



Society for Healthcare
Volunteer Leaders



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Survey results from Volunteers Returning and Volunteer Roles During COVID – 19

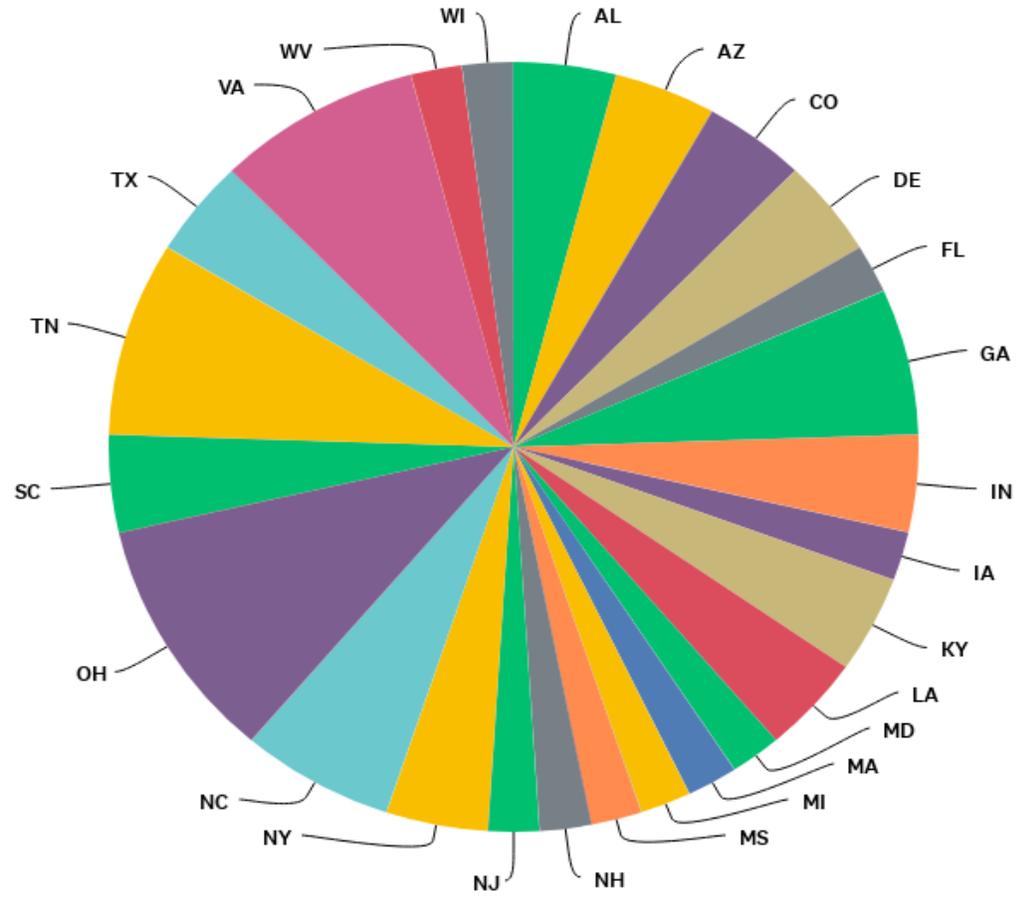
January 7, 2021 through February 22, 2021

- The month of March 2020 remains the overwhelming date of suspension of volunteer programs due to COVID-19. We are now one year into suspending our programs in most states.
- There were 25 states represented in the survey results.



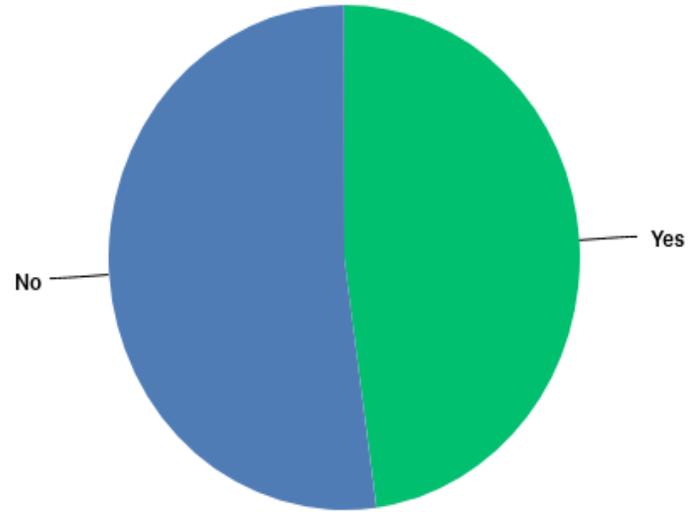
Which state/region
are you located?

