

Volunteer is a **Payscale**, It
Shouldn't be an **Attitude**

Richard Huff



GIFAK.NET

@richmhuff

#PulseCheck2018



ATLANTIC HIGHLANDS

Volunteer

FIRST AID SQUAD

@richmhuff

#PulseCheck2018

What is the **EMS** Squad Killer?



The Volunteer Mentality

@richmhuff

#PulseCheck2018

What is it?

- But I'm just a volunteer!
- I only take classes if there are CEUS!
- I'm only going to do so much!





@richmhuff

#PulseCheck2018



@richmhuff

#PulseCheck2018

I can't ask him to
do it, he'll quit!

Questions

- Business or club?
- Handbook?
- Policies?



We must change

- New members **expect** more
- The world around us **expects** more
- We should **expect** more of ourselves



@richmhuff

#PulseCheck2018



@richmhuff

#PulseCheck2018

What is your
squad's
culture?





It's time



@richmhuff

#PulseCheck2018

Think about this....

- Vehicles, supplies, real estate?
- Manpower?
- Insurance?
- Fuel?



The IAP for your future



What is your **mission**?

What do you **want** it to be?

Mission statements

- To build healthier lives, free of cardiovascular diseases and stroke – **American Heart Association**
- **American Red Cross** prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors
- To provide better care of the sick, investigation into their problems, and further education of those who serve - **Cleveland Clinic**

AHFAS

- To deliver high quality emergency medical care to anyone who needs it, whenever they need it.
- To make the community to stronger, safer and smarter.
- To inspire others to lend a hand.

