

## SALARY SURVEY RESULTS

### SOCIETY OF DIRECTORS OF VOLUNTEER SERVICES - PENNSYLVANIA

The results of the salary survey for the Pennsylvania Society of Directors of Volunteer Services of HAP give some predictable figures, plus provide some rather surprising indications of trends in the field. The survey, in addition to facts about average salaries in a variety of qualifications, presents a general picture of the membership i.e. the number of new members, longevity of members, educational trends, and the location of member hospitals. The statistics revealed can hopefully be used not only for salary purposes but as a general reference to describe SDVS in 1985.

#### GENERAL INFORMATION

A total of 151 members responded to the survey representing an approximate return rate of 75% (205 were sent). Five responses were not used as they were: unspecific about full or part time status, one was an unpaid Director and one failed to complete. Twelve members are part time, and their average salary is recorded on the overview sheet, but not figured into the basic data.

#### SALARY AVERAGES

The range of salary is quite remarkable as the highest in the state is \$20,500 higher than the lowest. Location and size of facility plays a part in this comparison, but represents a general inconsistency in pay ranges. The lowest average salary is in the Central Chapter as may be predicted. Rural hospitals within each Chapter rate lower than the Urban and Suburban Hospitals. The Western and Eastern Chapters have very similar pay ranges indicating that the Pittsburgh and Philadelphia locations have similar salary bases.

Budget for travel and education is a "perk" which is quite significant in that the Rural and the Central hospitals have a higher average. This is interesting in that these groups have the lowest average salary. There were two responses which were discarded in this comparison, as the members were pursuing a degree and the amount of budget was quite large and inconsistent with the rest of the state.

#### YEARS IN POSITION AND EDUCATION

These results are perhaps the most revealing, and surprising. Generally, those members in positions less than 5 years are paid less than those with more years, as may be expected. The average for this group (\$20,190) is less than the average, thus one may reason that starting salaries are lower still than the average. The Society may wish to pay some attention to strategize a way to raise starting salaries as eventually all members would benefit.

## Salary Survey Results

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The pay ranges for members with 5-10 years and those with over ten are virtually the same for the state. This may show that salaries reach a "peak", perhaps about the average of \$21,000 and are increased slowly from this point. Aggressive negotiations may help this trend; but it is of course easier said than done.

Evaluation of the role of education offers some surprising results. Salary averages for each level of education rise accordingly, except for the Ph.D. which ranks as the lowest. The level of education seems to play more of a role in hiring members, as in the under 5 years category, 65% have a bachelor or Masters degree - 19% of these being a Masters' which is the highest percentage of the three categories. However, only the Masters degree averages a higher pay rate in the under 5 years category with other levels of education being about the same in pay.

Within each educational level, the low rates of the Central Chapter remain consistent, with those in the position under 5 years at a very low average salary, most notably those with a Bachelors Degree. Interestingly, Western Chapter members with 5-10 years of experience have a higher salary average than the members from the Eastern Chapter with over 10 years experience, with the Western "Masters" having the same average pay as the Eastern "Associates". Such figures present some very thought-provoking questions.

### NUMBER OF BED/SALARY

This evaluation presented the most perplexing results upon initial examination. The salary averages rise according to size of hospital up to the 400-500 bed level, then drop significantly at 501-600 and 600. The figures from the individual chapters were inconclusive as well. To try to understand this trend, an hours of service per bed ratio was figured for each member. (Only 129 responses in total, since five did not indicate hours of service). The ratios were broken down into 0-100 hrs/bed up to 400 hrs/bed in increments of 100 hrs/bed. The hours/bed ratio did play a role in pay averages, rising according to this ratio. Within these ratio brackets, the size of the hospital played a part in increasing the salary. Most members fell into the bracket of 100-200 hrs/bed (50%) and 0-100 hrs/bed (31%). The larger the size of the hospital, the lower the hrs/bed ratio with 600 + bed hospitals falling into the 0-100 bracket singularly. However, the average salary here was \$22,500 which is much higher than for smaller hospitals. The highest hrs/bed ratio is in 300 or less bed hospitals, with 62.5% of these in the suburbs. The two very highest ratios were in Central and Eastern Chapters.

This information indicates that the "productivity" of a volunteer program does play a part in salary increments. However, the hrs/bed ratios reach a peak at 201-300 bed hospitals, with the highest ratios in rather small institutions. Perhaps some caution should be exercised when using this information, as the location and type of program undoubtedly play a part in the number of volunteer hours accumulated in a year. Additionally, large hospitals may reach a point where span of control issues given the complexity of the institution, may necessitate a smaller hrs/bed ratio. The highest number of hours for the state was 100,000 per year in a 400-500 bed hospital. To reach a hrs/bed ratio of 350\*, a 600 bed hospital would have to have 210,000 volunteer hours in a year.

As you can see many questions are raised by the salary survey. If you have ideas or interpretation you'd like to explore with us please call.

Submitted by:  
Barbara Jenkins, Intern  
Dawn Reading, Membership Chairman  
(412) 647-3185

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\* Hrs/bed is figured by dividing # vol. hrs by # beds.

