



**VOLUNTEER**

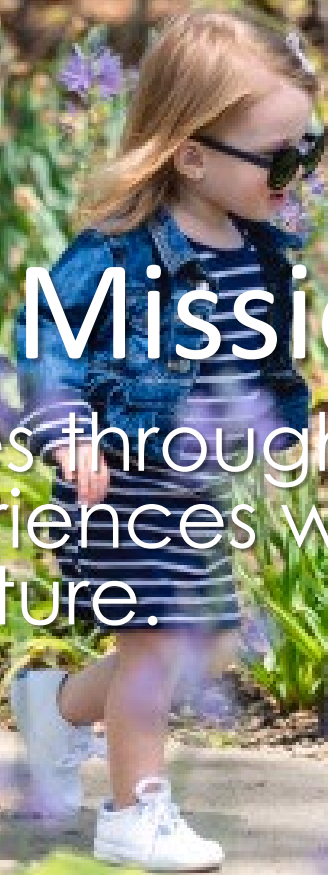


# Introduction and Welcome



# Newfields Mission

To enrich lives through  
exceptional experiences with art  
and nature.



A young boy with brown hair, wearing a blue and black jacket and white gloves, is looking through binoculars. He is standing in front of a large display of glowing white cherry blossom lights at night. The background is dark with some blue and purple lights. The text "What is Our Vision For Volunteerism?" is overlaid in white on the image.

What is Our Vision For Volunteerism?

# FLSA and Newfields





# Volunteerism in Your Department

# Activity

- What are some goals and expectations that you want both volunteers and staff to fulfill and follow?



# Policies and Engagement



# Activity

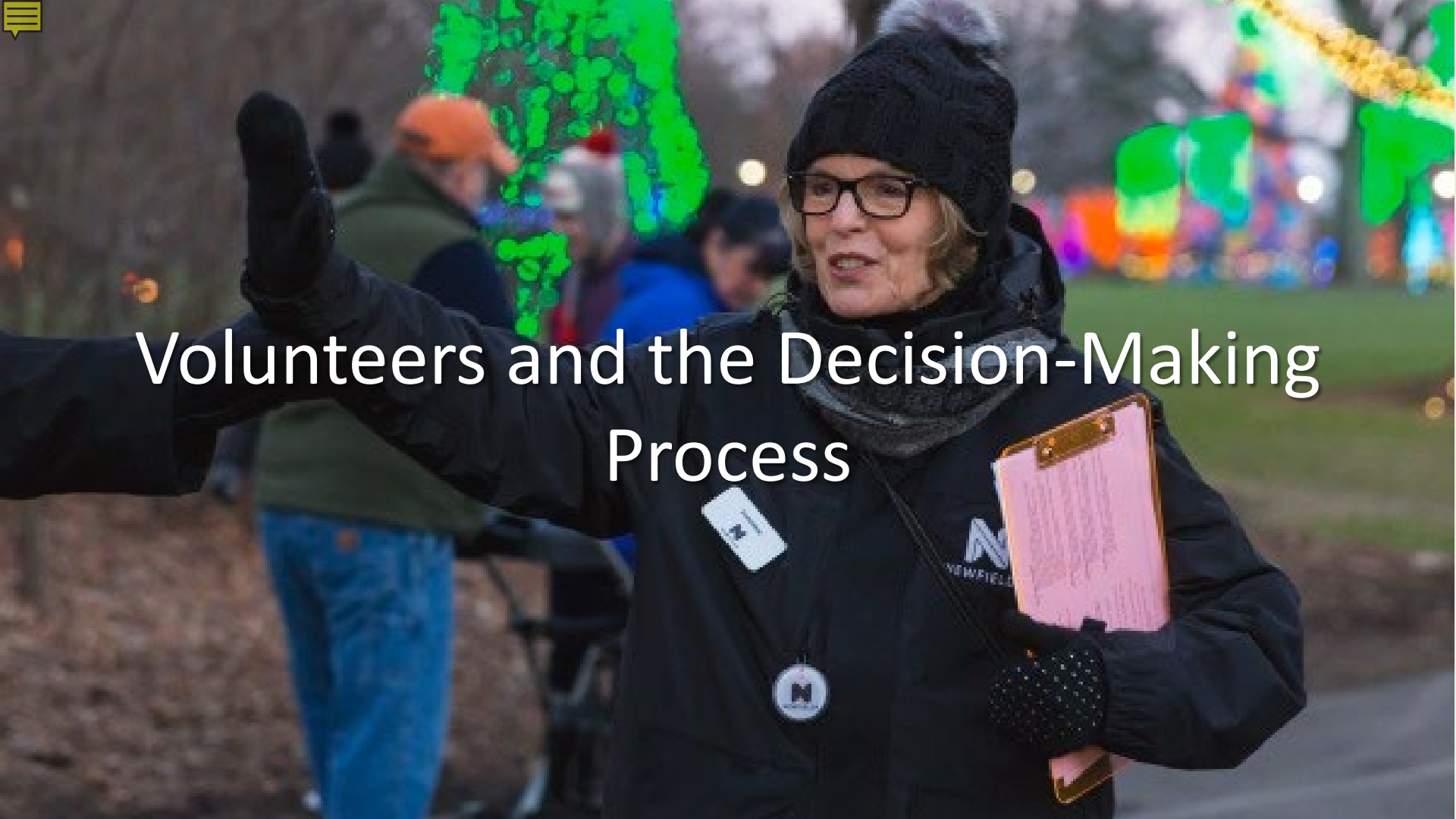
- What are words to avoid using when describing volunteerism? What words could be used in their place?

