



VOLUNTEER RESOURCES VANCOUVER COMMUNITY

Home Health, Public Health,
Mental Health and Addictions

YEAR IN REVIEW APRIL 2013 TO MARCH 2014

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"I enjoy volunteering very much and can hardly imagine what it would be like when the position will end and I will have to say good bye to all those wonderful staff and clients that I've been surrounded by in the last few months. I'm very thankful for this opportunity!"

Anonymous Respondent
VCH Community
Volunteer Survey March 2014

1. About Us

VOLUNTEER RESOURCES, VANCOUVER COMMUNITY enhances client health and wellness by engaging hundreds of quality, carefully screened and trained volunteers in a variety of community health services programs. We adhere to professional best practices for involving volunteers and managing risk.

Our team provides city wide volunteer services from our centralized location at the George Pearson Centre and includes one Manager, five Coordinators of Volunteers and an Administrative Assistant.

1. We select, screen and schedule suitable volunteers.
2. In partnership with VCH staff, we develop & operate volunteer programs.
3. We provide ongoing support to volunteers and VCH Community programs engaging volunteers.

2. About Our Volunteers

- Over **600** volunteers provided service to clients in 2013/2014.
- **200** brand new volunteers underwent interviewing, screening (criminal record checks, professional references), orientation and position specific training.
- **70%** of our volunteers were between the ages of 19 and 30 on paths to careers in health care.
- **60%** of our volunteers spoke a second language.
- **95%** of our volunteers surveyed felt that their contributions were valued by VCH and that **99%** were satisfied with their interactions with Volunteer Resources, Community.

**THANK YOU VOLUNTEERS FOR IMPACTING THE HEALTH
OF OUR CLIENTS IN A POSITIVE WAY!**

3. Volunteer Involvement Supports True North

PROMOTE BETTER HEALTH FOR OUR COMMUNITIES and PROVIDE THE BEST CARE

Recruited, screened, trained and supported the best suited volunteer for each assigned role to support the health and wellness of VCH clients and the work of clinical staff.

- **28,000** volunteer hours supported clients to improve healthcare outcomes. This represents a **20%** increase in volunteer involvement over last year.
- Volunteers assisted in **60** unique programs involving from **1 to 100** volunteers each.

INNOVATE FOR SUSTAINABILITY

Improve, innovate, adapt and grow volunteer programs and services to meet the needs of clients and staff.

- **12** new programs involving volunteers were developed in partnership with VCH staff.
- Introduced **26** online waitlist volunteer opportunities to keep applicants engaged and build a resource for future recruitment.
- **6** *Lean initiatives to create efficiencies in both volunteer management processes and programs and service delivery to clients.

DEVELOP THE BEST WORKFORCE

Volunteer training/development:

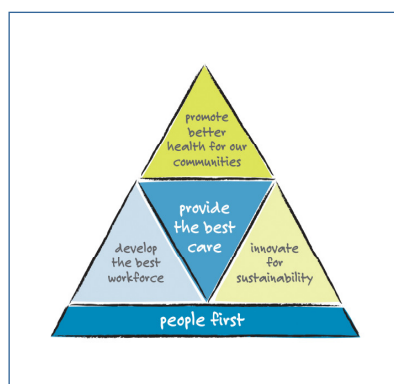
- Presented a variety of special interest health related workshops attended by **100** volunteers.
- **500** online Volunteer Resources newsletter subscribers read information to engage them with VCH Community and volunteering resulting in increased retention and satisfaction.

Volunteer Resources team training/development:

- Regular team meetings and huddles.
- Professional development workshops and practice councils.

“Now that my client has a volunteer visitor, she calls me less often just to tell me she is lonely.”

Jason Luey, VCH Community Case Manager



VCH TRUE NORTH

**Lean is the process of working together to continuously improve, by solving problems to make processes safer, more efficient, and of the highest quality. The primary goals of Lean are to maximize what is valued by the customer while minimizing waste and improving or maintaining client experience and quality of care.*

4. Volunteer Achievement Highlights

ADDICTIONS / HARM REDUCTION

- At **3900 Needle Exchange** shifts, volunteers gave out **72,000** needles to clients and **53,000** needles were returned.
- As **Smart Group Facilitators**, volunteers spent **2700 hours** supporting addictions services clients in their recovery and reintegration into their community.

HOME HEALTH

- Volunteers supported **300** Home Health clients in their homes and neighbourhoods to support their wellness and rehabilitation goals through programs like **Assisted Group Shopping, Neighbourhood Connector, Wellness Walker and Rehabilitation Support**.
- Shop by Phone** volunteers shopped for **4000** grocery orders at Safeway and made sure that **400** housebound seniors and people with disabilities had access to nutritional food.
- As **Medical Escorts**, volunteers ensured that frail Home Health clients attended their **130** medical appointments via taxi or Handidart while at the same time provided emotional and social support.

MENTAL HEALTH

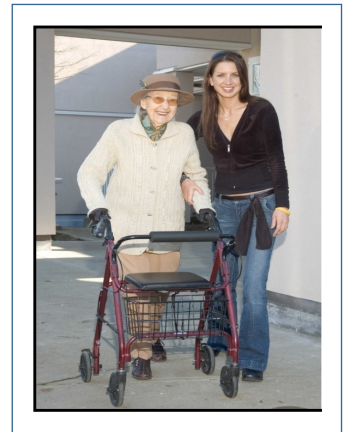
- Volunteers provided **121 hours** of support for **Social Programs** throughout the city.

PUBLIC HEALTH

- Volunteers welcomed families and assisted with weighing and measuring babies at **800 Child Immunization Clinics**.
- Volunteers supported **1500 sessions** of preventive health programming such as **Parent Infant/Toddler Drop-In and Healthiest Babies Possible groups**.
- 2000** hours were volunteered to support healthy pregnancies by assisting with meal serving and child minding at **Healthiest Babies Possible groups**.
- 140** volunteers greeted and helped people find their way and supported staff at **56** citywide **Flu Clinics**.
- 51 volunteers** spent an average of **70 hours** each to support new moms at risk of depression as part of the **Cuddle Visits Program**.

STEP OUT

- Organized **400 bus outings** in the community benefiting **4000 senior passengers** from residential care and adult day programs.
- Organized **400 seniors** from residential care to attend Bayshore Hotel sponsored "Christmas to Remember" lunches and **100** attendees at Christmas Tea at Hycroft.



"I wouldn't want to lose my volunteer Laura, I so look forward to her visits. She is such a lovely girl and I enjoy her company very much. We go for walks, talk, or play games. She helps me keep active."

Neighbourhood Connector Client

5. Our first YEAR IN REVIEW

- We collected data and conducted volunteer satisfaction surveys.
- We now have a foundation from which to compare our progress from year to year.
- Best of all, we have rediscovered the true value of the work of our team and volunteers to VCH Community clients and staff and have built pride within our team.

6. Quality Improvement

Our plan for 2014/2015 is to continue to improve, grow and innovate to involve the best volunteers to assist clients. We will apply LEAN process improvement practices and incorporate staff and volunteer feedback.

7. What Can You Do?

- Thank volunteers when you see them because they value this the most.
- Tell us of new ways to involve volunteers to benefit client health and wellness.
- If you or anyone you know would like to volunteer, please contact us.



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Want to Volunteer?

www.myvolunteerpage.com

1. type in Vancouver.....
2. scroll down to Vancouver Coastal Health Community.