There are 25
states
represented.



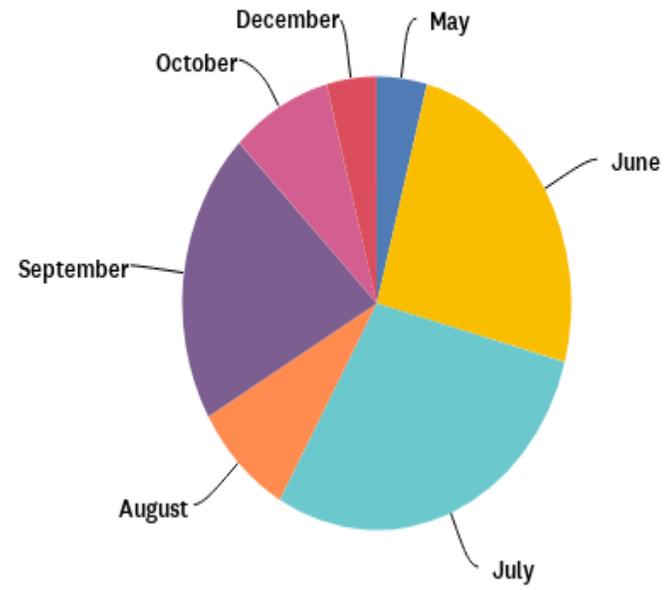


Q4 Have your volunteers returned?

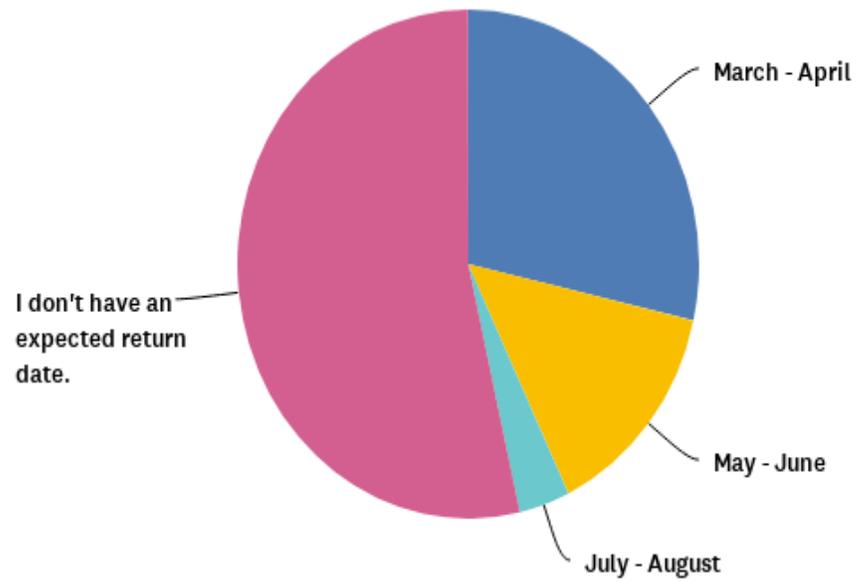




Q5 If you answered yes to question 4 when did they return?



