



Volunteering Guidelines

The management of volunteers is key, both to running Mitzvah Day and also to follow up. Here are some simple suggested guidelines to follow on Mitzvah Day this year:

- Make sure that you, or one of your team, arrive at the project early to greet the volunteers.
- Provide the volunteers with some information about the charity you are supporting.
- Find out beforehand from the charity if there are any specific requirements from the volunteers, e.g. health and safety issues, and make sure the volunteers are aware.
- If relevant, ensure a staff member or regular volunteer from the charity is present as your volunteers are unlikely to all be DBS checked.
- When dealing with the public, please ensure all your volunteers are reminded to:
 - Be polite at all times. Also please remind volunteers that we do not take financial donations from the public on Mitzvah Day.
 - Ensure you offer your volunteers tea, coffee, cold drinks, refreshments, etc. – the charity may be able to help you with this.
 - Make sure the volunteers know where to find you or contact you should they need to during their volunteering shift.
- Find an opportunity to publicly thank your volunteer team and gather contact details for further Mitzvah Day 365 activities throughout the year.