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UnityPoint Health – St. Luke's Hospital  
Cedar Rapids, IA

# “Volunteer Application to Assignment Placement and Everything in Between!”

July 26, 2022

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## Agenda



1. Open House
2. Application
3. Interview
4. Employee Health
5. Background Checks
6. References
7. New Volunteer Orientation
8. Placement
9. Follow-up

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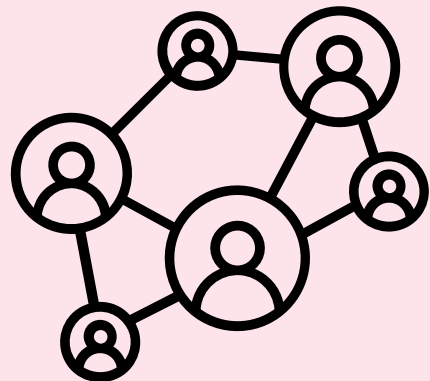
**CHAT  
QUESTION**

What is your biggest  
bottle neck area for  
onboarding new  
volunteers?

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Open House  
Information Sessions



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# Application



Online vs Paper



Volunteer Management Database



Timelines



Referral Coupons

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5

# Application



Online vs Paper



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# Application



Online vs Paper



Volunteer Management Database



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## POLL QUESTION

What Volunteer Management Software (VMS) do you use?

[volunteersoftwarecomparisons.com](http://volunteersoftwarecomparisons.com)

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Volgistics Expert  
National Users Group

Janessa Weightman, CVA  
Volunteer Coordinator,  
UPH – St. Luke’s – CR  
janessa.weightman@unitypoint.org



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# Application



Online vs Paper



Volunteer  
Management  
Database



Timelines



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**POLL QUESTION**  
Do you have a teen specific program?

**CHAT QUESTION**  
If you do, why?

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**Application**

-  Online vs Paper
-  Volunteer Management Database
-  Timelines
-  Referral Coupons

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# Interview

## Questions

## 1-1 vs Group

## Schedule

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# Online Scheduling Microsoft Bookings

HELLO!

THANK YOU FOR APPLYING TO VOLUNTEER AT UNITYPOINT HEALTH – ST. LUKE'S HOSPITAL! THERE ARE TWO STEPS YOU WILL NEED TO COMPLETE FROM THIS EMAIL TO BEGIN VOLUNTEERING:

### STEP 1: SET UP A NEW VOLUNTEER INTERVIEW

THE FIRST IS AN INTERVIEW, IN THIS INTERVIEW, YOUR VOLUNTEER COORDINATOR, **JANESSA WEIGHTMAN**, WILL TALK TO YOU ABOUT YOUR EXPERIENCE AND INTERESTS, YOUR REASONS FOR WANTING TO VOLUNTEER, AND THE TIMES YOU ARE AVAILABLE TO VOLUNTEER.

PLEASE CLICK ON THE LINK BELOW TO SCHEDULE AT A TIME THAT IS CONVENIENT FOR YOU AND LET US KNOW IF YOU HAVE ANY QUESTIONS.

[HTTPS://OUTLOOK.OFFICE365.COM/OWA/CALENDAR/UNITYPOINTHEALTHCEDARRAPIDSVOLUNTEERSERVICES@UPHEALTH.ONMICROSOFT.COM/BOOKINGS/S/KTK19MW-GEIOWJOMHKUNG2](https://outlook.office365.com/owa/calendar/unitypointhealthcedarrapidsvolunteerservices@uphealth.onmicrosoft.com/bookings/s/ktk19mw-geiowjomhkungc2)

IF YOU ARE NOT AVAILABLE AT ANY TIME OR DATE LISTED, PLEASE CALL JANESSA AT 319-369-7383 TO DISCUSS.

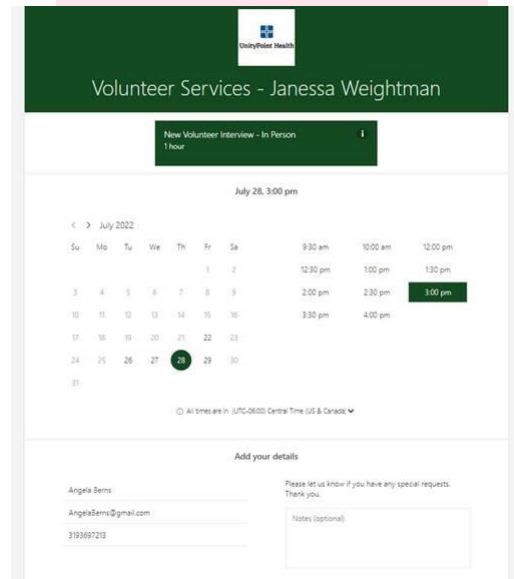
### STEP 2: SCHEDULE YOUR HEALTH SCREENING

