

1,400,000
~~by 2022~~

2,500,000 by
2030

<http://www.leadingage.org/workforce-crisis>

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Creating the “Super” Volunteer
EXPANDING THE ROLE OF VOLUNTEERS IN LONG-TERM CARE COMMUNITIES


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OVERVIEW


- CURRENT ATTITUDES
- “SUPER” VOLUNTEERS DEFINED
- SUPPORT RESEARCH
- FOUR REAL-WORLD EXAMPLES
- OBSTACLES
- STRATEGIES FOR SUCCESS



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LET'S TALK...

- DESCRIBE YOUR CURRENT VOLUNTEER PROGRAM...




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WHERE DO “SUPER” VOLUNTEERS FIT...

- WALK-IN'S
- ENTERTAINERS
- GROUP ACTIVITIES
- HOLIDAY VOLUNTEERS
- BOARD MEMBERS, AUXILIARIES, FUNDRAISERS
- “SUPER” VOLUNTEERS
 - RIGOROUS SCREENING
 - INTENSE TRAINING
 - FOCUS IS PERSON-CENTERED
 - PROVIDES STAFF SUPPORT

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WHAT IS A “SUPER” VOLUNTEER?



- PASSIONATE
- PERSON-CENTERED
- HIGHLY COMMITTED
- SELF-STARTERS
- DESIRE TRAINING
- INCLUSIVE

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WHAT IS A "SUPER" VOLUNTEER?



- MORE LIKELY TO BE FEMALE
- IN MID-CAREER OR NEARING RETIREMENT
- WANT TO GIVE BACK TO THE COMMUNITY
- EXPERIENCED WITH OLDER ADULTS

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There is plenty of evidence!



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SUPPORTING RESEARCH...

- "VOLUNTEERS' EXPERIENCES VISITING THE COGNITIVELY IMPAIRED IN NURSING HOMES: A FRIENDLY VISITING PROGRAM." DAMIANAKIS, ET.AL., 2007
 - PURPOSE:
 - TO EXPLORE THE IMPACT OF A FRIENDLY VISITOR PROGRAM

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SUPPORTING RESEARCH...

- "VOLUNTEERS' EXPERIENCES VISITING THE COGNITIVELY IMPAIRED IN NURSING HOMES: A FRIENDLY VISITING PROGRAM." DAMIANAKIS, ET.AL., 2007
 - TRAINING:
 - VOLUNTEERS COMPLETED THREE LEVELS OF TRAINING
 - GENERAL, SPECIAL CARES, & OBSERVING

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SUPPORTING RESEARCH...

- "VOLUNTEERS' EXPERIENCES VISITING THE COGNITIVELY IMPAIRED IN NURSING HOMES: A FRIENDLY VISITING PROGRAM." DAMIANAKIS, ET.AL., 2007
 - IMPLEMENTATION:
 - VOLUNTEERS COMMITTED TO 12 WEEKS OF VISITS

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SUPPORTING RESEARCH...

- "VOLUNTEERS' EXPERIENCES VISITING THE COGNITIVELY IMPAIRED IN NURSING HOMES: A FRIENDLY VISITING PROGRAM." DAMIANAKIS, ET.AL., 2007
 - METHODOLOGY:
 - OBSERVED VOLUNTEER/RESIDENT INTERACTIONS

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SUPPORTING RESEARCH...

- "VOLUNTEERS' EXPERIENCES VISITING THE COGNITIVELY IMPAIRED IN NURSING HOMES: A FRIENDLY VISITING PROGRAM." DAMIANAKIS, ET.AL., 2007
 - RESULTS:
 - VOLUNTEERS EMPLOY LEARNED SKILLS

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SUPPORTING RESEARCH...

