

**Montgomery County Village Gathering  
September 2016**

**Volunteer Training and Recruitment  
Scribe: Shawn Brennan**

Moderator:

**Steve Schmal**, Chevy Chase At Home

Panelists:

**Leigh Higgins**, Hyattsville Aging in Place

**Sandy Egan**, Village of Takoma Park

**Monique Milhollin**, Chevy Chase At Home

Speaker from Hyattsville Aging in Place, **Leigh Higgins**

**Methods of recruiting volunteers**

- Word of mouth—especially from current volunteers
- Website: Seems to be the best way to get contacts, especially for service requests.
- Public events- Example: Hyattsville Aging in Place holds an annual Valentine Making Party. It is very popular with community members of all ages “Take one, leave one.” Great source of recruitment for both volunteers and people who need services.
- List serves
- Volunteer Match and RSVP: It is worth posting your organization and its volunteer opportunities

Volunteer Steering Committee: vets and trains and handles background and driver checks. Each member of the committee gets to talk to potential volunteers.

People may warm to the idea of being drivers over time.

**Monique Milhollin**, Chevy Chase At Home

**Training**

CC @ H has trained 170 volunteers (like with many villages, the number of active volunteers is much smaller)

Volunteers are interviewed by the PT administrator before they attend the training. They go online for paperwork, including privacy policy and background checks.

Purpose

1. Make sure members have a good experience
2. Put everyone on the same page, provides a consistent foundation
3. Protect volunteers—help them establish boundaries, realistic expectations

Volunteer Support Committee: created a training manual which is distributed at every training.

10 people is a good size for a training, may have up to 15.

Agenda:

1. Collect privacy forms

2. Provide short history of the organization
3. Each volunteer shares why he/she is volunteering
4. Discuss the system of matching service requests with volunteers
5. Discuss a mock scenario—a visit gone wrong, for example.
6. Take a break with pastry!
7. Review “what if” questions—crazy scenarios to think through
8. Everyone asks final questions, shares what they learned
9. Background checks online

They hold a separate training for medical note takers.

Other events: Big party 1x/year

Other villages are welcome to observe their trainings and will share the training manual upon request.

### **Managing Volunteers**

**Sandy Egan**, Village of Takoma Park

- Uses EveryMind’s Friendly Visitor infrastructure.
- Holds monthly “Aging Well” meetings; topics chosen based on survey results.
- Snow Angels: Teacher at Takoma Park Middle school helps recruit student volunteers to shovel.
- Boy Scouts also good source of help.

Writes personal thank you notes.

Holds monthly coffee/tea at a local restaurant for all volunteers. Lottery off a gift donated by a local business.

Driving: Calls or e-mails volunteers after they provide their first ride to see how it went.

### **Tools**

- Ride Scheduler
- “Club Express” works for rides and services. Can send out surveys after the service and can set up a bulletin board/list serv type thing.
- Lotsahelpinghands.com: Free and also helpful.
- Shared Google drives can be useful.
- Google Voice: Provides free phone number. Calls are forwarded to any number you specify—or to many numbers. Then will provide written transcript of the call.

If you see red flags when interviewing a volunteer, might be able to find a job in the office to help out (not with village members)