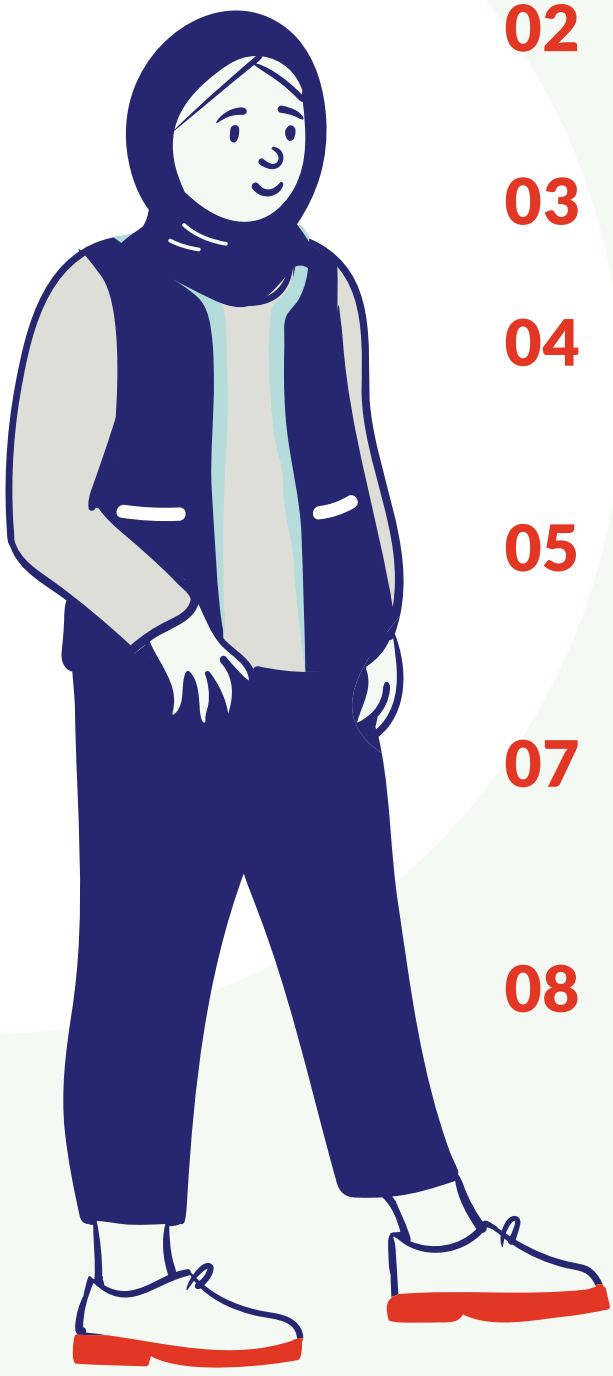
Hamilton Health Sciences
VOLUNTEER RESOURCES

LEADING THROUGH COVID-19

Emergency Pandemic Planning For Volunteer Management

TABLE OF CONTENTS



01 Introduction

02 Virtual Experiences

03 Recalled Volunteers

04 Collating a Volunteer Database

05 Resources for Volunteer Management Professionals

07 Health & Wellness Resources

08 Social Media Materials

INTRODUCTION

During such a time of uncertainty, we find ourselves seeking out answers. How do we keep our volunteers safe, how do we engage our volunteers, do we have a pandemic plan in place, how are we being responsive to the organization's needs? These, are only some of the questions we ponder.

Many of you have been redeployed to help with frontline services. Some of you, have the fine fortune to carry on in your role. But you may have a lot of questions around what is happening. Seeking for clarity amongst Leadership can at times, be strained. Of course, they have to prioritize on how to effectively and efficiently care for their patients. They are navigating their supply and demand all the while being diplomatic with not only their patients, but their staff. They are recalling retirees and onboarding many new staff.

Hamilton Health Sciences understands, we too, are navigating through this uncharted territory and with that, have collated a variety of resources that will allow you to better engage your volunteers.