THE NEXT STEP IN THE ONBOARDING PROCESS IS TO COMPLETE A HEALTH SCREENING. THIS HEALTH SCREENING MUST BE COMPLETED BEFORE YOU START VOLUNTEERING. **TO SCHEDULE THIS HEALTH SCREENING, CALL EMPLOYEE HEALTH AT 319-369-7863 BETWEEN MON – FRI, 7:30 AM – 4:00 PM.**

THE HEALTH SCREENING WILL CONSIST OF PAPERWORK, ASSESSMENT, AND A LAB DRAW. FOR THIS MEETING, BRING:

- Bring a copy of your immunization records
- Bring your COVID vaccination documentation, or be prepared to be vaccinated.
- Bring your FLU vaccination documentation, or be prepared to be vaccinated.
- If you are under 18, please bring your parent or guardian.

PLEASE NOTE: THE HEALTH SCREENING AND LAB DRAW ARE COVERED BY VOLUNTEER SERVICES



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WE ARE EXCITED TO MEET YOU!

**PREPARING FOR YOUR INTERVIEW**

- THE INTERVIEW IS A TIME FOR US TO GET TO KNOW YOU, PLEASE COME PREPARED TO SHARE WHY YOU ARE INTERESTED IN VOLUNTEERING, YOUR GOALS, AND AVAILABILITY.
- BRING YOUR LICENSE PLATE NUMBER (FOR PARKING PASS)

**HEALTH SCREENING:**

IF YOU HAVE NOT ALREADY SCHEDULED YOUR HEALTH SCREENING, PLEASE DO SO BEFORE YOUR INTERVIEW.

**TO SCHEDULE THIS HEALTH SCREENING, CALL EMPLOYEE HEALTH AT 319-369-7863 BETWEEN MON – FRI, 7:30 AM – 4:00 PM.**

THE HEALTH SCREENING WILL CONSIST OF PAPERWORK, ASSESSMENT, AND A LAB DRAW. FOR THIS MEETING, BRING:

- Bring a copy of your immunization records
  - Bring your COVID vaccination documentation, or be prepared to be vaccinated.
  - Bring your FLU vaccination documentation, or be prepared to be vaccinated.
  - If you are under 18, please bring your parent or guardian.
- PLEASE NOTE: THE HEALTH SCREENING AND LAB DRAW ARE COVERED BY VOLUNTEER SERVICES.

**COVID – 19 POLICY**

RESCHEDULE YOUR INTERVIEW IF YOU HAVE:

- EXPERIENCED SYMPTOMS THAT COULD BE RELATED TO COVID-19 IN THE LAST 14 DAYS
- BEEN AROUND ANYONE WHO HAS COVID-19 IN THE LAST 14 DAYS
- TRAVELED TO ANY FOREIGN COUNTRY IN THE LAST 14 DAYS

**ARRIVING FOR YOUR INTERVIEW**

PLEASE ARRIVE TO VOLUNTEER SERVICES ON TIME FOR YOUR INTERVIEW, YOU WILL CHECK IN AT THE RECEPTION DESK.

THE HOSPITAL IS LOCATED AT:

1026 A AVE NE  
CEDAR RAPIDS, IA 52402

**HERE ARE DIRECTIONS TO FIND VOLUNTEER SERVICES:**

PLEASE PARK IN THE PATIENT AND VISITOR PARKING RAMP OFF THE WEST ENTRANCE/EMERGENCY DEPARTMENT. ENTER THROUGH THE WEST ENTRANCE. YOU WILL BE SCREENED AT THE WEST ENTRANCE BEFORE YOU GO TO VOLUNTEER SERVICES.

FOLLOW THE HALLWAY PAST THE A ELEVATORS, PAST THE GIFT SHOP AND B ELEVATORS UNTIL YOU GET TO THE C ELEVATORS. TAKE THE C ELEVATOR TO THE BASEMENT. VOLUNTEER SERVICES IS LOCATED IN THE CARPETED HALLWAY ON THE WAY TO THE BIRTHCARE CENTER. IF YOU WOULD LIKE AN ESCORT TO VOLUNTEER SERVICES THERE SHOULD BE VOLUNTEERS AT THE WEST ENTRANCE WHO ARE ABLE TO WALK YOU DOWN.

