingness to take training and attend in-services.

- DUTIES:**
1. Augment, but not replace, the efforts of paid staff in caring for long term care residents.
 2. Read to residents and assist with letter writing or other similar resident activities.
 3. Provide personal shopping and errand services for resident.
 4. Take direction from the Director of Activities/Recreation Services with regard to tasks and assistance with planned programs.
 5. Be knowledgeable of individual care plans as appropriate and stay within limits established by the Director of Activities/Recreational Services.
 6. Assist in transporting residents on outings and assist with supervision.
 7. Assist with decorating the facility for holidays or special events.
 8. Speak at schools, churches, and community groups about working with the elderly.
 9. Establish a reliable schedule for volunteer participation, developing positive relationships with residents, staff, families, and other volunteers.
 10. Attend Volunteer Orientation program.

VOLUNTEER JOB DESCRIPTION

JOB TITLE: Escort for Short Excursions

SUMMARY: To accompany a resident or a small group of residents on a shopping trip, to a restaurant, on a sightseeing excursion or other activity outside the nursing center. The Director of Activities/Recreation Services may be supervising some trips.

REQUIREMENTS: Reliable transportation.
Tact and patience in dealing with elderly individuals.
Respect for confidence.
Sensitive to the needs of the elderly with disabilities.

- DUTIES:**
1. Receive specific assignments from the Director of Activities/Recreation Services naming residents who need an escort.
 2. If using your personal vehicle, check with your insurance company to make sure you have full coverage for all passengers.
 3. You may take individual residents out of the facility or you may accompany the Director of Activities/Recreation Services on an outing with a group of residents.
 4. If you take residents out without any staff accompanying, sign the resident out at the nurse's station and sign in when you return.
 5. Keep what the resident tells you in strict confidence, except when it is necessary to report something to the Director of Activities/Recreation Services.

TIME COMMITMENT: Flexible and on going.
Arrange with the Director of Activities/Recreation Services.

SUPERVISION: Provided by the Director of Activities/Recreation Services

VOLUNTEER JOB DESCRIPTION

JOB TITLE: Men's Group Coordinator

SUMMARY: To assist in planning, and implementing a weekly or bimonthly activity for male residents.

REQUIREMENTS: Sensitive to the needs of elderly male individuals with possible disabilities.

Respect for confidences.

Patience and creativity.

Cooperation with staff members.

- DUTIES:**
1. Meet with the Director of Activities/Recreation Services to plan and organize the weekly or bi-monthly activity for male residents. Feedback from the men will be included in planning the activity.
 2. Assist in collecting the necessary supplies for the activity.
 3. Assist the participants to and from the activity.
 4. Assist the Director of Activities/Recreation Services during the activity and with set-up and cleanup.
 5. Provide feedback on resident(s) performance and input about the activity.
 6. Keep a resident participation record.

TIME COMMITMENT:

Arrange with the Director of Activities/Recreation services a regular or weekly or bimonthly schedule.

Three month minimum commitment. Additional time per week, if you wish to spend time, 1-1 with male residents.

SUPERVISION:

Provided by the Director of Activities/Recreation Services.

VOLUNTEER JOB DESCRIPTION

JOB TITLE: Group Activity Leader

SUMMARY: Share your special skills and interests with our residents.

REQUIREMENTS: Sensitive to the needs of the elderly with disabilities.
Organizational ability: to work well with small groups and on a one-to-one basis.
Patience & Cooperation with staff members.

- DUTIES:**
1. Talk with the Director of Activities/Recreational Services
 2. Some Group Activity ideas:
 - a. Current events
 - b. Poetry
 - c. Creative writing
 - d. Discussions
 - e. Sewing circle
 - f. Painting
 - g. Sing-a-longs
 - h. Music appreciation
 - i. Musical instrument players
 - j. Slide shows or movies from a trip you have taken
 - k. Any other ideas will be considered.
 3. Assist in getting resident to and from the activity
 4. Keep a resident participation record.

TIME COMMITMENT: Flexible/can be a one-time deal or an on-going commitment.

Arrange with the Director of Activities/Recreation Services.

