

Checklist of volunteer orientation topics

Orientation answers the following questions: **WHERE? WHEN? WHO? WHAT?**

Training answers the following questions: **HOW? WHY?**

- Mission & goals of organization
- Demographics or description of population served
- Overview of organization's programs/services
- Why organization's programs/services are needed
- Policies and procedures
 - Dress, communication, absence & notification, confidentiality, emergencies, accidents, mandatory abuse reporting, etc.
- Preservice requirements (what they are and why they are important)
 - Background checks, paperwork, fingerprinting, health screenings
- Jobs/tasks for volunteers
- Expectations for volunteers
- Goals
- Supervisors
 - Who's in charge of the site or program?
 - Who will be the day-to-day supervisor?
 - Who should volunteers approach if they have a question or need help?
- "Report-to" location (include details about the specific office, room, or floor)
 - Availability of parking, location of closest public transit stop, important landmarks
- Any risks associated with serving at the organization
- Service schedule
 - Available shifts, assigned shifts, flexibility of shifts, additional or make-up shifts
 - Time and date when volunteers should show up for the first time
- Method for tracking volunteer hours/signing timesheets
- Important locations
 - Entrances, exits, restrooms, water fountains, supplies & equipment, etc.