Confirmation email (immediately after scheduling).

This email also includes the date and time they've scheduled.

They receive a reminder via email one day prior to their interview.

# Employee Health

1. Assessment
2. TB Tests
3. Vaccinations
4. Boosters
5. Health Clearance
6. Injury/Illness





# Health Assessment & Clearance

**Health Examination**  
St. Luke's Hospital

Name \_\_\_\_\_ Dept \_\_\_\_\_  
Date \_\_\_\_\_ DOB \_\_\_\_\_

**This is a health screening and is not intended to replace your annual physical by your local medical provider.**

HT \_\_\_\_\_ WT \_\_\_\_\_ BP \_\_\_\_\_ P \_\_\_\_\_ T \_\_\_\_\_ R \_\_\_\_\_  
HEART \_\_\_\_\_ LUNG \_\_\_\_\_

Infection control reviewed Yes \_\_\_\_\_ No \_\_\_\_\_ Instruction sheet given Yes \_\_\_\_\_ No \_\_\_\_\_  
TB Gold: Negative \_\_\_\_\_ Positive \_\_\_\_\_ Indeterminate \_\_\_\_\_ CXR (if required) \_\_\_\_\_  
Latex screen \_\_\_\_\_ TB Screen \_\_\_\_\_

**Immunizations:**

Hepatitis B: Doses complete \_\_\_\_\_ Series Completed \_\_\_\_\_  
HBsAB: Positive \_\_\_\_\_ Negative \_\_\_\_\_ Date \_\_\_\_\_

Hepatitis A: Dose #1 \_\_\_\_\_ Dose #2 \_\_\_\_\_

Tetanus: Date \_\_\_\_\_

Measles: #1 \_\_\_\_\_ #2 \_\_\_\_\_ Titer: Positive \_\_\_\_\_ Negative \_\_\_\_\_  
Mumps: #1 \_\_\_\_\_ #2 \_\_\_\_\_ Titer: Positive \_\_\_\_\_ Negative \_\_\_\_\_  
Rubella: #1 \_\_\_\_\_ #2 \_\_\_\_\_ Titer: Positive \_\_\_\_\_ Negative \_\_\_\_\_

Chicken pox: Vaccine#1 \_\_\_\_\_ Vaccine #2 \_\_\_\_\_ 17A \_\_\_\_\_ Positive \_\_\_\_\_ Negative \_\_\_\_\_

Flu Shot Yes \_\_\_\_\_ No \_\_\_\_\_

COVID Vaccine Yes \_\_\_\_\_ No \_\_\_\_\_ Approved Exemption \_\_\_\_\_

**Recommendations/Limitations:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Examiner: \_\_\_\_\_  
Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_

## VOLUNTEER CLEARANCE

Health Assessment complete: \_\_\_\_\_  
Date

TB Test complete: \_\_\_\_\_  
Date

Immunization standards met [ ] Yes [ ] No

\_\_\_\_\_ HAS BEEN CLEARED TO VOLUNTEER.  
Name

\_\_\_\_\_  
Employee Health Staff Date

# Background Checks

- Local
- State
- National
- International
- OIG
- Finger Prints



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## References



COLLECT



NOT COLLECT

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Date

Name  
Address

Dear

Thank you for your application to volunteer at St. Luke's. Unfortunately, I have not been able to find an opening that would be appropriate for you. We will keep your application on file for three months and should a volunteer opportunity become available matching your skills, we will contact you.

