

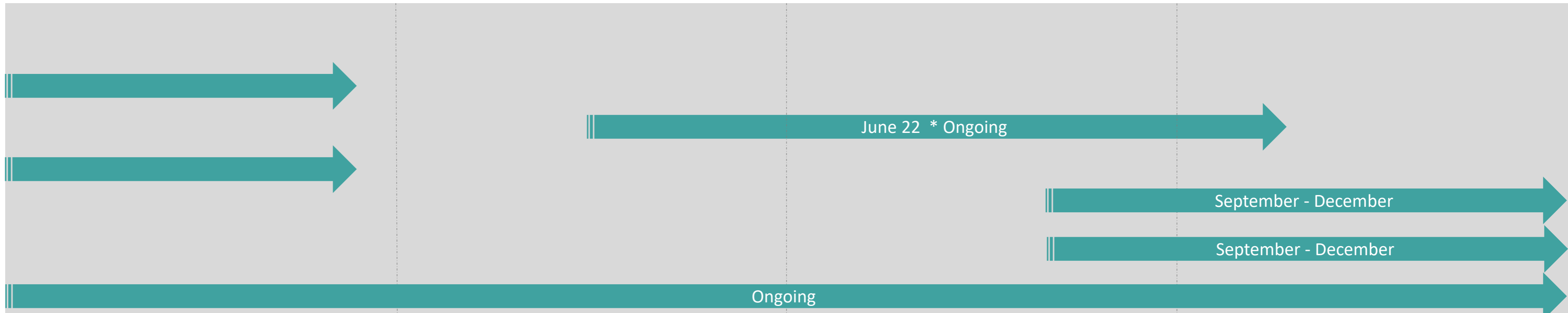


Volunteer Services Phase-In Glidepath



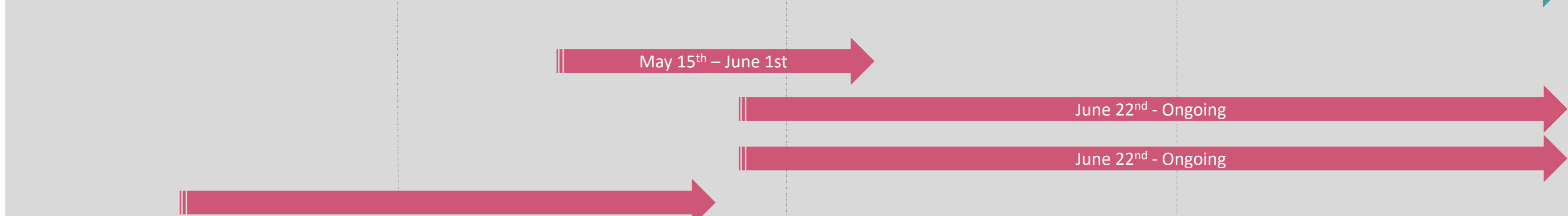
Phase 1 – Volunteer Return/Program Expansion

- Volunteer/Hospital Leader Survey – Obtain Start Status
- Develop Re-education of Volunteers Plan
- Extend coverage to 7 days/16 hours per day
- Meet with Leaders re: Volunteer Safety
- Order Welcome Back Gifts/Finalize Return Waiver
- Create return process steps



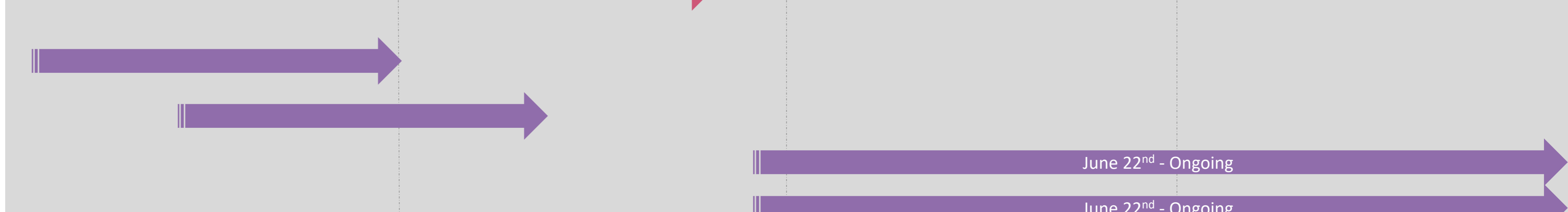
Phase 2 – Red Vest/Care Partners

- Engage Red Vests/Care Partners re: return to program/placement/schedule
- Re-Education and Training
- Update Workflows & Policies/Patient Activity Kits
- Virtual Training & Leadership Welcome