Empower
people to
find **better**
answers



Let others
in to think
outside
of the box



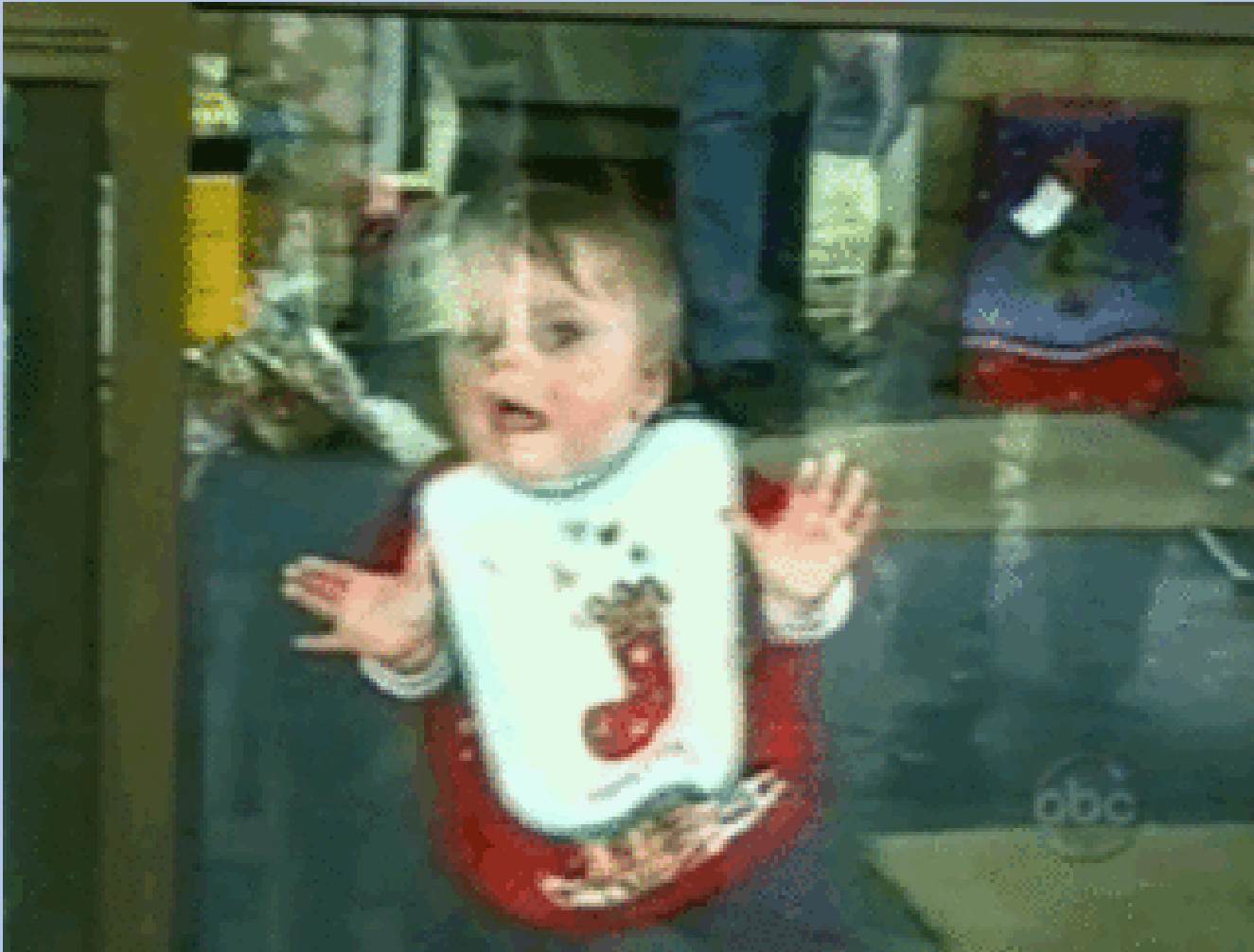
Vision

Values

People

Story

Self assessment



@richmhuff

#PulseCheck2018

Pop Quiz

@richmhuff

#PulseCheck2018

Strengths
Weaknesses
Opposition
Threats



Strengths

- Organization has support of the community
- Organization faces no immediate competition
- Well equipped with vehicles, medical supplies
- Good financial picture

Weaknesses

- Dwindling volunteer pool
- Internal communications/personnel issues lead to fewer responders answering more calls
- Lack of training specific to organization's realistic needs
- Lack of member buy-in to leadership initiatives
- Challenged morale

WEAKNESSES:

- 1) Dwindling staff**
- 2) Poor Recruitment**
- 3) EXTENDED TIME FROM ENTRY TO RIDE**
- 9) Poor morale among portion of TEAM**
- 5) CASCADING negative Events.**

Opportunities

- Greater interaction with community groups to build membership, funding.
- Funding opportunities – fund raising, grants
- Education – internally – better real-world training
- Education – externally – better community training

Threats

- External competition from paid organization
- Further reduction of available responders
- Fluctuation in donations
- Internal morale-personnel
- Change of public's perception of volunteer providers

This is a **top down**
problem best solved from
the **bottom up**



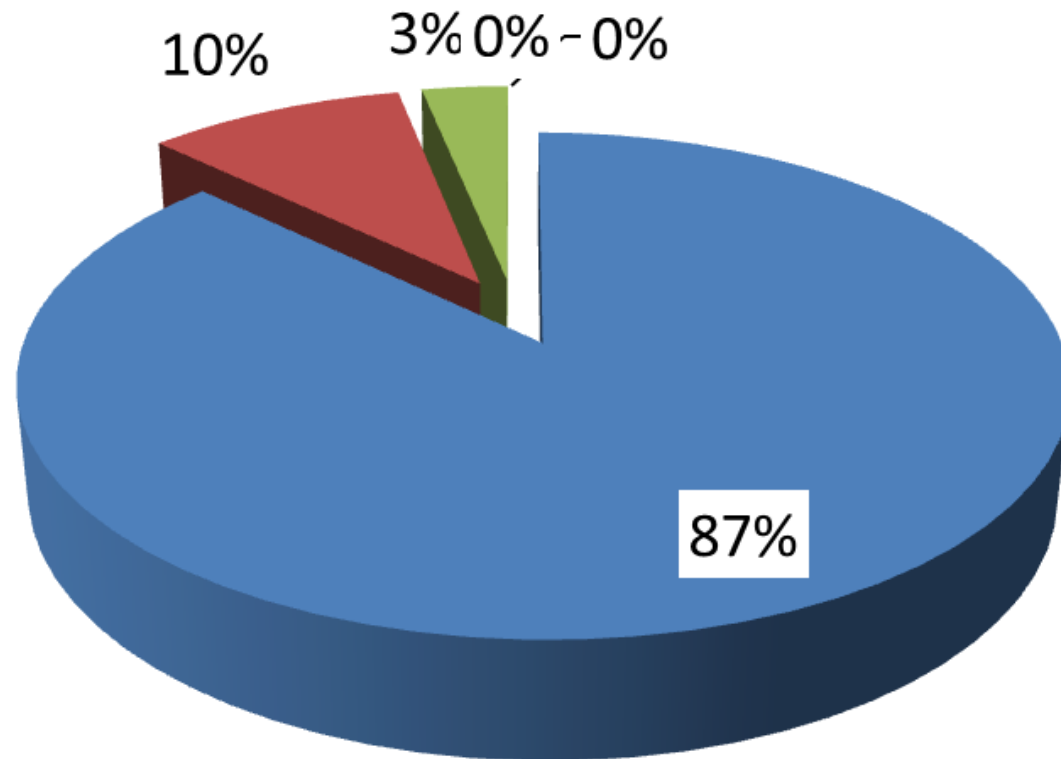
Former NYC Mayor, Edward I. Koch, 1924-2013. Source: adam.luis.amengual / Flickr

