

Katie Webb

Leadership Academy Project: 2014

Mobility Escort and Transportation Program

This is a resident volunteer program developed for Independent Living residents to assist RCF/ALF/SNF residents to activities, appointments and events on campus. Resident volunteers will escort (walk with) or give wheel chair rides to residents who need extra help attending programs.

1. My goal was to create a way for all residents on campus to attend programs of choice no matter where on campus the activity, appointment, or event may be. Willamette View is a widely spread out campus which can cause barriers for our licensed areas. I found a way for our residents to be cohesive by developing the Mobility Escort Program. This is a resident based, volunteer program where an able independent living resident will walk with or give a wheel chair ride to any resident wanting to attend an activity, program, appointment or event on campus. The volunteer is trained to stay with the resident and bring the resident back home when the event is over or when the resident wished to return home.
2. Benefits include cohesiveness with our resident population. Residents who live in licensed areas feel they are still part of Willamette View.
3. To complete this project I needed the Resident Council, Resident Community Care Committee, Administration, Resident Services, Reception, Social Services and Life Enrichment Team.
4. When I began the project we met every week for a month to delegate tasks. When the program was up and running we met monthly. We currently meet quarterly unless I hear of concerns that need to be addressed.
5. Challenges include:
 - a. Recruiting, training and retention of volunteers.
 - b. Emergency Management training for volunteers.
 - c. Volunteers who are a “no-show” and still getting the resident to a specific program.
 - d. Notification and awareness of the program to staff/residents/families
6. Overcoming these challenges:
 - a. Delegating specific tasks to staff and residents who were also passionate about this project. Knowing the people who wanted to help.
 - b. Using all staff meetings for training.
 - c. Hosting monthly torus and training for resident volunteers.
 - d. Being available for questions.
7. The Resident Community Care Committee helped to prepare for the launch of this program. Working through many scenarios before launching helped to keep the surprises minimal.
8. For the completion of this project it was critical that I Painted the “big picture” of what we aspire to accomplish. I also needed to experiment and take risks to determine if this was a program that would benefit the residents and staff as a whole. Over the course of the year, for completion of my project, I have had to learn/ consider many of the leadership behaviors listed on the LPI.
9. I ask for feedback regularly from Volunteers and schedulers. I set time for program check-in and follow through/ follow up with recommendations and concerns from staff and volunteers.
10. During this past year I have grown as a leader and am inspired by everything I have learned in the leadership Academy. I want to continue my leadership development and take the Administrator Training Program for RCF/ALF. I want to continue working with LeadingAge, attending conference and meeting more professionals in the field.