



TODAYS VOLUNTEERS....

THE CHANGING FACES

OUR CHANGING WORLD...

- More mobile societies
- Culturally diverse
- Living longer



VOLUNTEERS ARE CHANGING

- Multiple Generations-5
 - Gen Z, iGen, or Centennials: Born 1996 and later.
 - Millennials or Gen Y: Born 1977 to 1995.
 - Generation X: Born 1965 to 1976.
 - Baby Boomers: Born 1946 to 1964.
 - Traditionalists or Silent Generation: Born 1945 and before.
- 15 year olds to 90+
- Culturally diverse in many ways

CHALLENGES

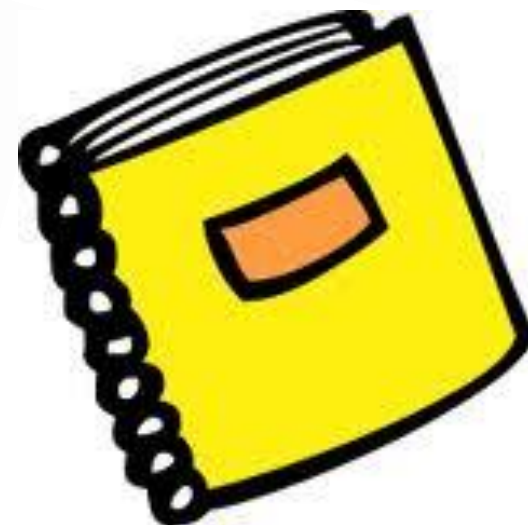
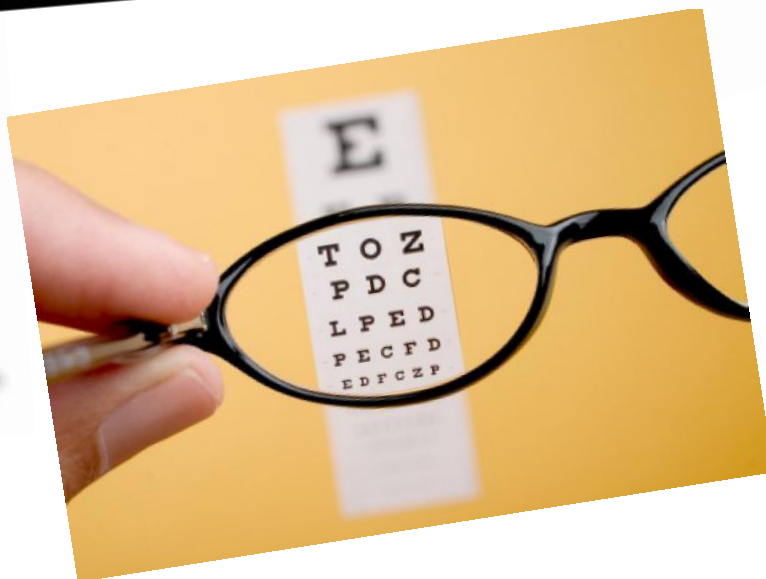
- Communications
- Technology
- Parents
- Children of the Volunteer
- The Older volunteer



OBJECTIVES

- How to Communicate with Volunteers
- Identify Options for Recruitment
- Identify Ways to Retain Volunteers
- How to manage the Day-to-Day
- TAV's- Alias the Teenage Volunteers- what do we do with them?
- Volunteers Just Wanna Have Fun

WAYS TO COMMUNICATE





RECRUITMENT
GET THE WORD OUT!

RECRUITMENT FAIRS

- Themes
- Location- at the facility
- Timing- quarterly- get all seasons
- Lunch time
- Have current volunteers to interview
- Immediate feedback

Doctors Hospital OF SARASOTA

VOLUNTEER AUXILIARY

Auxiliary Mission Statement

To strive to bring comfort and hope to patients and their families through dedicated assistance with compassion, integrity, and gentleness. To provide supplementary services to the hospital, physicians, and employees.

VOLUNTEER RECRUITMENT FAIR



We are currently seeking enthusiastic volunteers, ages 15 and up, from all walks of life to join our Doctors Hospital of Sarasota's team.

