



**VOLUNTEER SERVICES COUNCIL**

September 26, 2017

12 – 1:30 p.m.

TMC Executive Offices

**Council Members Present:**

Courtney Hoyt, Harris Health System  
Jessica Segal, Harris Health System  
Estelle Luckenbach, San Jose Clinic  
Marion Schoeffield, Harris County Long-Term Care Ombudsman Program  
Millicent Lacy, Texas Children's Hospital  
Ian Todd, Harris Health System  
Sarah King, Ronald McDonald House Houston  
Helen Villaseñor, Shriner's Hospital for Children  
Cheronda Rutherford, Houston Methodist Hospital  
Kellye Moran, LifeGift Organ Donation Center  
Jacquelyn Jones, Memorial Hermann  
Mayra Cantu, Memorial Hermann  
Irma Almaguer, TIRR Memorial Hermann  
Frankie Duenes, Gulf Coast Regional Blood Center

**Guests Present:**

Esmerelda Soria- Mabin  
Armand Viscarri

**TMC Members Present:**

Carter Fitts, Marketing Associate  
Tatum Boatwright, Marketing Manager  
Shelby Wolfenberger, Office Manager

## **MEETING HIGHLIGHTS:**

- I. **Welcome & Introductions:** Frankie Duenes, Gulf Coast Regional Blood Center
  - The meeting commenced shortly after noon with everyone going around the table and introducing themselves. We started off on an uplifting note sharing a few stories about our community coming together during Hurricane Harvey.
  
- II. **Volunteer Workshop Planning:**
  - The council will be hosting their second annual volunteer services workshop on October 24<sup>th</sup> from 8:30am-2:00pm at Ben Taub Hospital.
  - This half-day program will provide all attendees with three informational sessions that relate to volunteering. Lunch will be provided and the opportunity to tour the facility will conclude the program. We hope to see you all there!
  - The planned agenda is as follows:
    - 8:30 - 9 a.m. Check in and Coffee/Drinks
    - 9 - 9:45 a.m. - Session 1: Empathetic Communication – Harris Health Team
    - 10 - 10:45 a.m. - Session 2: Resume Building – Methodist Hospital, Gabrielle Montoya
    - 11 - 11:45 a.m. - Session 3: Volunteer Panel – Kelly Moran, Marian Schoeffield, Irma Almaguer
    - 12 - 1 p.m. - Lunch
    - 1 - 2 p.m. - Optional Tour of Ben Taub Hospital
  - Anyone that you feel would benefit from this event is more than welcome to register.
  - Presenters need to send their PowerPoints to: [jessica.segal@harrishealth.org](mailto:jessica.segal@harrishealth.org) by Friday October 20th. NO flash drives on the day of the event.
  
- III. **Council Discussions:** Volunteer Background Check Requirements
  - **How important are volunteer background checks to your organization?**
    - All the institutions agreed that their background checks are very important, especially when the volunteers are working with children.
  - **What type of offenses prohibits someone from becoming a volunteer?**
    - The institutions agreed that they judge most cases on a case-by-case basis concerning offenses. They also agreed that if the volunteer is not upfront about an offense or legal citation, it can prohibit them from becoming a volunteer.
    - Harris County Long-Term Care Ombudsman Program: When there are specific conflicts of interest, say the volunteer had recently been

working in a different nursing home, they can be prohibited from being a volunteer.

- Harris Health System- If the volunteer has an offense, make sure the volunteer will not disrupt the leadership of the program. Also, be sensitive to their offense- if they have a theft, then don't put them in a situation where they could be liable for something.
  - Ronald McDonald: Typically, they don't like to have volunteers with a history of theft, children based crimes or any violent cases. They don't mind driving offenses because they don't have their volunteers drive.
- **Do you have a policy in place that gives a blueprint on how to handle a volunteer who "dinged" on their background check?**
    - Most institutions agreed that they handle their volunteers on a case-by-case basis.
  - **Share with the group best practices on communicating with a volunteer who you deny into the program?**
    - Usually a phone call is the way institutions handle denying a volunteer. We discussed approaching the denial phone call like it is a clarification phone call. This way, you can hear their tone and decide if they are apologetic or defensive. They can take this as an opportunity to explain their offense if they would like to. A phone call is preferred, because you don't have to embarrass them in person if they are going to be dismissed.

#### IV. Updates & Action Items:

- **2018 Co-Chair Nominations:** Courtney Hoyt has been nominated. If you would like to nominate anyone else please email Carter Fitts at [CFitts@tmc.edu](mailto:CFitts@tmc.edu).
- **Council Members:** Find items to be donated for the Volunteer Services Workshop raffle and gifts for the panelists.
  - Gulf Coast Regional Blood Center, TIRR, Harris County Long-Term Care Ombudsman Program, Ronald McDonald, TMC, Shriners (10), Harris Health, and Houston Methodist have all committed to donating gifts.
- **Council Members:** Start thinking about guest speakers we can invite to next year's Salute to Volunteers Event!
- **Council Members:** If you have a speaker idea for our next meeting please contact Carter Fitts at [CFitts@tmc.edu](mailto:CFitts@tmc.edu)
- **Council Members:** Register for the 2017 TMC Volunteer Services Workshop.
  - <https://2017volunteerservicesworkshop.eventbrite.com>

# TMC



# TEXAS MEDICAL CENTER

**Next Meeting:**

Mid January- Exact Date TBD

12 -1 :30 p.m.

TMC Board Room

6550 Bertner Ave., Floor 6

Houston, TX 77030