SUPERVISION: Provided by the Director of Activities/Recreation Services

VOLUNTEER JOB DESCRIPTION

JOB TITLE: "Party Hosts"

SUMMARY:

1. Need groups or individuals to provide entertainment for parties
2. Groups that will sponsor a special party or event.

REQUIREMENTS: Interest in working with elderly individuals.
Sensitive to the needs of elderly individuals with disabilities.
Cooperation with staff members.

DUTIES:

1. Talk with the Director of Activities/Recreation Services about your ideas and arrange time and dates.
2. Discuss the details and organize.
3. On the day of the party, the group is responsible for set-up and clean-up and other details previously decided upon with the Director of Activities/Recreation Services.

TIME COMMITMENT: Flexibility/can be a one-time deal or an on-going commitment.

SUPERVISION: Provided by the Director of Activities/Recreation Services

VOLUNTEER JOB DESCRIPTION

- JOB TITLE:** Table games and/or Card Partner
- SUMMARY:** To provide resident(s) a partner for table and card games and for socialization.
- REQUIREMENTS:** To have knowledge and an interest to play table and/or card games with others.
To be sensitive to the needs of the elderly with disabilities.
- DUTIES:**
1. Visit with assigned resident(s) after discussing specific observations and expressed game preferences of each with the Director of Activities/Recreation Services.
 2. Decide upon a game with the resident for that particular day.
 3. Games and cards can be checked out from the activities/Recreation Department or you may bring in your own.
 4. Spend at least 30 minutes with each assigned resident.
- TIME COMMITMENT:**
- Set up a regular schedule, stating specific days when you will come.
- One hour per week, minimum.
- Two months minimum time commitment.
- SUPERVISION:**
- Report to Director of Activities/Recreation Services weekly.
- After 1-month trial period, report to supervisor minimum of one time each month.
- Report any problems and/or specific observations you receive to the Director of Activities/Recreation Services when necessary.

VOLUNTEER JOB DESCRIPTION

- JOB TITLE:** Friendly Visitor
- SUMMARY:** To develop and provide a supportive, sharing, continuing relationship with a resident(s).
- REQUIREMENTS:** A willingness and desire to share life experiences. Ability to promote self-esteem in others.
Sensitive to the needs of resident with disabilities.
Tact and patience in dealing with elderly individuals. Respect for confidence.
Cooperation with staff members.
- DUTIES:**
1. Visit with assigned resident(s) after discussing specific observations of each with supervisor.
 2. Spend minimum of 15 to 20 minutes with each assigned resident.
 3. Suggested activities:
 - a. Talking
 - b. Listening
 - c. Write letters
 - d. Read
 - e. Take walks
 - f. Send greeting cards
 - g. Play table games and/or cards
 - h. Personal grooming
 - i. Do personal shopping
 - j. Take out of facility for ride, meal, etc.
- TIME COMMITMENT:** Set up a regular schedule, stating specific days when you will come to visit. One-half hour, one time each week. (minimum)
- SUPERVISION:** Three months minimum time commitment.

VOLUNTEER JOB DESCRIPTION

- JOB TITLE:** Reader
- SUMMARY:** To provide resident(s) with opportunity to listen to a variety of reading materials.
- REQUIREMENTS:** Have an interest in reading. To be able to read aloud, clearly.
- DUTIES:**
1. Receive specific assignments of residents who would enjoy being read to.
 2. Meet individual interests.
 3. Gather appropriate literature and/or materials: magazines, newspapers, short stories, poetry, Bible, or cassette tape recorder for music and/or Bible tapes.
 4. If tape recorder is used, assist the resident with operation.
 5. Reading materials, tape recorder and tapes can be checked out from the Director of Activities/Recreation Services.
 6. Can read to more than one resident at a time. Check with Director of Activities/Recreation Services.
- TIME COMMITMENT:** Set up a regular schedule with Director of Activities.
- Additional time required collecting needed reading/listening materials.
- SUPERVISION:** Director of Activities/Recreation Services.

VOLUNTEER JOB DESCRIPTION

JOB TITLE: Crafts Assistant

SUMMARY: Assist the Crafts Coordinator and/or the Director of Activities/Recreation Services in planning, organizing and leading the weekly crafts program.

