



## "B.A.S.I.D.E." IN VOLUNTEER APPRECIATION

Belonging | Accessibility | Safety | Inclusion | Diversity | Equity

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### OBJECTIVES

- Learn what resources are available to you today and beyond
- Review the very basics of human needs
- Understand the meaning of "BASIDE"
- Learn why it matters in volunteer appreciation
- Understand year-round and everyday recognition
- Identify practical tips for volunteer appreciation events
- Recognize how to approach "The Holidays"
- Review key takeaways

# TODAY'S RESOURCES

Available To You

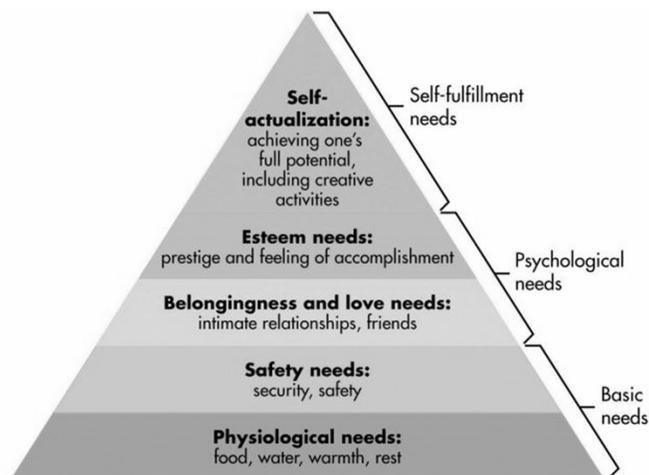
## TODAY'S RESOURCES

- Actionable steps will be interspersed throughout the presentation
- You are Welcomed to
  - Share something that has worked well for you, in the chat
  - Share an experience you learned from, in the chat
  - Ask and respond to questions, in the chat
  - Contact me with questions or for specialized resources
- Sources will be presented at the end
- Slides will be made available
- A recording of the presentation will be made available

# THE BASICS OF HUMAN NEEDS

Maslow's Hierarchy

## MASLOW'S HIERARCHY OF NEEDS



Source: CanadaCollege.edu

# WHAT IS "BASIDE"?

Belonging, Accessibility, Safety, Inclusion, Diversity, Equity

## WHAT IS "BASIDE"?

- **B**elonging: the feeling of security and support when there is a sense of acceptance, inclusion, and identity within a setting. It is when an individual can bring their authentic self to the setting.
- **A**ccessibility: the practice of making information, activities, and/or environments sensible, meaningful, attainable, and usable for as many people as possible. This relates to both ability and socioeconomic status.
- **S**afety: all measures and practices taken to preserve the life, health, and bodily integrity of a person.
- **I**nclusion: a setting where all members are and feel respected, have a sense of belonging, and are able to participate and achieve to their potential.

Sources: Diversity.Cornell.Edu, Diversity.Uiowa.Edu, SafeOPedia.Com, SeeWriteHear.Com

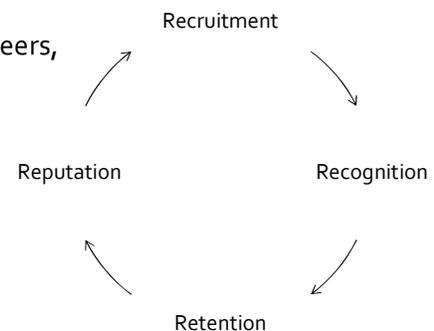
## WHAT IS "BASIDE"?

- **D**iversity: all aspects of human difference, social identities, and social group differences, including but not limited to race, ethnicity, color, sex, gender, gender identity, gender expression, sexual orientation, socio-economic status, language, culture, national origin, religion, spirituality, age, physical ability, neurodiversity, and military/veteran status.
- **E**quity: fair and just practices and policies that ensure all members can thrive. Equity is different than equality in that equality implies treating everyone as if their experiences are exactly the same.

Sources: Diversity.Cornell.Edu, Diversity.Uiowa.Edu

## BASIDE HELPS US SUCCEED IN "THE 4 Rs"

- **R**ecruitment: Creating an **accessible** and **inclusive** space
- **R**ecognition: Appreciating the **diversity** of our volunteers, treating volunteers **equitably**
- **R**etention: Cultivating a sense of **belonging**
- **R**eputation: Becoming known as a **safe** space for volunteers to be themselves
- Leading to more: **Recruitment!**



# YEAR-ROUND AND EVERYDAY VOLUNTEER APPRECIATION

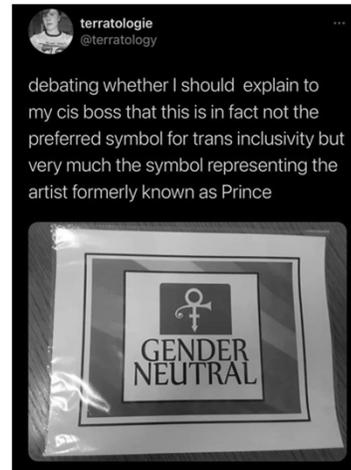
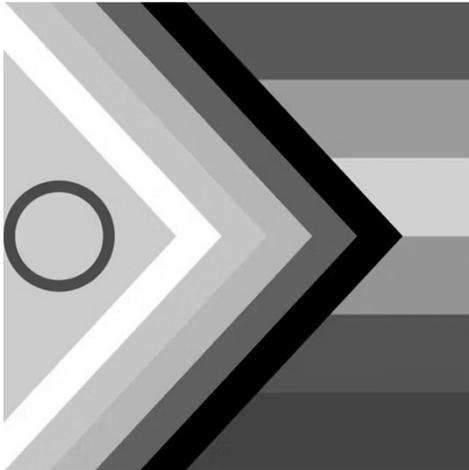
Actionable Steps for Volunteer Managers

