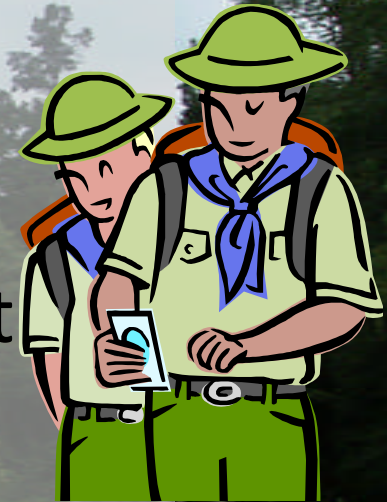


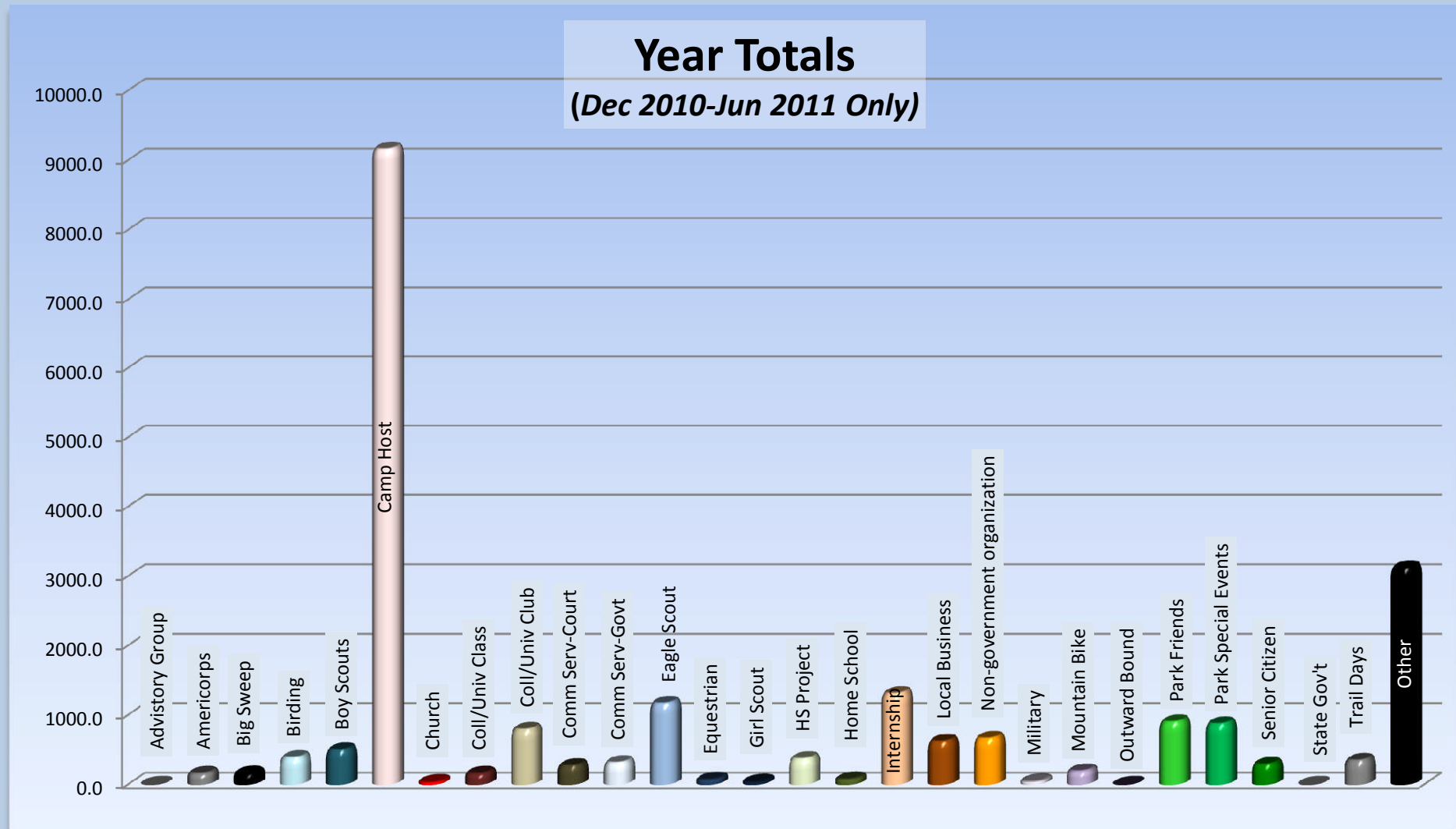
Volunteers In ParkS

- In 2010, the NC State Parks Volunteer Program logged a total of 56,765.8 volunteer hours. That is the equivalent of 7,095 (8-hour) days.