- "VOLUNTEERS' EXPERIENCES VISITING THE COGNITIVELY IMPAIRED IN NURSING HOMES: A FRIENDLY VISITING PROGRAM." DAMIANAKIS, ET.AL., 2007
 - MORE RESULTS:
 - VOLUNTEERS WANT QUALITY TRAINING

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SUPPORTING RESEARCH

- TRAINING VOLUNTEERS AS CONVERSATION PARTNERS USING "SUPPORTED CONVERSATION FOR ADULTS WITH APHASIA" (SCA): A CONTROLLED TRIAL (KAGAN, 2001)
 - PURPOSE
 - EVALUATE SCA
 - EVALUATE VOLUNTEER TRAINING IN SCA

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SUPPORTING RESEARCH

- TRAINING VOLUNTEERS AS CONVERSATION PARTNERS USING "SUPPORTED CONVERSATION FOR ADULTS WITH APHASIA" (SCA): A CONTROLLED TRIAL (KAGAN, 2001)
 - TRAINING
 - FORTY VOLUNTEERS PARTICIPATED (20 TRAINED – 20 CONTROL GROUP)

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SUPPORTING RESEARCH

- TRAINING VOLUNTEERS AS CONVERSATION PARTNERS USING "SUPPORTED CONVERSATION FOR ADULTS WITH APHASIA" (SCA): A CONTROLLED TRIAL (KAGAN, 2001)
 - RESULTS
 - SCA WAS EFFECTIVE IN IMPROVING COMMUNICATION
 - VOLUNTEERS TRAINED IN SCA SCORED SIGNIFICANTLY HIGHER

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SUPPORTING RESEARCH

- EFFICACY OF ELDERLY AND ADOLESCENT VOLUNTEER COUNSELORS IN A NURSING HOME SETTING (NAGEL, CIMBOLIC & NEWLIN 1988)
 - PURPOSE
 - MEASURE THE EFFECTS OF VOLUNTEER TRAINING ON RESIDENT DEPRESSION LEVELS

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SUPPORTING RESEARCH



- EFFICACY OF ELDERLY AND ADOLESCENT VOLUNTEER COUNSELORS IN A NURSING HOME SETTING
 - TRAINING
 - 40 PARTICIPANTS DIVIDED INTO TWO GROUPS

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SUPPORTING RESEARCH



- EFFICACY OF ELDERLY AND ADOLESCENT VOLUNTEER COUNSELORS IN A NURSING HOME SETTING
 - RESULTS
 - THERAPEUTIC TECHNIQUE NOT A FACTOR (HUMAN CONTACT)
 - AGE NOT A FACTOR
 - SIGNIFICANT DIFFERENCE BETWEEN THOSE VISITED VS. NOT VISITED

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SUPPORTING RESEARCH



- THE POTENTIAL OF VOLUNTEERS TO IMPLEMENT NON-PHARMACOLOGICAL INTERVENTIONS TO REDUCE AGITATION ASSOCIATED WITH DEMENTIA IN NURSING HOME RESIDENTS (VAN DER PLOEG, ET. AL., 2012)
 - PURPOSE
 - EXPLORE THE POTENTIAL OF VOLUNTEERS TO PROVIDE NON-PHARMACOLOGICAL INTERVENTIONS

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SUPPORTING RESEARCH



- THE POTENTIAL OF VOLUNTEERS TO IMPLEMENT NON-PHARMACOLOGICAL INTERVENTIONS TO REDUCE AGITATION ASSOCIATED WITH DEMENTIA IN NURSING HOME RESIDENTS (VAN DER PLOEG, ET. AL., 2012)
 - METHODOLOGY / TRAINING
 - PARTICIPANTS SELECTED FROM 17 CARE COMMUNITIES
 - MOST WERE FEMALE, MEAN AGE 67
 - VOLUNTEERS TRAINED TO DEVELOP "PERSONALIZED" ACTIVITIES