REQUIREMENTS: Knowledge of craft projects and how they may be adapted. Sensitive to the needs of the elderly with disabilities. Patient and creative.

DUTIES:

1. Assist the Crafts Coordinator and/or Director of Activities/Recreation Services with set-up, implementation and clean up of the crafts project.
2. Assist residents to and from the activity.

TIME COMMITMENT: Set up a regular weekly schedule. Three months minimum time commitment.

SUPERVISION: Direct supervision by the Director of Activities/Recreation Services.

VOLUNTEER JOB DESCRIPTION

- JOB TITLE:** Crafts Coordinator
- SUMMARY:** To provide and supervise a weekly crafts program that includes a variety of projects.
- REQUIREMENTS:** Knowledge of craft projects and how they may be adapted.
Leadership abilities.
Sensitive to the needs of the elderly with disabilities.
Patient and creative.
- DUTIES:**
1. Plan crafts program monthly and coordinate it with the Director of Activities/Recreation Services.
 2. Organize supplies needed and collect from the recreation supplies, or buy with money from the Activities/Recreation budget.
 3. Supervise crafts project – set-up, implementation and clean up.
 4. Assist residents to and from craft session.
 5. Keep weekly resident participation record.
 6. Supervise craft volunteers and record their hours.
- TIME COMMITMENT:** Set up a regular weekly schedule.
Four month minimum time commitment.
- SUPERVISION:** Trial period of 1 month, with meeting at the end of that time with the Director of Activities/Recreation Services to evaluate work.
- SUPERVISES:** All craft program volunteers.

VOLUNTEER JOB DESCRIPTION

JOB TITLE: Baking/Cooking Leader or Assistant

SUMMARY: To assist or lead a baking/cooking activity for the resident's enjoyment socialization and the opportunity to share past experience.

REQUIREMENTS: Interest and skill in baking/cooking.
To be sensitive to the needs of the elderly.
Organizational ability: to work well with small groups and on a one-to-one basis.
Patience.

- DUTIES:**
1. Assist Director of Activities/Recreation Services or lead baking/cooking activity.
 2. Organize needed supplies.
 3. Assist residents to come to the activity.
 4. Plan the next baking/cooking activity with the participants.
 5. Word games, quotes, etc., dealing with baking and cooking may be incorporated into the activity time.
 6. Assist with clean up, having the residents do as much as possible.
 7. Keep a resident participation record.

TIME COMMITMENT: 2-3 hours per baking/cooking activity.
Three months minimum time commitment.

SUPERVISION: Provided by the Director of Activities/Recreation Services.

VOLUNTEER JOB DESCRIPTION

- JOB TITLE:** Bingo Assistant/Caller
- PURPOSE:** To assist in the planning and implementation of a weekly bingo game.
- REQUIREMENTS:** Loud, clear voice, and good eyesight.
Tact and patience in dealing with elderly individuals.
- DUTIES:**
1. Set-up tables and microphone in the Dining Room for the bingo game.
 2. Assist assigned residents to tables. Assist players, during the game, that have hearing difficulty or impaired eyesight.
 3. Assist in the distribution of prizes during and at the end of the activity.
 4. Assist with clean up.
 5. You may be asked to be the Bingo caller.
 6. You may also be asked to shop for bingo prizes once a month and organize them. (Note: If the prizes are not donated, the money will come out of the Recreation budget).
 7. Keep a resident participation record.
- TIME COMMITMENT:** Set up a regular schedule; a few hours, once a month, may be spent buying and/or organizing bingo prizes.
Approximately 2 hours per week
- SUPERVISION:** Provided by the Director of Activities/Recreation Services.