**SALARY IN TERMS OF  
YEARS IN POSITION AND EDUCATION**

**TOTAL STATE  
Table I -**

| Years in Position | Number     | % of total  | Avg. Salary     |
|-------------------|------------|-------------|-----------------|
| Less than 5       | 52         | 39%         | \$20,190        |
| 5 - 10            | 45         | 33%         | 22,377          |
| More than 10      | 33         | 25%         | 22,333          |
| Not indicated*    | 4          | 3%          | 23,000          |
| <b>Total</b>      | <b>134</b> | <b>100%</b> | <b>\$21,687</b> |

\* Not figured in totals below.

**Table II -**

| Location & Years in Pos. | #          | High School # \$ Avg** | Associate Degree # \$ Avg. | Bachelor Degree # \$ Avg. | Masters' # \$ Avg. | Ph.D # \$ Avg. |
|--------------------------|------------|------------------------|----------------------------|---------------------------|--------------------|----------------|
| <b>Less than 5</b>       |            |                        |                            |                           |                    |                |
| Suburban                 | 18         | 3 22.3                 | 4 20.0                     | 7 19.6                    | 4 23.5             | 0              |
| Urban                    | 28         | 7 16.9                 | 3 20.7                     | 12 20.0                   | 6 22.7             | 0              |
| Rural                    | 5          | 0                      | 0                          | 5 17.7                    | 0                  | 0              |
| Unspecified              | 1          | 1 18.0                 | 0                          | 0                         | 0                  | 0              |
| <b>Total</b>             | <b>52</b>  | <b>11 18.3</b>         | <b>7 20.3</b>              | <b>24 19.9</b>            | <b>10 23.0</b>     | <b>0 0</b>     |
| <b>5 - 10</b>            |            |                        |                            |                           |                    |                |
| Suburban                 | 13         | 1 20.0                 | 4 22.0                     | 7 20.1                    | 1 21.0             | 0              |
| Urban                    | 24         | 8 22.4                 | 4 21.9                     | 9 26.4                    | 3 27.3             | 0              |
| Rural                    | 6          | 4 20.0                 | 1 18.0                     | 0                         | 0                  | 1 22.0         |
| Unspecified              | 2          | 0                      | 1 13.5                     | 0                         | 1 18.0             | 0              |
| <b>Total</b>             | <b>45</b>  | <b>13 21.5</b>         | <b>10 20.8</b>             | <b>16 23.6</b>            | <b>5 24.2</b>      | <b>1 22.0</b>  |
| <b>More than 10</b>      |            |                        |                            |                           |                    |                |
| Suburban                 | 12         | 5 21.8                 | 2 28.5                     | 2 22.5                    | 3 29.3             | 0              |
| Urban                    | 12         | 4 21.0                 | 2 25.5                     | 6 22.4                    | 0                  | 0              |
| Rural                    | 8          | 4 18.4                 | 1 24.0                     | 2 18.0                    | 0                  | 1 17.0         |
| Unspecified              | 1          | 0                      | 1 18.0                     | 0                         | 0                  | 0              |
| <b>Total</b>             | <b>33</b>  | <b>13 20.5</b>         | <b>6 25.0</b>              | <b>10 21.5</b>            | <b>3 29.3</b>      | <b>1 17.0</b>  |
| <b>Grand Total</b>       | <b>130</b> | <b>37 20.2</b>         | <b>23 21.2</b>             | <b>50 21.4</b>            | <b>18 24.4</b>     | <b>2 19.5</b>  |
| <b>% of Total</b>        | <b>97%</b> | <b>28%</b>             | <b>17%</b>                 | <b>37%</b>                | <b>13%</b>         | <b>2%</b>      |

Note that average salary of 5-10 and over 10 is basically equal, slightly higher than average (table I).

\*\* Dollars Average are thousands.

**SALARY IN TERMS OF  
EDUCATION AND YEARS IN POSITION**

**EASTERN CHAPTER**

**Table I -**

| Years in Position | Number    | % of total  | Avg. Salary     |
|-------------------|-----------|-------------|-----------------|
| Less than 5       | 29        | 45%         | \$21,155        |
| 5-10              | 20        | 31%         | 22,357          |
| More than 10      | 12        | 19%         | 23,708          |
| Unspecified*      | 3         | 5%          | 23,500          |
| <b>Total</b>      | <b>64</b> | <b>100%</b> | <b>\$22,140</b> |

\* Not figured in Totals below.

