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## Keys to Retaining Your Volunteers (continued)

- A key to longevity for your Volunteer(s) is focusing on each individual's level of Human Needs, aka, Maslow's Theory while creating programs that involve a mix of levels 3 through 5 of Maslow's Hierarchy.
- Like any other job, some of your Volunteers **may** want the opportunity to advance and or increase their responsibilities. Others may be happy continuing with what they are doing, don't force extra duties on them.

### “Best Practices” for Retention

- New Member Mentoring Program to Team up with more senior (in time with unit) members to act as a mentors and guides as the first Six months is proven to be the most Critical for turn over.
  - Avoid “Burnout” from too many non-essential tasks or assignments. Be sure to stay on focus and not become the “go-to” for PR tasks, etc.
- Be sure to allow your Volunteers to be part of agency paid staff events such as Holiday parties, Picnics, Retirement's, Funerals, etc. Make available for purchase “department wear” such as department casual wear T-Shirts, hats, lapel pins, etc. that make volunteers feel part of the team.
- Look for carry over benefits offered to Officers and Civilian staff such as Credit Union Membership, low cost credit cards, home and auto loans, discounts to parks and events, and or free access to city venues, etc.
- Address valid concerns and needs and be sure to follow through on your commitments or explain why you cannot. (Example: rain coats for patrol)
- If possible, provide your Volunteers with at least the same level of basic access as your civilian staff to areas they need to be at to perform tasks.
- Develop a sub-category or “Auxiliary Unit” for those who cannot continue to maintain their monthly commitment yet have special or needed skills for your agency that allows you to retain them.
- Include your Volunteers on agency and or department wide newsletters and or reports. Considering adding them to your internal e-mail system.