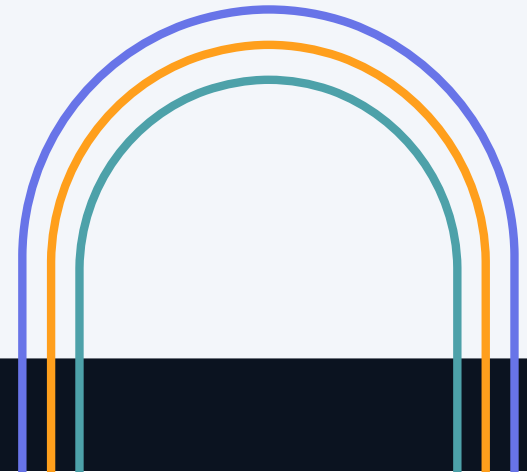


Rachel Fitzsimmons & Emery Moore



RIVERSIDE ORIENTATION VIDEOS



Why Orientation Videos?



Retention Rates

Especially since Covid-19, volunteer retention rates have plummeted, and have yet to recover

Ease of Access

Volunteers did not have any information to look back on after the orientation occurred

Improving Relations

Improved relations between healthcare professionals and volunteers - integrating volunteers back into the system

What have we Done?

1

Filmed

Shot the orientation videos using a number of different scenarios volunteers will face in the hospital setting

2

Edited

Clipped the videos into different segments so volunteers can focus on one situation at a time

3

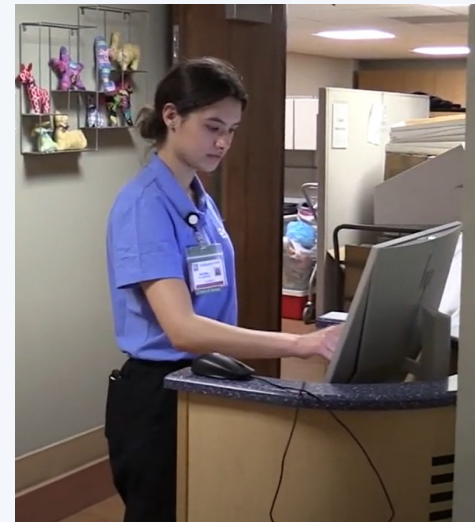
Released

Videos will be posted on the Riverside website and shown at orientation as a resource for volunteers and staff

Future Actions?

- **Assessment & Re - Evaluation**
 - Looking at the volunteer retention rates and ask for feedback on the videos
- **Possible Future Videos**
 - Enlisting Bonner Service Scholars to create specific videos for special units

Volunteer Do's and Don'ts	
Do's	Don'ts
<ul style="list-style-type: none"> • Make and assist with unoccupied beds • Maintain care of patient rooms • Run errands for nurses and patients • Retrieve personal/entertainment material for patients • Assist nurses with any patient balance needs • Assist with patient admits, transfers, or discharges • Report and respond to nurses • Go on customer service rounds 	<ul style="list-style-type: none"> • Perform tests or check patients' vitals • Read or write in a patient chart • Assist patients in isolation • Feed or bathe a patient • Assist a patient with medication



Respectfully Dealing with Concerns