**Table II -**

| Location & Experience | #         | High School # \$** | Associate Degree # \$ | Bachelor Degree # \$ | Master's # \$ | Ph.D # \$     |
|-----------------------|-----------|--------------------|-----------------------|----------------------|---------------|---------------|
| <b>Under 5</b>        |           |                    |                       |                      |               |               |
| Suburban              | 11        | 3 22.3             | 4 20.0                | 3 21.0               | 1 25.0        | 0             |
| Urban                 | 17        | 4 18.3             | 2 22.5                | 8 21.2               | 3 24.3        | 0             |
| Rural                 | 0         | 0                  | 0                     | 0                    | 0             | 0             |
| Unspecified           | 1         | 1 18.0             | 0                     | 0                    | 0             | 0             |
| <b>Total</b>          | <b>29</b> | <b>8 19.8</b>      | <b>6 20.8</b>         | <b>11 21.1</b>       | <b>4 24.5</b> | <b>0</b>      |
| <b>5-10</b>           |           |                    |                       |                      |               |               |
| Suburban              | 8         | 1 20.0             | 3 22.3                | 4 19.6               | 0             | 0             |
| Urban                 | 11        | 5 22.0             | 2 19.5                | 3 29.7               | 1 26.0        | 0             |
| Rural                 | 1         | 0                  | 1 18.0                | 0                    | 0             | 0             |
| <b>Total</b>          | <b>20</b> | <b>6 21.7</b>      | <b>6 20.7</b>         | <b>7 24.1</b>        | <b>1 26.0</b> | <b>0</b>      |
| <b>Over 10</b>        |           |                    |                       |                      |               |               |
| Suburban              | 9         | 3 22.0             | 2 28.5                | 2 22.5               | 2 31.0        | 0             |
| Urban                 | 1         | 0                  | 0                     | 1 18.5               | 0             | 0             |
| Rural                 | 2         | 1 19.5             | 0                     | 0                    | 0             | 1 17.0        |
| <b>Total</b>          | <b>12</b> | <b>4 21.3</b>      | <b>2 28.5</b>         | <b>3 21.2</b>        | <b>2 31.0</b> | <b>1 17.0</b> |

\*\* Dollar figures are thousands.

"More than 10" salary highest here, differing from Total State Average.

RESULTS OF  
PENNSYLVANIA ASSOCIATION OF DIRECTORS OF VOLUNTEER SERVICES

SALARY SURVEY

JUNE 1985

- Overview -

Total Respondents: 151  
Total Full Time: 134 (89%)  
Total Part Time: 12 (8%)  
Unknown: 5 (3%)

AVERAGE SALARY - Total State

Part Time: \$14,250

Full Time:

Average Salary: \$21,687  
Mean Salary: 21,000  
High: 34,000  
Low: 13,500

Locations:

Suburban: \$22,011  
Urban: 22,246  
Rural: 18,965  
Other: 16,875

AVERAGE SALARY - Eastern Chapter

Total Part Time: 2 (3%)  
Total Full Time: 64 (97%)

Part Time: 16,000 (Average Salary)

Full Time:

Average Salary: \$22,140  
Mean Salary: 21,000  
High: 32,000  
Low: 16,000

Suburban (29): \$22,517  
Urban (31): 22,323  
Rural (3): 18,000  
Other (1): 13,000

AVERAGE SALARY - Central Chapter

Total Part Time: 6 (15%)  
Total Full Time: 35 (85%)

Part Time: \$11,000 (Average Salary)

Full Time:

Average Salary: \$20,094  
Mean Salary: 21,000  
High: 30,000  
Low: 13,500

Suburban (5): \$19,600  
Urban (15): 21,166  
Rural (12): 18,608  
Other (3): 16,500

AVERAGE SALARY - Western Chapter

Total Part Time: 4 (10%)  
Total Full Time: 35 (90%)

Part Time: \$11,500 (Average Salary)

Full Time:

Average Salary: \$22,086  
Mean Salary: 22,000  
High: 34,000  
Low: 15,000

Suburban (5): \$23,800  
Urban (25): 22,080  
Rural (5): 20,400

BUDGET FOR TRAVEL AND EDUCATION

Total State Average: \$880

Suburban Average: \$322  
Urban Average: 971  
Rural Average: 946

Eastern Chapter:

Suburban Average: \$959  
Urban Average: 792  
Rural Average: 100  
Chapter Average: \$842

Central Chapter:

Suburban Average: \$ 571  
Urban Average: 1,446  
Rural Average: 1,012  
Chapter Average: \$1,052

Western Chapter:

Suburban Average: \$ 544  
Urban Average: 367  
Rural Average: 1,310  
Chapter Average: \$ 846

Note: Information based on Full-Time Only.

\*\*Note that while the Central Chapter has the Lowest Average Salary overall, they have the highest average for travel and education budget. Rural settings have a high budget except for the Eastern Chapter.

**SALARY IN TERMS OF  
EDUCATION AND YEARS IN POSITION**

**CENTRAL CHAPTER**

**Table I -**

| Years in Position | Number    | % of total  | Avg. Salary     |
|-------------------|-----------|-------------|-----------------|
| Less than 5       | 10        | 29%         | \$17,000        |
| 5 - 10            | 15        | 42%         | 21,541          |
| Over 10           | 10        | 29%         | 21,050          |
| Unspecified       | 0         | 0           | 0               |
| <b>Totals</b>     | <b>35</b> | <b>100%</b> | <b>\$20,094</b> |

