Slide 1: Welcome to module seven on the topic of volunteer management foundations on virtual volunteering. My name is Kevin Noseworthy, and I will be sharing my knowledge, passion, and expertise on this subject acquired from my 20 plus years in volunteer management along with my own extensive volunteering experiences. This presentation will cover virtual volunteering and we will illustrate the importance of volunteer impact for society, organizations, and volunteers. Virtual volunteering, although it has been around for years, has had an influx due to the pandemic by organizations, volunteer managers, and volunteers alike. For some organizations, the transition from in-person volunteering to online volunteering was seamless. While other organizations struggled to wrap their head around making this conversion. For those organizations who have pioneered and adapted well to this new concept, the benefits and rewards have served their mission well.

Slide 2: Presentation objectives include one, understand how to adapt and make volunteer roles virtual; two, learn about online tools, apps, and software that can be used to support a virtual volunteer program; three, discover the benefits of virtual volunteering for volunteers and organizations.

Slide 3: Presentation topics include one, learn about basic, intermediate, and advanced virtual volunteer roles; two, review the steps to plan and implement a virtual volunteer program including revising policies and procedures, completing a risk review, and completing a program plan; and three, explore volunteer rights, responsibilities, choices, and how staff can support their volunteers with attaining these goals.

Slide 4: Organizations should not procrastinate on this new trend of volunteering. And if they do, they are likely to lose out on their existing and future volunteers. They must understand that this process will come with challenges, mistakes, and limitations. However, the benefits will far outweigh the difficulties of this new concept.

Slide 5: Organizations need to take the following steps to convert an in-person volunteer role into a virtual role. One, review each volunteer position description to determine if it can be adapted to a virtual format or not. Two, decide if the process requires the support of IT, Board of directors, consultants, legal advice, et cetera. Three, outline realistic timelines on development, testing, and implementation. Four, determine if new training will need to be offered to volunteers for their safety and success. Five, for higher risk roles, policies and procedures will need to be written to protect the organization, volunteers, and clients. Six, revise volunteer position descriptions, volunteer handbook, and volunteer policies, procedures manual. And seven, new waivers may have to be introduced.

Slide 6: Volunteer Canada and volunteer management professionals of Canada commissioned Ipsos to survey volunteers and organizations on the effects of the pandemic. Here are some of their key findings and results. 96% of organizations suspended, postponed, or canceled some or all of their programs, services, or activities. 51% transitioned to virtual roles. 40% suspended all volunteer engagement until further notice. 52% increase in virtual volunteer roles at time of

survey. And 51% of respondents anticipated that virtual volunteer roles will continue and increase for the next three months or longer.

Slide 7: Volunteers can choose from an assortment of areas of volunteering, including, but not limited to activism, administration, caregiving, marketing, fundraising, event, event planning, and much more. Some examples of basic, virtual roles include blog writer, virtual program facilitator, and youth council. Some examples of intermediate virtual volunteer roles include friendly visitor, music teacher, translator, and more. Some examples of advanced virtual volunteer roles include counselor, dental or medical scheduler, scheduler, and website developer. Recruitment measures can include organizations own website, social media pages, Facebook, Instagram, Twitter, Snapchat, volunteer action centers' online volunteer postings portal, professional, online networking, and recruiting such as LinkedIn, business intranet, and/or online newsletters, and YouTube video channels.

Slide 8: Creating virtual volunteer roles is the perfect option for an organization to review their existing policies and procedures, and envision possible risks and plan accordingly to implement new policies, procedures, and income, incorporate new resources to support the adoption of new ways of volunteering.

Slide 9: Orientation. Staff should offer guidance to virtual volunteers with adjusting to volunteering remotely, online at their home, including setting up a proper ergonomic work station, planning a regular volunteer schedule, how to minimize noise and distractions at home, setting up WIFI, installing and updating protection software, connecting volunteers with IT support, and guidelines to be professional, ethical, and appropriate behavio. Ensure to invite volunteers to join staff via online space to collaborate and connect and demonstrate the value of the volunteers work. This will help with supporting retention of volunteers. Training. Virtual volunteers should receive the same amount of training as in-person volunteers, including receiving volunteer handbooks, pandemic handbooks, annual general reports, strategic plans, organization employee chart, volunteer policies and procedures manual, new staff, volunteer, and student training, job shadowing, and onsite tour or virtual tour of sites.

