



MASSACHUSETTS
SERVICE ALLIANCE

MANAGING VOLUNTEERS DURING A PANDEMIC

FRIDAY, APRIL 3, 2020

AGENDA



Welcome/Intro



Continued Volunteer Engagement



Keeping Volunteers and Public Safe



Virtual Volunteer Opportunities



Sharing and Questions

WELCOME / INTRO

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**MASSACHUSETTS
SERVICE ALLIANCE**



KEEPING
VOLUNTEERS
AND PUBLIC
SAFE

**“It’s for your
own good.
You’ve got to
stop touching
your face.”**



-
- Lead by example – follow guidelines set by local, state and national leaders
 - Educate (facts and stay informed)
 - Evaluate what services provide are essential / vital to your client base (mission critical)
 - How will you operate these services in absence of volunteers?
 - What services need to be provided in-person? Adapt?
 - Evaluate the risk level to volunteers, clients and staff if services continue (liability insurance)
 - Put new protocol in place
 - Advanced screening procedures to make sure protocol is being followed
 - Transparent, consistent, predictable, calm, reassuring, brief and very clear with communications / updates
 - Update emergency contact info for everyone and procedures

When you don't have a
vaccine
Communications
is the
vaccine.



<http://www.massnonprofit.org/expert.php?artid=6056&catid=46>

Communication Tips

(<https://www.tsne.org/blog/communications-best-practices-during-covid-19-pandemic>)

EDUCATION / SAFETY TIPS

Be Red Cross Ready

Prepare so you can protect.



Steps to Help Protect Against Coronavirus COVID-19

About Coronavirus COVID-19

- The Centers for Disease Control and Prevention (CDC) is responding to an outbreak of respiratory disease caused by a new Coronavirus (COVID-19) that was first detected in China and has now spread to multiple countries including the U.S.
- According to the CDC, patients with COVID-19 have reportedly had mild to severe respiratory illness. Symptoms may appear 2-14 days after exposure and include fever, cough and shortness of breath.
- Call your healthcare professional if you develop symptoms and have been in close contact with a person known to have the disease, or if you have recently traveled from an area with widespread or ongoing community spread of the disease.
- The following health and preparedness tips can help you stay healthy and prepare for possible disruptions due to this coronavirus. Most importantly, stay informed about the latest information by visiting the CDC website at [cdc.gov/covid19](https://www.cdc.gov/covid19).

To Help Prevent the Spread of Respiratory Illnesses, Use Healthy Practices:

- Avoid close contact with people who are sick.
- Wash your hands often with soap and water for at least 20 seconds (the time it would take you to sing 'Happy Birthday' twice) or, if soap is not available, use hand sanitizer with at least 60 percent alcohol.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw it in the trash. If a tissue isn't available, cough or sneeze into your elbow, not your hands.
- Clean and disinfect frequently touched surfaces using a regular household cleaning spray or wipe.
- Follow CDC's recommendations for using facemasks, which is for people who show symptoms of COVID-19 to help prevent the spread of disease to others, and for health workers and caregivers in close settings.
- Practice healthy habits: get sleep, eat nutritious food, drink fluids, be physically active and manage stress.
- Influenza and pneumococcal disease are the leading causes of vaccine-preventable respiratory illness in the U.S., so protect yourself with an annual flu vaccine and if eligible, the pneumonia vaccine.

To Prepare your Household for a Possible COVID-19 Outbreak in the U.S., Use Preparedness Practices:

- Obtain at least a 2-week supply of food staples, household and sanitary products, if asked to stay home (a best practice to increase your preparedness for any hazard).
- Keep current prescription medications in regular supply, with at least a 30-day supply of needed health items.
- Learn how your local public health authorities will provide guidance to your community and stay informed.
- Learn how your children's school or daycare, and your workplace plan to handle a possible outbreak. Create a plan to accommodate any closings, event cancellations or postponements.
- If you care for older adults or children, plan and prepare for caring for them, should they or you become sick.

March 6, 2020

Coronavirus Safety

Follow these 3 easy steps to help prevent the spread of COVID-19.



Sneeze or cough? Cover your nose and mouth with a tissue or use your elbow!