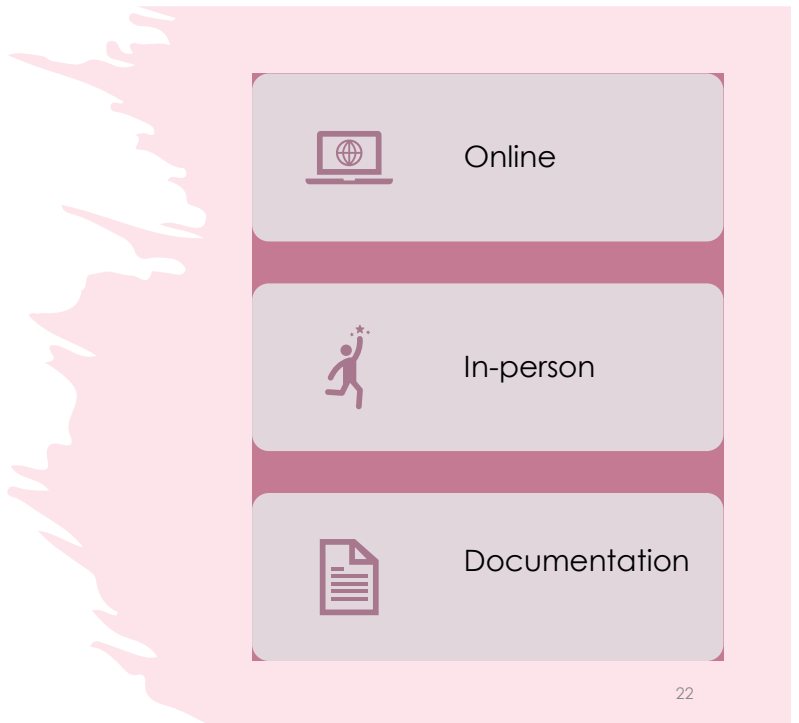
Again, thank you for your interest in volunteering at St. Luke's.

Sincerely,

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# New Volunteer Orientation



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**POLL  
QUESTION**

*Have you moved your  
New Volunteer  
Orientation (NVO)  
online?*

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New  
Volunteer  
Orientation

The image shows a poll interface with two options. The top option is 'Online', represented by a laptop icon with a globe on the screen. The bottom option is 'In-person', represented by an icon of a person running with a star above their head. The poll is set against a dark red background with a lighter red border.

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# New Volunteer Orientation

## In-Person NVO

### Pros

- More face-to-face time with volunteers
- Can increase engagement and build rapport
- Ensure volunteers have actually SEEN the information rather than skip over it

### Cons

- Requires regular preparation time and energy (scheduling, ordering, set-up)
- Extra staff hours taken away from other duties (for us this was ~15 hours monthly)
- Difficulty to schedule with volunteers within their availability
- If they missed an orientation it would add ANOTHER 14 days on to their on-boarding process.
- Often people would be coming from work or school and would not be mentally engaged

## Online NVO

### Pros

- Work at their own pace
  - All at once or broken up
  - Slower readers can take their time
- Flexibility in completing the orientation at their convenience
- Build better engagement with the program as the turn-around time is noticeably different
- More cost effective

### Cons

- Cannot guarantee that everyone is truly engaged and learns all aspects of orientation in orientation
  - This is why we emphasize sandwiching between in person interviews and hands-on assignment specific training

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Orientation materials sent during interview and reviewed with new volunteer before they leave

Welcome **NAME!**

I enjoyed getting to know you during your interview! The next step in your on-boarding process is to complete New Volunteer Orientation. In the orientation you will learn about Volunteer policies & procedures, how you fit within UnityPoint Health, and support creating a positive environment for our patients. You will find all of the orientation materials here: [www.unitypoint.org/cedar-rapids/volunteer-on-boarding.aspx](http://www.unitypoint.org/cedar-rapids/volunteer-on-boarding.aspx)

We ask that you complete all the orientation components **within two weeks** of your volunteer interview. Two weeks from today is: **xx/xx/xxxx**. As part of your on-boarding you may also complete a self-guided hospital tour, this is a great way to get to know the hospital layout at your own pace! You may arrange to do this between 6am-6pm 7 days of the week. To arrange this please let me know what day and time you would like to come in.

Once you have completed all orientation components you will be contacted within 2 business days to finalize your next steps!

Please let us know if you have any questions.

Best,  
Janessa

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### NVO Step 1: Orientation Modules

You are encouraged to reference the Orientation slides while taking each quiz. To pass you must get 100% or 10/10. To check your score, choose "View Score" on the confirmation page, this will open the scored quiz in a separate window. If you received less than 10/10 you may choose "Edit your response" to retake the quiz. You may retake the quiz as many times as needed to receive 10/10.

