

Relaunching Your Volunteer Program During COVID-19

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Welcome

Housekeeping & Introductions



Housekeeping

- Everyone is muted. If you are not, please mute yourself at this time.
- To help ensure needed bandwidth, please close your video during the session.
- If necessary, from the participants view, rename your device to include your full name.
- Open the chat box feature. Use this feature to ask questions or provide comments. Questions and answers will be addressed at the end of the session.
- A questionnaire regarding today's session will be emailed to you shortly following this session.
- A certificate of attendance is available for those who complete the questionnaire.

Introduction



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Navigating Your Leadership – Hospital

- Communication is Key

- Inform leadership the importance of volunteers returning to your hospital
 - Speak to your gap in-service
- Get leadership involved in the return process
- Seek feedback from all departments where volunteers are sourced
 - Face-to-Face meetings
 - Phone calls
 - Emails
 - Surveys
- Identify volunteer role changes within each department
- Clarify new and/or updated safety protocols (required PPE)
- Revise workflows, schedules and policies/procedures where needed
- Collaborate with Human Resources/Infection Prevention/Risk Management to create a volunteer waiver

Navigating Your Volunteers

- Communication is Key

- Survey

- Current volunteers

- Obtain number of volunteers who are willing to return
 - Request schedule availability

- Pending volunteers

- Obtain number of pending volunteers who are willing to continue the onboarding process and agree to hours commitment

- Training

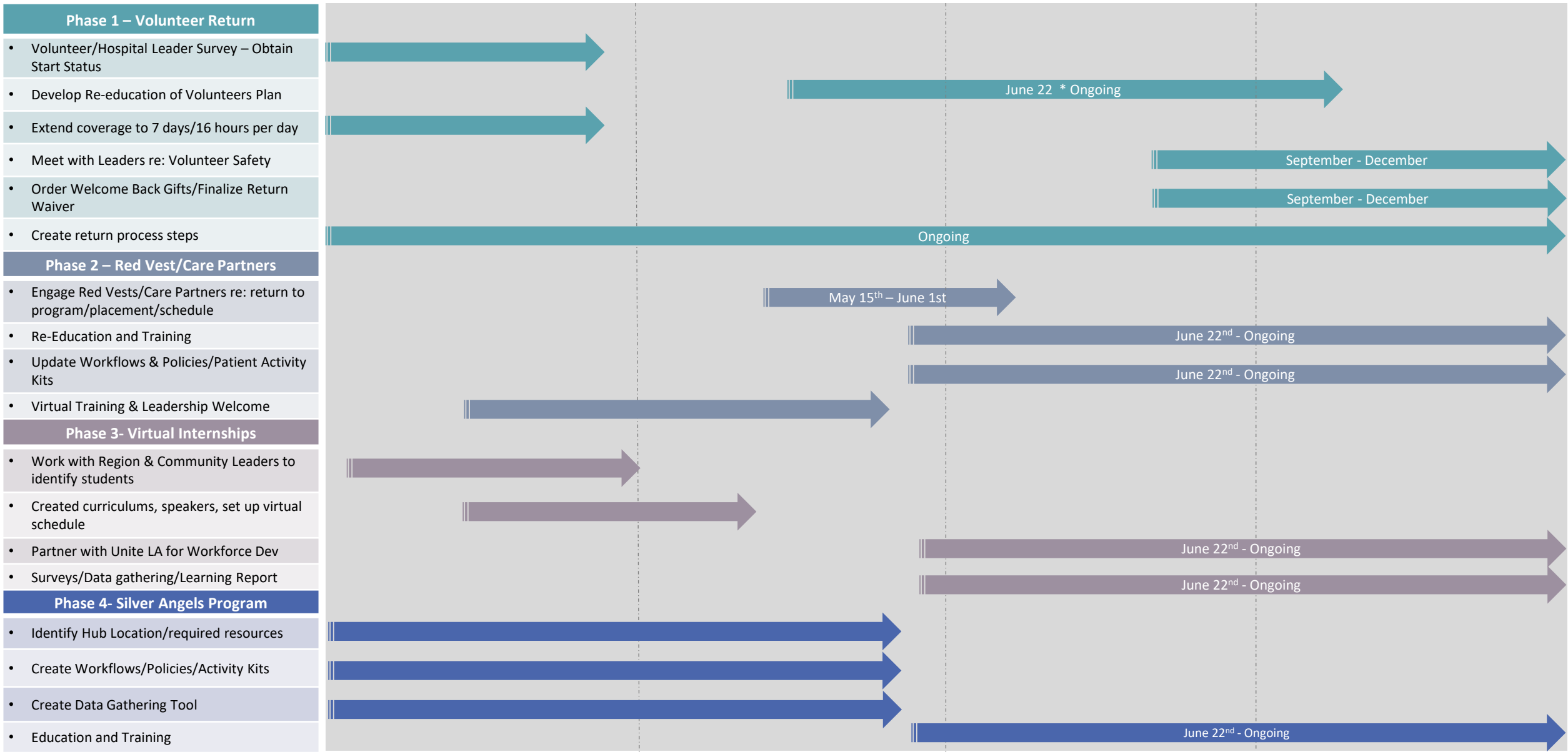
- Develop virtual relaunch training to address the “new normal” and leadership messages
 - Establish virtual meetings with Emergency Management Team and other critical leaders

