lighten up a quality job shadow program

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Dayton Children's Hospital

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independent children's hospital in Dayton, Ohio	•54 miles north of Cincinnati •71 miles west of Columbus
roots as a small community regional hospital but now recognized nationally	BEST CHILDREN'S HOSPITALS U.S.News ORTHOPEDICS 2022-23 BEST CHILDREN'S HOSPITAL WOMEN'S CHOICE AWARD 2022 Forbes 2022 AMERICA'S BEST-IN-STATE EMPLOYERS
181 beds	•Admissions – 6,303 •Average daily census – 102.9 •Outpatient visits – 398,412
The Joint Commission certified and Magnet recognized	The Joint Commission National Quality Approval MAGNET RECOGNIZED AMERICAN NURSES CREDENTIALING CENTER
20 locations	•Main campus including inpatient, outpatient, and emergency care •South campus including outpatient, emergency, and urgent care •7 outpatient centers •4 Kids Express – retail health clinics

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volunteer resources

3 FTE – Director, Manager, Coordinator

275 active volunteers

Manage volunteer programs for teens, college students, adults

Oversee university partnerships for education experiences for non-nursing students and work study programs

Oversee community volunteer program partnerships

Coordinate job shadow program for high school and undergrad college students

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situation

Many years ago– job shadow program managed by FTE in corporate education dept.

Position eliminated and hospital-wide NO job shadow policy established

2015- new CNO came onboard– wanted to reinstitute a job shadow program to help garner nursing interest

Volunteer resources were charged with making this happen

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initial program plans

- Individual participation as calls came in
- Coordinating and scheduling their shadow experience with just staff nurses
- Processed and placed job shadow students in the midst of all other programs at random dates
- As the word started to spread, the call volume increased
- Became a messy mix of random job shadow dates that required a lot of extra time and attention that we did not have to give

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assessment

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recommendation

- Needed to brainstorm new ideas to help streamline the process
- Determined that the job shadow requests were only going to increase
- Identified a need to formalize a program that would provide beneficial results for the students, increase volunteer and career pipeline, and help make our lives a little less chaotic
- Developed the Clinical Job Shadow Experience Day program and included other clinical areas aside from nursing (lab, imaging, rehab, etc.)

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program parameters

- 4 set job shadow dates per year
- 20 students per session
- Session hours from 9:00-4:00 with set schedule
- Modified hospital orientation
- Lunch provided
- Education sessions too
- 5 hours of shadow time one-on-one with 1 department
- Set dress code
- Open to High School Juniors and Seniors and Undergrad College

agenda – first session 2017

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Clinical Job Shadow Experience Day

Agenda

December 28, 2017
9:00 am - OPC B

9:00 am **REGISTRATION** **Karen Hudgins**
Students to register & will be given job shadow name badges
Dress code: White shirt/blouse (no wording), black or khaki pants/shirts/closed toe shoes
Students not dressed appropriately will not be able to participate
No cell phone usage during the job shadow experience day, only during lunch if needed.
Personal items will be kept in lockers across from Volunteer Resources.

WELCOME **Jayne Gmeiner, CNO**

9:15 am **JOB SHADOW ORIENTATION** **Kelly Wills**

9:45 am **JOB SHADOW ASSIGNMENT** – Volunteer Resources staff will escort students to areas of placement

3.0 hours

12:45 am **RETURN TO OPC B - LUNCH – BOX LUNCHES – QUESTION & ANSWER TIME**
Cindy Dixon, Administrative Manager – will field questions from students

1:30 pm **RETURN TO ASSIGNED UNIT**

3:30 pm **RETURN TO OPC B** **2.0 hours**

3:35 pm **CAREERS IN HEALTHCARE** **Steve Russell**
Ellen Courlas
What DCH is looking for in healthcare professionals
Educational degrees
Extended degrees required in the future
Educational benefits
Different aspects in healthcare
Salary range

3:50 pm **VALUED ADDED BENEFITS IN VOLUNTEERING** **Karen Church and Kelly Wills**
Gaining insight in nursing or other medical careers by volunteering
Opportunity to interact with patients and staff
Reference letter
Opportunity to serve and help others

4:00 pm **EVALUATION/CLOSING**
Group photo/students to return name badges **5.0 hours on the units – 7.0 TOTAL Hours**

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evaluations

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Job Shadow Evaluation

Name: _____ Date: _____

Job Shadow Staff Contact (Name): _____

This evaluation serves two purposes.

