



2021 Virtual Series Forum on Aging in Rural Oregon

Welcome!

Thank You, Partners:




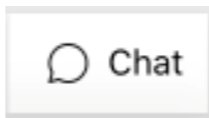




Disclosures

- Britta Willson has no conflicts to disclose.

2021 Virtual Series Forum on Aging in Rural Oregon

- Audio  and video  are muted for all attendees.
- Select  to populate the  Chat feature to your right. Please ask session questions using the Q&A featured and use the Chat function for everything else.
- Presentation slides and recordings will be posted shortly after the session at: <https://www.ohsu.edu/oregon-office-of-rural-health/forum-aging-rural-oregon>.
- If you'd like the CEU for this session, please complete the survey.



2021 Virtual Series Forum on Aging in Rural Oregon

Presents,
Volunteers in Action

Speaker:

Britta Willson, MA Gerontology | Program Coordinator
Volunteers in Action | Providence Hood River

**VOLUNTEERS IN ACTION
PROVIDENCE
COMMUNITY CAREGIVERS**

8/19/21

Britta Willson, MA Gerontology

(Pronouns: she, her)

Program Coordinator, Volunteers
in Action



GOAL AND OBJECTIVES

Participants will demonstrate knowledge of the Providence Volunteers in Action Program and feel confident in starting their own volunteer community caregiver program as evidenced by the following objectives:

At the end of this presentation, participants will be able to:

- Describe the history and mission of ViA
- Describe the role of ViA volunteers and the services they provide
- Describe volunteer training and best practices
- Describe opportunities to engage youth in volunteer opportunities
- Analyze the effects of the COVID-19 pandemic on the program

THE PROVIDENCE COMMITMENT

AS EXPRESSIONS OF
GOD'S HEALING LOVE,
WITNESSED THROUGH
THE MINISTRY OF
JESUS, WE ARE
STEADFAST IN SERVING
ALL, ESPECIALLY THOSE
WHO ARE POOR AND
VULNERABLE



MISSION OF VIA



THE **MISSION** OF VOLUNTEERS IN ACTION IS TO SUPPORT PEOPLE IN MAINTAINING INDEPENDENCE THROUGH COMPASSIONATE RELATIONSHIPS.



THROUGH OUR **WORK**, WE KNOW PEOPLE, CARE FOR THEM, AND EASE THEIR WAY.



OUR **GOAL** IS TO PROVIDE SOCIAL AND PRACTICAL SUPPORT TO WHICH EMPOWERS CARE RECEIVERS TO PURSUE WELLNESS ON THEIR OWN TERMS.



PEOPLE WHO RECEIVE CARE THROUGH VIA ARE TYPICALLY ADULTS LIVING WITH CHRONIC HEALTH CONDITIONS OR SHORT-TERM MEDICAL VULNERABILITY



ELIGIBILITY FOR SERVICES

An older adult (age 60+), usually frail and/or chronically ill, or disabled adult

