



VOLUNTEER  **MBC**
LEARNING CENTRE

Developing a 12-month volunteer recognition plan

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Your local
volunteer centre
since 2008

The future rests in your *helping hands!*



Engaging and
inspiring the
community



Enhancing
capacity of
organizations

A multisided platform



Winning Aspiration

- Volunteer MBC fuels purposeful connections between people: non-profit social purpose organizations, residents, schools, businesses and local government, so that together we can address the most pressing social issues in our community.

Vision

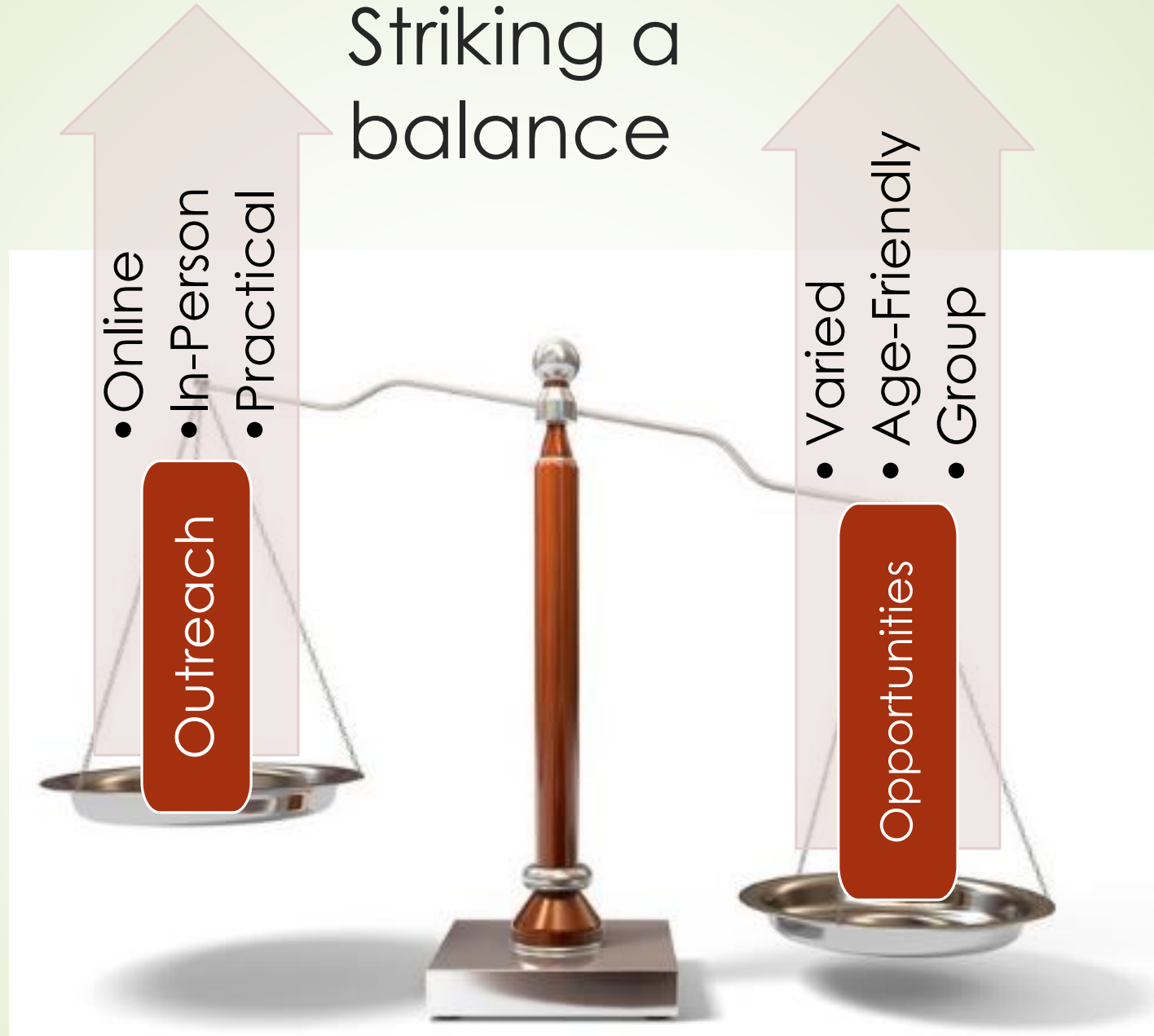
- Through volunteering, residents build their resilience, enhance their knowledge base and develop their community belonging and civic responsibility. Social cohesion and trust are strengthened through individual and collective caring action, leading to sustainable outcomes for people, by people.