- First, it will allow you to reflect on your visit and how it relates to your career planning and decision-making process.
- Second, it verifies completion of the job shadow. Please answer all questions. (Front & Back)

1. Overall, did you enjoy your job shadow experience? ___ Yes ___ No
   If no, explain:

2. Which of the following best describes the direction of your education and career pathways after this experience?

   ___ This experience helped confirm that I am interested in this career field.
   ___ This experience made me think this career field **may not** be right for me.

3. Describe the job duties, responsibilities, and work environment of the professional you shadowed.

4. What characteristics of this profession do you feel are interesting or a good match for you?

5. What characteristics concern you or make this profession seem unappealing to you as a career?

6. What did you learn most from this experience?

Please turn over...

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7. Overall rating of your job shadow experience:

5 Outstanding
4 Good
3 Fair
2 Neutral
1 Poor

8. How satisfied are you with the Volunteer Resources staff in coordinating your experience?

5 Outstanding
4 Good
3 Fair
2 Neutral
1 Poor

9. How satisfied are you with your assigned staff/preceptor/department?

5 Outstanding
4 Good
3 Fair
2 Neutral
1 Poor

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takeaways after first sessions

- 👍 Strong positive feedback!
- 👍 Good mix of shadow time with information sessions!
- 👍 Structure much more manageable on a quarterly basis!

- 👎 Started to receive non-clinical shadow requests (business admin, HR, marketing) so needed to broaden the name
- 👎 Job shadow packet process needed fine tuning
- 👎 Staff needed some coaching on what to do with students during breaks, lunch, downtime, etc. or

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statistics – 2017 to 2020

88% reported still interested in intended career

99% outstanding or good overall job shadow experience ratings

96% outstanding or good rating of their staff preceptor

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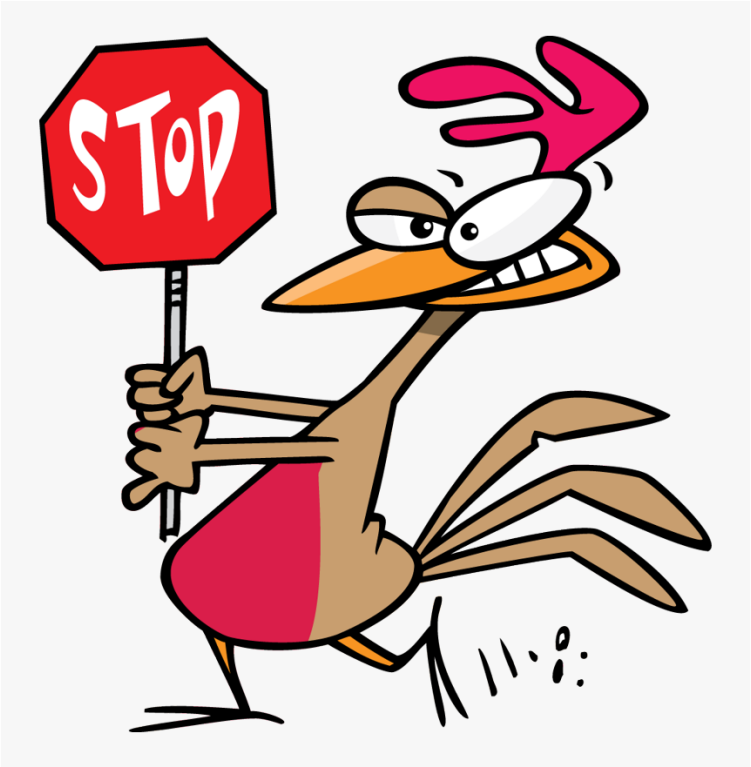
and then COVID…



