

# Communicating with Your Volunteer Team

This is perhaps the most important aspect of a successful Day of Caring project. Once your project is chosen, it is entirely up to the agency and team to communicate about the details. Follow these helpful hints to make sure you and the team coordinator have covered everything.

- Confirm volunteer arrival time, keeping in mind that the Rally could end by 8:15 a.m. and volunteers could be at your door by 8:30 (depending on travel time). Be prepared for this. Also recognize that there may be traffic leaving the Rally, and volunteers may not arrive until 9:00 or later (depending on travel time).
- Determine how the volunteers will meet up with you at the Kickoff Breakfast Rally.
- Encourage the Team Coordinator to visit the site so that the team is prepared on the day.
- Verify the number of people participating.
- Confirm the supplies that the volunteers will bring, and inform the team of the plan you have to secure other needed materials.
- Describe what the volunteer team's duties will be that day.
- Inform them if there is any heavy lifting or moving of objects.
- Inform them if they should bring a change of clothes.
- Discuss a rain plan and how to contact the volunteers the morning of the Day of Caring with the alternate plan.
- Will you provide lunch or snacks, drinks or water? (The schedule is designed to allow the noon hour for volunteers to have a lunch break. If it is an all day project and you are not providing lunch, ask the volunteers to bring their lunch or be ready to suggest nearby places to eat.)
- Is there ample parking for your volunteers? If not, make alternate plans. You may suggest carpooling—long-term parking is available at the rally location.
- Remind team coordinators to leave the agency and project site phone numbers with their co-workers in the event that an emergency arises and they need to be contacted during the day.