

## How to support volunteers

## How can you support your volunteers?



At the Assistance Center (ACP) on Bottová Street in Bratislava, the Slovakian Scouts tried to support volunteers and their coordinators as much as possible. From the beginning of the operation at the ACP, the NSO counted with the support of different psychologists to build their knowledge on – volunteers' burnout. The NSO members met both online and in person with these professionals to gain different tips and advices on how to better manage difficult periods at work.

It helped to take turns in ACP, because sometimes the days were demanding, and other times the shifts were really long.

The NSO members coordinated and planned closely with volunteers the assisting schedules so that everyone's schedules were respected and taken into account. Additionally, the tasks entitled for each volunteer changed often to avoid monotony and boredom. The NSO regularly rewarded volunteers and transmitted their appreciation for the support they were providing.

Furthermore, the volunteers were also invited in several occasions to develop and deliver their own programmes, to enhance creativity and organise different activities at the center, for example, we had carnival events, Mother's Day, a barbecue, Earth Day, lectures on recycling and the like.