VOLUNTEER JOB DESCRIPTION

- JOB TITLE:** Movie Leader
- SUMMARY:** To plan and implement a weekly movie for residents.
- REQUIREMENTS:** Interest in working with the elderly. Ability to order movies. Ability to run a movie projector.
- Able to cooperate with staff members.
- DUTIES:**
1. Assist Director of Activities/Recreation Services or show a weekly movie with the help of the Director of Activities/Recreation Services.
 2. Order films well in advance.
 3. Assist residents to and from activity.
 4. Make and serve popcorn and punch during the movie.
 5. Assist with clean up.
 6. Return film to library or post office.
 7. Keep a resident participation record.
- TIME COMMITMENT:** 2 hours per week: time may be needed for ordering movies.
- Three month time commitment.
- SUPERVISION:** Provided by the Director of Activities/Recreation Services.

VOLUNTEER JOB DESCRIPTION

JOB TITLE:

Librarian

SUMMARY:

To provide books and other reading materials to interested residents

REQUIREMENTS:

To have an interest in reading. Transportation to get to and from bookmobile and/or library.

DUTIES:

1. Make (with assistance from the Director of Activities/Recreation Services) and keep a list of residents interested in receiving reading materials regularly.
2. Receive information regarding their individual reading preferences.
3. Obtain individual library cards for each resident.
4. Check out books and/or records from the library.
5. Keep a written record of individual's interests, and books checked out in a card file or notebook.
6. Provide residents with magazines or picture books from the Recreation Office, when requested.

TIME COMMITMENT:

Set up a regular schedule, stating which days you will come to do volunteer work.

At least 1 time a week - 2 hours minimum. Additional time will be needed to collect materials. Four months minimum time commitment.

SUPERVISION:

Trial period of 1 month with meeting at the end of that time with the Director of Activities/Recreation Services to evaluate volunteer work.

Check in weekly with Director of Activities/Recreation Services.

VOLUNTEER JOB DESCRIPTION

JOB TITLE: Sensory Stimulation Assistant

SUMMARY: To promote the exploration and development of individual potential and awareness of limitations and develop an attitude of self-care and self-worth.

REQUIREMENTS: Must be 21 years old and over unless currently enrolled in an allied health profession curriculum. Prefer previous volunteer experience in an extended health care setting, hospital, or clinic.

Ability/Interest in working with the elderly with disabilities.

Willingness to learn.

Patience and creativity.

DUTIES:

1. To assist the Director of Activities/Recreation Services in the individual and group sensory awareness-stimulation skills (S.A.S.A.) program.
2. To assist with planning sensory stimulation activities.
3. Work on a one-to-one basis with assigned room-bound residents.
4. Provide feedback to the therapist and staff, regularly, on resident performance.

TIME COMMITMENT:

2-4 hours weekly, minimum, three-six months, minimum time commitment. Specific days will be arranged with the Director of Activities/Recreation Services.

SUPERVISION:

the Director of Activities/Recreation Services will directly supervise Volunteer. Time will be provided for discussion and feedback weekly.

VOLUNTEER JOB DESCRIPTION

JOB TITLE: Special Events Assistant

SUMMARY: To provide an opportunity for residents to participate in special events.

REQUIREMENTS: Sensitive to the needs of elderly individuals with disabilities.

DUTIES:

1. To donate time and/or materials to assist in providing entertainment, decorations, prizes, refreshments for holiday parties or other special occasions.
2. To assist in planning and organizing beforehand, and to assist at the event.

TIME COMMITMENT: Flexible: On going or occasional.
Arrange with the Director of
Activities/Recreation Services

SUPERVISION: Provided by the Director of
Activities/Recreation Services



40-Hour Basic Course For Activity Directors

Volunteer Recruitment

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Course Coordinator



RECRUITMENT OF VOLUNTEERS

PURPOSE:

Increase the numbers of volunteers at the facility. Active and consistent recruitment also represents good marketing in the community.

ACTION:

The Activity Director shall recruit volunteers using available community resources such as school contracts, civic clubs, churches, etc. Recruiting methods shall include, yet not be limited to:

1. Utilization of the area newspaper, writing feature stories, and/or letters to the editor promoting the volunteer program.
2. Submit public service announcements to radio and TV stations.
3. Produce and distribute posters throughout the community soliciting for volunteers.
4. Make presentations to the various volunteer source groups in the community.
5. Set up a volunteer display at the local library, senior center, university, merchants, etc.
6. Develop a promotional flier which can be mailed out or left at various locations.
7. Become involved with community volunteer bureaus and retired senior volunteer programs.