Values

- Purposeful Engagement
- Service Excellence
- Innovative Collaboration
- Equity & Inclusion

Striking a balance



What we do

Outreach

Community outreach and advocacy encouraging the community to volunteer and showing them how

Referral Services

Through our robust Volunteer Referral System, we refer volunteers to community service organizations.

Programs

Identifying and removing barriers, increasing access, raising community awareness and recognizing excellence.

Learning Centre

Train boards and leaders of volunteers to enhance volunteer experiences and improve use of resources in non-profit sector.



In this presentation

- The value of recognition – Why
- Different techniques – How
- Quality recognition – What
- Calendar tips and notable occasions – When and Where

VOLUNTEER-CENTRIC PART 1a

- Silently and without sharing with anyone
- Don't let anyone see!
- Make sure your writing is readable
- Write your name on the back
- write down the details of the best way you were recognized as a volunteer in jot notes
 - WHO initiated this recognition?
 - WHO was it SHARED WITH?
 - Was it small or large?
 - How big was the audience?

VOLUNTEER-CENTRIC PART 1b

- WHERE were you SEEN?
 - Did it get published somewhere?
 - What was the location?
- What did you GET?
 - Trophy?
 - Certificate?
 - Gift?
 - Cake?
- What was your ROLE?
- What was the IMPACT of your volunteerism?
- How did you FEEL?
- How did others REACT?
- Hand in your answer card



Why we recognize

- Thank outstanding volunteers
- Demonstrate that you are aware of volunteer contributions
- Encourage volunteers, so that they continue, improve and grow
- Leverage the volunteer story to inspire other volunteers
- Foster mentorship and show positive examples
- Extend our reach
- Let the community understand your mission and work better

