



Minnesota Association of Healthcare Volunteers

MAHV Meeting Notes, May 6, 2020

Attendees: Jane Denovchek, Bev Moberg, Phyllis Ducey, Jody Bjerke, Janene Riedeman, Mike Cooper, Phil Ruggerio, Sheila Maki, Kelly Owen, Theora Goodrich, Kari Hall, Iliose Groth

Thanks to all who participated in the Zoom meeting. It was good to see faces and/or hear voices. As host, this was my first Zoom meeting and I learned a lot. Hoping to continue to use and improve our ability to meet effectively in a virtual environment.

“Whenever there is significant pressure applied, such as during a pandemic, organizations and individuals have a brief window of time in which they may choose to adapt and expand or retract and collapse. We are in one of those moments. Are you ready?” Original quote from a Hubbard County Soil and Water Manager (shared by Theora Goodrich)

Common themes from ‘around the room’ sharing:

- It’s still too early for discussions or timelines for bringing volunteers back into facilities. Volunteers have been organized to do home sewing for masks. While some volunteers are eager to return, there was recognition that a significant number of healthcare volunteers are in the ‘at risk’ groups and expect to stay home well into the fall.
- Counties in the north/north central are beginning to see increased numbers of COVID cases. Stearns County (served by St. Cloud Hospital) is becoming a hot spot with outbreaks related to meat processing plants.
- Volunteer coordinators have been furloughed, re-assigned, working from home and/or have reduced hours. They have made efforts to stay in communication with their volunteers, e.g., weekly emails. Fluid timelines on if/when return to pre-COVID status.
- Membership renewals stand at 48 with at least two additional renewals expected. This is approximately ten fewer than 2019, probably COVID casualties. Jody reported more completed surveys were returned this year, along with vendor lists.

By consensus it was clear that the fall conference will be cancelled. Jody Bjerke was able to confirm that we will not suffer financial penalties in doing so. Results from the Survey Monkey (with about 50% responding) showed support for several alternatives, no one option stood out. After some discussion, it was deemed premature to move ahead with alternative plans for 2021, given the current climate of uncertainty.

Additionally, in person gatherings for fall forums are also cancelled, for the same reasons. There was initial discussion of virtual options as a means to engage member groups, possibly at the District level.

- More information on COVID19 projections, topics, platform (Zoom, WebEx, YouTube, GoToMeeting) and other operational details needed before we can proceed.
- Kelly Owens volunteered to help with the planning, if we move ahead.
- We acknowledged that volunteering in a healthcare setting may ‘look different’ in a post-COVID19 world, so topics that address these changes and volunteering safely in the new normal may be worth pursuing, as well as topics that inspire.
- Attention span of 1-1.5 hours should be considered.

- Q&A options were deemed important as well as a format that would allow us to ‘push out’ recorded content for non-participants to review at their leisure.
- It was also recognized that some members/member groups may choose not to participate given technology.

Communication with member groups:

- Jane will send out monthly e-newsletters (Mike Cooper will help edit); will be posted on Facebook
- We will experiment with monthly Zoom “check in” meetings set up by District:
 - Bev Moberg and Phyllis Ducey will coordinate District B
 - Jane Denovchek, District D
 - Theora Goodrich and Iliose Groth, District A & C combined
 - Jody Bjerke and Jane Denovchek, Districts E & F combined
- These leads will coordinate with District Chairs who were not on the call w/ attention given to clear instructions for participation for those new to the virtual world.
- Frequency of communication can be adjusted as we get feedback.

Plan to schedule a virtual board meeting the last week in June, tentatively Wednesday, June 24, early afternoon (1 pm). More to come.

Items that were brought up but not yet resolved:

- Heart of Minnesota Awards, revised timeline; when/how to present.
- Bylaws require an annual meeting to approve budget, officers, any bylaw changes, etc. This is typical done at the annual conference; email/snail mail options are possible
- Standing rules may need to be revised to reflect virtual meeting scenarios. Post meeting, Phyllis Ducey, our parliamentarian, has been consulting the latest in Roberts Rules. Many organizations are grappling with how to officially conduct business in the age of social distancing and limits on in person gatherings.
- As we think about 2021, some dates of note:
 - Easter, April 6
 - Volunteer Appreciation Week is April 19-25
 - Mother’s Day, May 9