Volunteer Recruitment Activities may include:

- Host a "Dessert Festival" and invite the community in to enjoy an array of desserts and to learn about volunteer opportunities at your care center.
- Have a contest for your present volunteers to see who can bring in the most new volunteers over a set period of time. Give a special gift to the winner.
- Plan a Valentine's Day event to recognize your present volunteers and invite them to bring along a friend.
- Arrange a series of luncheons and invite specific groups for each time. Give a presentation about your facility and the volunteer program. Have them register for door prizes.
- Conduct a major spring membership drive using some of these ideas.
- Prominently feature volunteer information in your facility. Select a Volunteer of the Month and highlight in the newsletter.
- Select a theme for students to write essays or make posters (would be great during National Volunteer Week in April) Idea: "Volunteers Make Life Better Because..." The work should describe or portray the ways volunteers can interact with the elderly.
- Do "Volunteer Night" in conjunction with the local hospital, and focus on the role of volunteers in the realm of health care services. Host one at the hospital and schedule another at your nursing home. Offer refreshments and tours, along with presentations about your facilities and volunteer activities.

Sample copies of Volunteer Recruitment Methods are included.

It is best to keep copies of volunteer requirement efforts. These can be filed in a folder/binder and labeled Volunteer Recruitment. Recruitment efforts include phone logs, copies of letters sent to local churches, agencies and organizations, newspaper articles, newsletter articles, and conversations with others.

Help Wanted

You can make someone happy by being a volunteer.
[Name of Facility] is in need of Volunteers for the following:

1. Calling Bingo one day weekly for one hour.
2. Pet Visiting
3. A piano player one day weekly for sing alongs.
4. Domino players one day weekly or 2 days monthly.
5. Donations of Ice Cream two gallons one day monthly.
6. Bible readers.
7. Come and visit someone. If you are interested please contact: [Name of contact/address/phone]





40-Hour Basic Course For Activity Directors

Volunteer Orientation Checklist and Training

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Course Coordinator



VOLUNTEER ORIENTATION CHECKLIST

Volunteer Name _____ Date _____

- 1. History of the Facility and Philosophy of Care
- 2. Volunteer Personnel Policies and Procedures
 - a. Orientation procedure (eating areas, meal tickets, etc.)
 - b. Weekly and daily schedules
 - c. Pre-service and in-service education
 - d. Application and work cards (sign in/out record attendance)
 - e. Visiting hours, mail, smoking policies, volunteer closet smocks and name tags
 - f. Job assignment and expectations (Job Assignment is:)
- 3. Ethics
 - a. Rules of volunteer (personal appearance)
 - b. Has read and understands Residents' Rights and Responsibilities
 - c. Confidentiality
- 4. Tour of Building
 - a. Tour of all halls, utility rooms patient rooms, etc.
 - b. Parking areas
 - c. Location of all exits, lavatories, etc.
 - d. Location of emergency equipment
 - e. Kitchen and dining rooms
 - f. Activity room library, lobbies, and storage room
 - g. Business office, administration offices, front desk, etc.
 - h. Nursing stations
 - i. Location of posted information, notices, etc.
 - j. Location of pay telephone, etc., and policy regarding its use
- 5. Introduction of Personnel
 - a. Administrator, assistant administrator, director of nurses, activity coordinator, social worker, dietary services supervisor, maintenance, etc.
 - b. Designated supervisor
- 6. Fire and disaster Plan and Accident Prevention
 - a. Location of fire extinguishers and fire alarms
 - b. Aware of disaster plan
 - c. Safety program, incidents

- 7. Discussion of Infection Control Procedures
 - a. Isolation
 - b. Communicable diseases
 - c. Handwashing
- 8. Review Glossary of Terms
- 9. TB Test (where applicable)

Volunteer

Date



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Volunteer Recognition

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VOLUNTEER RECOGNITION

Volunteers will be as motivated as their leader. They will be as organized in their thoughts, time and tasks as their leader allows. Are you motivated? Are you organized? If your volunteers have confidence in their leadership their own self-confidence will be developed and they will begin to feel a sense of appreciation for being a part of the team.

