**Training and supporting volunteers**

* Most organisations run this over a series of weeks/evenings to test commitment and have regular contact with volunteers to improve insight to volunteers’ personality and motivation
* Bringing in experienced mentors for new people to shadow or answer their questions can be useful
* Keep in contact with mentors once training ends via emails, texts and newsletters so they know they are valued
* Setting a standard for contact with the volunteers (e.g. once every 3 weeks) can help manage waiting
* Some use a GP referral as a useful screening tool for suitability/stability
* Some organisations use a home visit to the volunteer to help get to know them for the matching process
* Make use of VASA for volunteer awards such as Saltire Awards as this attracts some volunteers
* Help volunteers feel valued. For example: hold an appreciation day every 6 months; produce fun personalised certificates; consider pick and mix training days for refresher training combined with fun sessions for volunteers (e.g. laughter therapy).