Phase 3- Virtual Internships

- Work with Region & Community Leaders to identify students
- Created curriculums, speakers, set up virtual schedule
- Partner with Unite LA for Workforce Dev
- Surveys/Data gathering/Learning Report



Phase 4- Silver Angels Program

- Identify Hub Location/required resources
- Create Workflows/Policies/Activity Kits
- Create Data Gathering Tool
- Education and Training



Phase 1

Volunteer Return/Program Expansion

- Surveyed & identified all departments receiving volunteers and schedule preference
- Surveyed & identified volunteers willing to return along with schedule availability
- Surveyed current and pending applicants (200) to identify willingness to continue onboarding
- Revised workflows and policies to include assisting with thermal scanning & new infection control practices
- Worked with HR to develop Volunteer Waiver
- Created return checklist – including parking access, and reactivation in Volgistics
- Developed training for returning volunteers. Set up training schedule
- Established virtual meeting with all volunteers and our Emergency Management Leader
- Developed process for Virtual SYEP and Virtual CSUN Internship opportunities
- Met with Managers to clarify any role changes & safety processes/PPE's in place
- Created Welcome Back process including a small gift

Phase 2

Red Vest/Care Partner Program

- Surveyed Red Vest/Care Partners to address concerns re: returning post-COVID and identify returning volunteers
- Surveyed nursing units/leaders to identify placement changes for Care Partners
- Revised Care Partner training to include new infection control measures/processes and address new workflows/processes.
- Hosted TEAMS online Training with Red Vest/Care Partners for re-education
- Set up virtual welcome meeting with both Nursing Leaders and with Emergency Management Leader
- We brought them back in groups of 30 vs. 19 which was original request
- Conducted Weekly rounding on volunteers to ensure they are feeling safe and welcome
- Created Patient Activity Kits

Phase 3

Virtual Internships for Highschool and College

- Reached out to our community partners to establish program dates.
- For SYEP Internship (Highschool) worked with Regional Office for funding/support, identified students and set up onboarding process.
- Identified Hospital Leaders willing to assign student groups to. Each group is assigned a research project/assignment related to hospital initiatives. Groups to meet weekly with virtual speakers and meetings for exposure.
- Assigned all interns to complete a presentation sharing their experience. These will be shared with our leadership.
- Created virtual graduations

Phase 4

Launch New Program - Silver Angel Program (65+ Support)

- In Partnership with UM Dept, identified roles & responsibilities for Silver Angel Volunteers
- Created Policies, Workflows and identified activities that SA's will support
- Identified Silver Angel Hub location (1st floor next to piano) and purchased supplies/materials to support this program.
- Created data gathering tool to identify number of touchpoints, best utilized activities to enhance patient mobility/mentation/medication & what matters to them.
- Created Program Logo and purchased uniforms
- Recruited new Silver Angels from the current Care Partner volunteer base.
- Created Silver Angel Education and Orientation
- Reached out to nursing schools to recruit volunteers for this program

Key Learnings from the Relaunch

- THE MORE COMMUNICATION THE BETTER – Volunteers appreciate over sharing
- Show your volunteer leaders how much they need the volunteers to return
- Get your hospital leaders involved in the process of welcoming them back – although we shared it was safe, when they heard it from other leaders, they were convinced
- Be prepared to dispel the fear & myths, if you are scared so will they be.
- Round, round, round – in doing so we addressed staff concerns as well as volunteers
- Be sure to be available for questions, concerns (we spend several hours a day on this)
- Embrace the new normal (Virtual Learning) use the young to assist you with this
- Be sure to utilize volunteers to support you and your team (create volunteer leaders)
- Reached out to nursing schools to recruit volunteers for this program
- Be sure to take care of yourself and your team (burn out comes quick)