

DIVERSITY & INCLUSION FOR VOLUNTEERS

Property of Jael Richardson 2019

DIVERSITY

The range of human differences including, but not limited to: ability, age, body, creed, culture, gender, Indigenous peoples, language, race, religion, sexual orientation, and socioeconomic status.

VS

INCLUSION

Creating a place where all people are welcome and encouraged to participate fully and contribute, where they are respected and valued for their ideas and opinions.

Inclusion is more than a representation of diversity.



QUESTIONS TO CONSIDER & SHARE

- How has the organization changed over time in regards to diversity?
- Is inclusion addressed in your mission statement?
- Is your board diverse?
- Are your volunteers diverse?
- Who's missing?
- How can you recruit more diversely?



TRAINING TIPS

- Duplicate procedures during training - model it
- The best way to have great discussion is to attract a diverse team
- Don't try to tackle everything in one day
- Consider what knowledge is missing/pressing - bring in diverse experts
- Address scenarios in small groups
- Take them up together, preferably with a neutral moderator
- Consider different time restraints and let people discuss

Volunteers need to feel **welcome**, **informed** and **trained** for whatever might happen.



KEY THOUGHTS

- Training is a long term approach
- Diversity and Inclusion take more work but they always brings better results
- You can never ensure problems are avoided with volunteers
- You CAN be a thoughtfully prepared to respond to crisis well

IMPORTANT: If a complaint is raised, **LISTEN**. The key to effective damage control is genuine care for the person who's been hurt or affected.