

SHORT ORIENTATION VIDEO –5-7 minutes – SCRIPT and ideas

(The parts in parens (....) are editorial comment)

(You can do this in front of the camera on Zoom or your phone. You can use a Powerpoint for all or part of it. You can get someone to help and have them record it at the actual location. There are lots of options you can do simply. The MP4 format that any of this generates can be uploaded almost anywhere – on YouTube or Vimeo or social media or email.)

Welcome! I'm (Name, Title), and I'm so glad that you have decided to join us as a volunteer at XXXX Foodbank. Please know that we value your contribution of time and talent and we promise in return to give you the best possible experience as part of our volunteer family.

First, our mission reads XXXXXX. And that's what we do. We bring food to people who need it xxxxxxxx (whatever else you want to say in a bright, conversational way).....and we couldn't do it without our volunteers.

Let's start with the basics.

First some basic rules that keep everyone safe and our operations running smoothly:

- *Everyone signs in and out – it helps us keep track of your hours which, in turn, helps us get funding from the state and other larger contributors. We require photo IDs upon check-in*
- *Everyone wears masks (and gloves) at all times*
- *We practice social distancing*
- *Everyone wears a name tag (or vest or whatever)*
- *(Whatever other rules and safety precautions you have in place)*
- *Shifts are XXXXX (and we prefer that you sign up for a specific number of days/weeks at regular times, and other pertinent info here)*

(There are lots of ways to make this visual. One low tech way is to have a white board with sticky notes over the words and uncover them as you talk about them. SIGN IN, MASKS, DISTANCING, TAGS, etc. Or you can go a little higher tech and share a screen with a powerpoint slide that flies in each statement as you talk about it. Or maybe a picture that illustrates the point you're making. Use visuals to go with the words.)

Here's a map of our facility (ies) (share screen or show physical map or slide). I'll show you where you'll be working, where the hand washing stations and bathrooms are, where you can find a supervisor to ask questions as we review the vital roles you'll play.

The jobs that we rely on volunteers for are:

Include: Here are the entrances and the sign in stations for each one. They are staffed (and maybe some of you will be working there, if that's the case). This is where you pick up your name tag (and mask, gloves etc.) There's a staff room here for your coats and purses, or wear a fanny pack.... Tell how strenuous each job is, what kind of clothes to wear, if it's outside or inside,

- *Moving boxes in the warehouse*
- *Bagging rice and beans*
- *Helping clients*
- *Deliveries*
- *telephones*
- *(Locate each job on the map and show how they get there, who they report to, where the nearest bathroom and/or handwashing station is. Tell them how strenuous it's likely to be, how many volunteers will be working at the same time, who the supervisor is and where to find them.*

That's all we'll include in this short video. If you have questions you can always get them answered at XXXXX. (phone numbers, emails, etc and whatever other contact info you want to share – say it and show it on the screen)

(As time goes on, you may want to make a little video for each job and finish out this general video by telling them to go to the specific job to look at it if they're choosing jobs or if they've already committed to one. Keep them short.)

Incentives

Here's a link to Galaxy Digital with lots more detailed information about [Volunteer Orientations](#). You'll also find links to check-in procedures and tracking volunteer hours (although that looks like an advertisement for a particular software)

Here's another statement of what should be covered in orientation from [Community Toolbox](#).

WHAT INFORMATION SHOULD YOU COVER DURING AN ORIENTATION SESSION?

A lot of different things might be appropriate, depending on the size, goals, and functions of your organization.

Some of the items that are more commonly discussed include:

- A description of your organization's programs, the community you serve, and your organization's relationships in the community.

- The structure of your organization, including an introduction to key staff members and an explanation of their roles.
- What is expected of the volunteers, including a general overview of the jobs they will be doing.
- A brief history of your organization. Help them understand your organization's mission, policies and main goals, as well as how the volunteer can contribute.
- An explanation of your organization's policies, rules, and procedures.
- A tour of the facilities. Make sure you show the volunteer offices, phones, rest rooms, parking, et cetera.
- The volunteer training schedule, if one exists.
- The volunteer evaluation and performance review system.
- Volunteer benefits. These may be tangible, such as free membership in a nearby gym or free coffee and doughnuts for breakfast. But the job also has more abstract benefits, such as personal growth or the opportunity to obtain new skills. For example, a group helping to build low-income housing may teach volunteers the basics of construction--a skill they will be able to use throughout their lives. A mentoring relationship might give the mentor the satisfaction of having helped a young person succeed in school, or having opened his protégé's eyes to new life possibilities.
- Emergency procedures, such as where to go in case of a storm, where to find the first aid kit, and related information, should always be explained.

An orientation session should be a time to make new volunteers feel welcome and part of the group. Any orientation, formal or otherwise, should close with a sincere expression of appreciation and welcome.