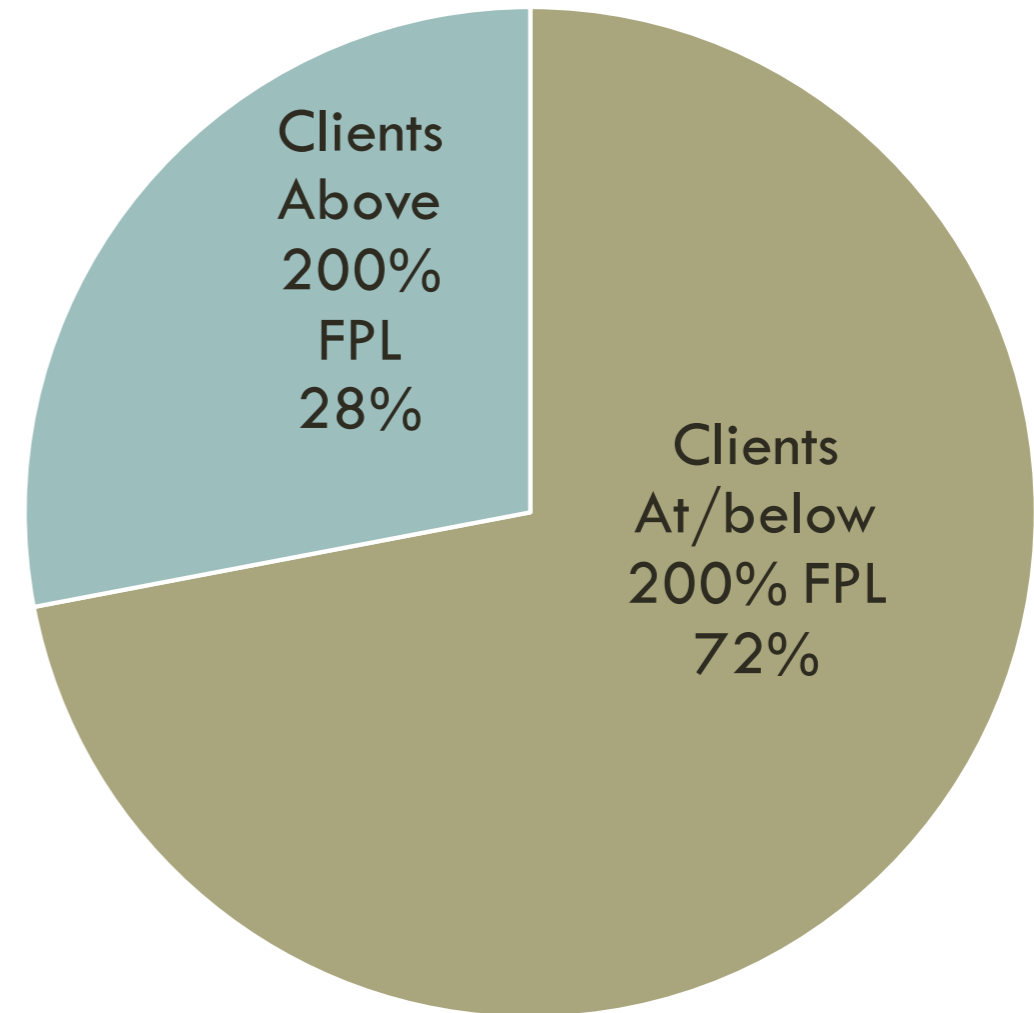
- Reside in private home/apartment or facility*
- May or may not be disabled, BUT must be mobile enough to safely get in and out of the volunteer's vehicle if leaving the home
- Could continue to live independently with some friendly, neighborly assistance from time to time
- Any income level
- No faith preference or requirement
- Services are **free** to residents of Hood River County and the town of White Salmon who have been accepted as Care Receivers.

WHO DOES VIA SERVE?

The average age of our care receivers is 74 years old. Our oldest care receiver 100 years old.

51% live alone.

2020 Clients by Income



THE ROLE OF A VOLUNTEER

Supporting family's ability to care for their relative

A new friend to share joys and sorrows

Helping the person remain independent longer

Referring the person to other care providers as needed

Preventing crisis through ongoing support



VIA'S CORE SERVICES

Transportation

Respite care – a short break for family caregivers

Light yard care and minor home repair

Grocery shopping

Meal preparation

Light housekeeping

Friendly visits

Friendly phone calls

Prescription pick up

Group Volunteer opportunities

Health promotion classes like Powerful Tools for Caregivers, WISE, and Senior Planet.





Teams of volunteers provide a day of service in Hood River and Klickitat Counties


Services include window washing, yard work, gutter cleaning, and similar activities

Breakfast provided

Service activities from 9 am until noon



GOOD NEIGHBOR SATURDAY



**INTERGENERATIONAL FRIENDSHIPS
ARE A WIN-WIN.**

TALK TO OLD PEOPLE

THEY KNOW
COOL STUFF
YOU DON'T

TALK TO YOUNG PEOPLE

THEY KNOW
COOL STUFF

INTERGENERATIONAL OPPORTUNITIES

ANYONE of ANY age can volunteer with us if an approved, trained “team leader” is present.

Intergenerational partnerships include:

Young Life

Horizon Christian School

National Honor Society

Hood River Valley High School

Health Occupations Students of America Club

Hood River Valley High for Non-Profits Club

Health Career Technical Education classes



VIA VOLUNTEERS MAKE A DIFFERENCE!

“My house is safer, cleaner, and more comfortable thanks to VIA. This program keeps me in my apartment; I’d have to leave if you didn’t come help me keep things clean. And I love talking with my caregiver – she helps me feel connected to what’s going on in Hood River.” – ViA Client

“Volunteers in Action Program has helped me in numerous ways. They are a bridge in needed transportation, particularly with medical appointments outside of Hood River proper. ViA also has helped and supported me with various disability resources processes. In short, Volunteers in Action puts the forward motion on things that I cannot accomplish on my own and they do it with grace and kindness.”- ViA Client





VIA'S CORE SERVICES - DURING COVID

Weekly checkins by phone

Pen-pal program for the residents of Down Manor and Meals on Wheels clients.

