



Get Volunteers Back on Track Series

Raising the Bar for Volunteer Programs: Lessons Learned from COVID-19

(90-minute webinar – available live or on-demand)

Wednesday, November 17, 2021

9:00 AM Hawaiian	11:00 AM Alaskan
12:00 PM Pacific	1:00 PM Mountain
2:00 PM Central	3:00 PM Eastern

[Register Here](#)

Because the pandemic brought many challenges, Medicare temporarily lifted the 5% requirement to lessen the burden. However, valuable services were lost. This program will take a look at lessons learned and how to move forward with a strong volunteer program that can withstand whatever the future brings.

AFTER THIS WEBINAR YOU'LL BE ABLE TO:

- List five things agencies could have done better with volunteer programs during COVID-19
- Ease the burden of social isolation for patients and families by using five specific volunteer services
- Describe the importance of using professional volunteers during challenging times
- Create dynamic volunteer programs going forward by understanding the lessons learned
- Articulate a vision for the use of volunteers as dynamic members of the interdisciplinary team

WEBINAR DETAILS

Extremely stressful and challenging situations often provide growth and learning opportunities. Such is the case with COVID-19 and hospice care. One difficult situation we knew about pre-COVID-19 is that social isolation often accompanies a diagnosis of a serious illness. What have we learned this past year about the role of volunteers in addressing social isolation? Plenty! This webinar will explore lessons learned from the pandemic and how to maximize the use of hospice volunteers, especially during difficult times. This is the first webinar of a three-part series. Attend parts two and three to learn more about what counts towards the 5% and creating a volunteer program that meets today's unique needs.

THIS WEBINAR WILL BENEFIT THE FOLLOWING AGENCIES:

- Hospice

WHO SHOULD ATTEND?

This informative session is designed for all hospice leadership, including volunteer managers, team leaders, and the senior leadership team. Volunteers and staff members in key roles will also benefit.

TAKE-AWAY TOOLKIT

- List of specific roles (volunteer programs and services) for volunteers that will address social isolation now and moving forward
- Program self-evaluation
- Volunteer program development guide
- Sample position descriptions
- Sample policies/procedures and training outline
- Extensive handout with lecture notes and additional learning opportunities
- PDF of slides and speaker's contact info for follow-up questions

DON'T MISS THIS 3-PART SERIES:

Looking Closely at "What Counts" Towards the Volunteer 5%
on Wednesday, December 1, 2021

**Designing a Comprehensive Volunteer Program that
Meets Today's Unique Needs**

on Wednesday, December 15, 2021

MEET THE PRESENTER

Gary Gardia, LCSW, APHSW-C

Over 35 years ago, Gary began his hospice career as a volunteer. Since then he has worked in many capacities leading a variety of teams and departments including volunteers, social workers, bereavement, and education.

Gary holds Master's Degrees in both Education and Social Work and is a Licensed Clinical Social Worker. He also holds the new Advanced Palliative Hospice Social Worker Certification (APHSW-C). Gary received the National Hospice and Palliative Care Organization's (NHPCO) Heart of Hospice Award for developing innovative programs to meet the needs of caregivers and the bereaved and is the recipient of the national social work organization Social Work Hospice and Palliative Network (SWHPN) Award of Excellence in Professional Education.

Gary is a frequent presenter and keynote speaker at state and national conferences and works as a consultant for various businesses and healthcare organizations. He is the past Executive Director of the Advanced Palliative Hospice Social Work certification organization.

THREE REGISTRATION OPTIONS – WHAT YOU GET

1. Live Webinar Includes

- Unlimited connections to the Live Webinar for your agency
- Handout and take-away toolkit

- Available on desktop, mobile & tablet
- Presenter's contact info for follow-up

2. On-Demand Webinar Includes

- Recording of the Live Webinar
- Can be viewed anytime 24/7, beginning 2 business days after the Live Webinar
- Handout and take-away toolkit
- Available on desktop, mobile & tablet
- Free Digital Download, yours to keep
- Share link with anyone at your agency
- Presenter's contact info for follow-up

3. Purchase the **BOTH Option** to receive all the benefits listed above! Full registration descriptions can be found [here](#).

If you need help with anything, please drop us an email at support@eewebinarnetwork.com or call 406.442.2585.