@richmhuff

#PulseCheck2018

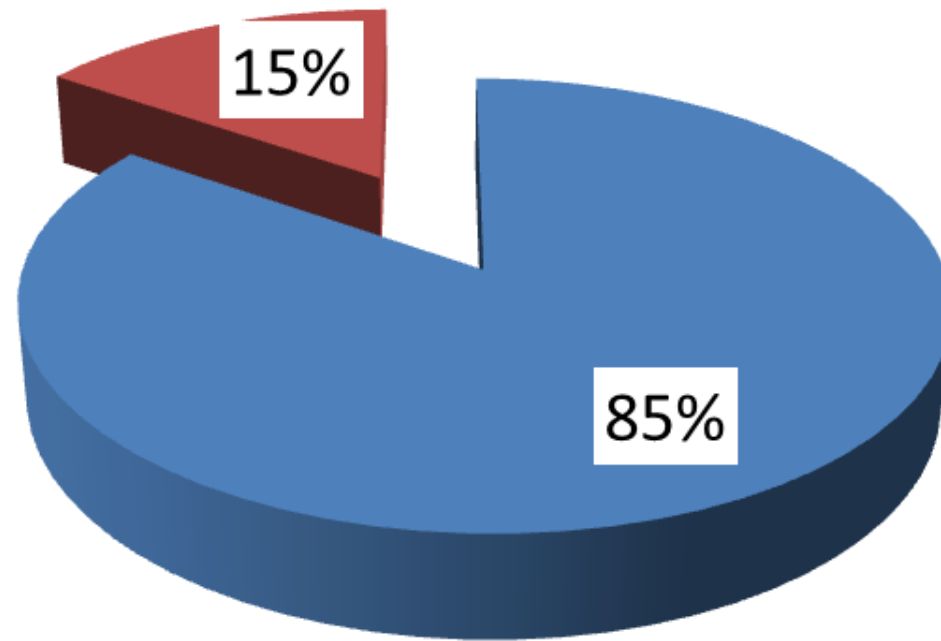
Professionalism of the team

■ Excellent ■ Good ■ Fair ■ Poor ■ N/A



Did you know the AHFAS was Volunteer?

■ Yes ■ No



The change IAP

- Talk and **listen**
- **SWOT**
- Ask for suggestions
- Survey
- Find the **pain** points
- Commit to **change**
- Charge a **team**
- Collaborative
- Set goals

No one – not rock stars, not professional athletes, not software billionaires and not even geniuses – ever makes it alone – Malcolm Gladwell

PN



@richmhuff

#PulseCheck2018

Questions?

- Richardmhuff@gmail.com
- www.facebook.com/richardmhuff
- [@richmhuff](#) (Twitter and Instagram)