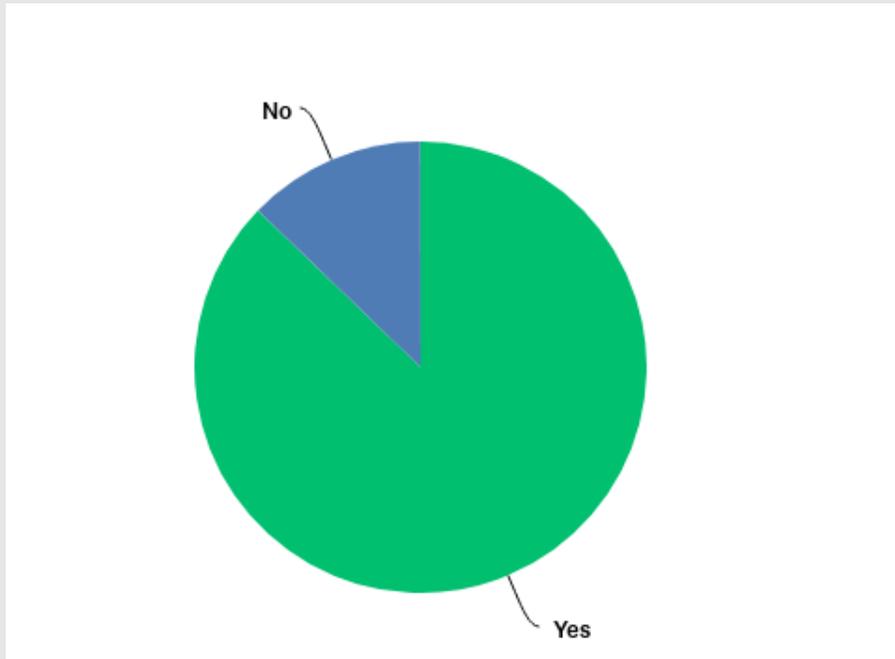
Q6 If you answered no to question 4 what is your expected return date?





VACCINE the hot topic of 2021!

- Did you offer the vaccine to your volunteers?

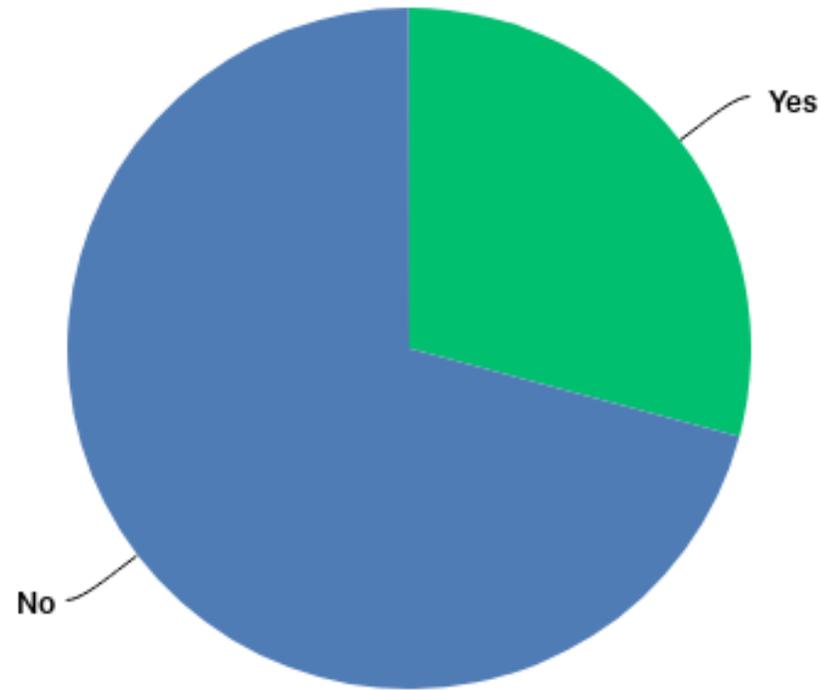


- If you answered yes to question 7, were the vaccines mandatory?





Q9 Did you create any COVID-19 specific volunteer positions?



