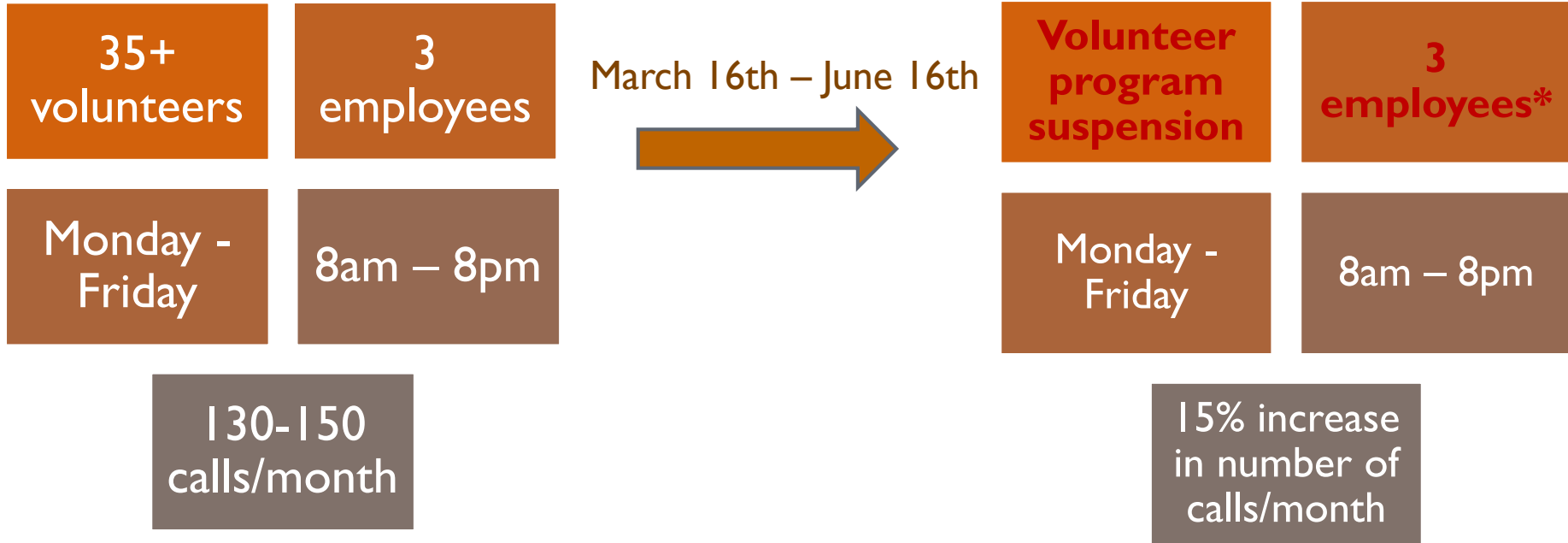


Retaining volunteers in times of crisis

Maja Štahan, Victim and Witness Support Service Croatia

Normal vs New Normal



* Referral of calls to personal mobile phones

*change in work environment → blending personal and professional time and space



Volunteer suspension

- ▶ March 16th – June 16th
- ▶ Hard to coordinate 30+ volunteers while referring calls
- ▶ Volunteer recruitment disruption



How to retain and engage volunteers?

- ▶ Educations and workshops
- ▶ Monthly team meetings
- ▶ Additional activities:
 - ▶ Writing articles for our blog
 - ▶ Preparing workshops and educations
 - ▶ Raising public awareness

Kako se ponašati u stresnim i izvanrednim situacijama?

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Ljudi u situacijama koje percipiraju neizvjesnima i opasnima doživljavaju iznimne razine straha, panike i osjećaja bespomoćnosti. U periodu prilagodbe na jednu izvanrednu situaciju (koronavirus), suočeni smo sa zahtjevom prilagodbe na drugu (potres u Zagrebu i okolici). Preporučena ponašanja su međusobno isključiva, a samim time i situacija dodatno zbunjujuća. Uslijed suočavanja s potresom i strahom od eventualnih daljnjih podrhtavanja, prirodna je potreba da se za pomoć obratimo zajednici te da budemo uz bliske osobe. Unatoč tome, iznimno je važno da se pridržavamo mjera socijalne izolacije, izbjegavamo socijalni kontakt te ako možemo, ostanemo kući.

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What have we learned?

- ▶ Online educations and workshops
 - ▶ higher attendance rate
- ▶ Online conferences
 - ▶ higher attendance rate
 - ▶ people from all parts of country can attend
- ▶ Referral of calls
 - ▶ new practice of our 24/7 helpline



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- Thank you for your attention!

- Maja Štahan,

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