**Table II -**

| Location & Experience | #         | High School |             | Associate Degree |             | Bachelor Degree |             | Masters' |             | Ph.D     |             |
|-----------------------|-----------|-------------|-------------|------------------|-------------|-----------------|-------------|----------|-------------|----------|-------------|
|                       |           | #           | \$**        | #                | \$          | #               | \$          | #        | \$          | #        | \$          |
| <b>Under 5</b>        |           |             |             |                  |             |                 |             |          |             |          |             |
| Suburban              | 2         | 0           |             | 0                |             | 1               | 15.0        | 1        | 17.0        | 0        |             |
| Urban                 | 5         | 2           | 16.0        | 0                |             | 1               | 20.0        | 2        | 20.0        | 0        |             |
| Rural                 | 3         | 0           |             | 0                |             | 3               | 15.2        | 0        |             | 0        |             |
| <b>Total</b>          | <b>10</b> | <b>2</b>    | <b>16.0</b> | <b>0</b>         |             | <b>5</b>        | <b>16.1</b> | <b>3</b> | <b>19.0</b> | <b>0</b> |             |
| <b>5 - 10</b>         |           |             |             |                  |             |                 |             |          |             |          |             |
| Suburban              | 3         | 0           |             | 1                | 22.0        | 1               | 23.0        | 1        | 21.0        | 0        |             |
| Urban                 | 5         | 2           | 26.5        | 1                | 25.0        | 2               | 22.8        | 0        |             | 0        |             |
| Rural                 | 5         | 4           | 20.0        | 0                |             | 0               |             | 0        |             | 1        | 22.0        |
| Unspecified           | 2         | 0           |             | 1                | 13.5*       | 0               |             | 1        | 18.0        | 0        |             |
| <b>Total</b>          | <b>15</b> | <b>6</b>    | <b>22.2</b> | <b>3</b>         | <b>20.2</b> | <b>3</b>        | <b>22.8</b> | <b>2</b> | <b>19.5</b> | <b>1</b> | <b>22.0</b> |
| <b>Over 10</b>        |           |             |             |                  |             |                 |             |          |             |          |             |
| Suburban              | 0         | 0           |             | 0                |             | 0               |             | 0        |             | 0        |             |
| Urban                 | 5         | 0           |             | 1                | 27.0        | 4               | 22.5        | 0        |             | 0        |             |
| Rural                 | 4         | 2           | 19.8        | 0                |             | 2               | 18.0        | 0        |             | 0        |             |
| Unspecified           | 1         | 0           |             | 1                | 18.0        | 0               |             | 0        |             | 0        |             |
| <b>Total</b>          | <b>10</b> | <b>2</b>    | <b>19.8</b> | <b>2</b>         | <b>22.5</b> | <b>6</b>        | <b>21.0</b> | <b>0</b> |             | <b>0</b> |             |

\*\* Dollar figures in Thousands.

Less than 5 much lower here than Eastern, Western: Average indicating low starting salary. Even Masters and Ph.D. degree in under 5 are paid less than Average. Masters' average much lower than East, West, Total State.

\* This is in a nursing home setting.

**WESTERN CHAPTER**

**Table I -**

| Years in Position | Number    | % of total  | Avg. Salary     |
|-------------------|-----------|-------------|-----------------|
| Under 5           | 13        | 38%         | \$21,000        |
| 5 - 10            | 10        | 29%         | 23,800          |
| Over 10           | 11        | 32%         | 22,000          |
| Unspecific*       | 1         | 1%          | --              |
| <b>Total</b>      | <b>35</b> | <b>100%</b> | <b>\$22,086</b> |

\* not in totals below

**Table II -**

| Location & Years in Position | #         | High School |             | Associate Degree |             | Bachelor Degree |             | Masters  |             | Ph.D     |    |
|------------------------------|-----------|-------------|-------------|------------------|-------------|-----------------|-------------|----------|-------------|----------|----|
|                              |           | #           | \$**        | #                | \$          | #               | \$          | #        | \$          | #        | \$ |
| <b>Under 5</b>               |           |             |             |                  |             |                 |             |          |             |          |    |
| Suburban                     | 5         | 0           |             | 0                |             | 3               | 19.7        | 2        | 26.0        | 0        |    |
| Urban                        | 6         | 1           | 16.0        | 1                | 17.0        | 3               | 21.0        | 1        | 23.0        | 0        |    |
| Rural                        | 2         | 0           |             | 0                |             | 2               | 21.5        | 0        |             | 0        |    |
| <b>Total</b>                 | <b>13</b> | <b>1</b>    | <b>16.0</b> | <b>1</b>         | <b>17.0</b> | <b>8</b>        | <b>20.6</b> | <b>3</b> | <b>25.0</b> | <b>0</b> |    |
| <b>5 - 10</b>                |           |             |             |                  |             |                 |             |          |             |          |    |
| Suburban                     | 2         | 0           |             | 0                |             | 2               | 19.5        | 0        |             | 0        |    |
| Urban                        | 8         | 1           | 16.0        | 1                | 23.5        | 4               | 25.8        | 2        | 28.0        | 0        |    |
| Rural                        | 0         | 0           |             | 0                |             | 0               |             | 0        |             | 0        |    |
| <b>Total</b>                 | <b>10</b> | <b>1</b>    | <b>16.0</b> | <b>1</b>         | <b>23.5</b> | <b>6</b>        | <b>23.7</b> | <b>2</b> | <b>28.0</b> | <b>0</b> |    |
| <b>Over 10</b>               |           |             |             |                  |             |                 |             |          |             |          |    |
| Suburban                     | 3         | 2           | 21.5        | 0                |             | 0               |             | 1        | 26.0        | 0        |    |
| Urban                        | 6         | 4           | 21.0        | 1                | 24.0        | 1               | 26.0        | 0        |             | 0        |    |
| Rural                        | 2         | 1           | 15.0        | 1                | 24.0        | 0               |             | 0        |             | 0        |    |
| <b>Total</b>                 | <b>11</b> | <b>7</b>    | <b>20.3</b> | <b>2</b>         | <b>24.0</b> | <b>1</b>        | <b>26.0</b> | <b>1</b> | <b>26.0</b> | <b>0</b> |    |