Ways of recognizing

- Certificates
- Nominations

Awards



- Stories
- Snapshots
- Announcements

Shoutouts

- Freebies
- Flexibility/Priority selection of shifts
- Lunch

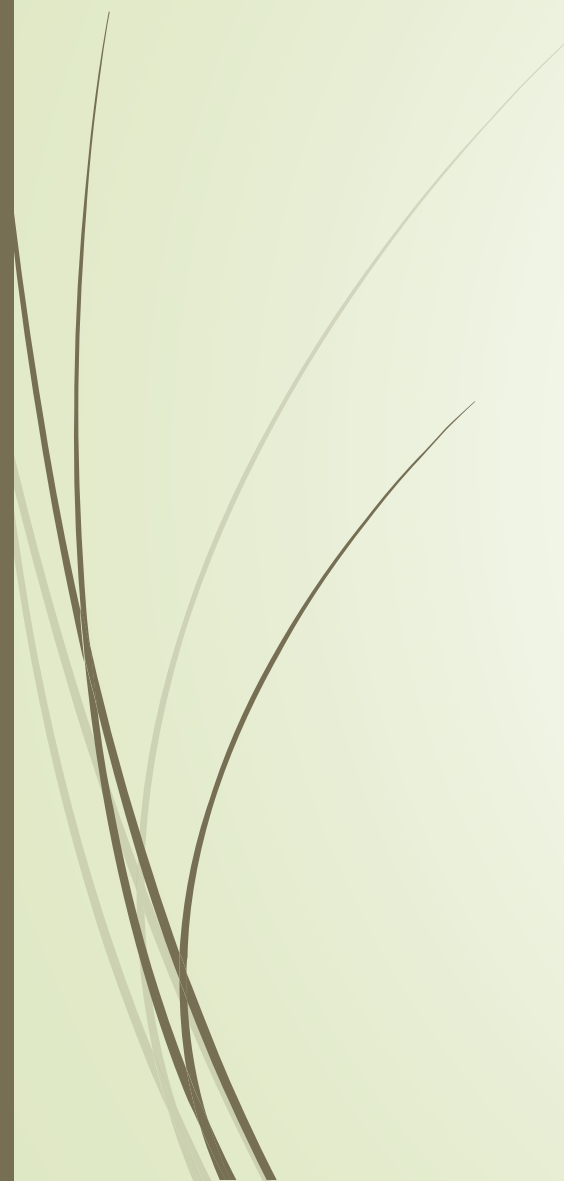
Perks

- Mentions
- Introductions
- References

Nods

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How to consider recognition

- By geography (Mississauga, Brampton, Caledon, etc.)
- By community (Black communities, LGBTQ+ communities, Asian communities)
- By subject/expertise area (arts, women's rights, environment, etc.)
- By magnitude of contribution
- By barriers/social location
- By passion/enthusiasm
- By leadership

January - February

Awards	Shoutouts/Occasions
<ul style="list-style-type: none">• Brampton Citizen Awards - nominations close• Volunteer MBC V-Oscars – nominations open• Ontario Volunteer Service Awards – nominations close	<ul style="list-style-type: none">• New Years - Thank you volunteers for everything you have done in 2019, here's what is coming in 2020• Valentine's Day - Thank you hearts (paper, candy or digital)• Black History Month – snapshot/story
Perks	Nods
<ul style="list-style-type: none">• Have a hot chocolate / coffee day• Organize outdoor skate for volunteers' with friends and families• Seek donations from local minor sports teams for game tickets, movie pass from cinemas or	<ul style="list-style-type: none">• New Years resolutions / goals for the year• Recap previous year highlights and volunteer accomplishments

March - April

Awards	Shoutouts/Occasions
<ul style="list-style-type: none">• V-Oscars Nominations due• Mississauga Civic Recognition Nominations open• V-Oscars Volunteer Recognition Awards Gala• MAX Gala - nominations close	<ul style="list-style-type: none">• National Volunteer Week (April 7 – 13)• International Women's Day• Earth Day
Perks	Nods
<ul style="list-style-type: none">• Earth Hour movie night• Reduce, Recycle, Reuse --> Regift (if you have an item, notebook, book, nice pen that you are not using gift it to a volunteer with a note of thanks, indicating it's a regift to reduce waste• NVW volunteer appreciation event / arrange a group photo• Invite an experienced volunteer to address and motivate the	<ul style="list-style-type: none">• Acknowledge the contributions of women in the organization• Speak to how your organization's work might intersect with gender equality• Highlight volunteers that are being green ("Thanks Eriqua for using a reusable water bottle!")



V-Oscars

- ▶ Nominations due in March
- ▶ 14 categories you can nominate in
- ▶ Consider youth group, corporate group, families, volunteers and leaders of volunteers
- ▶ Gala event on April 11, 2019
- ▶ Each nominee gets a free ticket
- ▶ All nominees receive medals
- ▶ Get tickets or a table
- ▶ www.volunteermbc.org
- ▶ https://www.youtube.com/watch?v=OLd5kWf_Yi0

May - June

Awards	Shoutouts/Occasions
<ul style="list-style-type: none">• Brampton Citizen Awards Gala• Canada's Volunteer Awards – nominations close• Canadian Business Excellence Awards – nominations close• The Credits – Mississauga Heritage – nominations close	<ul style="list-style-type: none">• Seniors Month• Pride Month• Mental Health Week• Education Week• Youth Week• National Indigenous People's Day• Canadian Multiculturalism Day
Perks	Nods
<ul style="list-style-type: none">• Organize a group to attend Pride flag raising ceremony at City Hall• Invite an experienced volunteer who shown leadership to join in on a professional development learning opportunity by attending a conference/workshop/webinar• Gift art made by Indigenous persons• Showcase diversity by inviting volunteers to select a national flag they identify with and then print a mosaic of them and post them on a wall and continue to add	<ul style="list-style-type: none">• Acknowledge the contributions of older adults• Acknowledge the contributions of people who identify as 2SLGBTQ+ in the organization• Acknowledge the contributions of newcomers



