Monterey Bay Aquarium

Vibrant and Synergistic Volunteer Engagement

Laraine Lomax, Ph. D.

Celebrating 30 Years
Volunteers are KEY to our Mission

Inspire Conservation of the Oceans
What does it mean to “Engage”?

To engage is to...

• Occupy, attract, hold the attention or interest of...
• Invite participation with, take part in, become involved with...
What is Volunteer Engagement?

AN INTENTIONAL, ORGANIZATIONAL STRATEGY:

• Builds Organizational Capacity
• Through Staff and Volunteer Collaboration
• Development of High Impact, Meaningful Volunteer Opportunities
• Creates Greater Influence and Outcome for the Organization
Volunteer Engagement

Laraine Lomax – Director
Don Lewis – Sr Budget Coord.
Stacy Day – Sr Recruitment Coord.
Susan Wagner – Program Coord.

Guide Program
Information Desk
Divers
SORAC
HR & Other Admin
Education & Disc. Lab
Special Events
Membership & Development
Seafood Watch
Cooking for Solutions
Sea Otter Exhibit
Aviculture
Camp-ins
Husbandry
ARCC
TRCC
KEYS FOR INCREASING VOLUNTEER ENGAGEMENT

SYNERGY

SUPPORT

SURVEY

CELEBRATE
Developing Synergy

• Online presence AND face to face engagement
  - Internal
  - External

• Collaboration
  - Informal
  - Formal
Volunteer Impact: Since 1984

More Than 9,000 Volunteers

3.21 Million Hours of Volunteer Time
2015 Volunteer Program Impact

1,330 Volunteers Served

- Over 163,000 hours (> 400/day)
- Speak 33 Languages
- 617 volunteers completed 8,250 hours of additional training and education in support of MBA volunteer activities

Highlights:

- 746 Volunteer Guides (85,870 hrs.)
- 108 Volunteer Divers (6,331 hrs.)
- 74 Information Desk Vol. (7,406 hrs.)
Other Service Programs

Internship Program with approx. 40

Episodic Teen Programs with approx.

Corporate Partners short-term volunteering
VOLUNTEER SERVICE AND INCREASED IMPACT

• **DIRECT IMPACTS** including
  - Guides and Guest Interaction
  - Husbandry Support and SORAC
  - Dive Operation
    - Underwater Explorers
    - Day of Discovery
  - Special Events: Dia Del Ninõ, Fiesta Del Mar
  - Education: Teen Programs: TCL, SOC, YWS
  - Internships
  - Seafood Watch

• **INDIRECT IMPACTS** Volunteer presence or involvement in:
  - Community Outreach, School field trips, Community Week, Ambassadors in the Community
Diversity at a Glance

MONTEREY BAY AQUARIUM VOLUNTEERS

• RANGE FROM 14 YEARS OLD TO 96 YEARS OLD
• INCREASING ETHNIC DIVERSITY
• SPEAKING 33 LANGUAGES
INSPIRING OUR GUESTS
EDUCATING OUR GUESTS
ENGAGING OUR GUESTS
2014 Monterey Bay Aquarium selected by Trip Advisor as the Best Aquarium in the World

Volunteer and Staff Interactions are Key
To Sum: Increasing Organizational Impact

- **Connecting**: Human Connections; Community Impacts
- **Educating**: About Ocean Resources and their role in supporting ecosystem health (and our own health and wellbeing)
- **Engaging**: Throughout the Institution and with the Community
- **Inspiring**: *Conservation of the Oceans*
IMPACT IS...
Steady Progress Toward Fulfillment of the Mission

THANK YOU!
California Hospital Volunteer Leadership Conference 2016
Save the Date!

2017 California Hospital Volunteer Leadership Conference
Hyatt Regency Mission Bay Spa and Marina
February 20-23, 2017
www.calhospital.org/2017-volunteer-conference
Thank you!

Contact Us
CAHHS Volunteer Services
1215 K Street, Suite 800
Sacramento, CA 95814
(916) 552-7544
volunteers@calhospital.org
www.calhospital.org/volunteers

Volunteers™
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