Communication Keeps Us Connected

Good communication is essential to everything we do at Center of Hope.

With volunteers serving on different days, in different programs, and on different teams, we can't rely on everyone simply hearing important information while they're in the building. Schedules change. Procedures are updated. Needs come up. Events are announced. Sometimes we need to reach everyone quickly.

That's why **staying connected and paying attention to communication is part of your responsibility as a volunteer.**

> **“Let all things be done decently and in order.” — 1 Corinthians 14:40**

Communication Goes Both Ways

Good communication isn't just Center of Hope sending information to volunteers. We need you to communicate with us too.

If you're going to miss a scheduled shift, let us know. If you're having trouble with a procedure, ask. If you see a problem, tell the appropriate person. If your contact information changes, update it.

And if you're confused about something you've heard from another volunteer, **ask your Team Leader or staff rather than relying on secondhand information.**

A lot of unnecessary confusion can be avoided with a simple conversation.

Why We Use Volgistics

Volgistics is our volunteer management system. It helps us maintain accurate volunteer information and understand when, where, and how people are serving.

Volunteers use Volgistics to **clock in when they arrive and clock out when they leave.**

Please make this part of your normal routine every time you serve.

Accurate volunteer hours are important. They help us understand where volunteers are needed, plan our programs, recognize the tremendous amount of work our volunteers contribute, and provide accurate information when applying for grants and funding.

If you forget to clock in or out, let us know so we can correct it.

Why We Use Breakroom

Breakroom is our primary tool for day-to-day volunteer communication.

Think of Breakroom as our shared communication space. It's where we can post announcements, updates, reminders, schedule information, questions, and other information that volunteers need to know.

Instead of information being scattered between conversations, texts, emails, pieces of paper, and word of mouth, Breakroom gives us **one consistent place to communicate with one another.**

We ask every volunteer to get connected to Breakroom and make a habit of checking it.

You don't need to be constantly watching it. But you do need to stay reasonably informed about what's happening in the area where you serve.

Please Respond When a Response Is Needed

Sometimes we'll send information that you simply need to read.

Other times, we'll ask a question because we actually need an answer.

If your Team Leader or staff asks whether you're available, requests information, or asks you to confirm something, **please respond — even if the answer is no.**

A quick *"I can't make it this week"* is much more helpful than no response at all.

When people don't respond, someone has to follow up individually, sometimes with many volunteers. That takes time away from other work and makes coordinating teams unnecessarily difficult.

Don't Rely on the Grapevine

One of the easiest ways for misinformation to spread is:

"Someone told me that someone said…"

Procedures and decisions sometimes change. If something affects your volunteer position, we'll do our best to communicate it through the appropriate channels.

If you aren't sure whether something you've heard is correct, check Breakroom or ask your Team Leader or a staff member.

And please don't pass along information as fact when you aren't sure it's accurate.

"The one who has knowledge uses words with restraint." — Proverbs 17:27

Speak Up When Something Isn't Working

Communication also means telling us when there's a problem.

If a procedure isn't working, equipment is broken, supplies are running low, you're having difficulty with another volunteer, or you have an idea that could make something better, **we want to know.**

Bring concerns to someone who can actually do something about them.

Talking about a problem with several other volunteers may spread frustration, but it usually doesn't solve the problem. Communicating it to your Team Leader or staff gives us an opportunity to address it.

We're Working to Communicate Better Too

Communication is a shared responsibility, and Center of Hope has a responsibility to do its part.

We're working to make our communication **clearer, more consistent, and easier to find.** Volgistics and Breakroom are important parts of that effort.

New systems take some getting used to, and we don't expect everyone to become an expert overnight. If you're uncomfortable with technology or aren't sure how to use something, **please ask for help.** We'd much rather spend a few minutes helping you than have you feel disconnected or frustrated.

Staying Connected Is Part of Serving

Communication may not feel like the most exciting part of volunteering, but it makes everything else possible.

Clock in and out through Volgistics. Check Breakroom regularly. Read important updates. Respond when you're asked a question. Keep your information current. And talk to us when you need help.

> **“Therefore each of you must put off falsehood and speak truthfully to your neighbor, for we are all members of one body.” — Ephesians 4:25**

We're one team. **The better we communicate with each other, the better we're able to serve the people who depend on us.**