- The national average value of a volunteer hour is \$20.85. So what does this mean for state parks? That is the equivalent of \$1,183,566.93 that did not come out of our budget.



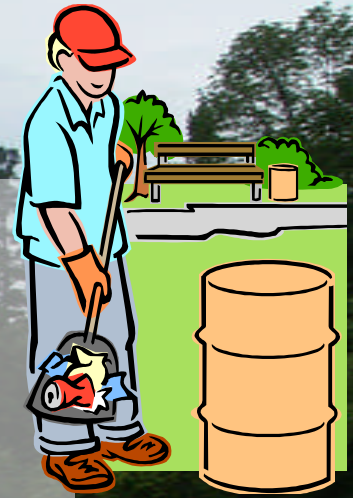
Database – Where Are Our Volunteers Coming From???



New Database Coming For Recognition Awards

- PARK
- VOLUNTEER NAME
- ADDRESS
- CITY
- STATE
- ZIP
- HOURS
- DATE SERVICE COMPLETED
- CATEGORY
- DATE RECOGNITION SENT BY ARCH
- DATE RECOGNITION SENT BY PARK

•Please continue to submit all volunteer recognition paperwork through the appropriate channels including a copy sent to me.



How Much Should I Expect From My Volunteers?



- Volunteers—need to know what is expected of them. Good supervisors clearly communicate their expectations. No volunteer sets out to do a **bad** job for you. So, with that in mind, supervisors should define what doing a **good** job is. If you have high expectations from your volunteers you will most likely receive good results.
- Challenge your volunteers! Moderately difficult work, even very difficult work, is more motivating than work that is too easy.
- Make sure your volunteers know how much you count on them to arrive on time, produce the desired products/services they have agreed to, present a good customer service attitude, and be sure they understand why their work is important.

How Much Should Our Volunteers Expect From Us?

- In addition to making your expectations known to volunteers, don't forget to ask about their expectations too. If some expectations are unrealistic, say so.

Volunteers have a right to:

- A clearly defined job.
- Adequate training.
- Tools to do the job well.
- Adequate workspace.
- Cordial relations with paid staff and other volunteers.
- Be involved in all decisions that affect them.
- Feedback (positive and negative) on their work.
- Be appreciated.
- The opportunity to discuss issues or problems concerning their work

Most of all...

volunteers have a right to expect the Division to be respectful of their time and to make certain that the time is invested in tasks and activities that are truly important.





How Do We Recruit Volunteers??

Speaking to park visitors

News media

Club meetings

Social functions

Church gatherings

Professional societies

Senior citizen groups

Shopping malls

Fairs or conferences

Private businesses

Industries

High school and elementary school teachers, principals,
guidance counselors, and clubs

Special interest groups (local hiking club, Boy Scout troop, etc.)

State and federal agencies

College clubs, student unions, newspapers

College job placement centers

Professors teaching courses related to parks

Social media, web sites

Friends Groups

Bulletin Boards around town



What are you doing to recruit volunteers??

Current Volunteer Awards

- All volunteers should receive a handwritten Thank You note/card
- **40 Hours** – Letter of recognition signed by the Superintendent and a state parks lapel pin
- **250 Hours** – Letter of recognition signed by the Director and a special token of our appreciation
- **500 Hours** –Certificate of Appreciation signed by the Director and one free, up to 3-night stay, camping at a state park. These cards will expire exactly one year after the issue date.



Volunteer Awards Program/Recognition

- Recognition is not just “trinkets” or “events;” it is an **ongoing** process. Both formal and informal recognition should be an integral and ongoing part of your volunteer program. The most effective volunteer recognition occurs in the day-to-day interchange between the volunteer and staff .

Creative Recognition Ideas:

- Stop by while volunteers are working to speak to each one
- Smile and call them by name
- Remember birthdays, anniversaries, etc. (they are listed on their service agreement form)
- Labeled area to place coats, hats, personal items
- Opportunity to decorate a personal work space
- Keep track of the length of time they have worked for you
- Suggestion box
- Volunteer of the week
- Bulletin board with pictures of your volunteers at work
- Inclusion in staff meetings
- Referring to your work corps as “staff” —some unpaid, some paid
- Job descriptions for volunteers that are specific to their position, clear, and flexible
- Occasional surprise treats to say thank you
- Wall plaques noting service.
- “Volunteer Spotlight” article to the local newspaper.



What are you doing to recognize your volunteers??



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OR
WHISKEY STICKS
OR
ROOT CANES
\$4.99