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….program resumed in June 2022

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job shadow tweaks

- Broadened the name – Job Shadow Program
- Opened the opportunity for active teens (already processed) to job shadow outside of set dates, opening additional opportunities for new students
- Added our Career Specialist Program Manager into the agenda to give real life healthcare advice
- Created specific plans with certain disciplines to tap into harder to reach areas
- Fine tuned the intake process – interest list, sending and receiving the packets

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intake process

When interest comes in, prospective students must choose from one of the scheduled job shadow dates.

Their information is added to our spreadsheet with their contact information and shadow area of interest.

2 months prior to the date, all the interested candidates receive a group email with the job shadow packet.

Deadline for packet completion is **1 month** prior to event – allows for enough time for placement and staff communication.

Having the set timeline for each date promotes understanding and consistency and helps streamline the process.

job shadow spreadsheet

(04/27/2023)		Date: Tuesday, June 27, 2023	DEADLINE: Wednesday, May 31, 2023					
Packet Sent	Interest Date of Experience	Applicant Name	Email Address	School	Grade	Have you completed the COVID series?	Interest Area (Optional)	Phone Number
	6/27/2022	Kennedy Seipel	kennedy.seipel@gmail.com	Miami University	Sophomore	Yes	ED	937-558-8585
	6/27/2023	Holly Conklin	hollyconklin06@gmail.com	University of Dayton	Junior	Yes	Varied	937-681-8783
	6/27/2023	Julia Williams	williamsj2001@yahoo.com	University of Dayton	Junior	No	PT	937-573-9664
	6/27/2023	Kristen Barnett	barnettfamily2025@gmail.com	West Carrollton HS	Junior	Yes	Child Life Specialist	937-329-8680
	6/27/2023	Isabelle Laidly	izzylgk725@gmail.com	Ohio State University	Sophomore	Yes	PT	937-813-9010
	6/27/2023	Brooke Fields	fieldsbrooke050@gmail.com	Union County High School	Senior	Yes	NICU	765-580-9830
	6/27/2023	Ayanna Aldridge	ayannaaldridge@icloud.com	Warren County Career Center	Junior	YES	Unsure	(513) 320-7169
	6/27/2023	Drew Hoskins	hoskinsdrew32@gmail.com	Chaminade Julienne HS	Junior	YES	Nursing, Lab, (Genetics)	(937) 313-1896
	6/27/2023	Sarah Harmon	sharmon@cedarville.edu	Cedarville	Senior	YES	Child Life Specialist	(937) 708-0593
	6/27/2023	Rurie Lee	leerq1006@gmail.com	Centerville	Junior	YES	Nursing	216-732-0904
	6/27/2023	Jordan Vigay	mimivigay@gmail.com	UD	Sophomore	YES	Anesthesiology	937-580-0167
	6/27/2023	Sydney Hill	shill720@fuse.net	Goshen High School	Senior	YES	Child Life	513-722-2227
	6/27/2023	Carson Hake	carsonhake2006@gmail.com	Tippecanoe High School	Junior	YES	Child Life	(937) 269-8944

Interest List | March 31 | June 27 | July 20 | October 27 | Staff Contacts

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review process

Interested candidates send in job shadow packet and supporting documentation via email.

Confirm all required paperwork and health work are completed and up-to-date.

Add to the confirmed participant list.

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job shadow packet - page 1

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Dear Potential Job Shadow Participant:

Thank you for your interest in job shadowing at Dayton Children's Hospital. In order to participate in a job shadow day, you must be at least be a junior or senior in high school or an undergraduate college student.

A maximum of 20 students per date from around our region will have the opportunity to observe and interact with a healthcare professional, clinical or non-clinical, during a job shadow day. The purpose of the job shadow experience is to foster an awareness of skills required for a specific career in healthcare, clinical and non-clinical, and to experience the exceptional culture of Dayton Children' Hospital. Students will be placed in one department for the full day.

