**Worksheet**

**How does YOUR AGENCY rate with each of The 3 C’s (and all The T’s)?**

**Under “Solutions” brainstorm ways to incorporate more of The 3 C’s into your programs. Select a *Table Scribe* to collect and summarize your favorite answers to share.**

**Comfort**

***Tasks***

* Are volunteer roles clearly defined - for the volunteers?
* Does all other staff (not in Volunteer Services) understand what the volunteer roles are?
* Are tasks physically or emotionally challenging (or dangerous)?
* Do volunteers have all the necessary resources to accomplish the task(s)?

Solutions:

**Comfort**

***Training***

* Are there standardized training sessions for each volunteer role or task?
* Are training sessions at set times (like, last Thursday of the month) or flexible?
* Is training online, in person, or both?
* Is there a volunteer handbook?

Solutions:

**Comfort**

***Temperature***

* Average temperature of volunteer work or lounge areas - indoors/outdoors?
* Any extreme weather/temperature volunteer working conditions (wet/dry - hypothermia, heat exhaustion)?

Solutions:

***Tummy***

* Does your agency ever provide food/beverages to volunteers during work?
* Is there a kitchen or lounge area to store food?
* Any accommodation for food allergies?
* Is staff aware of fasting or food restrictive religious observances (Ramadan, Yom Kippur, Lent, etc.)?

Solutions:

***Toilet***

* Where is it?
* What is it (indoor plumbing, port-o-potty, vault toilet, etc.)
* Is it clean?
* Is there a hand-washing station?

Solutions:

**Convenience**

***Time***

* Are volunteer shifts self-scheduled or at set times?
* Are there variable lengths of shifts?
* Can volunteers trade or split shifts with each other or are they strictly assigned?
* Any drop-in/episodic opportunities?
* Any virtual volunteer opportunities (or work remotely)?

Solutions:

***Transportation***

* Can volunteers get there on public transit?
* Is it easy to park?
* How much does parking/gas/transit cost volunteers (on average)?
* Does your agency have a reimbursement policy (or practice) for volunteer transportation costs?

Solutions:

**Connection**

***Trust***

* Does your agency set and meet volunteer expectations?
* Are communications to volunteers clear and accurate?
* Are interactions between staff and volunteers consistently respectful?
* Are volunteers formally recognized, awarded, or celebrated by your agency?

Solutions:

***Together***

* Does the volunteer “Why” match the “Why” (mission) of your agency?
* Do volunteers see the direct benefit and result of their work?
* How does your agency create good memories and experiences for volunteers?

Solutions: