

Meeting in Superintendent's Office to  
Discuss Volunteer Services with Mrs. Miriam Karlins  
November 20, 1952

PRESENT:	Mr. Burnett	Mrs. Karlins	Mrs. Myers	Mrs. Parson
	Miss Dobner	Mr. Krafvo	Miss Perkins	
	Mr. Erickson	Dr. Kennedy	Mr. Roby	
	Mr. Hustad	Mr. Madow	Mrs. Salisbury	

Dr. Engberg presided at the meeting and introduced Mrs. Miriam Karlins to the members present. Mrs. Karlins then explained that on the state level the job of volunteer co-ordinator is new. She is to try to establish certain basic minimum standards and procedures which can be set up in each institution but nevertheless sufficient procedures for volunteers to follow. Volunteers can be an asset or a nuisance. They want to offer services if they are needed and how well they are used is determined by the institution. First: Is there a need for Volunteers? There can be 4 areas: patient needs, staff needs, helping to bring in outside services and direct or indirect services. There must be an evaluation of volunteer needs first. They must be used by the personnel according to their own needs and only the personnel in the institution can determine what this may be. Mrs. Karlins stated that she does like to ask the staff to start thinking about where in their departments volunteers could be of help. Volunteers are not to replace staff but to supplement staff needs. Once the staff needs have been determined they should be listed (Mrs. Karlins will give a suggested list) specifically where, what duties and how many, any special training and personal background. The quality of services, and amount of services will justify this effort put forth in making such a list. After these needs are known, then the time is for recruitment.

There is a general orientation course with the heads of departments giving a lecture, medical talks and possibly a tour of the institution. After this, there should be registration--registration is another word for screening. An application blank is completed; Mrs. Karlins will furnish these blanks. The application is discussed with the recruits and then is discussed with the department heads. The volunteers are assigned to duty, definite hours, days to do the job. They are presented with a card and badge. They will receive also a card which is kept in their file with their personal history and their assignment, and they chart the number of hours they have served. It is felt that this will eliminate any overlapping, confusion and makes the greatest use of whatever potentials the volunteers might have. It can be an asset if it is followed carefully and slowly, and if the resources of the volunteer group are used.

Dr. Engberg stated that we would not think in terms of projects today and requested each member present to begin to give some thought to what volunteer services might be utilized and we will then see whether we can find some volunteers for this service. Ultimately we shall want to think in terms of our own mechanics here. There will have to be a great amount of work done here by the person in charge of volunteers. At present, this will be in addition to regular duties and co-operation will have to be given. Rev. Streufert has said that there is apparent need of something in addition for Jewish services and Mrs. Karlins will discuss this with Rabbi Koppstein. Dr. Engberg called for questions.

Dr. Kennedy stated that he thought that the Gray Ladies feel that what they are doing is unimportant. If Mr. Hustad would explain to the workers that although it may seem unessential to them, it is important to the children.

Dr. Engberg said that Mr. Hustad has been asked to review our present program determining more specifically just what work it is necessary to have done. The Hospital can now study what work to be done by volunteers and Mr. Hustad can interview the workers to see what they can do. Dr. Engberg suggested that the Gray Ladies might meet with Mrs. Karlins and the matter could be discussed with them. It would show them that there is an appreciation of their willingness to serve. The Gray Ladies have been trained in special areas. We must supply them with our program of work that should be done. As soon as we have a positive program, we can present our needs. Mrs. Karlins stated that as soon as we say, "I think", this is transferred to the worker and they feel that they are unimportant. This is part of the orientation and our needs can be pointed out to them and they will do these duties more willingly and wholeheartedly.

Dr. Engberg explained that the Red Cross started the present program as a result of a suggestion by a national officer who spoke to him. Dr. Engberg said too that orientation is a matter of interpretation. Miss Dobner was asked to give some thought to the needs that may be at the Hospital and discuss this with Mr. Hustad making an objective analysis of the present program and what can be done and he can take it up with the Superintendent.

Mr. Hustad said that if the supervisors look over their areas and list their needs, it doesn't necessarily mean that we can supply these services.

Dr. Engberg said that this will be followed up with a later meeting.

Mr. Krafve asked what the State's responsibility would be if a worker contracted Tuberculosis, for instance.

Mrs. Karlins suggested that volunteers not be used in any area where there is a contagious or clinical diseases. Physicals for volunteers--this procedure has not been established but the Veterans Administration does have that requirement. Releases from liability--work is being done on additional legislation; at present releases should not be requested.

Mr. Erickson asked whether volunteers have been used to write letters. Dr. Engberg said that this is now being done in the hospital and that this is something that we would approach with caution; Mrs. Karlins, Miss Perkins and Miss Dobner agreed on this.

Mr. Burnett suggested playing games and letter writing at our infirmary and also for our crippled children.

Dr. Engberg asked that each department head present send the superintendent a list showing what day, number of hours, jobs and number of volunteers they could use. This will not be undertaken as a mass program but slowly and starting with the simplest and most useful project.

Dr. Kennedy spoke of behavior problems.

Mr. Krafve, Miss Perkins, Mr. Madow, Mr. Hustad remained for short meeting. Dr. Engberg said that Mr. Hustad would be in charge of the program here. Mr. Hustad said he would be glad to continue. Mrs. Karlins said that Mr. Hustad would then be able to start a recruitment program. She said she plans to call meetings of the State Chairmen of Church and other organizations; that she wants to acquaint them with the fact that we

are getting started on the recruitment program.

Mr. Madew said he would be willing to help out as would all of the staff in recruiting clerical workers, conducting tours, some of it depends upon the quality of the volunteers. It can be set up as a limited project. One area could be Christmas Gifts. Mr. Krafve is interested in the Christmas mailing problem. Mrs. Karlins suggested that High School and Junior Red Cross groups might be able to help with this, especially in addressing mail and they usually are more than happy to do this sort of thing.

The meeting closed with the superintendent thanking Mrs. Karlins for making a special trip to speak to the group and assuring her of our interest in her program and co-operation and desiring her assistance.

Marjory Foster, Recorder.