Firstly, a few things to consider:

- **Communication is key** - let volunteers know they are supported and appreciated.
- **Being responsive** - How can you be responsive to the organization's needs in an innovative way
- **Honesty** - Your volunteers see you as trusted health care allies. Be honest with them in that you don't have all the answers. Help guide them to where they need to go.

We hope you can use the following resources as a guide to position yourself within your organization.

Keep safe,
Volunteer Resources
Hamilton Health Sciences

VIRTUAL EXPERIENCES

Supporting front-line staff

- Sewing of cotton masks for simulation*
  * Seek approval from your organization, many do not take homemade items
- Volunteering to provide respite for front line care providers
  Examples: grocery runs, errands, pet care, etc.
- Remote operational activities
  Examples: scheduling, calling for shifts, etc.
- Relaying important information pertaining to hospital operations
- Creating video messages of thanks, inspiration & support for those working in hospital

Supporting patients

- Virtual Visits / virtual recreational activities
  Examples: paint nights, chair yoga, etc.
- Writing of well wishes to provide to isolated patients
- Making gift bags/ baskets with specific requests from patients
  Suggestions: toothpaste, brushes, etc.
- Virtual family activities to connect patients with their loved ones
- Volunteering as an online tutor for patients struggling to keep up at school while in hospital and whose parents are unavailable
  Example: parsecyouthnet.weebly.com/tutoring
- Volunteers can be assigned patients that they regularly call during the pandemic, helping to build a sense of connection with the patients during this difficult time

Other activities

- Literature reviews on pandemic from credible sources
  Example: dissection, highlighting, grouping, etc.
- Graphic design (eBlasts, newsletters, etc.)
- Planning new activities to deploy post-pandemic

RECALLED VOLUNTEERS

Supporting front-line staff

- Scheduling for staff re-deployment
- Provide stretch breaks to clinical/non-clinical staff
- Running errands/helping out medical staff

Supporting patients

- Relaying of messages that come through via email to patients (family and friend correspondence and well wishes)
- General friendly visits
- Facilitating FaceTime with loved ones

General relief

- Visitor screening
- Labeling and screening of items brought in by family members
- Sanitization of gifts or items (from family members) brought into or out of units
- Organization of donated items
- Delivery of donated items
- Organizing a drive thru station for supply donations & distribution
- Distribution of toiletries and snacks (Gift Shop product)
- Sanitization of cross unit equipment

**please ensure initiatives align with your organizations policy and procedure protocol

Collating a confidential database of willing volunteers

One proactive approach to pandemic planning is to create a database of healthy, willing volunteers, and their area of expertise. We have attached a mock survey as a template for you to customize to fit the specific needs of your organization.

Click here for the online survey

RESOURCES FOR VOLUNTEER MANAGEMENT PROFESSIONALS

Upcoming Webinars

- Firespring Live Webinars
- VolunteerMatch.org
    - The New Volunteer Manager's Toolkit - April 7
    - Writing Accurate and Useful Volunteer Position Descriptions - April 8
    - How to foster flexible leadership in times of instability - April 16
    - Understanding Soft Risk in Volunteer Engagement - April 21
    - Social media and volunteer engagement - May 5
    - Best Practices for Recruting Online - May 19
    - Where do we go from here? Engage Volunteers in new ways - June 2
    - Successful volunteer interview strategies - June 17
    - Successfully implementing volunteer program changes - June 23
    - Build staff by in for volunteer engagement - June 24

Recorded Webinars & TED Talks

- CharityHowTo.com
    - 7 keys to successful volunteer involvement
    - Coronavirus, what you need to know about postponing and cancelling events
- The Conference Board of Canada Recorded Webinars
    - Impromptu leadership: How to think and respond in the moment
    - Increasing resilience through times of change
    - Leading with purpose
    - Still moving: implementing mindful change
    - Leading mindful change for inspired leadership
- List of webinars from Volunteer Management Professionals of Canada
- TED Talks
    - What it takes to be a great leader
    - 5 ways to lead in an era of constant change
    - Volunteering - the beneficial side effects
    - Why volunteerism is our most precious heirloom