**Meet us in the Education Classroom on
Tuesday • February 23rd • 11a - 2p
for Light Refreshments, Interviews & Hospital Tours**

For more information call **941-342-1007**

**Sail into a NEW
ADVENTURE
BE A VOLUNTEER AT
Doctors Hospital
OF SARASOTA**

MONDAY, OCTOBER 9th, 2017

10:00am-2:00pm

IN THE HOSPITAL'S
EDUCATION CLASS ROOM
(Located inside the McKenzie Cafe)

Come learn about our volunteer opportunities,
benefits and our h2u program
Free event - light refreshments

FOR MORE INFORMATION PLEASE CALL 941-342-1007

**HAVE A HEART
FOR VOLUNTEERING**

BE A VOLUNTEER AT

**Doctors Hospital
OF SARASOTA**

FEBRUARY 13TH, 2018

9:00AM-1:00PM

EDUCATION CLASS ROOM
(LOCATED INSIDE THE MCKENZIE CAFE)

**COME LEARN ABOUT OUR VOLUNTEER OPPORTUNITIES,
BENEFITS AND OUR H2U PROGRAM**

FREE EVENT • LIGHT REFRESHMENTS

**FOR MORE INFORMATION
CALL 941-342-1007**

5731 BEE RIDGE ROAD, SARASOTA, FL 34233 | 941-342-1100
WWW.DOCTORSOFSARASOTA.COM

THEMES FOR RECRUITMENT FAIRS

**Doctors
Hospital**
OF SARASOTA



*Come to Doctors Hospital
and Blossom as a Volunteer*

Volunteer Recruitment Fair
April 16th, 2018 from 10am to 2pm

Doctors Hospital of Sarasota • Education Classroom

5731 Bee Ridge Road, Sarasota, Florida 34233

For more information, please call: 941-342-1007

**Doctors
Hospital**
OF SARASOTA



Dog Days of Summer

Volunteer Recruitment Fair
August 30th, 2018 from 10am to 1pm

Doctors Hospital of Sarasota • Education Classroom

5731 Bee Ridge Road, Sarasota, Florida 34233

For more information, please call: 941-342-1007

Free Snacks & Meet SEG D Puppies!

THEMES ARE IMPORTANT

REFER A FRIEND PROGRAM

- Incentive for Volunteers
- A friend to share experiences and attend special functions
- What is in it for them
 - Extra volunteer hours
 - Gift

REFER A FRIEND

REFER A FRIEND TO VOLUNTEER.. & GET **REWARDED**

Refer a friend to volunteer and receive a deluxe first aid kit and an additional 50 volunteer hours when your friend has completed 50 hours of volunteering.

Don't hold out on your friends.

Let them experience the benefits of volunteering at Doctors Hospital of Sarasota.

Pass it forward....help your friends be a part of a great hospital team!



EASY AND QUICK ONBOARDING

- Immediate placement- have a take-away
- Quick background checks
- TB tests
- Onboarding with Volunteer Coordinator
- Orientation
- Once a month Orientation
- All new Volunteers
- Generic hospital information
- Time to ask questions
- Competencies- signed off by both new Volunteer and Chairperson and then annually



RETENTION

RECOGNITION

KEYS TO RETENTION

- Strong Orientation
- Develop peer relationships
- Flexible if not compatible
- Support from all
- Recognition
- Surveys
- Track reason why volunteers leave
- Exit Surveys



WAYS TO RECOGNIZE

- Volunteer of the Month- with “O”, Department Director and others
 - Posted in Lobby, placed in Daily Notes for all staff to see, Volunteer Newsletter, Facebook
- Volunteer of the Year
- Volunteer Week
- Volunteer Appreciation Dinner
- Recognize Special Culturally Diverse holidays
- Gifts
- Volunteers take part in all activities at the Hospital

2018 Volunteer Turnover

* denotes Volunteer Recruitment Activity

Reason	J	F*	M	A*	M	J	J	A	S	O	N	D	Total
Moved	2	1											
Never Began													
No Communication													
Terminated													
Vol. Not for them		3											
Deceased													
Employment	1												
Schedule													
Health of Family Member	1		5										
Health of Volunteer	3	1											
School			1										
Transportation													
Total	7	5	6										
New (A) Volunteers(T)	6	6	10										
Total AV (PYE-202)	201	202	206										
Total TAV (PYE-12)	12	12	12										

