



*Helping People,
Changing Lives*

Helping Hand

Welcome

Welcome to the eighth issue of the Helping Hand! You are receiving this newsletter because you are either a participant in CAHF's Volunteer Engagement Project or you have expressed interest in it. Every month, we share ideas and best practices, updates from the project, and examples of volunteer programs making a difference across California.

And new for 2020, we are adding an **Announcements section**. Please check this section for timely comments or requests directed at our newsletter readers.

Announcements: Call for Training Materials

How do you train your volunteers? We are gathering information about how skilled nursing facilities train or orient new volunteers to their facility. Do you use online or DVD videos? Have you created a custom handout with all the information they need to know about your facility? We want to know your process!

Please share any and all information that you have about your volunteer training and orientation process with Tina Hand at thand@cahf.org

Stories from your peers: Gifts for gracious volunteers

Tina Hand

Volunteer Engagement Project Manager



The Volunteer Engagement Project provides many resources to help you build and maintain a successful volunteer program, but there is perhaps no one who understands this challenge more than the people who are actually doing the work on the

ground; that's each of you! So this year our priority is to share current and relevant stories from your peers in the Volunteer Engagement Project.

The holidays may have been an exhausting time for many of you, but don't let that stop you from showing appreciation to the people that dedicate their time to your facility throughout the year. As I mentioned in December's webinar on Volunteer Recognition, anytime of the year is the perfect time to share a

little extra love throughout your facility.

During the holidays at Windsor Gardens Healthcare Center of the Valley in North Hollywood, the merry "elves" of the volunteer program distributed gift boxes to volunteers along with personalized thank you notes from their managers. Activity Director Lulu Yepez shared a photo with us and was quick to note that the volunteers loved their presents (pictured above).

Just east of Windsor Gardens, Sister Karolyn Rose, the volunteer coordinator at Santa Teresita in Duarte worked with the activities director to throw a Christmas Party for staff and volunteers. Party attendees were treated to a catered meal from a local restaurant and dozens of raffle giveaways. Santa Teresita mugs or water bottles were given to all as a thank you gift in addition to homemade fudge (pictured below).

The Christmas party itself was a special and memorable way to honor volunteers and staff. As Sister Karolyn Rose said, "The big hit though was our SNF administrator, Sister Rosario Theresa, tap dancing to, "It's the Most Wonderful Time of the Year!"

Both facilities made a point of honoring their volunteers during the holidays. Just like Lulu and Sister Karolyn Rose, you can start the New Year off right by being intentional about how you show gratitude to your staff and volunteers in 2020.



Handbook Highlight

From [How to Create a Robust Volunteer Program in Your Skilled Nursing Facility](#)

There are many ways to track your volunteer program and many ways to measure its success. Sign-in sheets and hourly logs are useful, but volunteer management software can provide an easy, standardized, online approach to volunteer tracking, reporting, measurement, and performance benchmarks. It can also enhance your ability to create and fill volunteer opportunities quickly and efficiently - and let's face it, everyone is online now! There are several volunteer tracking software packages available. Refer to the handbook section entitled **Volunteer Management Software** to find out which software package CAHF's Volunteer Engagement Project uses. Tracking and measuring your volunteer program is crucial to its success.

Upcoming FREE webinar!

How Volunteers Can Support



**Create a Successful
and Sustainable**

Emergency Operations

Wednesday, February 12

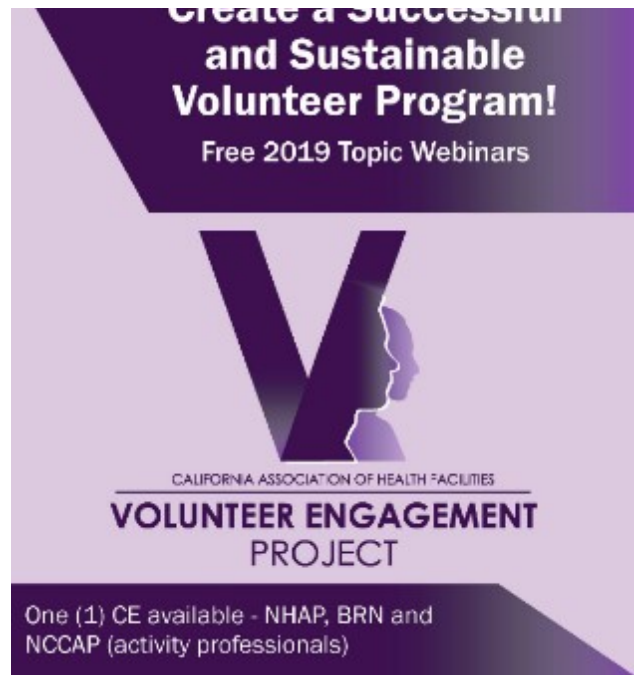
2:00 PM - 3:00 PM (PST)

Registration is now open!

[Click Here to Register](#)

Applied for One (1) CEU for NHAP, BRN and NCCAP (activity professionals).

Click [here](#) to register for upcoming live webinars or watch previously recorded webinars on demand.



Meg's Messages

Meg Thayer, Ph.D.

Geriatric Psychologist

New Year's Resolutions for Better Volunteer Management

Another year has passed and 2020 is here! The start of a New Year often prompts reflections on the past year and hopes for change in the year to come, which is probably why so many people create New Year's resolutions. The success rates of behavior change with the New Year, however, are pretty low. Less than half of those making resolutions for change in January have continued that behavior in June, and less than 10 percent maintain any kind of change by November. There are however, some methods to increase the likelihood of positive change, so why not apply them to your SNF Volunteer Program?



Most people make New Year's resolutions that revolve around self-improvement. Although volunteerism focuses on helping others, the action also provides multiple benefits to the participant. Advertise these benefits when you contact people about your volunteer opportunities.

Many resolutions fail because they are too vague. Setting specific goals provides motivation and a way to measure success. Instead of "we want to have more volunteers from the

community," encourage measurable goals such as "by the end of the first quarter, we will have four new volunteers who donate time each week to support the socialization of the residents."

Communicate the importance of the work that volunteers perform in your organization. Studies have shown that the perceived importance of new behavior matters significantly in the continuation of such behavior.

Get to know your volunteers, and be flexible. By appealing to their interests and unique talents, you can make their volunteer experience meaningful and interesting, increasing the likelihood that they will continue their involvement. Volunteering that is convenient is also more likely to continue. Your volunteers lead busy lives, so make it easy to fit your opportunities into their schedules and interests.

Why not use the New Year and a natural tendency for change to your advantage? Make a resolution that your facility will focus on better volunteer management, and your residents will benefit in 2020.

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