Slide 10: Following the online tools, apps, and software can assist volunteers and staff with communicating, collaborating, scheduling, surveying, and data retention. Please note, this is a limited list of suggested options, and you may find other similar tools, apps, and software that will work equally or better with your volunteer and organization. Examples of communication tools can include Constant contact, Dropbox, Google Translate, and more. Examples of collaboration software can include Quip, Google Forms, and much more. Examples of icebreaker online games can include Kahoot, Mino and Collaboard. And examples of scheduling and surveying can include Doodle poll, Survey Monkey, Qualtrics, and more. And finally some examples of volunteer databases can include Better Impact, Donor Perfect, Sumac and more.

Slide 11: For online signatures, consider using DocuSign, Sign Well, or Adobe. Planning an event consider using Eventbrite and Wix. Designing posters or presentations, Canva. PowerPoint and BeFunky are good examples. Video conferencing consider using Zoom, Microsoft Teams, Skype,

or Google Meet. And to help with tasks and managing of your tasks use Trello, Habitica, or others.

Slide 12: Organizations and volunteers need to take the following steps to ensure for a secure virtual meeting. One, before a meeting review settings to acquire more control. For example, sharing of screen, invitees can join before host, invitees can join group at any time, the recording of conference participants, video/audio capability, and more. Two, virtual meetings should have a unique meeting ID and a strong password. Three, for large meetings, each participant can be registered and provided with their own unique link and password for entry. Four, request that all invitees not share their meeting links, ID, or password with others to ensure a secure meeting. Five, for sensitive meetings consider using the business or enterprise versions of Zoom to take advantage of the feature allowing you to host conference data on your own server. Six, assign a co-host to monitor interruptions, breaches, and chat discussion. This can also serve as a backup should the host lose connection in the meeting. Seven, use the waiting room feature so you can review who wants to enter your meeting and allow entry to only those you wish to have in your meeting. And eight, lock meetings when all participants have joined.

Slide 13: Supervision and communication. It takes a team of staff to be able to properly supervise and communicate with an organization's roster of volunteers. Each volunteer should be assigned a supervisor for each role or activity that they are involved in. This should be recorded and communicated to the volunteer, so the volunteer and staff are clear on the volunteer's respective reporting structure. Generally, the staff member with the most direct contact with the volunteer and/or who has the department, program, or event that the volunteer's involved in should supervise the volunteer. Key points on supervision. The higher the risk, the more supervision required. Evaluation forms should be converted to a digital format. Schedule regular check-ins with volunteers. These can take place either before, during, or after a volunteer shift - whatever works best with the volunteer and staff schedules. Conversations about errors, corrective actions, improvements, and learning outcomes should take place soon after an incident to avoid repeat issues. The volunteer manager should handle any disciplinary and/or termination matters with volunteers. Volunteers should be informed about any changes to the organization, programs, events, or projects so that they can adapt to the changes as well as be able to communicate the same information with clients, patients, and participants. The following tools or best practices can help staff and the volunteer manager keep up to date with volunteers including volunteer logs, online tracking system with time clocks and signup shifts, volunteers notebook, emails, phone calls, and reports to the volunteer or from other staff.

Slide 14: Evaluation and recognition. Volunteers and placement students should have regular scheduled evaluations, including one and three month check-in and probation reviews along with mid and final evaluations. These meetings should have input and or attendance with staff supervisors, volunteer manager, and field placement officers. Added feedback can be obtained from random client survey or conversations to ensure that volunteers, students are doing a good job. Annual volunteer experience surveys should also be used to gather feedback on ways

for improvement. Volunteers and students should provide feedback about the organization to offer insight work conditions, staff relations, assessable and practical resources, training, workload, and suggestions on improvements to the volunteer student program.

