

Volunteer Services Supervisor's Meeting (Virtual via Zoom)

October 8, 2020

12:00pm – 12:45pm

Introduction of Volunteer Services staff and OPE coordinators

Loulie Meynard, Dir. of Volunteer Services; Karen Shill, Volunteer Coordinator; Devyn Baker, Administrative Specialist; April Lewis, Administrative Assistant; Melissa Cunningham, Volunteer Coordinator for OPE*; Quinlan Davis, Volunteer Coordinator for OPE*

Presentation of the Program

Loulie Meynard served as moderator for the meeting and Devyn Baker facilitated chat room questions.

Program Questions and Answers

When will volunteers be permitted to return?

Pre-Approved remote volunteers are allowed to serve during the pandemic. Hope Ambassadors have returned in limited numbers. Doulas have returned to Women's Hospital, and the HELP/NODA programs have received approval to resume service. The Med Buddies students have not been approved to return. An SBAR for that program is pending. Flu shots are required before all volunteers return.

What is an SBAR?

Situation Background Assessment Recommendation or SBAR, is required to request the return of unit volunteers. SBAR's are submitted to Volunteer Services by assigned team leaders in each unit. After Loulie Meynard reviews each SBAR, they are sent to a committee of CHS and IPE leaders. After a decision is made Loulie will contact the unit/department. There is no set time frame. The process can take a day to several weeks and is entirely at the discretion of committee members.

How will volunteers update their certifications?

Returning volunteers can update their files remotely, if they have returned to their placement. They are required to schedule appointments with Key/ID and OHS to complete the process.

Can new volunteers be recruited and processed?

New volunteers will not be processed until the Volunteer Services staff returns to the office.

What about flu shots?

Flu shots are required before a volunteer is allowed to return. Volunteer Services will distribute the stickers upon receipt of proof of immunization.

Is there an age restriction for volunteers? (under 18, older than 65)

The Summer/Teen program is suspended indefinitely due to the pandemic. Each unit/department determines if there will be an age limit for senior citizens depending on any applicable COVID-19 restrictions.

How is PPE and social distancing/spacing being addressed on the units?

Each unit with guidance from IPE will determine the appropriate number of volunteers for each shift. PPE will be provided by the unit.

Is there a plan to install more sign-in kiosks?

Funding has not been allocated for new kiosks. A VSys Live upgrade has been approved.

Liability issues/handling for volunteers

The number of volunteers is limited to those with the approval of IPE and CHS leadership.

UM students allowed in labs, but this doesn't mean volunteers

Students are allowed to return to the undergraduate labs to continue their studies. They are not allowed to volunteer in Michigan Medicine labs until further notice.

Biggest concerns e.g. sharing items (art, library carts)

Library and Art carts are suspended until further notice. Pet therapy with Therapaws is suspended. Paws 4 Patients dogs remain in limited circulation.

Off-site vs. main hospital complex volunteering

All departments must submit an SBAR to request the return of their volunteers.

Gift Shops

SBAR's are requested to bring the CPS/Mennonite Girls Unit back to the Gift Shops and Trauma Burn.

** OPE (Office of Patient Experience) is available to assess the need for advisors and peer mentors on the in-patient units. All activities will be virtual or phone based.*