

Visitor Readiness Checklist

Providing a meaningful and positive experience is key to ensuring participants leave your organization feeling fulfilled and wanting to return. It also provides a great opportunity to convert volunteers into donors.

This checklist ensures you are ready to receive visitors (residents and non-residents alike) and that your volunteer program has adequate staffing, safety protocols, defined expectations, positive community relations, a seamless intake system and more. If you need support in any of these areas, we'd be happy to direct you to relevant resources. Mahalo to GoFarm Hawai'i, Travel2Change, and Kanu Hawai'i for their input on the checklist.

STAFF NEEDS

Do you have staff capacity to lead the activity? YES NO

How often will workdays happen/be offered? _____

How many visitors can you realistically handle per session or in one day? _____

What is the capacity if social distancing was in place? _____

What is the timetable or itinerary for the workday? _____

Does anyone on staff speak different languages to accommodate international travelers? YES NO



PHYSICAL LAYOUT

Do you have a plan for restroom needs? Are the restrooms regularly serviced and supplied? YES NO

What's the actual location guests are going to be using while on your property? _____

Have you determined: Where can they go, where can they not go? Are these areas clearly marked? What can they touch? What can they not touch? YES NO

Is this covered in an initial guest briefing? YES NO

Note: This is an important part of logistics and often gets overlooked because organizations have never looked at their layout in relation to having visitors walk all around it. Americans with Disabilities Act (ADA) compliance for parking and restrooms may not be required for workdays, but it is something to consider.

SAFETY CONCERNS

Is your insurance up to date and sufficient? YES NO

Have you reviewed and documented your safety protocol from the beginning of the visit to the end? YES NO

Are there safety concerns with things like dips in the walking area, steep hills, uneven pathways, exposed machinery, tools, etc. YES NO

Is parking clearly identified and safe? Do you have capacity for the volunteers' vehicles? YES NO

Do you have an emergency procedure in case of an incident? YES NO

Will the activity be in remote areas that have limited access? If so, do you have a rescue protocol in place should someone need to be treated or taken out quickly? YES NO

Does your staff have CPR and other first-aid training? YES NO

Do you have a first-aid kit easily accessible during your volunteer engagements? YES NO

If volunteers are doing physical work, have you included sufficient safety equipment along with the work equipment such as gloves or goggles? YES NO

Do you have a written plan regarding COVID considerations that you communicate to volunteers prior to them arriving for the volunteer opportunity? Some visitors may want advanced notice of restrictions, so they arrive prepared and with the understanding of the protocols you have in place. YES NO



MESSAGE & TAKEAWAY

Are you prepared to share about your organization and site? Many organizations miss the opportunity to share their mission, objective, history and unique story. YES NO

What is your product offering(s)? How would you describe what it is you offer? _____

What do you want the guest to “take away” from their experience? _____

Do you intend to give something to the volunteers (for example, collateral)? YES NO

COMMUNITY RELATIONS

How are you prepared to be a good neighbor? _____

How do you communicate with your neighbors? _____

This is extremely important – be a good neighbor! If your neighbors complain about what’s happening on your site, it could create stumbling blocks in hosting groups.



WEBSITE

Is your website updated with most current information? Do you clearly explain the type of work, length of time, and any tools, equipment, drinks needed during the visit? YES NO

Do you have permission to use the images and other intellectual property on your website? YES NO

Does your site include contact information (phone/email) to make reservations or inquiries? YES NO

Does it clearly indicate hours of operation/visitation? YES NO

Do you clearly explain the age levels welcome on site? YES NO

Are directions or transport options provided? YES NO

Are there expectations of payment? If so, is it clearly communicated? YES NO

INTAKE

Are you taking reservations? YES NO If so, how does one make reservations? _____

How far in advance do reservations need to be made? _____

Is there a minimum number of guests per session? _____

Will you join the Mālama Hawai'i program and provide our survey QR code to participants (i.e. sign-in form, posted at check-in, etc.)? YES NO

Mālama Hawai'i is a program that encourages visitors to volunteer while on vacation. If you're interested in learning more, contact Lei-Ann Field at HVCB: lfield@hvcb.org.

If you are targeting international visitors (e.g. Japanese visitors), do you have materials or signage in their native language? YES NO

