

The Top 10 KEYS



to being a successful (not stressful) SVSB Volunteer

- 1) Check your email at least once a day, preferably twice. Respond promptly, if available.
- 2) Keep your Vol Info Form up to date for vacations. If your schedule varies, say "Available".
- 3) Check the Pending Service Requests once/twice a week. Accept if you can. Be proactive.
- 4) Report job completion as soon as done. Only relevant comments to help the next volunteer (not "He's a nice guy.")
- 5) Do not accept task requests directly from a member. Insist that they call Senior Village at 340-1042 and dispatch will handle it.
- 6) Call the member immediately (or shortly there after) to set up the job and then call again the night before to confirm/as a reminder.
- 7) Always wear your name badge and periodically review the "no answer" policy printed on the back
- 8) Change of plans? For you, the volunteer.... Go into the system and check reject and the task will go back to pending for someone else to pick-up.
- 9) Change of plans? For the member.... Go into the system and cancel the task
- 10) Remember we are all volunteers!

????????? to be answered

- What is the main form of communication between the Village dispatch and volunteers?
- Name five steps the volunteer does to accept and perform a service.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
- When is an 'urgent' message sent?
- What does the volunteer do after a service is completed?

Dispatch ALWAYS:

- ✓ Makes sure that the member has a plan B if SVSB can't assist
- ✓ Lists the time of the appointment, not the pick-up time at the beginning of each message
- ✓ Listens to the recording to get the basic information about the task, but during the phone conversation with the member, always repeats the information given by the member for clarity and correctness
- ✓ Sends the email request for volunteers to those who have the lower number of completed tasks
- ✓ Will only send out an URGENT email if it is, two days prior to the service