



VOLUNTEER SERVICES COUNCIL

June 13, 2017

12 – 1:30 p.m.

TMC Executive Offices

TMC Members Present:

Kellye Moran, LifeGift

Irma Almaguer, Memorial Hermann

Gabrielle Montoya, Houston Methodist

Matt Gaines, UTHealth

Marion Schoeffield, UTHealth

Jerry Evans, Houston Methodist

Ashley Minkeu, HCPHES

Nicole Holub, MD Anderson

Millicent Lacy, Texas Childrens Hospital

Frankie Duenes, Gulf Coast Regional Blood Center

Ian Todd, Harris Health System

Jessica Segal, Harris Health System

Courtney Hoyt, Harris Health System

TMC Members Present:

Tatum Boatwright, Marketing Manger

Perry Corrigan, TMC Intern

HIGHLIGHTS

- I. Welcome & Introductions –Frankie Duenes, Gulf Coast Regional Blood Center
 - The meeting commenced shortly after noon. All members present introduced themselves. Tiffs Treats Marketing Manager, Zach – welcomed the council and delivered cookies for the meeting.

- II. 2017 Salute to Volunteers – Debrief and Feedback
 - At the event this year, we had over 175 attendees come to celebrate the volunteers that make up the TMC. During the debrief, the council will continue to work in committees and continue our success. We asked the council members to provide feedback on the event and below is what was mentioned.
 - **Layout:** The room layout changed formations from the table assignment we were provided to the day of set up. Next year, we will ensure we receive the correct layout.
 - **Floor Management:** Last year the check in system was a little smoother and easier. We continue to have issues with individuals handing the tickets out prior to the event and guests coming with their tickets at check in.
 - **Raffle:** We will do another raffle next year to encourage guests to bring their ticket to the event. We will also try and bring multiple prizes for more than 1 winner.
 - **Food & Beverages:** Beverages for next year will need to be laid on the tables instead of doing beverage stations. Also, we will do 4 food lines instead of 2. The menu will be similar.

- III. Council Discussions: Onboarding Process for Volunteers
 - The council wanted to continue collaborative sessions with a round table discussion. Members take turns organizing a topic and prepare any type of handout or questionnaire for the council to prepare with. At this meeting, Harris Health System created a survey for the onboarding process for volunteers. Each institution was able to share their institutions and get ideas from one another. The questions and answers the council discussed are outlined below.
 - **1. Most online but a couple institutions have hard copies or both.**
 - The most ideal way for applications is to make it easiest for the volunteer. A majority of our institutions work through questionnaires and their placement is based on the answers. A great idea that was

shared at the table is from Ronald McDonald House. They have an online portal that will send a link to a digital information session. Once the presentation is complete, they are provided a link to schedule the interview. This way volunteers must complete the overview before they can join the team.

- **6. Do you have an interview process? If so, is every volunteer interviewed?**
 - Most institutions do the interview process differently from one another, however, they all agreed that they enjoy the face to face interactions. Some institutions were able to share their process:
 - **Harris Health System** – Courtney will meet in person with each volunteer. This allows her to see their personality and understand their wants, however, they still might not be placed if they do not have an opening.
 - **UTHealth** – Volunteers are on a 3-month internship. During their time staff observes their behavior and understand what they can and cannot do. Some volunteers can even turn into full time employees during their time here.
 - **HCPHES** – Due to the multiple areas, HCPHES has a quick turn around with their volunteers and interns. This means it takes the coordinator large amounts of time and money to interview the volunteer. The council was able to provide suggestions on what might help with this process.
 - **Houston Methodist** – Developed a program to find the best unit for the volunteer throughout the hospital. This is a platform that compares and rates the volunteers resume. By doing this, they have seen the hours per volunteer growing and a higher satisfaction rate.
- **2. In addition to the application, what documentation must volunteers provide before they can be on boarded?**
 - The council has discussed issues around this topic before and focused on the vaccine documentation. Each institution is different with what they require and what they need from their volunteer prior to coming into the setting.
 - Many require the basic three sets of vaccines and the flu shot during flu season. This was a topic that was discussed at a previous council meeting.

IV. Updates & Action Items:

- 2018 Co-Chair Nominations

- The co-chair for this committee will be the chair for a 2-year term. We ask the council to let us know if you are interested or if you would like to nominate a member to be the next chair.
- TMC Volunteer Workshop- October 24, 2017 from 8:30 – 12 p.m. at Harris Health System. Information to come later.
 - Last year, October 6, 2016 8:30 a.m. – 12 p.m.
 - Program began at 9 a.m. with 3 45 minute sessions. We concluded the event with an optional tour of the blood center.
 - During the meeting the council planned the rest of the event and discussed topics and ideas for this year.

V. Action items:

- **Council Members:** Tiff's Treats is a cookie delivery company was present at the meeting. If you would like to learn more about Tiff's or if you would like to cater to events, please contact Zach Medlin (zachmedlin@cookiedelivery.com)
- **Council Members:** Please send your responses to the survey to Courtney Hoyt (Courtney.hoyt@harrishealth.org). Courtney will then send out a combined list of topics and answers.
- **Council Members:** Please send your 2018 co-chair nominations before the next meeting. We will vote at the next meeting.
- **Council Members:** Send any additional topics to Tatum Boatwright (tboatwright@tmc.edu) before the next meeting for the fall volunteer workshop, this will be held on October 24, 2017/ from 8:30 a.m. – 2 p.m.
- **Kellye Moran** – Create and send the information and requirements on background checks to Tatum. We will discuss this topic at our next meeting.

TMC



TEXAS MEDICAL CENTER

Next Meeting:

12 -1 :30 p.m.

TMC Board Room

6550 Bertner Ave., Floor 6

Houston, TX 77030