ADDED COVID-19 SPECIFIC POSITIONS

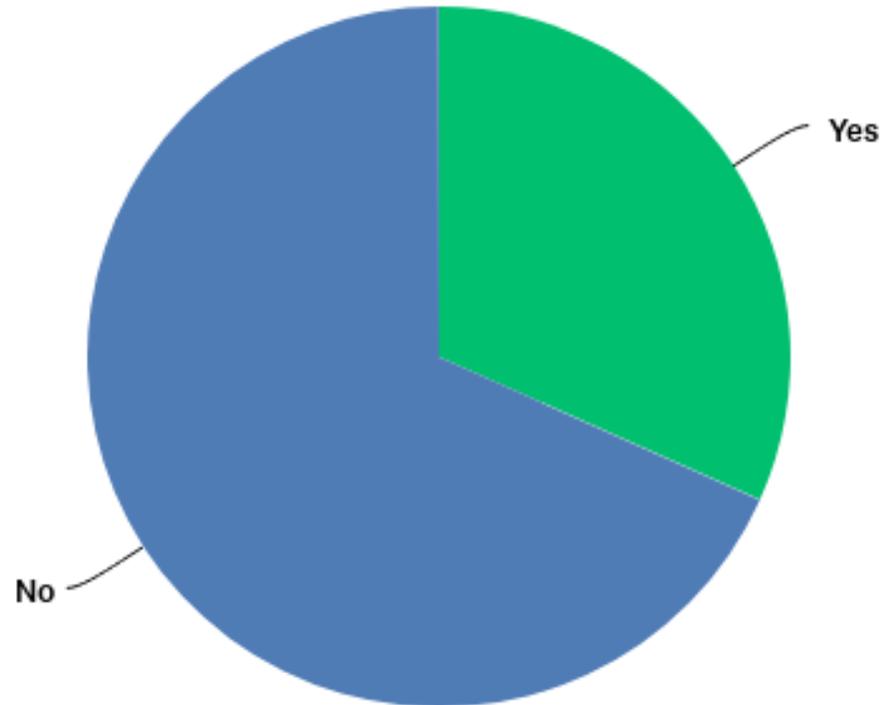
#	RESPONSES	DATE
1	Assisting in the vaccination clinic	2/17/2021 8:50 AM
2	Virtual Visits for pts and families	2/16/2021 10:58 AM
3	Patient Screening	2/16/2021 9:21 AM
4	Assisting with the COVID vaccination clinics	2/11/2021 10:53 AM
5	Food Bank Volunteer and Supply Distribution Runner After the Derecho hit us and staff already struggling from COVID related things, we opened a Food Bank that was open 3 different shifts a day for 6 weeks and volunteers staffed it. The Supply Distribution Runner is an assignment activated during surges and is responsible for specially running PPE to departments.	2/5/2021 12:12 PM
6	cloth mask making	2/3/2021 8:43 AM
7	No covid specific but we are looking at all roles, some may be eliminated and others may be added	2/1/2021 7:43 PM
8	Volunteer Screening Check-in	2/1/2021 2:38 PM
9	covid family support calls virtual pet therapy reading time	2/1/2021 11:20 AM
10	Patient care information relay	2/1/2021 10:49 AM
11	None	2/1/2021 9:51 AM
12	Runner - taking items dropped of by patients' families to the units to be delivered to the patients.	1/31/2021 11:32 AM
13	Vaccination clinics greeter.	1/31/2021 10:29 AM
14	Pharmacy Runners Screening desks	1/30/2021 5:02 PM
15	Volunteers are screening the public We created a knew position supporting Telehealth	1/30/2021 4:23 PM
16	Call to remind about vaccine Help families with televisits if needed	1/28/2021 10:50 AM





- **Project Search Program**
High school students with disabilities transitioning to gainful employment
- Students will be allowed to volunteer in any of our open positions.
- Virtual VolunTeen program this summer only.
- Some answered the teens may volunteer like the adults and some said their program is year round.

Q11 Are you offering any junior/student volunteer opportunities?



