

00:52:29 IHA - Pam Gridley, Des Moines: Yes - the PowerPoint will be shared.

00:52:39 IHA - Pam Gridley, Des Moines: What is your biggest bottle neck areas for onboarding new volunteers?

00:53:12 Thresa Fix: Scheduling of orientation and training

00:53:14 Vickie Newell: Scheduling an interview and health assessment back to back.

00:53:18 Stephanie Duckert: Orientation

00:53:23 Jrodan Behounek: orientation

00:53:24 Ashley Thompson: health screening and gathering of necessary health information (vaccinations, etc.)

00:53:26 Miranda Clubb: Organizing staff schedules for training and orientation

00:53:29 Cindy Clark: Health screening

00:53:40 yolanda voigt: All new NEW added paperwork, background, and Employee health,

00:53:41 Liz Juern: Bottlenecks in other departments--internal occupational health for example

00:53:55 Cassandra Bisen: Getting all the background check paperwork completed

00:53:59 Emily Robinson: Background check, application, health assessment.

01:02:06 Connie Manny: Do you find resistance from older volunteers to fill out the online forms?

01:03:08 Melinda Pitt: I don't, Connie and if I do have someone I either suggest they go to library or I help them do it in my office.

01:03:44 Connie Manny: thanks Melinda.

01:04:28 Stephanie Duckert: If I have someone who doesn't use a computer, I go over the application form with them over the phone and enter their information for them.

01:06:00 Janelle Cisneros: Donor Perfect

01:06:05 Thresa Fix: Excel spreadsheet

01:06:07 Cassandra Bisen: Use Samaritan Technologies a switch from Volgistics

01:06:15 Lisa Alesch: I do not have a volunteer management database

01:06:23 Emily Robinson: We do not have a VMS.

01:06:33 Jordan Behounek: excel

01:06:35 Kristen Hall: We do not have VMS

01:06:42 Connie Manny: I have no software

01:13:09 Melinda Pitt: It is great for emergency management..

01:22:41 Vickie Newell: They are our future workforce and we want to create a positive relationship with them.

01:22:45 Ashley Thompson: Angela, you hit the nail on the head when it comes to teen and college volunteers - these are often our future staff/team members which a a big part of why we have this program!

01:22:51 Cindy Clark: Summer Volunteens, ages 14-18. Works great because many of our regular volunteers do not want to work in the summer months. Kids get realistic job previews and chances at scholarships.

01:23:02 Bailey Clubb: Volunteen Program during the month of June. They rotate new areas every week to expose them to different areas

01:23:04 Miranda Clubb: It is written in our COPs Volunteers must be 18

years old to volunteer in our Hospice

01:24:52 Keri Schwartz: We have a year round teen program. Participants need to be at least 14 years old. Teens often volunteer during hours our older volunteers are not available--evenings & weekends.

01:25:37 Melinda Pitt: What are you doing with volunteers on nights/weekends? Are you a large system?

01:27:28 Keri Schwartz: Our teens currently volunteer in the gift shop. Prior to the pandemic they volunteered in our breast center, ED and at our ambassador desks.

01:29:45 Alison Hanna: We are just starting to implement a free, take home meal for two from our cafeteria as our referral gift.

01:40:16 Melinda Pitt: Are the reminders through the Microsoft program?

01:41:46 Bailey Clubb: Have you used Microsoft Bookings for scheduling volunteer shifts?

01:44:40 Ashley Thompson: How are you all tracking volunteer absences/requests off?

01:45:17 Melinda Pitt: I can run a report with Volgisitics

01:50:11 Cindy Clark: I've lost two very motivated potential volunteers due to the COVID vaccination requirement recently. Is anyone allowing exemptions for vol's? Due to costs for testing and PPE, our hospital is not at this time.

01:51:48 Ashley Thompson: Thank you :-)

01:59:38 Lisa Alesch: I'm embarrassed to even type this, but I've been in this role for 8 months and to my knowledge we have never done background checks for volunteers. We due require them for employees.

02:12:28 Joanne Johnson: Can we receive a copy of your presentation? Thank you!

02:13:18 IHA - Pam Gridley, Des Moines: Yes - Angela's PowerPoint and the recording will be sent out to all registered attendees of today's session in the next week.

02:15:40 Miranda Clubb: 16 hours

02:18:31 Ann Bergmann: I would like to have a copy of the Volunteer Intake Process Check List

02:18:47 Melinda Pitt: I would like to continue

02:19:03 Alison Hanna: Same 🖱

02:19:09 Bonnie Bronson: Please send the complete presentation so we can read on our own time.

02:19:17 Linda Quinn: I would like a copy of the presentation

02:19:28 Lisa Alesch: I would like to schedule a part two session so I don't miss anything. I cannot participate any longer today.

02:20:25 Joanne Johnson: I would also like a copy of the Intake Process. Thank you!

02:20:30 GR013541: I would like a copy too of the presentation. My internet connection is not very good today. I have missed parts of the presentation. Thank you.

02:36:29 Joanne Johnson: what age range are your volunteer population?

02:37:03 Melinda Pitt: 18-96

02:40:41 Melinda Pitt: Can you send out why you do not do the annual education? Love to see it.

02:41:10 Joanne Johnson: Would appreciate your policy. Thank you!

02:41:41 Bonnie Bronson: Me too! Please share the policy you created for no

annual education.

02:42:38 Joanne Johnson: Do you require annual competencies?

02:42:53 Ann Bergmann: I would like the policy, also.

02:46:02 IHA - Pam Gridley, Des Moines: Which section of information has been the most useful to you today?

02:46:22 Melinda Pitt: EVERYTHING!

02:46:57 Cindy Clark: Onboarding process - but have great notes for follow up on all topics.

02:47:19 Miranda Clubb: Microsoft bookings feature, Janessa's info, Illness tracking thoughts with EE Health

02:47:22 Ginny Kerr: All of the information was awesome! We needed more time of part one and part two!

02:47:32 Kayla Weninger: Everything was very beneficial! Thank you!

02:47:34 Melinda Pitt: If you are interested in LIHV or have questions, please reach out to me. mpitt@waverlyhealthcenter.org

02:48:23 Joanne Johnson: All info very helpful! Sorry that I missed the first half of the webinar :(.

02:48:58 Jean Reed: Inspired by your on-demand interview scheduling! Way to go, Angela - you lead a phenomenal program! Thank you for presenting!

02:49:14 Ann Bergmann: Thank you. Would be interested in Joint Commission requests from Volunteer Department.