

Recommendations for working with Volunteers

- **Be prepared:** Before you request the volunteers, make sure you will really need them. They are here to help. It would be good to have a clear idea about their tasks before you engage them.
- **Make them feel welcome:** When they first arrive at the location, it would be great to have somebody to meet them and show them around.
- **Communicate and Briefings:** Take the time to explain to the volunteers their task. Let them know what the job entails and answer their questions. Even if the task assigned is a simple one, it would be nice to communicate your expectations and the quality measures that you will use to evaluate their work.
- **Appreciation & Recognition:** If the volunteers are doing a good job, take a minute to let them know that. They are spending their free time supporting your project. A little appreciation is not out of place.
- **Feedback:** If you have any comments about the way they are doing their job, don't be afraid to give them feedback. Keep it constructive and don't forget to mention that their efforts are appreciated.
- **Be respectful:** The volunteers are here to help and feel useful. Make sure that you and your team are treating them with respect, even if you are working under stress. It's important to create for them a positive experience, so they could continue being our volunteers in the future.
- **Safety first:** It's important to provide conditions and safe environment for the volunteers. If there is a job that is risky or the volunteer's safety can't be guaranteed, please provide insurance and make sure that the volunteer understands the risks.
- **Late Evening Events:** if the event is late in the evening, keep in mind that the volunteers should be over 18 years old.



- **Food & Drinks:** if you're requesting volunteers for more than 2 hours, please make sure to provide some food (sandwich) and drinks (water). One shift should not be more than 4 hours. If more hours are needed, the shifts should be divided between two volunteers.
- **What to wear:** volunteers are expected to wear their badge or branded clothing of Plovdiv 2019. People need to be able to recognize them as our volunteers. Please let us know if the volunteers show up without a Plovdiv 2019 clothing.
- **Thank you for taking the time to read this.** We are hoping that both you and your volunteers will have a great time and will create unforgettable memories. Doing Good is fun. Enjoy it #together!

