

Guidelines for Communicating with PATC Volunteers

Club policy approved by Council on 8 June 1999

PATC success results from teamwork, and good teamwork is contingent on good communications. A project's success depends on how well team members communicate what they are doing both among themselves and to anyone likely to be affected by or interested in their activities.

Good communications is simply being considerate of fellow workers. It encourages cooperation, and often leads to valuable enhancements. Everyone should communicate with others with the respect for others that they would like to be shown.

Supervisors:

1. have the responsibility to provide clear guidance and share knowledge with their volunteers,
2. are responsible for providing timely, useful feedback to volunteers,
3. are responsible for providing recognition of volunteer efforts,
4. should respond to a message from a volunteer in kind, either verbally or in writing, and
5. should listen to and treat volunteers fairly.

Volunteers:

1. have a responsibility to listen to their supervisor,
2. follow their work instructions, and
3. report their work activities to their supervisor in a timely fashion.

In those instances where a problem has developed between a volunteer and a supervisor, the supervisor should:

1. notify the volunteer of the nature of the problem and what can be done to correct the problem,
2. provide a meaningful opportunity for the volunteer to respond to the problem, and
3. if the problem cannot be resolved, communicate in writing to the volunteer the reasons why the volunteer may no longer perform the volunteer duty, and any suggestion as to other opportunities the volunteer may perform in the future.

These guidelines are to be used for orienting or training PATC volunteers and leaders.