



*Helping People,
Changing Lives*

CALIFORNIA ASSOCIATION OF HEALTH FACILITIES
**VOLUNTEER ENGAGEMENT
PROJECT**

Helping Hand

Welcome

Welcome to the third 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, exciting news on the project, and examples of volunteers making a difference across California.

Congratulations to Group 1!

Five SNFs complete six months of intensive volunteer project work

A hearty congratulations is in order to **American River Center (Carmichael), Dycora Transitional Health & Living – Manchester (Fresno), Healthcare Centre of Fresno, Roseville Point Health & Wellness Center**, and **San Jose Healthcare & Wellness Center**! These five facilities make up Group 1, the pilot group, of the CAHF Volunteer Engagement project. Over the past six months, each facility received two in-person site visits from CAHF Volunteer Engagement project staff, identified and worked on a volunteer project goal, and utilized Volgistics, a volunteer management software program, in their facility. They also attended support calls and topic webinars on volunteerism with the goal of improving their current volunteer program.

American River Center (pictured) noticed a positive change in residents who received one-on-one visits from volunteers. They created and implemented a MAC (mobile activity cart), filled with fun activities, with the goal of attracting a volunteer to push the cart from room to room seven days a week.

Dycora Transitional Health & Living – Manchester did a remarkable job of utilizing Volgistics. To date, volunteers have logged 3,065 hours of service in the



new system, are able to view and sign up for volunteer opportunities, and are able to log in and log out for their shift on a designated laptop.

Healthcare Centre of Fresno attracted three new individual volunteers for their Music & Memory program as well as a group of 10 volunteers that will complete an ongoing group project.

Roseville Point Health & Wellness Center (pictured) started *Let's Get Cooking*, a group activity that utilizes volunteer support and makes food preparation and cooking fun for residents.



San Jose Healthcare & Wellness Center created an awesome flyer to attract volunteers and set their sights on increasing their pet visit program by five to six new volunteers in the future.

Congratulations Group 1! Keep up the amazing work and continue to attract volunteers to your facility who can offer impactful and meaningful visits with your residents!

Handbook Highlight

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

“Quality Assurance and Performance Improvement (QAPI) is the coordinated application of two mutually-reinforcing aspects of a quality management system,” (Centers for Medicare & Medicaid Services).

Quality Assurance specifies standards for the quality of services provided to residents, and volunteers can greatly contribute to quality services. Performance Improvement is the continuous study of the processes put in place to improve services. Both are enhanced by setting measurable goals and benchmarks, identifying opportunities for improvement, and collaboration with the interdisciplinary team.

The CAHF Volunteer Engagement Project requires its 20 participating California facilities to incorporate their volunteer programs into their QAPI, and we strongly encourage every facility working to create and sustain a volunteer program to do the same.

Please see **Reporting and Tracking Volunteerism with QAPI and Sample QAPI Reports!**

Upcoming FREE 2019 Webinars

Goal Setting and Action Planning

Wednesday, August 14

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

DeAnn Walters, NHA

Director of Clinical Affairs and Quality Improvement

California Association of Health Facilities

Register [HERE!](#)

Volunteer Retention

Wednesday, October 9

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

Trudy Harris

Executive Director

Team Giving

Registration coming soon!

Volunteer Recognition

Wednesday, December 11

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

Amanda Davidson

Volunteer Engagement Project Manager

California Association of Health Facilities

Registration coming soon!

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

Click [here](#) to register for live webinars on the CAHF/QCHF calendar.

Click [here](#) to register for recorded on-demand webinars.

Create a Successful and Sustainable Volunteer Program!
Free 2019 Topic Webinars

CALIFORNIA ASSOCIATION OF HEALTH FACILITIES
VOLUNTEER ENGAGEMENT PROJECT

One (1) CE available - NHAP, BRN and NCCAP (activity professionals)

Meg's Messages

Meg Thayer, Ph.D.

Geriatric Psychologist

In the age of connectedness through the internet, it's time to start attracting volunteers to your skilled nursing community online.

Traditional approaches to finding volunteers, including posting flyers, calling organizations, and giving presentations to local community groups remain personal and effective, but are not as powerful as the internet. More and more people are finding jobs, homes, significant others, and yes, volunteer



opportunities, online.

There are multiple websites that promote matchmaking between community organizations needing help and volunteers willing to give of their time and energy. Here are just two:

[VolunteerMatch](#) is a national site that promotes matching volunteers to organizations. It is free to use, and boasts 15 million volunteer connections made to date. While the site states it requires organizations posting volunteer opportunities to be non-profit, it makes exceptions for hospitals and hospices. This site allows organizations to list skills, requirements, age group preferences, and time commitment as part of a volunteer posting. It also allows potential volunteers to search opportunities by specific interests, date, and distance. Volunteers are allowed to post reviews of the organization; just imagine rave reviews about volunteer opportunities at your skilled nursing facility on a site with millions of viewers!

[Create the Good](#) is a volunteer matchmaking site sponsored by AARP. In addition to many of the benefits provided by VolunteerMatch.org, this website also posts ideas for volunteer projects, news articles about volunteerism, and do-it-yourself guides. It is free to use as well. Did you know that AARP is governed by an all-volunteer board of directors and founded by Dr. Ethel Percy Andrus at the age of 73 – a volunteer herself? Hence the inspiration for this website.

There are likely many other volunteer matchmaking sites online – start clicking and find a site or two that work for you. Make sure that any such postings are in line with your facility policies and procedures. Attracting volunteers can begin by just sitting at your computer!

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