

# If Only I Could Work for a Mouse!

OAEYC Conference 2021

AMANDA HEDRICK APR 14, 2021 01:36AM

## Name, Position, Service Organization

ANONYMOUS OCT 28, 2021 05:30PM

Jenny Fowler, Ronald McDonald House Charities Northeast Ohio

ANONYMOUS OCT 28, 2021 05:09PM

**Katie Rankin, ESC of Eastern Ohio, ORC/OMC AmeriCorps Coordinator**

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Robert Lucas, ODNR

ANONYMOUS OCT 28, 2021 05:09PM

Stephanie Toman, Director, Development, Finance, and AmeriCorps at Teach For America Ohio

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**Jenna Pollock - Education Program Manager, BGSU - AmeriCorps Project=TOPSS (Toledo Partners for Student Success)**

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Jennifer Archer, Manager, Volunteer Services University of Toledo Medical Center

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**Dick Wittberg, CHIA**

MAKENNA LINKEY OCT 28, 2021 05:09PM

**Makenna Linkey, Intern at The Center for Social Impact at Miami Regionals**

ANONYMOUS OCT 28, 2021 05:09PM

**Nick Sorice, Assistant Volunteer Administrator at City of Kettering**

ANONYMOUS OCT 28, 2021 05:08PM

**Christa Passafiume, Dir of Operations, Worthington Resource Pantry**

ANONYMOUS OCT 28, 2021 05:08PM

**Name, Position, Service Organization**

Kay Pelt-Walker

Volunteer Coordinator, VolunteerLEON, Tallahassee Florida

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**Kipp Dietrich, NOWCorps Member, NOWCorps**

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**Julie Star, Program Manager, NOWCorps Program**

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**Stephanie Dodd - Ohio Campus Compact - Student Resource Center Program Director**

ANONYMOUS OCT 28, 2021 05:05PM

Amanda Billegas, Volunteer Coordinator at Northwest Ohio Psychiatric Hospital in Toledo, Ohio.

ANONYMOUS OCT 28, 2021 05:05PM

Nikki McFadden, Volunteer Coordinator, Foster Grandparent Program, Catholic Social Services

ANONYMOUS OCT 28, 2021 05:05PM

**Meredith Pugh**

AmeriCorps Program Officer at ServeOhio!

ANONYMOUS OCT 28, 2021 05:04PM

**Pam Steurer**

Delaware City Schools and a ServeOhio Commissioner

ANONYMOUS OCT 28, 2021 05:03PM

Lauryn Ellis, AmeriCorps Service member through Ohio Math Corps, Youngstown, Ohio

ANONYMOUS OCT 28, 2021 05:03PM

**Emily Erbs**

AmeriCorps Project Director, Greater Cleveland Neighborhood Centers Association.

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**Margo Arnold, Volunteer Coordinator, Senior Companion Program, Catholic Social Services**

ANONYMOUS OCT 28, 2021 05:02PM

**Angela Sosebee, Director of Service Leadership Programs, Defiance College**

ANONYMOUS OCT 28, 2021 05:02PM

**Sue Wolford, Volunteer Services Manager, Columbus Metropolitan Library**

## Never Let Backstage Come Onstage - What does being show ready mean in your program?

ANONYMOUS OCT 28, 2021 05:10PM

Volunteers in place and food set up in the proper place for distribution.

No discussing neighbor interactions or volunteer concerns in front of other volunteers/neighbors.

ANONYMOUS OCT 28, 2021 05:10PM

**High energy - making everyone feel valued**

ANONYMOUS OCT 28, 2021 05:10PM

**Letting go and being present for Members.**

ANONYMOUS OCT 28, 2021 05:09PM

No distractions.

ANONYMOUS OCT 28, 2021 05:09PM

**True customer service, being attentive, having a positive attitude with coworkers, volunteers, and the public.**

ANONYMOUS OCT 28, 2021 05:09PM

**Pretend to be organized.**

*fake it until you make it!* – ANONYMOUS

ANONYMOUS OCT 28, 2021 05:09PM

Plan your day before you arrive

ANONYMOUS OCT 28, 2021 05:09PM

**Having all of the details necessary (arrival time, dress code, contact name, etc.) for a student prior to them signing up for a volunteer activity.**

ANONYMOUS OCT 28, 2021 05:09PM

**Being prepared for anything**

ANONYMOUS OCT 28, 2021 05:09PM

Being prepared and ready to handle any situation that may occur.

ANONYMOUS OCT 28, 2021 05:09PM

Be prepared for the day. Have all the tools volts need to be successful

ANONYMOUS OCT 28, 2021 05:09PM

Be emotionally and physically ready to serve, have the with the tools you need with you and be on time and ready to face the day (or night). - Emily

ANONYMOUS OCT 28, 2021 05:09PM

Having as many policies and procedures in place at the start of service.

