



Volunteer Orientation Checklist

When you are at the stage to plan your orientation for your volunteers, this checklist will help you work through some of the key things to keep in mind.

- Orientation Logistics**
 - When will you offer an orientation?
 - How long does the orientation session need to be?
 - Where will it be held? Do you have access to a suitable space?
 - Connected to training or separate?
 - Who will be facilitating the session?

- Organization Overview** – include all aspects of organization, not just the part they are volunteering in
 - Vision/Mission
 - Structure
 - Board/Staff/Volunteers
 - Funding
 - Services

- Office Orientation** – meet staff/volunteers, locations of work, emergency procedures, etc.

- Background of the Program** – why your organization does the work it does (stats on literacy)

- Participant Demographics** – who they will be working with

- Overview of Volunteer Role** – what will they be doing



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- Policies and Procedures** – read, understand, go through important ones together (could send to them before the orientation)
- Paperwork** – have them sign off on the policies/procedures and confidentiality as well as any other forms you have
- Supervision/Support Framework** – who is their supervisor; how do they communicate with them
- Communication/Reporting Expectations** – timelines, tools/forms, reporting process
- Training and Learning Opportunities** – required and optional training/PD
- Resources** – what do you have available for them to use in their role
- Dealing with Challenges** – think of some challenges your volunteers may deal with in their role – simple (needing resources) and complex (learner asking for ride). Have some examples and solutions. This is also a good time to go over:
 - Setting boundaries – between volunteers and learners, the organization, etc.
 - Situations in which they should immediately ask for help or let you know something's happened
- Success Stories** – inspire them in what they are about to do
- Other Considerations?**