The 2023 Job Shadow Days will be held from 9:00 am to 4:00 pm on the following dates:

- **Friday, March 31, 2023**
- Tuesday, June 27, 2023
- Thursday, July 20, 2023
- Friday, October 27, 2023

The enclosed job shadow packet contains:

- Job Shadow Biographical Sketch
- Job Shadow Required Health Work
- Job Shadow Participant Guidance Counselor or Professional Reference

The job shadow packet, including all forms and documentation, must be completed, and returned to the Volunteer Resources Office by **Friday, March 3, 2023,** via email to reevesa@childrensdayton.org or fax (937-641-3804) for the **Friday, March 31, 2023** job shadow date**.** The first 20 students to submit completed paperwork for each date will be accepted on a first come, first serve basis.

A reminder email with additional information will be sent out one (1) week prior to the job shadow day.

Please let us know us know if you have any additional questions. Again, thank you for your interest in job shadowing at Dayton Children's Hospital.

Sincerely,

Kelly Rhodehamel

Kelly Rhodehamel
Director, Volunteer Resources
Office: 937-641-3333
Fax: 937-641-3804

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job shadow packet – page 2

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JOB SHADOW BIOGRAPHICAL SKETCH

Please return all requested forms and documentation by the requested due date.

Student Name:_____ Age:_____

Address:_____City: _____

State:_____ Zip:_____ Home Phone:_____

Email: _____

High School/College:_____

Address:_____ Phone:_____

Level of Education (Current Grade or Last Grade Completed):_____

Objectives:

1._____

2._____

3._____

Interest Areas/Field of Study?

Please note that we cannot accommodate surgery, anesthesiology, physician or biomedical engineering placement requests for job shadowing. You will have the opportunity to shadow one staff member in one department during your job shadow day. You must be 18+ years old to job shadow in the Neonatal Intensive Care Unit (NICU) and Emergency Department (ED).

1._____

2._____

3._____

Boxed Lunch Preference (Ham, Turkey or Veggie): _____

Emergency Contact Information:

Person to notify: _____ Relationship: _____

Home phone: _____ Work phone: _____

Cell phone: _____

Physician: _____

Phone: _____

_____ _____

Student Signature Date

_____

Parental/Guardian Signature (If student is under the age of 18.) Date

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job shadow packet – page 3

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JOB SHADOW REQUIRED HEALTH WORK

Student Name: _____

Please attach a copy of your immunization record that includes the following documentation:

- One-step TB test (within last 6 months)
- (2) MMR vaccines (Measles, Mumps & Rubella) or documented positive titers
- (2) Varivax/Varicella vaccines or documented positive titer
- Tdap vaccination (Tetanus, Diphtheria, Pertussis)
  - If you are 18+, you must provide documentation of an updated Tdap vaccination that was administered after age 18.
- Flu vaccination (October through end of April)
- COVID vaccination series (Moderna, Pfizer or Johnson & Johnson)

Please return all requested forms and documentation by the requested due date.

Volunteer Resources Office
Dayton Children's Hospital
One Children's Plaza
Dayton, Ohio 45404
Office: 937-641-3333
Fax: 937-641-3804
Email: reevesa@childrensdayton.org

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job shadow packet – page 4

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Job Shadow Participant Guidance Counselor or Professional Reference

I, _____, am serving as a validation reference for _____ who is interested in a job shadow day at Dayton Children's Hospital. I validate that the student meets the following qualifications.

QUALIFICATIONS:

- Must be junior or senior in high school or a student in college [ ]
- Interest in a healthcare career, clinical or non-clinical [ ]
- Excellent customer service skills [ ]
- Ability to relate easily to children and families [ ]
- Love of children [ ]
- Calm attitude, polite and dependable [ ]
- Ability to maintain confidentiality of children, families and staff [ ]
- Ability to relate easily to professional staff [ ]
- Ability to remain patient and non-judgmental [ ]
- Ability to process information accurately [ ]
- Possesses excellent communication and listening skills [ ]
- Good health and cleanliness [ ]

Please reinforce with the candidate that professional behavior is expected. Inappropriate behavior at the unit/department level could be cause for immediate dismissal from the job shadow day.