Articles & Manuals

- Help people via Spark Ontario
- Promising practices for volunteer administration in hospitals
- Virtual teamwork: how to make it work for your organization
- The 4 leadership skills that make teams work
- E-Volunteerism Journal

Resources Requiring Additional Sign-up

- EveryAction
  - Webinars starting March 31
- Nonprofitready.org
  - Playing by the rules: Create an effective Volunteer Handbook
  - The New Volunteer Manager's Toolkit
  - Creating a comprehensive and engaging volunteer training program
  - Engaging pro bono and skilled volunteers

HEALTH & WELLNESS RESOURCES

Articles

- Random acts of kindness
- Myth Busters About Coronavirus
- Preventing COVID-19 in the Workplace
- High Risk Individuals
- Ontario Self Assessment Tool
- Travel Advisories
- Hamilton Coronavirus Cases
- Self-Care During Coronavirus
- Mental Health and the COVID-19
- Pandemic Managing Stress and Anxiety
- Managing Anxiety and Isolation
- Quebec's self-care guide
- Getting a good nights sleep
- Strengthening immunity

Infographics

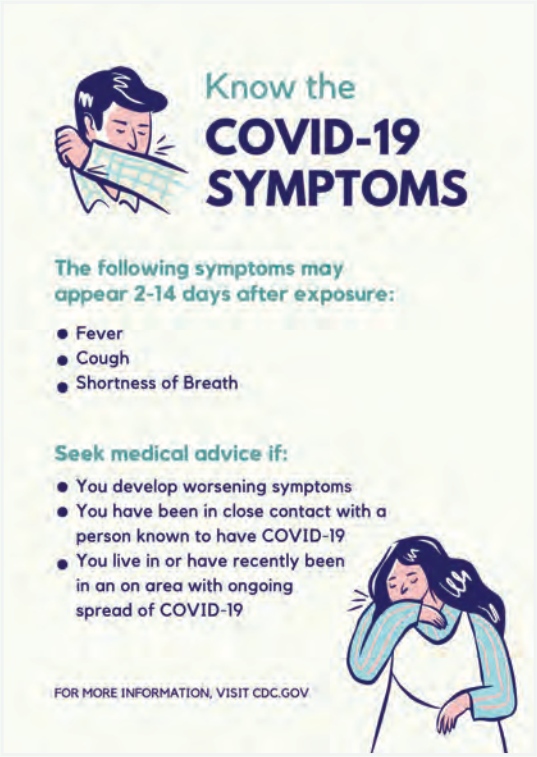
- Managing Stress during COVID
- Self Quarantine
- Social Distancing
- Handwashing
- Canadian Response to COVID-19
- Know the Difference in Terminology
- Global Coronavirus Cases
- Ontario Family Doctors Guide
- How to Self Monitor
- Social Distancing
- Covering your Cough

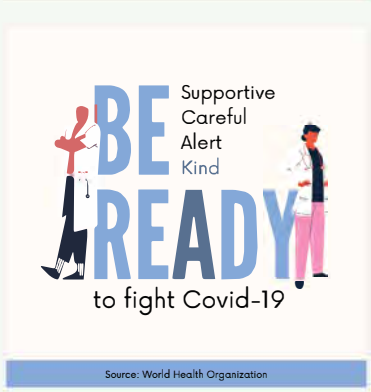
Video & Audio Resources

- Taking Care of your Mental Health
- Public Health On Call Podcast
- Free yoga class videos
- Headspace meditation app
- Guided Meditation - Alexa
- My Well Minute - Alexa
- 7 minute workout - Alexa
- Relaxing Sounds - Spa Music -Alexa
- Daily Stretch - Alexa

SOCIAL MEDIA MATERIALS

We have sourced a series of visual assets from the internet. Clicking the image will redirect you to the image source.





Source: World Health Organization