Wash your hands often with soap and water for at least 20 seconds.



Clean and disinfect surfaces around your home and work frequently.

Hand Washing: A Simple Solution That Really Works
Teach kids how to wash their hands



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EXAMPLES OF SERVICE OR MODIFICATIONS TO SERVICE:



Delivery of food to someone by setting food on doorstep and that person not opening door to grab food until delivery person has left.



Modify attendee control in a food distribution so there is no hand-to-hand—hand off goods, but placement of goods on a table, line and room or area entry control, and standardized cleaning timing.



Remote call center support—dial in remote call centers are ideal.



Modifying in-person coaching around accessing higher education or other types of case management to zoom or other web/phone based coaching.

RISK ASSESSMENT

Activity	Hazard	Pre-Control Measure Risk Rating	Control Measures	Residual Risk Rating
Shopping				
Collection and delivery of shopping and medical prescriptions to individuals in self-isolation	Exposure to COVID-19, colds and other viruses and infections	High	<ul style="list-style-type: none"> Where possible confirm the list of items needed over the phone so that you can minimise contact with the individual in self-isolation. Where you need to pick up a list from the individual contact them by phone before arriving so they know to expect you. Follow hand cleaning and social distancing guideline procedures as outlined at each shop or pharmacy. When delivering items to an individual in isolation leave the shopping items at the front door, ring or knock on door and step back a minimum of 2 metres. Do not enter the person's home even if invited, explain that this is for their own and your safety. Use any protective equipment/measures as instructed. 	Medium
Leaflet Distribution				
Collection & delivery or posting of leaflets	<p>Exposure to COVID-19, colds and other viruses and infections</p> <p>Muscular / joint injury / repetitive strain. Injury due to slips/trips/falls</p>	<p>High</p> <p>Medium</p>	<ul style="list-style-type: none"> Follow hand-cleaning and social distancing guideline procedures before and after picking up leaflets and at each location where leaflets are posted or distributed. Use any protective equipment/measures as instructed. Wear comfortable clothing and walking shoes. Be sure to wear clothing suitable for the weather forecast for that day. Before doing any heavy lifting consider if you are fit enough to do so. If not please ask for help or consider if this is the right role for you. 	<p>Medium</p> <p>Low</p>

PROTOCOL

- Providing gloves/masks to all volunteers handling food at our warehouses
- Making hand sanitizers available throughout our warehouses
- Increasing the visibility and importance of hand washing in the restrooms and throughout the facility
- Advising people to avoid touching their eyes, nose, mouth with unwashed hands
- Advising people to avoid close contact with people who are sick – 6-foot rule
- Advising staff and volunteers to stay home if they display signs of illness or come into contact with affected individuals
- Send people home at sign of any illness



GENERAL GUIDELINES

([HTTPS://VOLUNTEERLOUISIANA.GOV/SITES/DEFAULT/MASTER/FILES/PUBLIC/LOUISIANA.VOLUNTEER.GUIDELINES-COVID-19.DOCX.PDF](https://volunteerloUISIANA.gov/sites/default/master/files/public/LOUISIANA.VOLUNTEER.GUIDELINES-COVID-19.DOCX.PDF))

For Volunteers

- DO NOT show up to volunteer for any activity without confirming that there is a need for the activity, that it will be conducted, and that volunteer support is needed and expected.
- DO ask about any risk that may be associated with the task and DO NOT take part if you are uncomfortable with the level of risk.
- DO allow for extra time for additional screening from volunteer organizations or agencies to make sure you are cleared to volunteer for the task.

For Volunteer Organizations

- Do not compete in the market for scarce supplies that healthcare organizations and providers need every day to perform their duties.
- Make sure all volunteers understand any risks associated with the task you would like them to do and understand if they are not comfortable with that level of risk.
- Make sure you have the proper PPE available and make sure you train volunteers on its proper use before allowing them to do any tasks that require PPE.



SCREENING

- *Have you had a fever within the past 24 hours? Take temperature*
- *Do you have symptoms of a respiratory illness (e.g. sore throat, cough or shortness of breath)?*
- *Have you had diarrheal illness or headache within the past 48 hours?*
- *Have you traveled to China, Japan, South Korea, Italy or Iran in the last 14 days AND become sick?*
- *Have you or a close contact tested positive for COVID-19 or influenza?*

If you respond NO to ALL these screening questions, please join us!