ANONYMOUS OCT 28, 2021 05:08PM

**OMC**

Having my classroom ready for my kids coming in. Cleaning, prepared lessons, supplies gathered. I also allow them to have time to cool down and just talk about what has been going on in their lives.

*This is a great point. Our students feed off of our energy and if we are showing we are ready to go, it really sets the tone for them :)* — HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:08PM

**Showing up, being ready to learn and ready to give your best**

ANONYMOUS OCT 28, 2021 05:08PM

**Having everything ready for volunteers before they arrive**

*Great! Yes, this is so important! It shows that you've got it together :)* — HAYLEY VENTURINO

**There Are NO Stupid Questions - How do you respond to "unusual" customer questions?**

ANONYMOUS OCT 28, 2021 05:16PM

Physically showing what you need done is helpful

ANONYMOUS OCT 28, 2021 05:15PM

**Hear them out.**

ANONYMOUS OCT 28, 2021 05:15PM

"Stay curious longer." (Dan Kanneman)

ANONYMOUS OCT 28, 2021 05:15PM

**"Can you help me understand...?"**

ANONYMOUS OCT 28, 2021 05:13PM

**Respect - Clarity**

ANONYMOUS OCT 28, 2021 05:13PM

Ask clarifying questions to figure out what's underneath the question or if there's something else behind it.

*Great response! It is so important to get to the root of the issue.* — HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:12PM

**Tell me more about what you mean?**

ANONYMOUS OCT 28, 2021 05:12PM

**If I do not have an answer, I'll inform them that I'll research into it or reach out to someone in the organization. Otherwise, I will answer it to the best of my ability if it is something I am somewhat confident in.**

ANONYMOUS OCT 28, 2021 05:12PM

"That's a great question! Can I have more time to think about that ?"

ANONYMOUS OCT 28, 2021 05:12PM

If it catches me off guard I usually say, I'll need to think about it. Perhaps even have time to ask a few other people so I can provide the best answer!!

*Great idea!* — HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:12PM

**"That's a great question. I don't know that answer right now, let me look into it and I will get back to you"**

ANONYMOUS OCT 28, 2021 05:12PM

I always thank a member for their question and that I value different perspectives or how others might look at something differently from me.

ANONYMOUS OCT 28, 2021 05:11PM

**"I don't have that answer right now, but let me look into it and get back to you."**

ANONYMOUS OCT 28, 2021 05:11PM

I share them with a group just in case someone else might be asking the same question, no matter how unusual.

*Yes, this is so helpful as some wont ask questions out of fear of asking a dumb question* — HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:11PM

**"That's a great question!"**

*Love that response!* — HAYLEY VENTURINO

**Little Wows Add Up - List two examples of occurrences that have made (or could make) your customers exclaim, WOW!**

EMILY ERBS OCT 28, 2021 05:20PM

Send thank you notes through the mail recognizing small or big performance achievements.

ANONYMOUS OCT 28, 2021 05:20PM

**Order their holiday tickets and mailing to them if they don't have a computer**

ANONYMOUS OCT 28, 2021 05:20PM

**Sending cards or making phone calls to check on them**

ANONYMOUS OCT 28, 2021 05:20PM

Always say thank you!

ANONYMOUS OCT 28, 2021 05:19PM

**It starts with a thank you and can build from there.**

ANONYMOUS OCT 28, 2021 05:19PM

**Be willing to laugh or cry together.**

ANONYMOUS OCT 28, 2021 05:19PM

Give congratulations for small steps towards a goal

ANONYMOUS OCT 28, 2021 05:19PM

## Encouraging emails, notes - Conversations

ANONYMOUS OCT 28, 2021 05:19PM

### SMILE AT THEM!

YES! :) – HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:19PM

Recognize accomplishments and showing that you truly care.

ANONYMOUS OCT 28, 2021 05:19PM

Listening to a persons needs. And giving them the chance to feel heard.

ANONYMOUS OCT 28, 2021 05:19PM

Honestly, just taking the time to listen.

Yes! *Great suggestion!* – HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:19PM

### Calling volunteers who had COVID to see if they needed anything dropped off to them. Always showing appreciation, even if it is in small ways.

That is great! – HAYLEY VENTURINO

## Have Fun - How can you raise the fun factor at your service site?

ANONYMOUS OCT 28, 2021 05:26PM

### We have had ice cream in the past or other snacks. Our volunteers love their food and treats!

ANONYMOUS OCT 28, 2021 05:23PM

Letting them decorate their workspace

ANONYMOUS OCT 28, 2021 05:23PM

### Come up with your "personal" recognitions. The Yum! Brands CEO drives around with rubber chickens in his trunk and hands them out to employees!