TRACKING TURNOVER

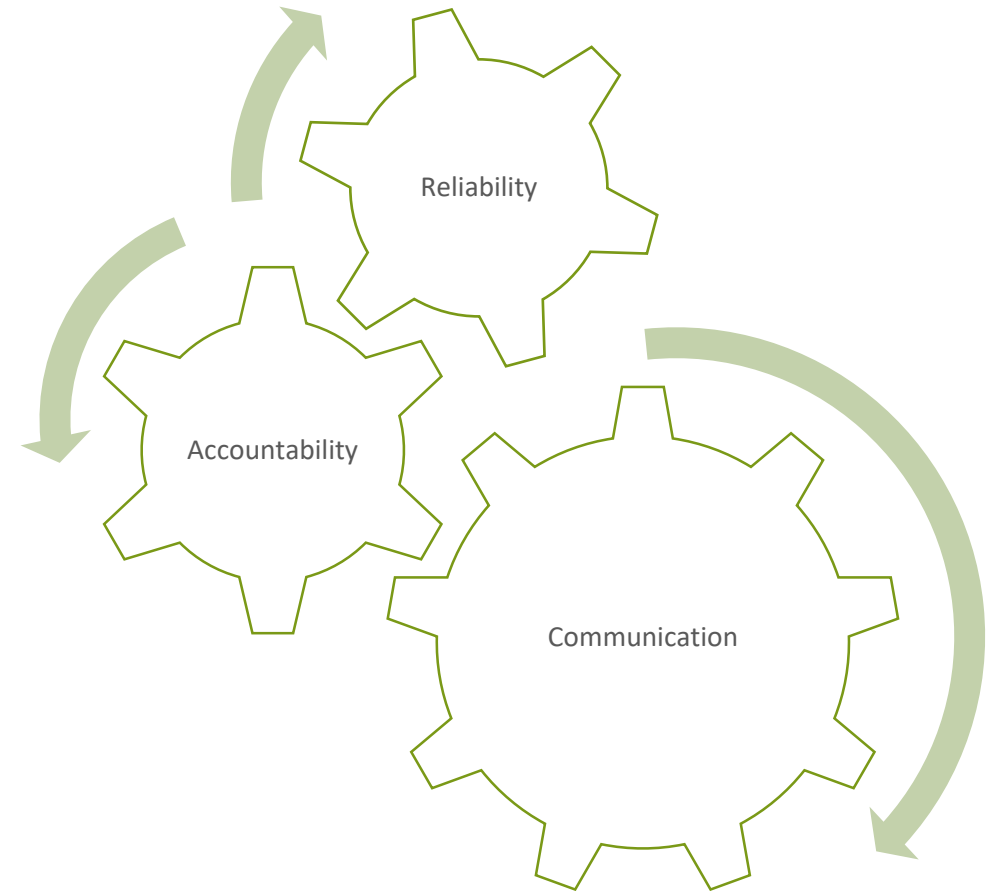
- Vital in determining why
- Can change processes
- Personally, one of my goals

DAY-TO-DAY

- Engage
- Get to Know your Volunteers
 - Culture, religion
 - What is important to them
- All TB tests and Flu shots
- Open door policy literally!
- Daily rounding
- Wonder why I don't get anything done
- Worth it all!

TAV'S (TEENAGE VOLUNTEERS)

- Communication
- Accountability
- Reliability



TAV'S ...CONTINUED

- Learned the hard way
- Initial Interview most important with parent present
- After, just TAV
- Hold Accountable
- Enforce...word gets around
- They need us for volunteer hours
- Scholarship recommendations

VOLUNTEERS... WANNA HAVE FUN



WHAT VOLUNTEERS DO FOR A VOLUNTEER DIRECTOR

- Purpose- I have never had so many people need me at the same time literally
- Commitment- Since Volunteers are everywhere and love what they do, I am expected to fix everything, everywhere, and now...did I say Commitment? I meant Committed 😊
- Family- You achieve a sense of family...a very large family with relatives ranging from 15 years of age to 90 plus years of age...going from puberty to menopause and beyond, from tons of hormones to hormone replacement, I could go on.
- Laughter & Fun- We laugh till we cry, we tell funny stories that are actually true
- Love- I could not think of a better group of people to spend my time with except of course, my family which is included with the group. We truly care for each other.
- Joy- I am more joyful than I have been in any of my previous positions. Why you ask? The volunteers want to be here and do not get paid, unlike paid employees who want paid and not work. They are my friends.

WHAT YOU NEED AS A VOLUNTEER DIRECTOR...





FACES OF DOCTORS HOSPITAL VOLUNTEERS