Slide 15: Recognition for virtual volunteers can go, align with their at home online workspace, such as offer gifts that can support their virtual resources including a wireless mouse, a free app stylist, or honorarium to help pay for their internet use. Arrange a video message from your CEO, send an e-card, invite them to an, to a virtual or in-person event, and so much more.

Slide 16: It is important to note that volunteers, both in-person and virtual volunteers, should share the same rights, choices, and responsibilities. Volunteer rights include to be provided with proper training, orientation resources and support. Right to be treated as a co-worker. To receive information that is relevant to the role. To be safe and have their contact information private. To be trusted with confidential information To be clearly informed about tasks, duties, work schedules, and how to reach their supervisor. And to demonstrate how their work will have meaning and impact. Volunteer choices include the ability to choose the day and time of when to volunteer, the choice of volunteer role that is available and that they are qualified for, the choice of how much online training of new apps and software they are wanting to learn, the choice to how many hours a week or month that they wish to do, their choice of whether they feel comfortable to show their face on screen or not. Volunteer responsibilities. Report any part, Volunteers need to report, report any participants who break rules. Volunteers need to be professional and abide by all volunteer policies and procedures. To not record people without their knowledge and or consent. And report any potential breaches of information. They also should report any IT issues, including suspected viruses or hacks. Notify organization if they cannot volunteer or carry out their duties. And accept guidance and supervision. Staff need to be supportive in ensuring that their rights, choices, and responsibilities are upheld.

Slide 17: Virtual volunteering is convenient and sought out by corporate group volunteers, families, and employee volunteers. Corporate groups have the following benefits from virtual volunteering including a group of office workers can use their own desks and workstations; corporate groups can save time from not having to commute to the organization's location; staff can meet and work with other colleagues who they may not have met or have worked with before. Family volunteers have the phone benefits from virtual volunteers including parents of young children can, can continue to volunteer from home; families with teens can work together on projects such as a family bonding project; parents can teach their children how to use computers, tablets, cell phones, and other technology; parents can also monitor their children's use on the internet and teach them about online safety. Teens can teach their older parents about the latest technology and trends; and teens can be able to volunteer after school to gain community hours and support local, national, or even international initiatives. Employee volunteers have the following benefits from virtual volunteering including receive time from their employer to, to volunteer during regular business hours; some employers will contribute financially to causes that employees volunteer for; some corporations, such as TD bank, has a volunteer portal where employees can search available volunteer opportunities that match their interests, skills, experiences, and availability; employees can receive company

awards and recognition for their volunteer efforts; employees can choose a role that will allow them to utilize skills and knowledge that they have not had the opportunity to use in their regular job.

Slide 18: As more organizations become fluent with video conferencing and document sharing, the option of developing virtual volunteer opportunities will become a normal occurrence. As high-speed internet access in rural areas becomes accessible, a greater number of rural citizens will become volunteers via virtual connection. Volunteer managers will expand their use of volunteer management software to its full extent. This includes online applications, online training, for example, for AODA, WHMIS, et cetera. Volunteers will assess or access their volunteer portal, where they can review and update their volunteer availability, volunteer preference, qualifications, experiences, skillset, interests, and this information will help the volunteers and organization determine what roles they are available for, qualified, and interested in doing. Scheduling and time clock online features will make reporting of volunteer hours more accurate and instantaneous. Finally, volunteers who can save time from commuting to organizations in turn will offer them time to be able to volunteer at all hours as well as be able and willing to volunteer for numerous organizations.

Slide 19: In summary, virtual volunteering is here for the long haul and, like technology that it hinges on, it will constantly advance and reinvent itself. Organizations will continue to explore ways of engaging volunteers to support them at a distance virtually. The benefits of attending meetings virtually will continue to be offered as an alternative for working board members, which can increase attendance and participation among volunteer members. If you would like more information about virtual volunteering, I would encourage you to review some of the reading material outlined in the references section at the end of this, at the end of this presentation. Thank you for joining me on the sharing of module seven volunteer management foundations, virtual volunteering. I hope this presentation offered some insight and easy instruction on implementing and further developing your organization's virtual volunteer program.