If you answer YES to any of the questions, we kindly ask that you refrain from participating at this time.



**SOCIAL DISTANCING
WORLD CHAMPION**



**CONTINUED
ENGAGEMENT
OF
VOLUNTEERS
DURING A
TIME OF
CRISIS**



Reduce social
isolation and
create
connection



Maintaining
momentum –
reducing attrition
and increasing
ability to jump back
in when it is safe to
do so



Increase skills
and
knowledge of
volunteers



People still want
to help and want
to get involved.
Opportunity to
involve new
volunteers in new
roles



Build deeper/
stronger
relationships

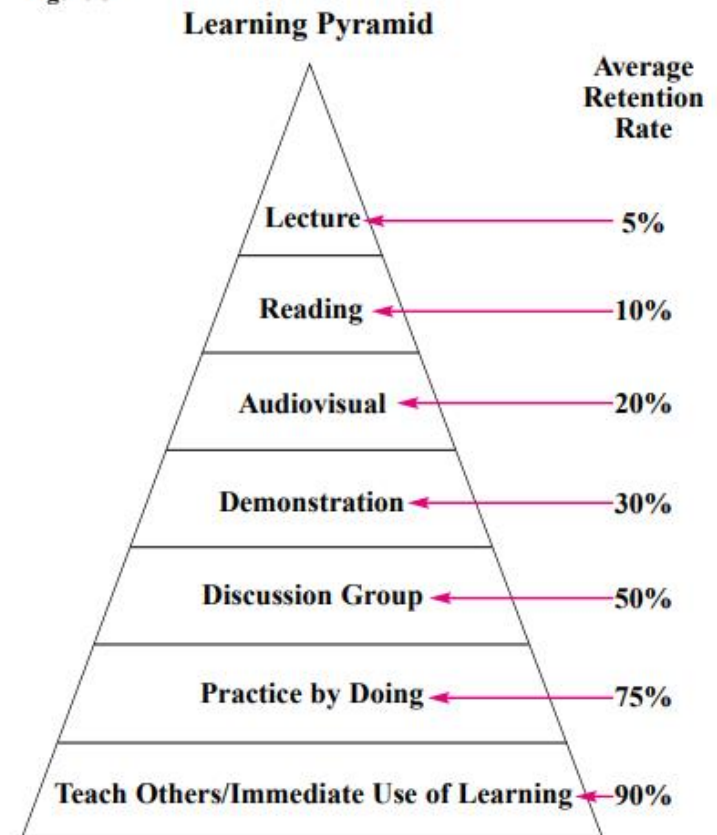
BENEFITS TO KEEPING VOLUNTEERS ENGAGED

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- Part of organization's response plan
(<https://vqstrategies.com/wp-content/uploads/2020/03/VQ-VE-Plan-for-COVID-19-Response.pdf>)
 - Use technology – send instructions
 - Phone trees to get folks talking and sharing with each other
 - Volunteer meetings/check-in if service is still being provided
 - Volunteer trainings (lunch and learn)
 - Virtual volunteer appreciation event
 - FUN Social events
 - Track engagement and mood of volunteers (TINYPulse.com)
 - Send post cards, notes or thank you gifts
 - Sending funny emails or video links
 - Get a variety of staff involved, especially leadership
 - VIRTUAL VOLUNTEERING

ONLINE/VIRTUAL TRAININGS

- Quick tutorial on platform
- No longer than 90 minutes
- Max 12-15 attendees
- 1/3 or 1/4 of body showing in webcam
- Interactive
 - Polls
 - Slide boards
 - Webcam – show and tell
 - Virtual Teambuilders
(<https://museumhack.com/virtual-team-building-for-remote-teams/>)
 - Physical activities – roll dice
- Don't get frazzled with glitches

Figure 5



Pyramid developed by National Training Laboratories, Bethel, MA.

SPREAD THE WORD

Get logos, social media graphics, sample messages and more to help promote National Volunteer Week and volunteer events.

