

ANR Cooperative Extension Risk Assessment Best Practices

4-H – Volunteer Activities

1. Make the policy manual accessible in printed and Web-based formats
2. Provide comprehensive local volunteer orientation training
3. Clarify the volunteer complaint process
4. Take firm action on inappropriate behaviors
5. Avoid issuing new policies mid-year which can upset or confuse volunteers
6. Be explicit about unacceptable actions and be consistent in the application of consequences
7. Provide conflict resolution training to county staff and volunteers
8. Explore models for a statewide conflict resolution process
9. Create a new section in policy manual about conflict resolution
10. Provide training for staff and volunteers regarding 4-H/ANR policies
11. Explore a Master 4-H program and/or middle management concept to provide training and supervision to other volunteers
12. Provide statewide training to all 4-H staff and CDs on 4-H/ANR policies
13. Clarify the role of various ANR offices in handling community complaints
14. Provide and have volunteers sign a comprehensive code of conduct form
15. Have expanded opportunities for volunteer recognition; e.g., “working honors” for volunteers (similar to state ambassador program for youth)
16. Make known to everyone the division of authority, accountability and responsibility between UCCE staff and volunteers
17. Develop procedural guidelines (with examples of behavior and consequences) to allow for standardization of actions throughout state
18. Provide coordination for multi-county, regional, and statewide activities to clarify roles, responsibilities and accountability
19. Stress the importance of accountability for volunteers as agents of the University
20. Have a standard operating procedure for dealing with removal of volunteers, including sample letters and timelines
21. Make volunteers responsible for their own conflict resolution and hold them accountable for resolution
22. Anticipate community reaction to changes in policies, practices, or programs and address concerns up front, rather than waiting for complaints to occur.