A good leader will keep challenging volunteers to use their full potential. At the same time, don't ask a volunteer to do anything you wouldn't be willing to do yourself. Volunteers want to succeed. Your role is to help them be successful.

What are you doing to make your volunteers feel SPECIAL?



101 Ways to Give Recognition To Volunteers:

1. Smile
2. Put up a volunteer suggestion box.
3. Treat to a soda.
4. Reimburse assignment related expenses.
5. Ask for a report.
6. Send a birthday card.
7. Arrange for discounts.
8. Give service stripes.
9. Maintain a coffee bar.
10. Plan annual ceremonial occasions.
11. Invite to staff meetings.
12. Recognize personal needs and problems.
13. Accommodate personal needs and problems.
14. Be pleasant.
15. Use in an emergency situation.

16. Provide a babysitter.
17. Post honor roll in reception area.
18. Respect their wishes.
19. Give informal teas.
20. Keep challenging them.
21. Send a Thanksgiving Day card to the volunteer's family.
22. Provide a nursery.
23. Say "Good Morning."
24. Greet by name.
25. Provide good pre-service training.
26. Help develop self-confidence.
27. Award plaques to sponsoring group.
28. Be verbal.
29. Take time to explain fully.
30. Motivate agency VIP's to converse with them.
31. Hold rap sessions.
32. Give additional responsibility.
33. Affords participation in team planning.
34. Respect sensitivities.
35. Enable to grow on the job.
36. Enable to grow out of the job.
37. Send newsworthy information to the media.
38. Have wine and cheese tasting parties.

39. Ask client/patient to evaluate their work/service
40. Say "Good Afternoon".
41. Honor their preferences.
42. Create pleasant surroundings.
43. Welcome to staff coffee breaks.
44. Enlist to train other volunteers.
45. Have a public reception.
46. Take time to talk.
47. Defend against hostile or negative staff.
48. Make good plans.
49. Commend to supervisory staff.
50. Send a valentine.
51. Make thorough pre-arrangements.
52. Persuade personnel to equate volunteer experience with work experience.
53. Admit to partnership with paid staff.
54. Recommend to prospective employer.
55. Provide scholarships to volunteer conferences or workshops.
56. Offer advocacy roles.
57. Utilize as consultants.
58. Write them thank you notes.
59. Invite participation in policy formulation.
60. Surprise with coffee and cake.
61. Celebrate outstanding projects and achievements.

62. Nominate for volunteer awards.
63. Have a "Presidents Day" for new presidents of sponsoring groups.
64. Carefully match volunteer with job.
65. Praise them to their friends.
66. Provide substantive in-service training.
67. Provide useful tools in good working condition.
68. Say "Good Night".
69. Plan staff and volunteer social events.
70. Be a real person.
71. Rent billboard space for public laudation.
72. Accept their individuality.
73. Provide opportunities for conferences and evaluation.
74. Identify age groups.
75. Maintain meaningful file.
76. Send impromptu fun cards.
77. Plan occasional extravaganzas
78. Instigate client planned surprises.
79. Utilize purchased newspaper space.
80. Promote a "Volunteer of the Month" program.
81. Send letter of appreciation to employer.
82. Plan a recognition edition of the agency newsletter.
83. Color code name tags to indicate particular achievements (hours, years, unit, etc.).
84. Send commendatory letters to prominent public figures.

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85. Say "We missed you".
 86. Praise the sponsoring group or club.
 87. Promote staff smiles.
 88. Facilitate personal maturation.
 89. Distinguish between groups and individuals in the group.
 90. Maintain safe working conditions.
 91. Adequately orientate.
 92. Award special citations for extraordinary achievements.
 93. Fully indoctrinate regarding the agency.
 94. Send Christmas cards.
 95. Be familiar with the details of assignments.
 96. Conduct community-wide, cooperative, inter-agency recognition events.
 97. Plan a theater party.
 98. Attend a sports event.
 99. Have a picnic.
 100. Say "Thank You".
 101. SMILE!
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