Volunteer Professionals Community Connection Call:  
Virtual Volunteering  
CHAT NOTES  
November 18, 2020

Moderator: Stacy Palmer, CPXP, Senior Vice President & COO, The Beryl Institute

Panelists:
- Frank Hrabe, Volunteer Coordinator, Children's of Alabama
- Denise Kelly, Volunteer Coordinator, Sharp HealthCare
- Ellil Mathiyan, President, Ostomy Association of Singapore
- Becky Moldaver, Director, Volunteer Services, Metrohealth Medical Center

What Virtual Programs Have You Implemented?

L Short: Can you share any sign up sheets or suggested topics for the Calls for Hope?

L Short: How does a patient opt in to program/provide their info and frequency?

Jill Mondry: We have volunteers working with Telehealth and making phone calls to patients' parents making sure they have the app downloaded correctly on their device prior to their appointment. We are a children's health system.

Frank Hrabe: Forgot to mention virtual tutoring

How has your volunteer training changed?

Tricia Spence: We are holding a bingo event weekly for inpatients, using vols at home calling the numbers. We (staff) distribute the small prizes after each bingo event.

Tricia Spence: Via our Volunteer Services Telehealth room...took months to get approval for us to have our own room.

Nancy Williams: who pays for the health screenings and the back ground checks?

Amy Lionheart: We are now utilizing online training modules with optional videos for our volunteers

E. Willey: Re: Volunteers in Screener Role -

E. Willey: Screener Volunteers- Does your facility also have staff screeners? How does the volunteer screener role differ from a paid staff screener, if at all? thank you.
Frank Hrabe 2: paid staff handles all issues and restrictions on number of guests. Volunteers only do questions and temps. Clinical staff are supervisors only

**What are some ways to build connections with your volunteers?**

Jill Mondry: We organized a fun "adopt-a pet therapy dog" week-long program between our pet therapy volunteers and our hospital departments. We also send a weekly (sometimes bi-weekly) newsletter.

**How would you like to see virtual volunteering move forward?**

Tricia Spence: I'm excited about the opportunity to expand our volunteer programming to underserved communities. We are completely re-thinking our Volunteer program for example, to include many more students, many who in the past couldn’t participate due to lack of resources to get to our campus and have two weeks to spend all day with us - many teens must work during the summers. Now, I hope to offer online options for many more local teens.

**What additional topics should we be discussing at this time or what questions do we have of one another?**

Linda Bowles: What platforms are organizations using to offer online training and orientation?