\*\* Salary in Thousands

This Chapter shows a very regular pattern for Education, Years of Experience as opposed to other two chapters.

NUMBER OF BEDS AND LOCATION  
SALARY INFLUENCES

TOTAL STATE  
Table I -

| # of Beds     | #          | 0-100         | 101-200        | 201-300        | 301-400        | 401-500**      | 501-600       | 601 +         |
|---------------|------------|---------------|----------------|----------------|----------------|----------------|---------------|---------------|
| Location      |            | # \$ Avg      | # \$ Avg       | # \$ Avg       | # \$ Avg       | # \$ Avg       | # \$ Avg      | # \$ Avg      |
| Suburban      | 43         | 2 19.5        | 11 22.9        | 16 21.3        | 7 22.4         | 5 25.6         | 1 17.0        | 1 19.0        |
| Urban         | 68         | 4 19.4        | 13 22.1        | 21 21.3        | 14 22.7        | 6 23.6         | 4 25.6        | 6 25.1        |
| Rural         | 20         | 0             | 7 18.5         | 5 21.6         | 4 18.2         | 1 16.0         | 2 17.5        | 1 18.5        |
| Unspecified   | 3          | 0             | 0              | 0              | 0              | 0              | 0             | 0             |
| <b>Totals</b> | <b>134</b> | <b>6 19.4</b> | <b>34 21.1</b> | <b>42 21.4</b> | <b>25 21.9</b> | <b>12 25.9</b> | <b>7 21.5</b> | <b>8 23.5</b> |

\* Dollars Average is Thousands.

INDIVIDUAL CHAPTERS  
Table II -

| # of Beds      | #         | 0-100         | 101-200        | 201-300        | 301-400        | 401-500       | 501-600       | 601 +         |
|----------------|-----------|---------------|----------------|----------------|----------------|---------------|---------------|---------------|
| Location       |           | # \$ Avg      | # \$ Avg       | # \$ Avg       | # \$ Avg       | # \$ Avg      | # \$ Avg      | # \$ Avg      |
| <b>EASTERN</b> |           |               |                |                |                |               |               |               |
| Suburban       | 27        | 2 19.5        | 8 23.5         | 9 22.2         | 4 20.8         | 3 28.3        | 0             | 1 19.0        |
| Urban          | 31        | 3 20.5        | 6 22.6         | 10 21.4        | 6 22.7         | 2 21.5        | 1 23.0        | 3 26.3        |
| Rural          | 3         | 0             | 1 18.0         | 1 19.0         | 1 17.0         | 0             | 0             | 0             |
| Unspecified    | 1         | 0             | 1 18.0         | 0              | 0              | 0             | 0             | 0             |
| <b>Total</b>   | <b>62</b> | <b>5 20.1</b> | <b>16 22.5</b> | <b>20 21.7</b> | <b>11 21.5</b> | <b>5 25.6</b> | <b>1 23.0</b> | <b>4 24.5</b> |
| <b>CENTRAL</b> |           |               |                |                |                |               |               |               |
| Suburban       | 5         | 0             | 1 23.0         | 2 16.0         | 1 22.0         | 1 21.0        | 0             | 0             |
| Urban          | 15        | 1 16.0        | 2 20.0         | 5 21.0         | 3 24.7         | 3 25.8        | 1 20.0        | 0             |
| Rural          | 12        | 0             | 4 17.3         | 3 21.7         | 2 17.8         | 0             | 2 17.5        | 1 18.5        |
| Unspecified    | 2         | 0             | 2 15.8         | 0              | 0              | 0             | 0             | 0             |
| <b>Total</b>   | <b>34</b> | <b>1 16.0</b> | <b>9 18.2</b>  | <b>10 20.2</b> | <b>6 21.9</b>  | <b>4 24.6</b> | <b>3 18.8</b> | <b>1 18.5</b> |
| <b>WESTERN</b> |           |               |                |                |                |               |               |               |
| Suburban       | 10        | 0             | 1 19.0         | 5 21.8         | 2 26.0         | 1 22.0        | 1 17.0        | 0             |
| Urban          | 19        | 0             | 5 22.4         | 6 21.3         | 3 20.8         | 1 21.0        | 2 28.5        | 2 24.3        |
| Rural          | 5         | 0             | 2 21.0         | 1 24.0         | 1 20.0         | 1 16.0        | 0             | 0             |
| Unspecified    | 0         | 0             | 0              | 0              | 0              | 0             | 0             | 0             |
| <b>Total</b>   | <b>34</b> | <b>0</b>      | <b>8 21.6</b>  | <b>12 21.7</b> | <b>6 22.4</b>  | <b>3 19.7</b> | <b>3 24.7</b> | <b>2 24.3</b> |

\*\* Note increase in this category.