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SUPPORTING RESEARCH



- THE POTENTIAL OF VOLUNTEERS TO IMPLEMENT NON-PHARMACOLOGICAL INTERVENTIONS TO REDUCE AGITATION ASSOCIATED WITH DEMENTIA IN NURSING HOME RESIDENTS (VAN DER PLOEG, ET. AL., 2012)
 - RESULTS
 - VOLUNTEERS PROVIDED "PERSONALIZED" ACTIVITIES
 - STAFF VIEWED VOLUNTEERS AS AN INVALUABLE RESOURCE
 - VOLUNTEERS EXPRESSED DESIRE FOR QUALITY TRAINING


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SUPPORTING RESEARCH



- SILVER SPOONS: VOLUNTEERS AND PATIENT-CENTERED MEALS
MUSSON, 1990; MUSSON, FRYE & NASH, 1997; HARVEY ET. AL., 2013
- PURPOSE
 - TO DETERMINE THE NEED FOR FEEDING ASSISTANTS
 - TO CREATE A TRAINING PROGRAM

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SUPPORTING RESEARCH

SILVER SPOONS: VOLUNTEERS AND PATIENT-CENTERED MEALS

MUSSON,1990; MUSSON, FRYE & NASH, 1997; HARVEY ET. AL., 2013

- TRAINING
 - VOLUNTEERS GIVEN EXTENSIVE TRAINING
 - TRAINING INCLUDED: POSITIONING, RATE, AMOUNT OF FOOD, RECOGNIZING SIGNS OF ASPIRATION AND NON-VERBAL SIGNS OF DISCOMFORT
 - NEW VOLUNTEERS PAIRED WITH EXPERIENCED VOLUNTEERS
 - IN TIME, VOLUNTEERS MOVE ON TO RESIDENTS WHO NEED TOTAL ASSISTANCE

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SUPPORTING RESEARCH

SILVER SPOONS: VOLUNTEERS AND PATIENT-CENTERED MEALS

MUSSON,1990; MUSSON, FRYE & NASH, 1997; HARVEY ET. AL., 2013

- RESULTS
 - REVEALED VOLUNTEERS COULD BE TRAINED TO FEED RESIDENTS
 - MEAL-TIME MOVES FROM A "ROUTINE" TO "NON-ROUTINE" EVENT

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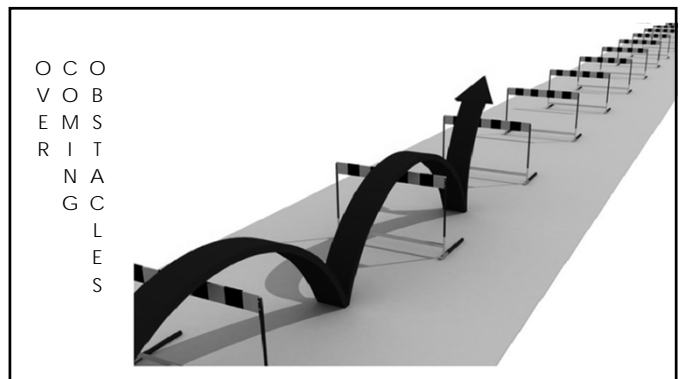
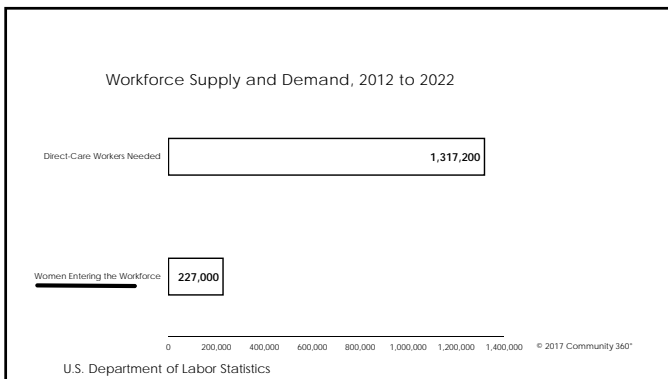
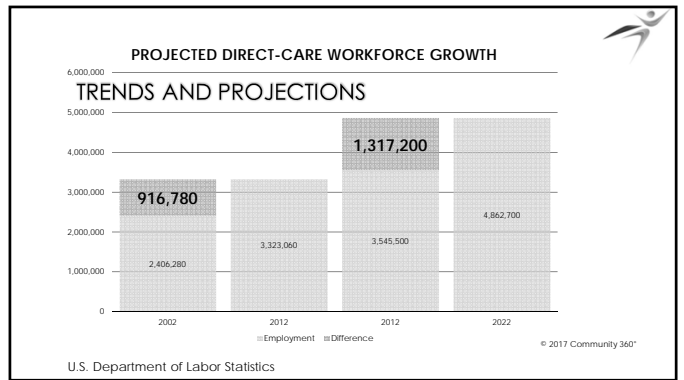
SUPPORTING RESEARCH

