



Summer 2023

Volunteer Newsletter

Welcome to our first Volunteer Bi-Monthly Newsletter. After a lot of conversation about the best format it turns out there is no one size fits all solution. One thing that was clear, though, that meeting every month was too much. Eventually we made the decision to move our volunteer education meetings to an every-other-month format and that the month in between would include a newsletter. This is that! 😊



Appreciation



Speaking of appreciation! Let's start with Kirk Schwartz. The work Kirk put in recently, supporting the discharge process with one of our clients, was exceptional and we would like to take a moment to appreciate him! Discharge is a challenging time for our both our clients and volunteers. Kirk's ongoing presence, support, and kind yet firm consistency in the message that it was time for the change made a big difference. Kirk's engagement with the client's family and the coordinators was also instrumental in a smooth transition for the client, who ultimately donated to SSS in appreciation of Kirk, and the RTH team's, support. Thank you, Kirk!!!

There are so many people doing work worth appreciation that we could go on, but we will limit it to just a few per newsletter. Our second appreciation this month is a big thank you to Brenda Higham for her work with our Senior Link program. Brenda took on extra shifts and kept the hotline hot. Thank you, Brenda!!!



Vibes from Vicki

Welcome to all our new Volunteers and Thank you to All of you!! For now, my Big News will be our Annual General Meeting, June 19th 2:30-4pm. A very short business meeting to take place followed by a social. I

hope you can all make it for some sushi and getting to meet our board and each other. Thank you for coming on board our SSS Journey.

The Coordinators' Reports

Lane's Volunteer/Education Coordinator's Report



Welcome to the new RTH/SSS Volunteer Newsletter. We are excited about the possibilities of this project.

On to the news! As you are probably aware, I am new in my role of Volunteer Coordinator and, along with James, we are reimagining how we can best serve our clients, support our volunteers, and ensure the sustainability of the program. So far things have gone very smoothly. This is, in no small part, due to our predecessors. Gwen held the education role before me and set the bar high and Karin H helped to organize the volunteer management side, so it was easier (but not necessarily easy) for James and I to step into our new roles.

Along the way we found some areas that we chose to change. This Newsletter is one of those changes. Another one was the splitting of the volunteer management role into two roles. One of the roles is what James is doing (the intake coordination and outreach with clinicians and other organizations) and the other is the volunteer coordination role, which is me 😊

As a result of those changes there are some newer processes for how we manage our intakes and assignment of work. For those of you that were unable to attend our recent monthly meetings I will describe the process so that everyone knows how we are working together.

Step 1: A referral is made. From IH but also many from Senior Link and other self-referrals or partner referrals

Step 2: James assesses the client to determine fit and need.

Step 3: If the client is accepted James reaches out to Lane to recruit a volunteer to support the client.

- This is done either through a general email call-out or by direct communication from Lane.

Step 4: Once a volunteer is identified Lane will connect that volunteer to James.

- James will brief the volunteer and make the introduction to the client.

Additional client requests:

- If a client makes additional request to the volunteer, they may agree to do it or deny the request.
 - If the request is denied the volunteer will contact Lane to let them know there is an unmet need

- If the client makes an additional request from James, he will either contact the volunteer directly or pass the request to Lane. The volunteer will be contacted by Lane or James and, if needed, an additional volunteer will be recruited to fill the need.
- If a client requests something that we cannot do, the client will be provided with information about other community resources that are available to fill the need.

We will continue to monitor our processes and are always open to feedback to find ways to improve so please don't hesitate to reach out to either of us!



Finally, we have recently received some funding to develop a new program called the "Wellness Navigator Program". We are developing it in conjunction with Volunteer Victoria and it will allow us to continue offering support to some our clients after they are discharged from the RTH program. If you are interested in joining this project, please let me know!



James' RTH Coordinator Report

In my first three months with return to health Program I quickly realized importance of volunteers to the success of the Return to Health Program. I am a volunteer and I have worked closely with volunteers all my career. I am grateful for the compassion, the time and effort that you all provide for the seniors in our community.

Lane and I have been busy providing in-services to the Therapy departments at Victoria General, Royal Jubilee, Saanich Peninsula and Gorge Road Hospitals. After these presentations the referral are starting to pick up. In the month of May we have had 16 referrals for the Return to Health program. Thank you to the individuals who have provided the support in so many ways. An Intake assessment is completed with of each client. During the intake process the client and I identify goals that they would like to accomplish while enrolled in the 2-12 week Return to health program. Thank you for all that you do.

Our RTH volunteers supported over 150 seniors in 2022!!