

Project Title

New Ways to Engage Volunteers During the Pandemic

Project Lead and Members

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Organisation(s) Involved

SingHealth Polyclinics

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Volunteer Management

Aim(s)

- Making adjustments to the programme and adapting to new ways of staying connected.
- Ongoing efforts to maintain contact with the volunteers through engagement sessions.
- Creating development opportunities for personal growth and providing a sense of achievement.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Workforce Transformation

Informal Workforce Transformation, Volunteer

Keywords

Virtual Engagement, COVID-19

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New Ways To Engage Volunteers During The Pandemic

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SingHealth Polyclinics (SHP)



1) Introduction

When COVID-19 struck Singapore and impacted the SHP Helping Hands Volunteer Programme (SHHP), it was put on hold for the safety of our volunteers, staff and patients. The programme took a major shift when we faced the challenge of keeping our volunteers engaged and connected, so as to have a ready pool of volunteers returning to the clinics when the programme resumes. Our Volunteer Management (VM) teams are constantly exploring new ways to stay in touch and engage with our volunteers. **Our aims include:**

2) Methodology



Education and Awareness

Reaching out to our volunteers via emails on a weekly basis to keep our volunteers active and up-to-date.

Sharing of useful health information & relevant programme updates



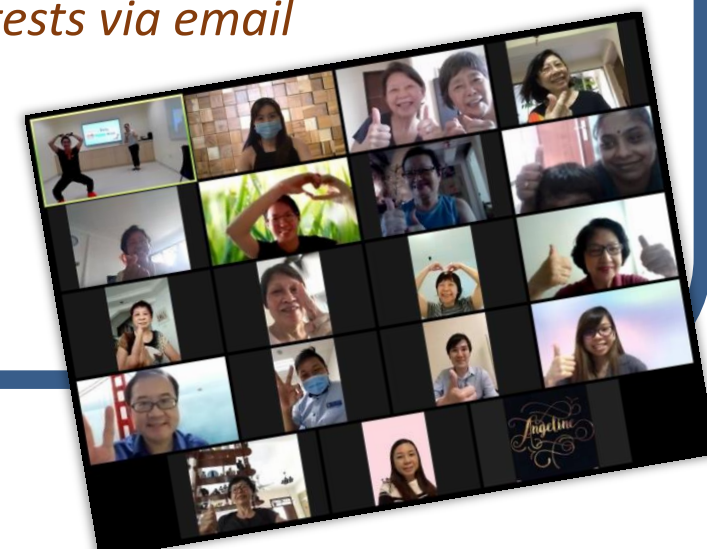
Volunteer Bonding Activities

Tapping on virtual platform to engage and connect all volunteers from different clinics through activities that volunteers will enjoy.

Virtual karaoke contest

Kara-O-FUN, Let's Sing!

Quizzes & contests via email



Training and Development

Conducting virtual training and offering learning opportunities for volunteers to upgrade their skills during this downtime.

Collaboration with one of our volunteers to conduct virtual training for our volunteers



Volunteer Recognition

We recognised our volunteers' efforts and contributions through virtual recognitions during this period of time.

Sending monthly birthday e-card, festive greetings and appreciation tokens



Giving Back to Society

Engaging volunteers in a meaningful cause. SHHP collaborated with SHP's Development Office to organise a charity auction, "Helping Hands, Warming Hearts" in support of SHP's Gift of Family Fund (GoFF).

Helping Hands, Warming Hearts



Adapt and Adjust

Making adjustments to the programme and adapting to new ways of staying connected.

Communication

Ongoing efforts to maintain contact with the volunteers through engagement sessions.

Empower

Creating development opportunities for personal growth and providing a sense of achievement.



3) Results

The virtual engagement sessions have made our volunteers, especially the seniors, who are less tech savvy **embrace technology**. Volunteers have become **more innovative** and recognised that **virtual communication** is the **new norm to stay connected**.

Volunteers have **expressed their gratitude** to our VM team for keeping in touch with them and are **glad to be able to contribute** to the programme. This gives them the assurance that the programme is still active although physically suspended.

"Thank you very much for your well wishes. Stay safe and healthy."
~Ms Jenny Lee



"It was indeed a lively session for me and I enjoyed seeing some of you through this workshop."
~Mrs Balan

Volunteers are coming together to support each other even without the usual face-to-face interactions. They have **maintained strong connections** with both VM team and their peers.

Exploring opportunities in areas such as giving back to the society has garnered support from both volunteers and SHP Family. This initiative allows the volunteers to **stay engaged** and at the same time **contribute for a good cause**.

4) Conclusion

During the programme suspension, volunteers are faced with the need to adapt to certain changes and the VM teams are also expected to create new ways to connect with our volunteers.

These efforts to continually stay connected with our volunteers through virtual engagement sessions during the programme suspension have proved to be successful and the volunteers have expressed their appreciation for these activities.

While it is important to look ahead and plan toward programme resumption, the power of engagement and staying connected are keys to retaining our volunteers at this current stage.

Despite the significant impact of the suspension of the programme, we are thankful for our volunteers' continuous passion to serve and their openness in accepting changes while adapting to the 'new' normal.