- [Volunteer Services 1 of 3](#)
  - [Volunteer Services Quiz](#)
- [UnityPoint Health & Patient Experience 2 of 3](#)
  - [UPH & Patient Experience Quiz](#)
- [The Joint Commission 3 of 3](#)
  - [The Joint Commission Quiz](#)

### NVO Step 2: Read and Electronically Sign

- [Information Security Agreement Page](#)
- [Orientation Acknowledgement of Understanding](#)

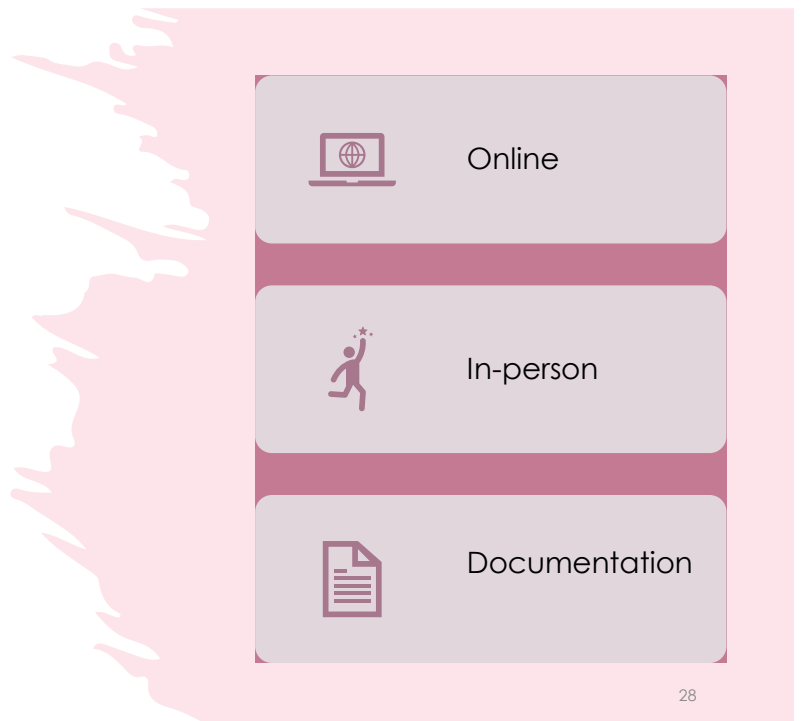
### NVO Step 3: Set-up VicNet

- VicNet is our Volunteer Information Center. This hub allows volunteers to manage their schedule, view and submit service and more!
  - **Step One:** Review the instructions [here](#) to set up your account
  - **Step Two:** Log-in to VicNet for the first time [here](#).
    - Ensure your information is accurate on the "My Profile" tab
    - Enter three hours of service in the Time Sheet tab under the assignment "Orientation for New Volunteers"

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## New Volunteer Orientation



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## Tracking all the Steps

VOLUNTEER INTAKE PROCESS			
Name:		Application Received:	
<b>Interview</b>		Date Action Completed:	Completed by:
Interview			
Found out About Volunteering From...			
Referral Type:		Name:	
Assignment Chosen...			
Assignment:		Shift day/time:	
Orientation Added as "Assigned"			
Assignment Added as "Assigned"			
Volunteer Shirt			
ID Made			
<b>Post Interview &amp; Pre First Day</b>		Date Action Completed:	Completed by:
Background Check Complete			
Bio Written			
Recognition Profile			
Photo Uploaded to Vollogistics (Profile tab)			
Email Sent to Assignment Distro (Bio, Recognition Profile, Start Date)			
Send Calendar Invite to Assignment Distro for Volunteer 1st Day <i>(if applicable)</i>			
Add Volunteer to Assignment Schedule in Vollogistics			
Computer Access Requested <i>(if applicable)</i>			
Orientation Quizzes Quiz 1: Quiz 2: Quiz 3:			
Information Security Agreement			
Orientation Sign-off			
VolNet Accessed & Hours Entered			
Health Clearance from Employee Health			
Made Active in Vollogistics (Core tab)			
<b>Assignment</b>		Date Action Completed:	Completed by:
Assignment Training			
Shadows <i>(if applicable)</i>			
Assignment Description			
Training Checklist			
Emergency Response			
Other documents <i>(if applicable)</i>			
<b>Final Steps</b>		Date Action Completed:	Completed by:
Orientation and Training hours added and/or verified (Service tab)			
On-boarding process dates entered (History tab) - Gold Sheet & Classes			
Vollogistics file reviewed for accuracy, consistent formatting, & completion			
Check-in email sent (3 Weeks After First Shift)			

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## POLL QUESTION

How long does it take a volunteer to complete NVO?