July - August

Awards	Shoutouts/Occasions
<ul style="list-style-type: none">• Governor General Awards in Commemoration of the Persons Case (year-round nominations) for gender equality	<ul style="list-style-type: none">• Canada Day• World Youth Skills Day
Perks	Nods
<ul style="list-style-type: none">• Summer festivals• Canada Day festivities• Carabram• Carassauga	<ul style="list-style-type: none">• Wish volunteers well before they go on vacation and ask them about it after• Recognize youth who are joining for summer roles and events

September - October

Awards	Shoutouts/Occasions
<ul style="list-style-type: none">• MAX Gala• The Credits	<ul style="list-style-type: none">• Schools open• Culture Days• Thanksgiving• Halloween• World Food Day• Diwali
Perks	Nods
<ul style="list-style-type: none">• Put up lights for Diwali• Share in food• Offer candy (or healthier treats)	<ul style="list-style-type: none">• Acknowledge volunteers for their summer accomplishments

November - December

Awards	Shoutouts/Occasions
<ul style="list-style-type: none">• Peel Cares - Volunteer of the Year• MAX Gala• The Credits• Brampton Citizen Awards - nominations open• Ontario Volunteer Service Awards – nominations open	<ul style="list-style-type: none">• International Volunteer Managers' Day• International Volunteer Day• Winter holidays• Hannukah• Christmas• year-end recap
Perks	Nods
<ul style="list-style-type: none">• Holiday lunches/treats• Holiday tree-lighting and parades• Greeting cards• Peel Cares Celebration	<ul style="list-style-type: none">• Selecting volunteers of the year



Volunteer of the Year

- Nominations due in November
- Peel Cares Celebration is on December 4, 2019 – eve of International Volunteer Day
- Select your organization's top volunteer (in Mississauga, Brampton and Caledon)
- Free event for all
- Silent auction to do some holiday shopping
- https://www.youtube.com/watch?v=9JEt24_9Jss



Volunteer roster

- Identify your active volunteers and past volunteers
- Categorize volunteers by commitment / experience
- Categorize volunteers by skills
- Identify unique qualities about that volunteer
- Is there a type of volunteer recognition that volunteer would benefit from and appreciate?



Role Design

When designing roles, have you considered how you will recognize/appreciate?

- Have you made significant roles?
- Have you made flexible roles?
- Have you a role staircase/ladder?

Designing worthwhile roles Part 1a

- Mission-focused (see Canadian Code for Volunteer Involvement)
- What does your organization really need?
- Are your volunteers returning to volunteer again?

Designing worthwhile roles Part 1b

- Pick a volunteer role at your organization
- Define its
 - Goal
 - Key Tasks
 - Qualifications
 - Duration/Regularity

Designing worthwhile roles Part 2

- What are the role milestones?
- What are the small wins?
- What are the big wins?
- What are the tough cookies?
- What are stretch goals?
- What is noticeable effort?
- What is commitment?



Cornerstones

- Choose a few occasions with space between each as your main volunteer recognition cornerstones
- 1 or 2 large organization wide efforts to recognize your volunteers (e.g. National Volunteer Week and International Volunteer Day)
- 2-5 efforts to specially recognize most outstanding volunteers



Rocks and pebbles

- Set your smaller goals for volunteer recognition
- Choose which awards you would like to submit nominations for
- Decide when you will time thankyou email/social media blasts
- Build in your ongoing recognition pieces
 - Every time a volunteer does x, we say thank you by doing y
 - Volunteers will receive a certificate at x hours milestone
 - The way we meet/greet new/active/potential volunteers is...



Make it heartfelt!