COMMENTS REGARDING COVID-19 AND THE IMPACT ON VOLUNTEER SERVICES

#	RESPONSES	DATE
1	The volunteers that returned in October 2020 are only in non-clinical areas and a total of 25. Also have 5 volunteers working virtually (clerical duties).	2/17/2021 8:50 AM
2	We did bring our volunteers back in July and then the program was suspended again in October.	2/16/2021 10:58 AM
3	Our office has been redeployed since April 2020, both the manager and the coordinator role.	2/16/2021 9:51 AM
4	We invited volunteers back in July 2020, but suspended activity again 11/30/2020. The volunteers are still off as of 2/16/2021.	2/16/2021 9:30 AM
5	We brought back some volunteers during the summer and throughout the fall. As more volunteers become vaccinated, they have asked to come back. Most cases it is not a problem. There are cases where their previous assignment no longer needs volunteers.	2/16/2021 9:21 AM
6	Volunteer Services were suspended in March, 2020 and a few returned in September, 2020 only to have Volunteer Services suspended again in November, 2020. Working on a reentry plan now, but not sure about vaccine requirement. It is not an employee requirement. When I surveyed the volunteers in August, 2020 most said they would return after getting vaccine.	2/16/2021 9:11 AM
7	Volunteers were suspended AGAIN in December and there is no anticipated return date but hopefully by the end of spring.	2/12/2021 12:00 PM
8	One of the major areas that we supply volunteers are waiting rooms. Since there are no gatherings of people, and the unknown date of when that will change, the areas that are offered for volunteers has dwindled.	2/11/2021 10:07 AM
9	Covid has changed our volunteer needs, and due to our volunteer population, we haven't been in a hurry to bring them back. We will be very happy when they do return.	2/10/2021 8:54 AM
10	We offered the vaccine to our Phase B group but have continued to suspend the program as the number of positive cases continue to increase.	2/9/2021 11:46 AM
11	Only four of my volunteers returned.	2/9/2021 9:17 AM
12	In early January, we offered vaccines to our volunteers 65 and over, as well as their family members.	2/5/2021 12:27 PM
13	Volunteers that have returned have been AWESOME!	2/5/2021 12:12 PM
14	When speaking about restarting on-site volunteer programs, I would like to hear about the specific roles the volunteers are doing when onsite and how contact tracing was taken into account. Did Infection Control or Occupational Health have to agree to the added risk to the organization and possible increased workload for contact tracers? I would also like to hear from large/academic medical centers.	2/3/2021 8:43 AM



CONTINUED

15	the date suspended is the third time volunteers were suspended. the original sususpend date was March 17, 2020 ; they returned in June, out July & August; returned and back out December to currently still out	2/3/2021 7:37 AM
16	We anticipate our program will have an entirely new look upon return of the volunteers.	2/2/2021 8:36 AM
17	I would love to know what other hospitals are doing training , forms to sign etc	2/1/2021 4:51 PM
18	none	2/1/2021 2:38 PM
19	We have very limited involvement to date.	2/1/2021 10:49 AM
20	No	2/1/2021 9:51 AM
21	Clarification on vaccine question: we offered it to any who were age 65+ and had been a patient (therefore already in our system). While we've not specifically said it's mandatory for volunteers, we only asked if those who had the vaccine would be willing to come back in our first phase of returning volunteers, since the majority of ours are over 65. Once we see how this group does, we may open it up to more. However, for the most part, the rest want to wait until it's safer.	1/31/2021 11:32 AM
22	We slowly have been bringing volunteers back. Mostly off the clinical areas such as greeting and office work. Most want to wait until they are vaccinated before returning.	1/31/2021 10:29 AM
23	No	1/30/2021 5:02 PM
24	Some of our volunteer assignments have not re-opened.	1/30/2021 4:39 PM
25	I would like ideas for new positions and how students could be brought back	1/30/2021 4:29 PM
26	We all had to adapt our work flow to meet the current need. We took time to review department processes. and up date materials Now we are working on what does our program look like in the next 6 to 12 months. The biggest question is would we be a be to see to return specific programming.	1/30/2021 4:23 PM
27	We had a small number of volunteers that have stayed in areas like offices workers, surgery waiting and greeters. The remaining roles will be back open in mid February to those wishing to return.	1/28/2021 10:50 AM





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We would like to thank you for taking time to participate in our survey.

It is through continued networking with our peers that we will learn, improve and grow our programs.

**JOIN US FOR OUR EDUCATIONAL CONFERENCE FOR MORE
GREAT INFORMATION AND NETWORKING.**



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2021 Virtual Conference
“Open Horizons in Volunteer Leadership”

Monday, March 22, and
Tuesday, March 23

Register now at shvlonline.org