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# Placement



Assignment Supervisors



Assignment Specific Training



Assignment Specific Paperwork



Logs

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# Placement



Assignment Supervisors



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# Placement



Assignment Supervisors



Assignment Specific Training



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33

# Placement



Assignment Supervisors



Assignment Specific Training



Assignment Specific Paperwork



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# Placement



Assignment Supervisors



Assignment Specific Training



Assignment Specific Paperwork



Logs

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# On-line Schedules

Wayfinder

Assignment Coordinators Profile Description Volunteers Schedule Rules Docs

Schedule

daily schedule

July 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<b>Jun 26</b> 8:00am - 10:00am Amanda Baumgardt C (118) 953-8798 10:00am - 12:00pm Janet Furrer C (118) 411-2017 12:00pm - 2:00pm Dana Segerson C (118) 588-9474 2:00pm - 4:00pm Isaac Gabelman C (118) 953-8848 4:00pm - 8:00pm Janita Miller C (118) 953-4112	<b>Jun 27</b> 7:00am - 9:00am Ruth Smith C (118) 276-8785 9:00am - 10:00am Patricia Chouard C (118) 288-6534 10:00am - 12:00pm Susan Segerson C (118) 588-9474 12:00pm - 2:00pm Susan Segerson C (118) 588-9474 2:00pm - 4:00pm Susan Segerson C (118) 588-9474 4:00pm - 8:00pm Susan Furrer C (118) 588-7762	<b>Jun 28</b> 7:00am - 9:00am Ruth Smith C (118) 276-8785 9:00am - 10:00am Janet Furrer C (118) 411-2017 10:00am - 12:00pm Dana Segerson C (118) 588-9474 12:00pm - 2:00pm Dana Segerson C (118) 588-9474 2:00pm - 4:00pm Dana Segerson C (118) 588-9474 4:00pm - 8:00pm Dana Segerson C (118) 588-9474	<b>Jun 29</b> 7:00am - 9:00am Ruth Smith C (118) 276-8785 9:00am - 10:00am Anne Segerson C (118) 242-2348 10:00am - 12:00pm Anne Segerson C (118) 242-2348 12:00pm - 2:00pm David Gabelman C (118) 276-8785 2:00pm - 4:00pm David Gabelman C (118) 276-8785 4:00pm - 8:00pm David Gabelman C (118) 276-8785	<b>Jun 30</b> 7:00am - 9:00am Ruth Smith C (118) 276-8785 9:00am - 10:00am Marissa Lerner C (118) 392-8122 10:00am - 12:00pm Sarah Segerson C (118) 588-9474 12:00pm - 2:00pm Barbara Harrison C (118) 953-4112 2:00pm - 4:00pm Barbara Harrison C (118) 953-4112 4:00pm - 8:00pm Nancy Cole C (118) 411-2017 8:00pm - 10:00pm Nancy Cole C (118) 411-2017	<b>1</b> 7:00am - 9:00am Ruth Smith C (118) 276-8785 9:00am - 10:00am Marissa Lerner C (118) 392-8122 10:00am - 12:00pm Sarah Segerson C (118) 588-9474 12:00pm - 2:00pm Barbara Harrison C (118) 953-4112 2:00pm - 4:00pm Barbara Harrison C (118) 953-4112 4:00pm - 8:00pm Nancy Cole C (118) 411-2017	<b>2</b> 7:00am - 9:00am Ruth Smith C (118) 276-8785 9:00am - 10:00am Marissa Lerner C (118) 392-8122 10:00am - 12:00pm Sarah Segerson C (118) 588-9474 12:00pm - 2:00pm Barbara Harrison C (118) 953-4112 2:00pm - 4:00pm Barbara Harrison C (118) 953-4112 4:00pm - 8:00pm Nancy Cole C (118) 411-2017

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# Follow-up



CHECKING IN WITH  
VOLUNTEERS AT 30-DAYS



ATTENDANCE AUDITS

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What about  
Annual Education  
for Volunteer?

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What about connection building?

WHEN DOES THAT HAPPEN?

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## Continued Learning

### Networking Organizations

- IHA - IHAV
- LIHV
- Local community (LIV)
- ALIVE

### New VEP Trainings

- VolPro
- Beryl Institute

### Social Media

- LinkedIn
- Volunteer Managers in HealthCare

### Podcast

- How Leaders Lead With David Novak

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**POLL  
QUESTION**

Which section of information has been the most useful to you today?

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**Thank You!**

Angela Berns, CAVS, CVA

[angela.berns@unitypoint.org](mailto:angela.berns@unitypoint.org)

319-369-7044

Volunteer at St. Luke's Hospital |  
UnityPoint Health - Cedar Rapids

**Questions**



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