SILVER SPOONS: VOLUNTEERS AND PATIENT-CENTERED MEALS

MUSSON,1990; MUSSON, FRYE & NASH, 1997; HARVEY ET. AL., 2013

- RESULTS
 - POSITIVE FEEDBACK FROM VOLUNTEERS AND STAFF

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OVERCOMING OBSTACLES



- VOLUNTEER STIGMA
 - VOLUNTEERS AND VOLUNTEER PROGRAMS ARE:
 - UNRELIABLE – LACK COMMITMENT
 - “ONE MORE THING TO MANAGE”
 - REPLACING PAID STAFF WITH FREE LABOR



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OVERCOMING OBSTACLES



- VOLUNTEER STIGMA
 - SHIFTING THE CULTURE:
 - HIRE A PROFESSIONAL VOLUNTEER COORDINATOR
 - INSTITUTE STRINGENT VETTING PROTOCOL AND TRAINING
 - EDUCATE THE STAFF ON THE VALUE OF THE VOLUNTEER
 - ASSURE THE STAFF THEY ARE NOT BEING REPLACED



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OVERCOMING OBSTACLES



- LIABILITY
 - VOLUNTEERS ARE ACCIDENT-PRONE
 - LACK OF CONTROL
 - RISK “AVOIDANCE” RATHER THAN “PREVENTION”



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OVERCOMING OBSTACLES



- LIABILITY
 - ADDRESSING RISK
 - INTENSIVE TRAINING
 - PRESENT CLEAR EXPECTATIONS
 - SET BOUNDARIES (DO’S AND DON’TS)
 - STAFF TRAINS FOR SPECIFIC SKILLS NEEDED
 - DOCUMENT TRAINING AND PERFORMANCE
 - TREAT VOLUNTEERS LIKE PAID EMPLOYEES
 - INSURANCE



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OVERCOMING OBSTACLES



- LABOR UNIONS
 - VOLUNTEERS FILLING POSITIONS ALSO FILLED BY PAID EMPLOYEES
 - VOLUNTEERS COMPLETING TASKS NORMALLY DONE BY EMPLOYEES
 - EMPLOYEES “VOLUNTEERING” AT THEIR PLACE OF EMPLOYMENT



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Overcoming Obstacles




- WORKING WITH LABOR UNIONS
 - DIALOGUING WITH LABOR UNIONS
 - SET CLEAR BOUNDARIES
 - EMPLOYEES “VOLUNTEERING” DEFINED
 - KEEPING THE CARE OF THE ADULT INSIGHT



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Overcoming Obstacles

- BUDGETS
 - MEASURING IMPACT
 - RECOGNIZING THE VALUE OF THE INTANGIBLES
 - CALCULATING THE RETURN ON THE INVESTMENT (ROI)



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CALCULATING THE RETURN ON THE INVESTMENT (ROI)



Value of "Time" donors

— Cost of "Time" donors

Net value of "Time" donors




CALCULATING THE ROI


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Value \$235,600 (100 people x 100 hours/year x \$23.56)

— Cost \$85,000 (volunteer coordinator, office supplies)

Net Value \$150,600 +

There is more... 




