



# Volunteers: The Critical Success Factor in Georgia's Charitable Clinics

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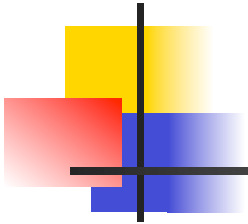
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*Theisen Consulting LLC*  
*April 27, 2009*



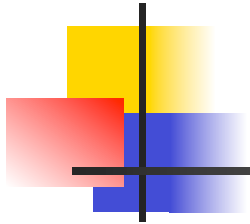
# Overview of the New Manual

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- Recruiting & Retaining Volunteers
- Components for your volunteer handbook



- Why do people volunteer?
- Five essential things...
- Creating a welcoming environment...
- Screening
- Recruitment



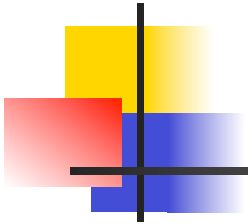
- Orientation & training
- Managing volunteers
- Recognition
- How to fire a volunteer



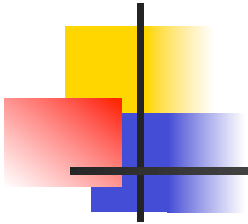
# Handbook components...

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- Welcome letter
- Job descriptions for all volunteer jobs
- Volunteer rights & responsibilities
- Dress Code
- Licensed professional volunteers



- Malpractice insurance
- Release of liability
- Evaluation form



- Questions?
  - Building your own handbook...
  - Recruitment & retention...
  - Other?