Music for Brookside Manor

Transport for critical medically necessary appointments such as macular degeneration eye shots, follow up from surgery, physical therapy etc.

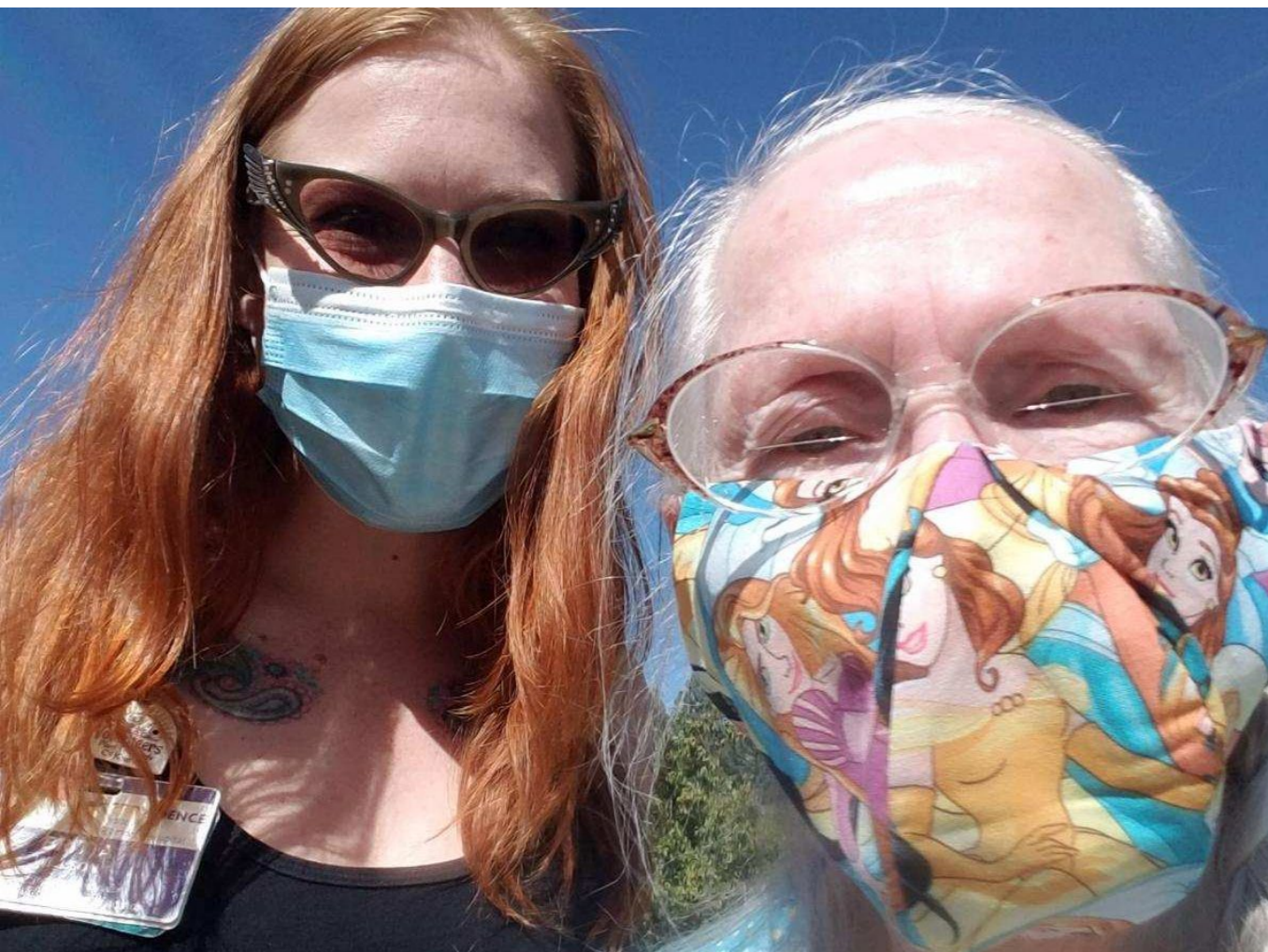
- Volunteers are unable to transport at this time so it's only me which means availability of rides is limited.
- Pacific Power Mobility Grant for electric vehicle which would have Covid Barrier and Wheelchair transfer

"No contact" grocery shopping and delivery

Online health promotion classes like Powerful Tools for Caregivers, WISE, and Senior Planet.