CALCULATING THE ROI

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Now let's add in:

Impact on:	
+	Quality Measures <small>(falls, psychotropics, UTI's etc...)</small>
+	Turnover/retention rates/recruiting
+	Community image/ageism
+	Resident/Family Satisfaction




Real Value much greater than **\$150,600**

CALCULATING THE ROI

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FOUR EXEMPLAR PROGRAMS...


- H.E.L.P. (HOSPITAL ELDER LIFE PROGRAM)
 - PROGRAM CREATED TO PREVENT DELIRIUM (INOUE, 2006)
 - MIX OF INTERDISCIPLINARY STAFF & "TRAINED" VOLUNTEERS
 - H.E.L.P. TEAM IMPLEMENTS INTERVENTIONS FOR RISK FACTORS



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FOUR EXEMPLAR PROGRAMS...


- H.E.L.P. (HOSPITAL ELDER LIFE PROGRAM)
 - VOLUNTEER FORCE PROVIDES 24/7 COVERAGE
 - CARE STAFF EXPERIENCE FEWER INTERRUPTIONS AND DEMANDS
 - IMPROVED QUALITY OF CARE



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FOUR EXEMPLAR PROGRAMS...

- BAYCREST - TORONTO
 - RESEARCH HOSPITAL WITH ROOTS IN LONG-TERM CARE
 - 472 NURSING HOME BEDS
 - TRAINED VOLUNTEERS ASSIST AND COMPLEMENT STAFF
 - CORE VOLUNTEERS ACTUALLY RUNNING THE PROGRAM



Synelle Berstein
Director of Volunteer Services
"There are people out there that are just amazing."

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FOUR EXEMPLAR PROGRAMS...

- ELIZABETH KNOX HOME & HOSPITAL

"THE FIRST THING WE DID WAS HIRE A GREAT VOLUNTEER COORDINATOR."



Jill Woodward, CEO

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FOUR EXEMPLAR PROGRAMS...

- ELIZABETH KNOX HOME & HOSPITAL

- STAFF REACTION HESITATE AT FIRST BUT NOW SAY THEY:

"...COULDN'T MANAGE WITHOUT THEM"




Jill Woodward, CEO

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FOUR EXEMPLAR PROGRAMS...

- COMMUNITY 360°
 - COMMUNITY-BASED, STAND-ALONE NONPROFIT ORGANIZATION
 - BASED IN OMAHA, NEBRASKA
 - PROVIDES FULL SERVICE FOR RECRUITING, SCREENING AND TRAINING VOLUNTEERS FOR NURSING HOMES



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FOUR EXEMPLAR PROGRAMS...

- COMMUNITY 360°
 - VOLUNTEER CANDIDATES:
 - BACKGROUND CHECKS,
 - REFERENCE LETTERS
 - FACE-TO-FACE INTERVIEWS
 - INTENSE TRAINING (16 HOURS)



FOUR EXEMPLAR PROGRAMS...



- COMMUNITY 360°
 - 60 SUPER VOLUNTEERS
 - TEAMS SERVING 15 LTC COMMUNITIES



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LET'S TALK...




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LET'S TALK...




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WRAP UP

- WE NEED TO EXPLOIT EVERY RESOURCE AVAILABLE
- "SUPER" VOLUNTEERS ARE IN YOUR COMMUNITIES
- VOLUNTEERS CAN BE TRAINED, THEY WANT TO BE TRAINED AND THEY WANT ON-GOING TRAINING
- OBSTACLES CAN BE OVERCOME
- START BY HIRING A TRAINED VOLUNTEER COORDINATOR!



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WE WOULD LOVE TO HEAR FROM YOU!



Comments

Ideas

Suggestions

E-mail: paul@community-360.org / madeline@community-360.org

Thank You!

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