HOURS/BED RATIO  
SALARY AVERAGES

| Hours per Bed Category | Salary Average                               | Number of DVS's in Category | % of Total DVS's |
|------------------------|--|-----------------------------|------------------|
| 0-100 Hrs/bed          | \$ 21,075<br>High - \$ 30.0<br>Low - \$ 13.5 | 40                          | 31%              |
| 101-200 Hrs/bed        | \$ 21,620<br>High - \$ 34.0<br>Low - \$ 14.0 | 65                          | 50%              |
| 201-300 Hrs/bed        | \$ 22,130<br>High - \$ 32.0<br>Low - \$ 13.7 | 17                          | 13%              |
| 301-400 Hrs/bed        | \$ 24,200<br>High - \$ 32.0<br>Low - \$ 17.0 | 5                           | 4%               |
| 401 + Hrs/bed          | \$ 24,000<br>High - \$ 25.0<br>Low - \$ 23.0 | 2                           | 2%               |
| <b>Total:</b>          |  | <b>129 *</b>                |                  |

\* 5 unused.

| Bed Size            | % of Total DVS's | Hours per Bed Category | # in hours per Bed Category | % in Bed Size Category | Average Salary |
|---------------------|------------------|------------------------|-----------------------------|------------------------|----------------|
| <u>0-100 Beds</u>   |                  |                        |                             |                        |                |
| \$19.4 Avg. Salary  | 4.6%             | 200-300 Hrs/bed        | 1                           | 16.6%                  | \$26.0         |
|                     |                  | 100-200 Hrs/bed        | 5                           | 83.4%                  | \$18.1         |
|                     |                  | 0-100 Hrs/bed          | 0                           | 0.0%                   | 0              |
| <u>101-200 Beds</u> |                  |                        |                             |                        |                |
| \$21.2 Avg. Salary  | 24.8%            | 400-500 Hrs/bed        | 1                           | 3.1%                   | \$23.0         |
|                     |                  | 300-400 Hrs/bed        | 5                           | 15.6%                  | \$24.2         |
|                     |                  | 200-300 Hrs/bed        | 4                           | 12.5%                  | \$19.5         |
|                     |                  | 100-200 Hrs/bed        | 13                          | 40.6%                  | \$21.2         |
|                     |                  | 0-100 Hrs/bed          | 9                           | 28.1%                  | \$20.3         |
| <u>201-300 Beds</u> |                  |                        |                             |                        |                |
| \$21.0 Avg. Salary  | 31.0%            | 400-500 Hrs/bed        | 1                           | 2.5%                   | \$25.0         |
|                     |                  | 200-300 Hrs/bed        | 7                           | 17.5%                  | \$21.8         |
|                     |                  | 100-200 Hrs/bed        | 27                          | 67.5%                  | \$20.7         |
|                     |                  | 0-100 Hrs/bed          | 5                           | 12.5%                  | \$20.6         |
| <u>301-400 Beds</u> |                  |                        |                             |                        |                |
| \$22.16 Avg. Salary | 19.4%            | 200-300 Hrs/bed        | 3                           | 12.0%                  | \$21.67        |
|                     |                  | 100-200 Hrs/bed        | 13                          | 52.0%                  | \$23.43        |
|                     |                  | 0-100 Hrs/bed          | 9                           | 36.0%                  | \$20.5         |
| <u>400-500 Beds</u> |                  |                        |                             |                        |                |
| \$23.79 Avg. Salary | 9.3%             | 200-300 Hrs/bed        | 2                           | 16.7%                  | \$27.0         |
|                     |                  | 100-200 Hrs/bed        | 6                           | 50.0%                  | \$23.6         |
|                     |                  | 0-100 Hrs/bed          | 4                           | 33.3%                  | \$22.5         |
| <u>500-600 Beds</u> |                  |                        |                             |                        |                |
| \$22.75 Avg. Salary | 6.2%             | 100-200 Hrs/bed        | 1                           | 12.5%                  | \$34.0         |
|                     |                  | 0-100 Hrs/bed          | 7                           | 87.5%                  | \$21.1         |
| <u>600 +</u>        |                  |                        |                             |                        |                |
| \$22.5 Avg. Salary  | 4.6%             | 0-100 Hrs/bed          | 6                           | 100%                   | \$22.5         |

Note: These figures appear different than Salary/beds chart as some answers were unusable (Not enough information on volunteer number of hours).