[LEARN MORE >](#)

DAILY POINT OF LIGHT STORIES

Be inspired by volunteers who lend their time, talent and voice to the causes they care about.

[LEARN MORE >](#)

NOMINATE A DAILY POINT OF LIGHT

Recognize the extraordinary volunteers who make a meaningful difference in your community.

[LEARN MORE >](#)

<https://www.pointsoflight.org/nvw/>

VOLUNTEER APPRECIATION

(https://volpro.net/volunteer-appreciation-week-events/?utm_source=newsletter&utm_medium=email&utm_campaign=blog)

SOCIALIZING WHILE SOCIAL DISTANCING



- Book Club/Movie Night
- Paint night
- Bike ride
- Cocktail party
- Coffee together
- Play games/Trivia
- Virtual tours of museums/
state parks

VIRTUAL VOLUNTEER OPPORTUNITIES

This is Wilson. He is now
working from home 😊



-
- Creative and flexible (look at other posted opportunities)
 - Look at skills sets of volunteers (ask) match with projects
 - Micro-volunteering
 - Short burst volunteering (research, proof-reading, updating, data entry, kit assembling)
 - Meaningful and mission critical (Things that sit on “To Do List” month after month) not busy work
 - Education and advocacy work (social media posts)
 - Skills-based volunteers – gaps in time or expertise
 - Write up stories/experience for blogs, social media, annual report, etc.
 - Reach out to clients, partners or other stakeholders via telephone, online platform, letters/cards
 - Examine the volunteer program – updating policies, etc.

VIRTUAL VOLUNTEER OPPORTUNITIES

- [CatchaFire \(https://www.catchafire.org/\)](https://www.catchafire.org/)
- [VolunteerMatch \(https://www.volunteermatch.org/covid19\)](https://www.volunteermatch.org/covid19)
- [AllforGood \(https://www.allforgood.org/search?getRemote=true\)](https://www.allforgood.org/search?getRemote=true)
- [Connect&Serve \(https://massservice.galaxydigital.com/\)](https://massservice.galaxydigital.com/)
- [WeConnectForGood \(https://weconnectforgood.org/\)](https://weconnectforgood.org/)
- [Points of Light \(https://www.pointsoflight.org/virtual-volunteering-opportunities/\)](https://www.pointsoflight.org/virtual-volunteering-opportunities/)
- <http://coyotecom munications.com/coyoteblog/2020/03/never-a-better-time-to-explore-virtual-volunteering-than-now/>


twitter.com%2FCHDLiving%2Fstatus%2F1242422695872077826&widet=1weet

CHDLIVING
@CHDiving


In an effort to fight the Covid-19 crisis, we've added a digital twist to our 'Adopt a Grandparent' campaign!

We're looking for virtual volunteers to get on board and adopt one of our residents. 😊

To find out more and get involved, please sign up here.
chdliving.co.uk/adopt-grandpar...



We're taking our Adopt a Grandparent campaign... Digital!



- 1) Sign up via our online form.
- 2) We will then pair you with one of our residents, based on your common interests.
- 3) We'll arrange a video call with you and your adopted grandparent.

דווקא עכשיו להתנדב!

הרשות להתנדבות ישראלית



Checklist for volunteering using virtual channels

Dear volunteer! Thank you for your willingness to volunteer during this complex and challenging time. The spread of the Coronavirus brings with it a new challenge - volunteering through online channels! This may be a first experience for you. Therefore, we want to equip you with some online and digital means of volunteering.



You have been given a new role, in the virtual space. Refresh and orient yourself! Before you begin, please ask yourself: Is your current job definition clear to you? Do you understand the task and what you are being asked to do? If not, contact your volunteer supervisor for further instructions.



Prepare a comfortable, quiet workspace for your volunteer work. Make sure that you have a comfortable chair and that there are no background noises that may affect your ability to perform your job optimally.



Make sure you are prepared in terms of the necessary technology. This includes having a reliable internet connection and all the technological tools needed to perform your job. If you are not aware of or familiar with the necessary technological tools, ask for guidance or assistance from your volunteer supervisor.

GAP ANALYSIS





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ASSISTANCE

QUESTIONS & COMMENTS





**THANKS FOR
LISTENING
AND
STAY
SAFE**