



# Rethinking Your Volunteer Program

Bonnie Krause & Angel Gregory

1

## Review where volunteer programs failed and thrived

- ▶ What happened with your program? (i.e. Pandemic?)
- ▶ Volunteers couldn't/wouldn't go out!
- ▶ Volunteer Coordinators were furloughed/job changed.
- ▶ What volunteers kept working/what programs were still up and running
- ▶ How did volunteer programs change?
- ▶ PPE - kept changing
- ▶ Volunteers required to get Covid 19 vaccine?

2

## Where programs failed

- ▶ Volunteer programs and Volunteer Coordinators were shut down.
- ▶ Volunteers were nervous to go out.
- ▶ Agency policies changed and didn't allow volunteer use.
- ▶ Volunteer Coordinators were furloughed or put to work in different departments.
- ▶ Contact with volunteers was stretched thin
- ▶ PPE needed to be given to volunteers
- ▶ Some agencies still don't have volunteers going out or even volunteer coordinators
- ▶ Some programs still aren't up and running

3

## Where program thrived!

- ▶ Volunteer Coordinators found new ways to use volunteers
- ▶ Volunteer Coordinators found new ways to keep volunteer interest
- ▶ Volunteers came up with ideas to stay in contact with patients.
- ▶ Some volunteer jobs changed from office to home based.

4

## Learn ways to recover from the pandemic and plan for the future

- ▶ Volunteer hours put on hold
- ▶ What is your plan to rebuild volunteers and hours?
- ▶ Take a look at programs that stood the test of time
- ▶ Volunteers help patients in new ways - such as calling spouses of patient in nursing facility to visit with them. They couldn't see their loved ones!
- ▶ What new programs can help to rebuild your program?
- ▶ Nursing facilities still an issues

5

## Recovery

- ▶ Have a plan! Put it in writing!
- ▶ Do you have enough volunteers willing to go out?
- ▶ Getting volunteers back out into the field
- ▶ Recruit new volunteers
- ▶ Getting Volunteer Coordinators back to regular jobs and hours
- ▶ Volunteer hours are going back to 5% (timeframe?)
- ▶ Look at programs that stood the test of time.

6

## Planning for future

- ▶ Strengthening current volunteer support and add new volunteers
- ▶ Developing new programs to meet patient and family needs
  - ▶ Ask your volunteers - they often have great ideas!
- ▶ Look at ways to train volunteers to be flexible
- ▶ What will be your safety and PPE needs be for volunteers
- ▶ Will the COVID 19 vaccine be offered or a requirement to volunteer?
  
- ▶ Recruiting volunteers
  - ▶ Remote work?

7

## Motivate volunteers to stay with your hospice program

- ▶ Retention ideas
- ▶ Rewards
- ▶ Fun events
- ▶ Involvement - getting them to help create programs!
- ▶ Listen to volunteer ideas!

8

## Retention

- ▶ Staying in communication
  - ▶ Newsletters (paper and email)
- ▶ Getting them involved in your program
  - ▶ Talk to them about new ideas
  - ▶ Provide more training in areas of interest
- ▶ Listen to volunteer ideas

9

## Thank your Volunteers

- ▶ Rewards
- ▶ Fun events
- ▶ Small gifts
- ▶ Hand written notes
- ▶ A simple Thank You
- ▶ Volunteer month - April
- ▶ Hospice Month - November
- ▶ Retention ideas

10

## Questions/ Comments

- ▶ Bonnie Krause, Volunteer Manager
  - ▶ Catholic Community Hospice
  - ▶ 913-433-2020
  - ▶ [bkrause@catholiccommunityhospice.com](mailto:bkrause@catholiccommunityhospice.com)
  
- ▶ Angel Gregory
  - ▶ Village Hospice
  - ▶ 816-347-2578
  - ▶ [agregory1@jkv.org](mailto:agregory1@jkv.org)