Return By: June 15, 1985

SDVS (EASTERN CHAPTER) SURVEY

May 1985

54  
Returned  
\* see additional pages

PERSONAL PROFILE

I. Type of Institution

\* Rural 2 Suburban 25 Urban 26  
 Acute 31 Longterm 3 Nursing 2 Rehabilitation 6  
 Special 2 OTHER Residential Day Treat. Ct. for mentally-emotion. dis.  
 Profit 0 Non-Profit 42 Gov. 1

\* Beds: Under 100 5 200 - 250 15 350 - 400 2  
 100 - 150 8 250 - 300 6 400 - 450 2  
 150 - 200 4 300 - 350 3 450 - 500 3  
 Over 500 5

II. DVS Background

Age: 18-25 0 40-50 14 Married 26 Male \_\_\_\_\_  
 25-30 7 50-60 18 Single 5 Female 24  
 30-40 9 Over 60 5 Divorced 4  
 Remarried 1

Education:

High School Diploma 11 College Degree 20  
 College, 1 year 3 Graduate Degree 6  
 College, 2 years 6 2 Graduate Degree 1  
 College, 3 years 5 no. ans. 1

\* Employment Before Present Position:

Teacher 5 Volunteer Director in  
 Public Relations 1 another facility 14  
 Personnel 3 OTHER \_\_\_\_\_  
 Secretary 11

\* Volunteer Experience:

Hospital 29 Civic 28  
 Scouting 23 OTHER \_\_\_\_\_  
 Religious 30

III. DVS Position

Title of Position:

Director of Volunteers 42 OTHER Community Support Coord.  
 Volunteer Coordinator 5 Chief Voluntary Services  
also Director of Community Relations

\* How many years in present position? \_\_\_\_\_ years

\* Title of person to whom you report:

Administrator 11 Administrative Assist. 3  
 Executive Director 3 Director of Nursing 1  
 Vice President 17 Personnel Director 4  
 Public Relations 3 OTHER \_\_\_\_\_

Status of your position:

Department Head 47 Supervisor 2 Coordinator 5



Benefits:

|                       |  |                  |                       |
|-----------------------|--|------------------|-----------------------|
| Tuition Refund        | <u>46</u>  | Health Insurance | <u>51</u> + 1 partial |
| Meeting Expenses      | <u>48</u> + 1 part   | Dental Insurance | <u>46</u>             |
| Time Compensation     | <u>26</u>  | Life Insurance   | <u>47</u> + 1 partial |
| Profess. Member. Dues | <u>44</u>  | Pharmacy Plan    | <u>33</u>             |
| In-house Meals        | <u>2</u>   |                  | (2 have discount)     |
| OTHER                 | <u>free parking, non contribut. pension, retirement plan</u> |                  |                       |

\* How many weeks vacation? \_\_\_\_\_ *pension plans*

Salary:

Are you paid by the hour? yes 7 no \_\_\_\_\_  
 Do you punch a time clock? Yes 3 no \_\_\_\_\_  
 Are you salaried? yes 48 no \_\_\_\_\_  
 How many hours per week? 13 work 32-37 hours 34 work 40 hours  
 \* How many extra hours per week do you put in? \_\_\_\_\_ hrs.  
 Who pays your salary? hospital 49  
 auxiliary 0  
 OTHER Gov. 1 Long term care 1

Based on full time - salary range is:

|                |           |               |          |               |          |
|----------------|-----------|---------------|----------|---------------|----------|
| Under \$14,000 | <u>1</u>  | \$22-24,000   | <u>9</u> | Under \$4,000 | <u>1</u> |
| \$14-16,000    | <u>0</u>  | \$24-26,000   | <u>8</u> | for 20hr. wk. |          |
| \$16-18,000    | <u>5</u>  | \$26-28,000   | <u>3</u> |               |          |
| \$18-20,000    | <u>7</u>  | \$28-30,000   | <u>3</u> | no. ans.      | <u>1</u> |
| \$20-22,000    | <u>13</u> | \$30-32,000   | <u>3</u> |               |          |
|                |           | Over \$32,000 | _____    |               |          |

30 < Are you generally satisfied with your salary? yes  
 Would salary be a major factor in leaving the field? no  
*12 generally dissatisfied with salary and would be factor in leaving*

IV. Job Responsibilities

\* What is your annual budget? (not includ. salary) \$ \_\_\_\_\_

Average number of active volunteers supervised per month:

|          |           |         |          |         |          |          |          |
|----------|-----------|---------|----------|---------|----------|----------|----------|
| Under 50 | <u>2</u>  | 150-200 | <u>8</u> | 300-350 | <u>5</u> | 450-500  | <u>1</u> |
| 50-100   | <u>10</u> | 200-250 | <u>8</u> | 350-400 | <u>1</u> | Over 500 | <u>1</u> |
| 100-150  | <u>11</u> | 250-300 | <u>3</u> | 400-450 | <u>2</u> | no. ans. | <u>2</u> |

\* Approximately what percentage of your volunteers are:

|                 |         |                |         |
|-----------------|---------|----------------|---------|
| High school age | _____ % | 25yrs.- 55yrs. | _____ % |
| College age     | _____ % | Over 55 yrs.   | _____ % |