Online Monthly Death Café and Weekly Listening Hour

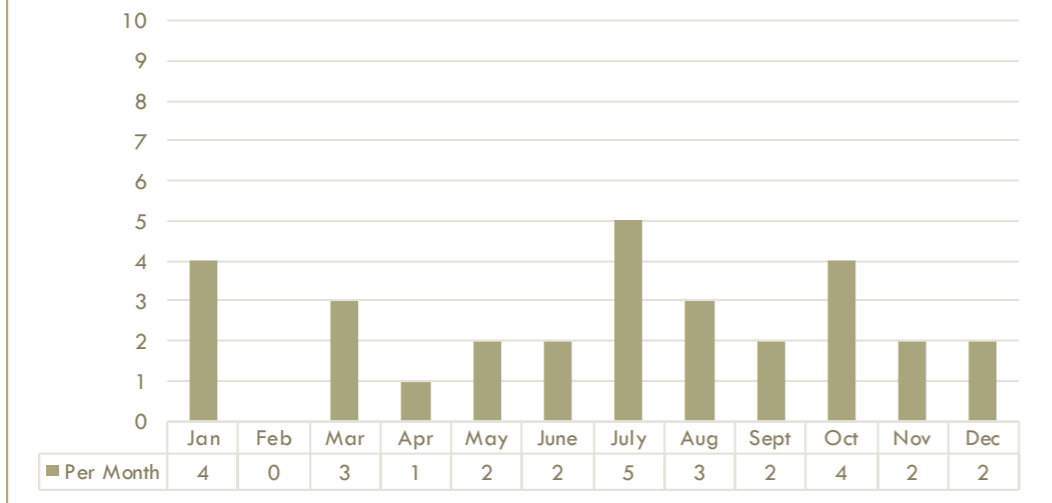
Yard work



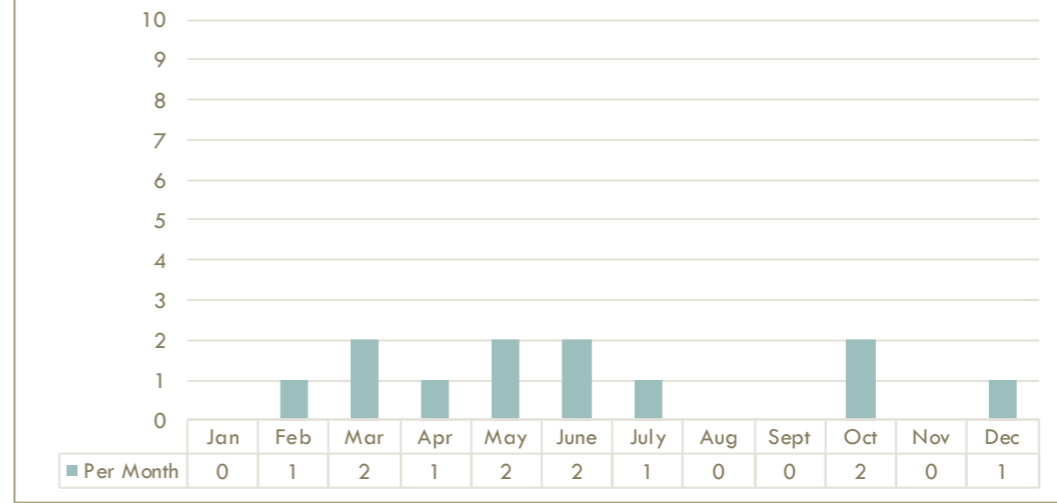
2020 AT A GLANCE

**“Never Let A Good Crisis Go To Waste”
-Winston Churchill**

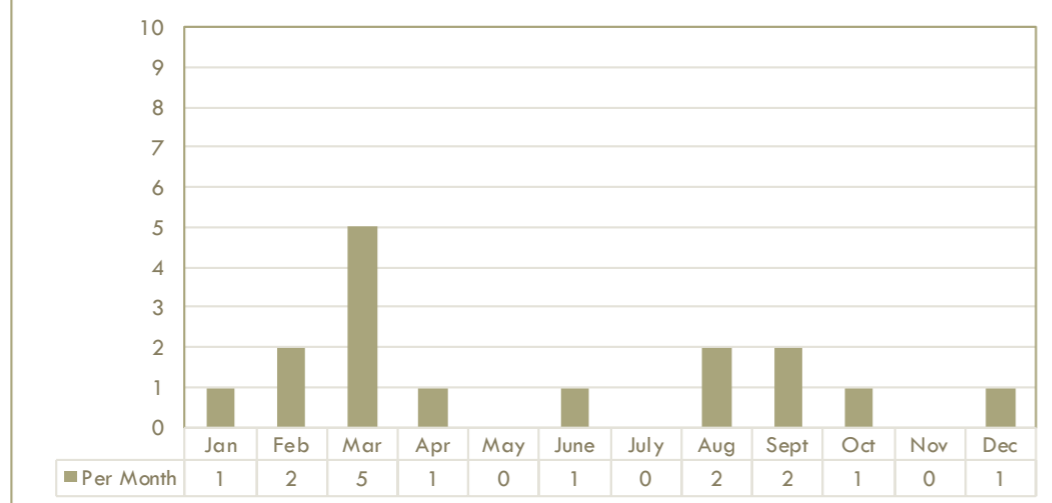
New Clients 2019



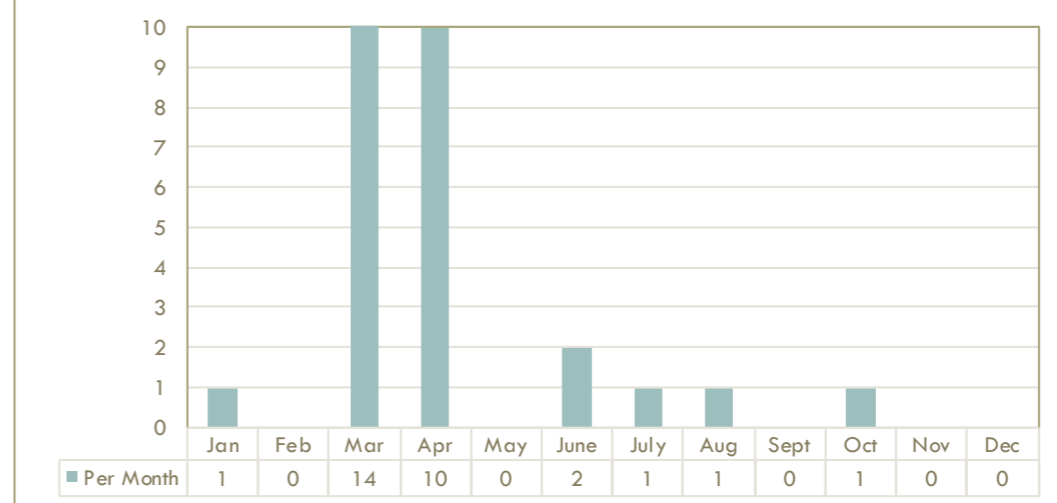
New Clients 2020



New Volunteers 2019



New Volunteers 2020



HOW MATCHES ARE MADE



Clients complete application



Requests for services involve a home visit to observe conditions, scope of request, and ability of person.



Refer care receivers to other services if necessary.

BECOMING A VOLUNTEER

Onboarding Process:

- Application
- Background Check
- Training
- TB Test
- Badge
- License and Insurance

Perks

- Social events
- Hood River Organic CSA 10% off
- Mileage reimbursement



BETTER IMPACT

Complete Volunteer and Client applications.

Complete online volunteer trainings.

Look for available volunteer opportunities and sign up.

See assigned opportunities.

See assigned clients' contact information.

Log hours and mileage.

Access important program files.

