

**A Scenarios Exercise: How Would You Handle This?**

Below and on the following pages are six scenarios, each with specific questions.

Please review and discuss the scenario assigned to your small group and prepare yourselves to present to the larger group on how you would deal with the issue raised in the scenario. Use the flip chart to note the key elements of your proposed recommendations.

Be prepared to share your rationale. Also, in presenting your approach/recommendations, be prepared to respond questions such as:

* How effective do you think your approach will be in resolving the issue at hand? (In other words, will it work?)
* Are there any unintended consequences to taking this approach that could complicate things, add new challenges or simply worsen the situation?
* If acceptance by your volunteers (or by other stakeholders) is necessary for this approach to work, what are the chances of you having that acceptance by proceeding this way?
* What can be done to garner acceptance if it is important to have it?

# SCENARIOS 1. Safety

Your volunteers are all on board and eager, but they want to know how their safety will be ensured. Their concerns centre on dealing with people who may be aggressive and walking in certain area of the city. As Coordinator:

* How do you plan to ensure the safety of volunteers when conducting the survey? Give examples of actions you would take at the planning stage and on the day of the count.
* What key messages would you include in your training with respect to staying safe?

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# “Creative” Surveyor

While inputting the data, you see that a volunteer consistently wrote in responses rather than selecting one of the predetermined response options. The volunteer’s writing is hard to read and the responses don’t always fit within any of the listed options.

* What do you do, i.e., how should you input the data once this has occurred?
* How could this problem have been mitigated on the day of the count?
* What key messages would you include in your training with respect to filling the questionnaire?

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# Unexpected Media

One of your less experienced Team Leaders calls an Area Captain to tell them that a journalist is asking questions and following the team closely. This is not a news outlet that you have liaised with in the planning stages of the count. The team is concerned about the anonymity of survey participants.

* What processes are in place to address this situation?
* What can you do prior to the count to minimize the likelihood that this will happen?
* What key messages would you include in your training with respect to dealing with media in general, but more specifically, with unexpected media?

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# Managing No-Shows

You have estimated that you will require 30 teams of volunteers. 48 hours prior to the count, you have 32 trained Team Leaders and 70 street volunteers. On the night of the count, 28 Team Leaders and 56 street volunteers arrive. In addition, 6 people arrive that did not attend the training (held prior to the count). You have 10 Headquarters Volunteers and 2 Outreach Teams on standby.

* What do you (the Coordinator) do and what considerations and guiding principles do you factor into your decision(s)?
* Who do you involve in your decision-making process?
* What role, if any, should the 6 untrained people play in the count?
* What can you do prior to the count to minimize reorganization on the day of the count?

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# Addressing “Invasive Questions” Concerns

An organization that manages several shelters around the community is concerned that certain questions in the survey form are too invasive to ask their residents and, as a result, is hesitating becoming involved with the count. They have noted specific concerns with questions on mental health, sexual identity, residential school experience, and foster care.

* How would you deal with this situation?
* What specifically could you say to the organization to address their concerns? (Include a consideration of the importance of these four questions.)
* What key messages would you include in your training with respect to dealing with wellintentioned organizations that could inadvertently derail the survey in their establishment?

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Module 5

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Planning and Logistics



**6.**

**“Difficult” Volunteer**

You have on

board a very valuable volunteer (for ex., knows the homeless community very

well and also knows the key people in organizations that attend to the homeless) but has

“attitude”, e.g., knows it all and doesn’t want to attend the training, or is constantly cr

iticizing

the Coordinator (you), and wants to bring major changes to your plan/process because

“he/she knows better”. Some of your other volunteers are in awe of this person’s impressive

knowledge and experience and would be upset if he or she were to be

“fired”. Others have

complained to you that it is very difficult to work with this person and are making noises

about their not wanting to be a volunteer with this person around.

**-**

What is your strategy for dealing with this situation? (Go through the vari

ous steps you

would take. What would you say to the “difficult person”, what would you say to the other

volunteers.)

**-**

What guiding principles would you apply?

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What key messages would you include in your training with respect to dealing with a

wide range of

people?

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