I endorse the aforementioned as a job shadow student for Dayton Children's Hospital.

_____

Guidance Counselor/Designee Date

Please return all requested forms and documentation by the requested due date.

Volunteer Resources Office
Dayton Children's Hospital
One Children's Plaza
Dayton, Ohio 45404
Office: 937-641-3333
Fax: 937-641-3804
Email: reevesa@childrensdayton.org

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placement process

Students list 3 interest areas, and our goal is to place in one area

Once placements are identified, communication is sent to the managers in the desired areas to assign a staff point of contact(s) for each student

All departments except surgery, anesthesiology, and biomed engineering are permitted. Physician shadowing is available for college students only through our Medical Affairs department

When students have vague healthcare interests, our goal is to place in an area with high staffing needs

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placement process

Pkt Rec'd	Student Name	Email Address	School	Meal Request	Placement Request(s)
2/5/2023	Abby Brookhart	abbybrookhart19@gmail.com	Piqua HS/Upper Valley CTC	Turkey	Nursing
2/16/2023	Brynn Stewart	brynn.stewart@alterhs.org	Alter High School	Ham, No Dairy, Gluten Free	Physical Therapy
2/16/2023	Lucy Martin	martin.lucille23@lebanonschools.org	Lebanon High School	Ham	Radiology or Ortho
2/20/2023	Ren (Joslyn) Murray	jmurray3406@gmail.com	Kettering Fairmont HS	Ham, Gluten Free	Inpatient Nursing
2/21/2023	Sarah Davey	sarahdavey4906@gmail.com	Troy High School	Turkey	Ortho Tech, Gastro
2/23/2023	Della Kidwell	kidwelldella@gmail.com	Lebanon High School	Ham	Social Work, Undecided
2/27/2023	Dulce Young	dman7105@gmail.com	Legacy Christian Academy	Ham	Inpatient Nursing
2/28/2023	Aaliya Raja	aaliyaraja44@gmail.com	Centerville HS	Turkey	Sports Med, Cardiology
3/2/2023	Daniel Toubia	dtoubia06@icloud.com	Springboro High School	Veggie	Surgery, Biology, Medicine
3/6/2023	Ellenor Buchanan	ebucha12@kent.edu	Kent State University	Turkey	SLP
	Fabeha Zafar	fabeha.zafar1@gmail.com	Med School Graduate		NICU

Student Name	Assigned Unit	Staff Contact	Assigned Staff
Sarah Davey	Ortho	Miranda Sturgill	Assigned Staff:
Aaliya Raja	Sports Med/Athletic Training	Jamie Broz/Cathy Hays	Assigned Staff:
Brynn Stewart	Rehab/PT	Janet Squiers/Terry Weigel	Assigned Staff:
Ellenor Buchanan	Rehab/SLP	Kaity Johnson/Terry Weigel	Assigned Staff:
Della Kidwell	SW (GI)/SW (Neurology)	Jessica Warrick	Assigned Staff: Caitlyn Davidson,
Daniel Toubia	Radiology/Medical Imaging	Linzay Young/Wade Retherford	Assigned Staff:
Lucy Martin	Radiology/Medical Imaging	Linzay Young/Wade Retherford	Assigned Staff:
Abby Brookhart	Hematology/Oncology	Shellie Hembree/Heather Cantrell	Assigned Staff:
Dulce Young	NICU	Jennifer Napier/Jennifer Morris	Assigned Staff:
Fabeha Zafar	NICU	Jennifer Napier/Jennifer Morris	Assigned Staff:
Ren (Joslyn) Murray	7SP	Cindy Dixon	Assigned Staff:

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participant folder

Pen

Agenda

Placement Sheet

Hospital orientation paperwork

ID badge

Evaluation

Thank You Card

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updated agenda

Provided to participants in the job shadow reminder email in addition to the participant folder. Provides parking and dress code information.

