Volunteer is a Payscale, It Shouldn’t be an Attitude

Richard Huff
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!
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
What is your squad’s culture?
It’s time
Think about this....

• Vehicles, supplies, real estate?

• Manpower?

• Insurance?

• Fuel?

$1 Million?
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 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
Self assessment
Pop Quiz
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

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Did you know the AHFAS was Volunteer?

Yes: 85%
No: 15%
The change IAP

- Talk and **listen**
- **SWOT**
- Ask for suggestions
- Survey
- Find the **pain** points

- Commit to **change**
- Charge a **team**
- Collaborative
- Set goals

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

PN
Questions?

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