Pull reports

The screenshot displays the 'VOLUNTEERS IN ACTION' website. At the top is a dark blue header with a yellow sunburst logo on the left and right, and the text 'VOLUNTEERS IN ACTION' in white. Below the header is a navigation bar with yellow buttons for 'HOME', 'OPPORTUNITIES', 'SCHEDULE', 'LOGGING', 'CONTACT', and 'MY PROFILE'. The main content area is white and features a 'Home' heading. On the right side of the main content area, there are links for 'Help' and 'Log Out'. Below the main content area is a yellow banner with the text 'Providence Volunteers In Action'. The page is divided into two columns. The left column has a yellow header for 'News' and contains a message: 'WELCOME TO OUR NEW SOFTWARE SYSTEM! Please reach out to the VIA office if you have any questions. 541.387.6404 or brittany.wilson@providence.org.' Below this is a yellow header for 'Mission Statement/ Nuestra Misión' and a text block: 'Volunteers in Action supports people in maintaining independence through compassionate relationships. Through our work, we know people, care for them, and ease their way.' The right column has a green header for 'Get Social' and contains social media sharing options for Facebook, Twitter, and a plus sign. Below this is a Facebook post from 'Providence Hood River Memorial Hospital' with 1.3K likes and a photo of people interacting.

VOLUNTEER BEST PRACTICES

- ▶ Attempt to understand family dynamics
- ▶ Do not judge the family situation or the care receiver
- ▶ Acknowledge care receivers right to make their own decisions
- ▶ Be alert to changes, signs of abuse
- ▶ Support different client needs
 - ▶ Hearing, vision, breathing, mobility, strokes, dementia
- ▶ Honor the infinite dignity of the care receivers you serve
 - ▶ Words with dignity
- ▶ Most importantly: **HAVE FUN!**

VOLUNTEER TRAINING

- ▶ **Safety Practices**
 - ▶ What to do if a client doesn't answer the door for a scheduled visit
 - ▶ What to do if a client has a fall during a visit
 - ▶ Recognizing a stroke
 - ▶ Hand washing and disease prevention

VOLUNTEER TRAINING

- ▶ Grief and loss
- ▶ Loneliness and intimacy
- ▶ Skills for self-awareness and self-care
- ▶ Boundaries and consent

WHAT ARE BOUNDARIES?

Boundaries are lines around relationships

Predictability & shared expectations

Protect privacy and autonomy

Boundaries help people feel comfortable receiving assistance.

Boundaries help caregivers feel confident to help

WHAT IS LONELINESS? SOCIAL ISOLATION?

While these terms are used synonymously, but they are, in fact, different.

Social Isolation = Actual number of social contacts. Is measurable. Can be addressed by volunteers.

Loneliness = Subjective feeling. MAY be addressed by volunteers depending on the quality and intimacy of client/volunteer relationship.

You
can
be
lonel
y
with
peopl
e and
not
lonel
y
when
you' r
e

“THE OPPOSITE OF LONELINESS IS NOT
TOGETHERNESS, IT'S INTIMACY” — RICHARD BACH



INTIMACY

Intimacy is **closeness** between people in personal relationships. It's what builds over time as you connect with someone, grow to care about each other, and feel more and more comfortable during your time together. It can include physical or emotional **closeness**, or even a mix of the two.

- ❖ Intimacy = Vulnerability + support or acceptance + time
 - ❖ What makes us feel vulnerable?
 - ❖ What makes us feel supported in those moments?
- ❖ Intimacy is a process, not a goal/destination. Ongoing practice. Something a client/volunteer may never achieve.



**VISIT WITH HAL
(WRITTEN BY VIA VOLUNTEER)**



**VISIT WITH MARY
(FROM RURALITE MAGAZINE JUNE
2019, BY DREW MYRON)**

ARE YOU READY TO BUILD A PROGRAM LIKE VIA?

VIA is supported by Providence through our Community Benefit requirement as well as the Providence Foundation.

- Providence- Newberg, Seaside, Hood River
- AgePlus Circles of Care
- Clackamas County AAA
- Age Friendly Sisters

Volunteers attend training, pass a background check, and take a TB blood screen before receiving their match.

Single day volunteer event— Good Neighbor Saturday

How can you remove barriers to volunteering?

ARE YOU READY TO BUILD A PROGRAM LIKE VIA?

National Volunteer Caregiving Network – start up manuals, training resources, and so much more! (Membership-based)

- RideScheduler database – email scheduling and tracking for volunteers and clients

Better Impact- new software implemented 2019

Seniorcorps/RSVP Program

Americorps Jesuit Volunteer Program

- The Hood River program is uniquely efficient due to the Jesuit Volunteer Program.

What unique resources exist in your community which can be built into your program?

THE END...OR THE BEGINNING?

Questions?

Britta Willson, MA,
Gerontology

Brittany.willson@providence.org

541-387-6404



*"Alone we can do so
little; together we can
do so much."*

~ Helen Keller