## YEAR-ROUND AND EVERYDAY VOLUNTEER APPRECIATION

**Think beyond events to the everyday experiences of your volunteers:**

- Pride Month, MLK Day, Juneteenth, Holidays from nondominant religions
- Use an e-newsletter, website, social media to spotlight significant events and volunteer stories, for volunteers of all backgrounds
- Your physical office space: Progress Pride flag, etc.
- Include pronouns in your volunteer application, nametags, signature line, Zoom name
- Present your organization's BASIDE values in your volunteer training, on your org's website, social media, literature, volunteer recruitment postings
- Partner with expert organizations to present special DEI training topics
- Photos reflective of your volunteer population or what you'd like to see it be
- Avoid tokenization: make sure you are walking the talk

## YEAR-ROUND AND EVERYDAY VOLUNTEER APPRECIATION



## YEAR-ROUND AND EVERYDAY VOLUNTEER APPRECIATION

**Most Importantly, listen, believe, validate, and act: If a volunteer approaches you and shares an experience of how they were mistreated**

- It takes tremendous courage for someone of a non-dominant group to speak up to someone from a non-dominant group
- Trust that the person with the lived experience is the expert
- Do not respond defensively, by minimizing, or by doubling-down
- Take the necessary action and accountability

***Making mistakes is inevitable, but learning from them is your choice***

# VOLUNTEER APPRECIATION EVENTS

Crafting a Wonderful Experience for Everyone

## VOLUNTEER APPRECIATION EVENTS

### Location

- Do not ask volunteers to drive farther than they normally would
- Make sure parking is free, on premise, and well-lit, and easily available
- Consider holding events during daylight hours, for safety
- Make sure that zero costs are incurred by the volunteer
- Must be accessible for those with mobility limitations: parking, restrooms, seating
- For presentations, use captioning or provide written handouts

## VOLUNTEER APPRECIATION EVENTS

### Seating

- Staff: intermix among volunteers
- Use round seating arrangements when possible
- Obtain RSVPs in advance, so you can accommodate guests with mobility limitations
- Ensure that accommodations for guests with mobility limitations are made in advance

## VOLUNTEER APPRECIATION EVENTS

### Support Minority-Owned Businesses

- Research Black-owned, woman-owned, further minority-owned businesses and **pay them money** for:
  - Venues
  - Catering
  - Entertainment
  - Graphic Design
  - Floral Arrangements
  - Promotional items
- Avoid supporting businesses with known discriminatory practices or practices that conflict with your agency's values

## VOLUNTEER APPRECIATION EVENTS

### Be Introvert-Friendly

- Introduce volunteers to each other
- Allow volunteers to bring a guest. Not budgeted for guests? Consider:
  - You are likely budgeted for more volunteers than ever attend
  - Each guest is a potential future volunteer
- Offer an ice-breaker activity, assign a staff member or volunteer to lead facilitation by each table or for larger group
- Consider assigned seating based on a common interest

## VOLUNTEER APPRECIATION EVENTS

### Preparing Your Menu

- Ask for dietary preferences in RSVPs
- Provide an entrée, beverage, and dessert option for as many dietary preferences in attendance as you can
- Use language such as "Please RSVP with your dietary preferences by x date"
- Ensure that menu items are clearly marked at buffets
- Invite those with dietary limitations to the buffet line first
- Do not serve alcohol, some volunteers may be overcoming addiction
- Don't shy away from ethnic cuisine

# CONSIDERATIONS FOR "THE HOLIDAYS"

Questions You May Not Have Thought About

## "THE HOLIDAYS"

### Have You Considered:

- If your organization is not affiliated with a specific religion, does it make sense to decorate for or celebrate a religious holiday?
- If you are celebrating one religion's holiday, are you also celebrating the holidays from all religions in your area?
- Different religions consider "The Holidays" to occur at different times throughout the calendar year – **not December** for all religions
- Be mindful not to schedule events during holidays from religions represented in your volunteer base, especially fasting holidays

## “THE HOLIDAYS”

Regarding the Thanksgiving Holiday, Have You Considered:

- This holiday has many historical connotations that are harmful to Indigenous Americans
- This day is referred to as the “National Day of Mourning” for many Indigenous Americans
- [National Day of Mourning Video](#)

## “THE HOLIDAYS”

Consider instead, neutral, secular themes, such as:

- National Volunteer Week
- The start of any season: Winter, Spring, Summer, Fall
- New Year’s Holiday
- Your organization’s anniversary
- Relevant month or milestone for your organization’s Industry
- Show your gratitude to volunteers **every day**, year-round!

# KEY TAKEAWAYS

You Can Do This. It's Going To Be OK!

## KEY TAKEAWAYS

- Yes, it's a lot, but it's also the bare minimum
- Being uncomfortable is how we expand our comfort zone
- It's not about you, it's about **your volunteers** and your community
- Remain open to suggestions and corrections
- The person with the lived experience is **the subject matter expert**
- Making mistakes is inevitable, but learning from them is **your choice**
- Resources are available to help you!
- Learning is a lifelong effort!

## SOURCES

- BlackLivesMatter.Com
- CanadaCollege.edu: SimplyPsychology, Maslow's Hierarchy of Needs, Saul McLeod, 5/21/2018
- Diversity.Cornell.Edu
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- HRC.org
- SafOPedia.com
- SeeWriteHear.com
- VolunteerPro.net: Diversifying Your Volunteer Force, It's Simpler Than You Think, Tobi Johnson, 3/07/2023
- YouTube: ABC Action News, "Why Thanksgiving Is National Day of Mourning for Some Groups of People," 11/25/2021