Creating and Implementing a Plan

- Create a strategic plan
 - Consider leadership preferred format
 - Include outlined/detailed timeline
 - Suggest a “phased approach”
 - Less is more
 - Allows time to address changes/concerns immediately
 - Project thru the end of the year, but in 30 day segments
 - Consider and plan for potential surge(s) impacting your approach
 - Overall goal is to avoid volunteer program suspension
 - Determine limitations/restrictions based on high-risk (65+ and youth)



Volunteer Services Phase-In Glidepath



Training in the “New Normal”

- Hospital Leadership

- Request to be added to the agenda and participate in ALL leadership operations meetings
 - Face-to-Face meetings
 - Virtual
 - Email communications
- Create a simple presentation outlining volunteers return
 - Address increased safety for volunteers
 - Communicate the importance of their return (welcome message)
 - Maintain an awareness of volunteer fear and anxiety

Training in the “New Normal”

- Volunteers
 - Create a return check list
 - Include important changes/updates
 - Waiver
 - Access (badge/parking)
 - Screening requirements/PPE
 - Reactivation in volunteer management system (if necessary)
 - Create virtual and email trainings to address safety and infection control practices
 - Include Emergency Management Team, critical care and hospital operations leaders
 - Create and maintain a volunteer participation tracking tool/schedule
 - Create a simple presentation outlining volunteers return
 - Address increased safety for volunteers
 - Reiterate their value and the excitement of their return
 - Allow for volunteers to share their fears and concerns

Returning Volunteer Programs

- Adult

- Red Vest Concierge (June 22 – present)
 - Customer and discharge services
 - Wayfinding
 - Patient belongings
 - Special projects support
- Care Partners (July 27 – present)
 - Nursing unit support
 - Patient rounding and activity kits/sessions
 - Daily kindness calls – connecting patients with loved ones
- Silver Angel Program (August 10)
 - Geriatric focused rounding and activity kits/sessions
 - Daily kindness calls – connecting patients with loved ones

Returning Volunteer Programs

- Virtual Internships

- College (June 29 – August 15)

- Partner with local universities (CSU, Northridge)
 - Identify hospital leadership partners
 - Assign research projects related to hospital initiatives
 - Set expected outcomes/presentations
 - Schedule and meet weekly to discuss progress (virtually)
 - Provide learning opportunities with hospital leadership to educate volunteers – The Here to There Journey
 - Volunteer presentation to hospital leadership
 - Includes recommendations for process improvements
 - Summary of internship virtual experience

Returning Volunteer Programs

- Virtual Internships

- Summer Youth Employment Program (SYEP) High School/Scholarship Program (July 13 – August 21)
 - Weekly virtual education sessions
 - The Here to There Journey
 - Workforce development training
 - Partner with Unite LA to provide work readiness sessions
 - Must attend all sessions for completion
 - Assign healthy living projects/public service announcements (PSA)
 - Conduct research to address current youth issues
 - Present findings and develop programs to incorporate at their respective campuses
- South Los Angeles Scholars (August 17)
 - Partner with Unite LA (communication ongoing)

Assessing Challenges & Adapting the Program

- Communicate...Communicate...Communicate
 - You can never share “too much” information
- Addressing Uncertainties
 - Staff concerns surrounding volunteers
 - Job replacement
 - Volunteer safety
 - Educating staff to the potential risk for placing volunteers
 - Departments impacted by the surge
 - Placement/relocation of volunteers
- Flexibility is Key
 - New challenges arise daily
 - Be willing to adapt and welcome change in a moment’s notice
 - Build strong team partnerships to assist with change

Assessing the Impact of COVID-19 in Hospital Volunteer Programs Questionnaire

- Follow-up to March questionnaire *“How is COVID-19 impacting your volunteers?”*
- Link to questionnaire available in follow-up email
- Feedback will allow us to
 - Understand status of volunteer programs throughout the state
 - Offer future educational programs based on responses
 - Collaborate with other hospitals who respond similarly

CAHHS Volunteer Services

- Assessing the Future of Hospital Volunteer Education due to COVID-19
 - Available until August 14
- CAHHS Volunteer Services Newsletter
 - Volunteer Heartbeat – The Pulse of California Hospital Volunteers
 - Launching Fall 2020
- California Hospital Association
 - CHA News – email volunteers@calhospital.org
 - Coronavirus Response – email cdevi@calhospital.org
- Facebook
 - www.facebook.com/CalHospitalVolunteers

Words of Wisdom

- Understand the process is new and constantly changing
- Utilize volunteers in every aspect of your role as possible
- Take care of you and your team
 - Your health and safety is number one
- Don't go it alone
 - Find your "team" or "squad" (within hospital/community/personal life)
- Ask for help

Questions & Answers

Thank you!



Contact



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