## **Words to Avoid:**

- Work
- Job
- Contract

## **Words to Use:**

- Assignment
- Opportunity
- Agreement



# Volunteers and the Decision-Making Process



# Generational Trends and Differences

# Different Generations at Newfields

- **Baby Boomers** (1946 – 1964):
  - Professionalism, tailored experiences
- **Gen X** (1965 – 1980):
  - Loyalty, commitment to certain brands or organizations
- **Millennials** (1981 – 1996):
  - Experiences over material goods, things that make them feel better about themselves
- **Gen Z** (1997 – present):
  - Tech savvy, value recommendations and multiple perspectives, prefer physical item over an experience



# Personality Differences



# Appreciation and Recognition



A photograph of a group of people at an outdoor social gathering, possibly a community event or a garden tour. In the foreground, an elderly woman with short, styled white hair and glasses is wearing a black short-sleeved top and a necklace. She is looking down at a red garment she is holding. To her right, a man in a blue baseball cap and a grey shirt is gesturing with his hand. In the background, several other people are visible, including a woman in a light blue top and another in a dark top. The setting is outdoors with greenery and wooden structures. The text "How Can I Show Appreciation?" is overlaid in white, sans-serif font across the center of the image.

How Can I Show Appreciation?



# Conflict and Intervention





# Expectations

- Arriving on-time
- Notifying managers when they will be late or cannot come
- Wearing appropriate dress and badge
- Being kind, courteous and welcoming with both guests and staff
- Understanding Newfields' policies
- Background Check

# Corrective Action Process

- Harassment
- Breaking Confidentiality Policies
- Theft of property or funds
- Repeated no call or no show
- Reporting to an event under the influence of alcohol or drugs
- Gross misconduct or insubordination

# Scenarios





# Scenario 1

- A staff member in your department tells you that they believe that a volunteer has been stealing things from around your office space.
- At first it was small things like meals from the fridge and office supplies but now desk knick-knacks, some cash and personal information has gone missing as well. The staff member says that things go missing when a specific volunteer is on duty.
- What do you do?



# Scenario 2

- You notice that a volunteer and a staff member don't agree a lot when working together and are cordial to each other at best. They have started to argue with each other in front of other staff members and volunteers, which has left them and everyone around them in bad moods.
- What do you do?



# Scenario 3

- An employee meets with you and tells you that a volunteer has making derogatory comments and unwelcome jokes towards some of the female staff. When you talk to the volunteer privately with the Manager of Volunteerism, they deny making any such comments.
- What do you do?



# Scenario 4

- A volunteer in your department was continually showing up late or not showing up at all without warning. You and the Manager of Volunteerism ultimately decided to let the person go from the Volunteer Program. They did not complain when they were terminated but it has now been several months since then and they have been consistently contacting you and asking if they can have a second chance.
- What do you do?



# Appraising and Re-Training Staff





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