That is awesome! – HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:23PM

### this week for our staff meeting which is virtual. The staff wore Halloween masks and surprised our Executive Director. She loved it

How fun! – HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:23PM

### "spirit week"

Love spirit week! – HAYLEY VENTURINO

EMILY ERBS OCT 28, 2021 05:23PM

Ask members what their favorite foods are and make sure to include them at trainings.

Great idea! – HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:22PM

### fun contests for silly prizes

Fun! – HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:22PM

### Themed food!

ANONYMOUS OCT 28, 2021 05:22PM

## Hold contests with fun prizes

ANONYMOUS OCT 28, 2021 05:22PM

### Frequent contests (and prizes) for students

ANONYMOUS OCT 28, 2021 05:22PM

Gamification in volunteer training

ANONYMOUS OCT 28, 2021 05:22PM

### FOOD!

## Pay Attention to the Details - What messages are being spoken in your program?

ANONYMOUS OCT 28, 2021 05:29PM

Self care is important for everyone! You cannot pour from an empty cup!

EMILY ERBS OCT 28, 2021 05:28PM

We are meeting with some members tomorrow about some issues in our program and I love this question.

ANONYMOUS OCT 28, 2021 05:28PM

### Get the job done, all hands on deck - just an unspoken value here.

ANONYMOUS OCT 28, 2021 05:27PM

### Offering premier volunteer experiences starts from the very beginning and iterates at every step along their journey.

So true! – HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:27PM

### To serve our community as one and make a difference in someone's life. It benefits both the volunteer in their satisfaction and the community impact.

It certainly does! – HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:27PM

We decorate our volunteer room to match whatever the event is on our campus, to make it fun for volunteers and "jump start" their volunteer experience.

How fun! – HAYLEY VENTURINO

ANONYMOUS OCT 28, 2021 05:27PM

Mental Health is important. We understand life happens.

ANONYMOUS OCT 28, 2021 05:27PM

### Serving our communities needs

EMILY ERBS OCT 28, 2021 05:27PM

I would NEVER let Jiminy lay on the floor!

ANONYMOUS OCT 28, 2021 05:26PM

### This is a space for learning and growing- just try your best and use mistakes as a learning ground

YES! – HAYLEY VENTURINO

Love this! – ANONYMOUS

## Everyone Has a Customer - Who are your external and internal customers?

**ANONYMOUS** OCT 28, 2021 05:35PM

**The public, families, organizations.**

**ANONYMOUS** OCT 28, 2021 05:32PM

Families with sick children

**ANONYMOUS** OCT 28, 2021 05:32PM

Volunteers, patients, community partners, State of Ohio

**ANONYMOUS** OCT 28, 2021 05:31PM

Members of the community and volunteers

**ANONYMOUS** OCT 28, 2021 05:31PM

**Everyone!**

**ANONYMOUS** OCT 28, 2021 05:31PM

**students, staff, faculty, board members, community partners**

**ANONYMOUS** OCT 28, 2021 05:31PM

**K-12 students**

**ANONYMOUS** OCT 28, 2021 05:30PM

**AmeriCorps Members, staff at our service sites, community members, political leaders, everyone!**

## List 2 Key Take-Aways

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**ANONYMOUS** OCT 28, 2021 05:57PM

**Figure out how to bring in all volunteers on the same day for a group project**

**ANONYMOUS** OCT 28, 2021 05:57PM

**Make the most of each day, the world is your oyster. Have a zest for life and for volunteers and the public.**

**ANONYMOUS** OCT 28, 2021 05:57PM

**Everyone is a customer and make time to have fun everyday**

**MAKENNA LINKEY** OCT 28, 2021 05:56PM

**I will keep in mind who our "customers" are and will think about what implicit and explicit messages are being sent by this Center.**

**ANONYMOUS** OCT 28, 2021 05:56PM

Be ready at 8:30am and aim to have fun everyday!

**ANONYMOUS** OCT 28, 2021 05:56PM

**Be intentional about including fun!**

**ANONYMOUS** OCT 28, 2021 05:56PM

**Doing more fun**

Turn tragic into magic

**ANONYMOUS** OCT 28, 2021 05:55PM

Make our site more fun and make sure the members have a meaningful service experience.

**ANONYMOUS** OCT 28, 2021 05:55PM

**I LOVE your presentation 'style' - Slides are concise and terrific! Padlet is cool & interactive! Scavenger hunt so fun! Lots of energy!**

*Thank you for participating!* – HAYLEY VENTURINO

Agree 100% with this comment! – ANONYMOUS

**ANONYMOUS** OCT 28, 2021 05:55PM

- 1) Never let backstage come onstage.
- 2) EVERYONE is a customer.

**ANONYMOUS** OCT 28, 2021 05:54PM

Everyday can be fun if you choose to make it that way.

**ANONYMOUS** OCT 28, 2021 05:54PM

Turn tragic moments into magic moments

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