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Job Shadow Day
Agenda
Friday, March 31, 2023
9:00 am – 4:00 pm
Private Dining Room (PDR) A

Parking: Please park on the top level of the visitor parking garage. Parking is free.

Enter at the Main Entrance. Please request a direct patient care mask (orange) from the staff at the Welcome Center and ask for directions to Private Dining Room (PDR) A.

Dress code: White shirt or blouse (no wording), black or khaki pants (no jeans) and closed toed shoes.

Students who are not dressed appropriately will not be able to participate.
Cell phone, smart watch and air pod use is not permitted during the job shadow day.
Personal items will be kept in the Volunteer Resources Office.

8:45 am	**REGISTRATION** Students will register in the Private Dining Room (PDR) A. Students will receive a job shadow ID badge. ID badge must be worn throughout the day and returned at the end of the day.	**Ashley Reeves**
9:00 am	**WELCOME from Jayne Gmeiner, CNO**	**Kelly Rhodehamel**
9:05 am	**JOB SHADOW ORIENTATION** 9:35a- Group photo! 9:40a- Volunteer Resources staff will escort students to assigned unit.	**Ashley Reeves**
9:45 am	**JOB SHADOW PLACEMENT**	**3.0 hours**
12:45 pm	**RETURN TO PRIVATE DINING ROOM (PDR) A** **LUNCH PROVIDED – BOX LUNCHES**	
1:00 pm	**PRESENTATION FROM CASEY HOOKFIN** Career Specialist Program Manager	**Casey Hookfin**
1:30 pm	**CAREERS IN HEALTHCARE** What DCH is looking for in healthcare professionals? Education and required degrees/certifications. Extended degrees required in the future? Educational benefits. Salary range.	**Ellen Courlas**
2:00 pm	**RETURN TO ASSIGNED UNIT** Job Shadow placement continues with assigned unit.	**2.0 hours**
4:00 pm	**RETURN TO PRIVATE DINING ROOM (PDR) A** **EVALUATION/CLOSING** Students will write thank you notes to preceptors. Students will complete a job shadow evaluation and return ID badges.	

5.0 hours on the units – 7.0 TOTAL Hours

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placement sheet

Dayton Children's Job Shadow Program

Date: Friday, October 28, 2022

Participant Name: Je'Leycia Procter

Staff Contact: Adrienne Duplechian

Placement: EEG (Neurology)

Job Shadow Behaviors and Questions for a Successful Experience:

- This will be an observation experience; no hands-on work will be performed.
- Treat this experience as a job interview.
- Introduce yourself with a smile.
- Show interest and enthusiasm. Ask questions. Be respectful and courteous.
- No social media. No photos.
- Thank your professional at the end of the experience.

To get the most out of your job shadow experience, be prepared to be active and engaged. When it is appropriate, ask questions and take time to write down your thoughts and impressions. This is a worksheet for you and it will not be turned in.

- What skills and education are needed for this job?
- Do you need a license for this job? If so, what does it take to get a license?
- What is the typical wage for this job?
- How and why did you get started in this job?
- Is this a typical day, or is it sometimes different?
- How many hours do you work?
- What do you like best about this job? What do you like least about this job?
- Is continuing education required for this job?
- Do you have any advice for me?

Expected behaviors and suggestions for questions the students can ask their preceptors to make it the best experience!

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job shadow future plans

- DEI focus – partnering with Dayton Public Schools to provide DPS specific dates to increase diversity throughout our program
- Updating the hospital website for better front-line information and ways to connect easier for initial communication
- Continue to serve on the Greater Dayton Area Hospital Association Education Sub-Committee to promote learning opportunities for the students in Dayton
- Promotion of virtual opportunities – Teams shadow sessions, educational program videos

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career education videos

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career education videos

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contact us

Kelly Rhodehamel
rhodehamelk@childrensdayton.org

Ashley Reeves
reevesa@childrensdayton.org

937-641-3333

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Society for Healthcare Volunteer Leaders

Breakout Session Evaluation