Volunteer representation:

|              |               |          |                    |   |          |
|--------------|---------------|----------|--------------------|---|----------|
| Teen program | yes <u>50</u> | no _____ | High school career | yes _____   | no _____ |
| College      | yes <u>39</u> | no _____ | elective           | yes <u>39</u>                                     | no _____ |
| Red Cross    | yes <u>20</u> | no _____ | Emergency Aid      | yes <u>4</u>                                      | no _____ |
| RSVP         | yes <u>37</u> | no _____ | Probation          | yes <u>29</u>                                     | no _____ |
| Disabled     | yes <u>37</u> | no _____ | OTHER              | <u>pre-med, college interns, former employees</u> |          |

How many volunteer service areas do you have available? *Zipper Club, Reach to Recovery, FGP's*

|       |          |       |          |       |           |         |           |
|-------|----------|-------|----------|-------|-----------|---------|-----------|
| 1-10  | <u>3</u> | 15-20 | <u>8</u> | 25-30 | <u>10</u> | Over 35 | <u>10</u> |
| 10-15 | <u>4</u> | 20-25 | <u>5</u> | 30-35 | <u>11</u> |         |           |

\* Do you have any unusual job descriptions/service areas? (i.e. equestrian therapy)

\_\_\_\_\_

\_\_\_\_\_

Approximate percentage of time spent:

Coordinating volunteer program 4 = 100%  
 OTHER  
 Speaking engagements 8 = 10% 22 = 1.5%  
 Fund raising 2 = 45% 1 = 25% 11 = 1-10%  
 Liason with auxiliary 7 = 15-35% ← 18 = 1-10%  
 Patient representative 1 = 40% 4 = 10-20% ← 6 = 1-5%  
 \* OTHER \_\_\_\_\_ %  
 \_\_\_\_\_ %

*Handwritten notes:*  
 { 15 = 90-100%  
 4 = 80-90%  
 18 = 60-80%  
 12 = 30-50%

Assistance

| Do you supervise?      | Parttime | Fulltime  | Volunteer |
|------------------------|----------|-----------|-----------|
| Secretary              | <u>9</u> | <u>24</u> | <u>7</u>  |
| Clerk                  | <u>9</u> | <u>4</u>  | <u>7</u>  |
| Administrative Assist. | <u>2</u> | <u>2</u>  | <u>1</u>  |
| Candystriper Coord.    | <u>2</u> | <u>2</u>  | <u>3</u>  |
| * OTHER _____          | _____    | _____     | _____     |

Do you readily have the use of a secretary? 43 yes 5 no  
 Do you have weekend coverage of your office? 42 no 11 yes  
 If yes, paid 5 volunteer 7  
 \* Do you have a Volunteer Committee? 38 no 12 yes  
 How many members? \_\_\_\_\_  
 How often does it meet? \_\_\_\_\_  
 NO HELP at all? \_\_\_\_\_

V. General Information on Volunteers

Do they wear uniforms? yes 47 no 3 Yes/no 2  
 Who pays for uniforms? hospital 19 volunteer 28 hos./vol. 2  
 Do volunteers receive free meals? yes 42 no 10  
 stipulations 1/2 require 4 hr. work allowance \$1.50 to \$3.75  
 Volunteers work an average of 4 hours per week  
 Training of Volunteers:  
 \* Who trains? 7 said 6 hr. 3 " 8-9 hr. 6 " 10+ more  
 Is adult orientation required? 37 yes 6 sometimes 3 no  
 Is candystriper orientation required? 46 yes 2 no  
 1 informal  
 Recognition:  
 Do you have annual recognition for adults? yes 54 no \_\_\_\_\_  
 Do you have annual recognition for candystripers? 46 yes 4 no  
 Do you give awards, pins, certificates? 50 yes 1 with adults  
 Some said - no pins, only gifts or certificates  
 Do volunteers pay a fee, dues, etc. to volunteer? yes 2 no 51  
 If yes, how much? 2 said \$2 per year  
 1 pays \$3.75 for apron

VI. In Closing

Thank you for taking time to fill out this questionnaire.  
 The last survey was conducted in our region in May 1981, so with more than half of the membership new in their position it was felt that we should do a new one.  
 Are you generally satisfied with your job? 46 yes

COMMENTS: generally, not very, love it, 85% of time  
 for most part, burn out every so often, great job  
 stimulating & challenging, frustrating to work with administ.  
 much overtime, underpaid, hectic with no paid help  
 pay not on scale with other dept. dir.

## I.. Type of Institution

Partial reponses ---

Rural 2 - acute 1Suburban 25 - acute 15, special 1, rehabilitation 1,  
acute rehabilitation 1, resident & day 1Urban 26 - acute 13, acute special 1, rehabilitation 1,  
longterm & rehab 1, longterm 1, acute longterm  
nursing & rehab 1Nursing 1

BEDS: (Note 10+ is given for over 10 years in position)

Under 100

|                     |         |         |        |         |
|---------------------|---------|---------|--------|---------|
| Yrs. in Position    | 10+     | 10+     | 2½     | 2       |
| Salary Range        | \$18-20 | 18-20   | 16-18  | 24-26   |
| Aver.Vol.Per Month  | 50-100  | 50-100  | 50-100 | 100-150 |
| Type of Institution | urban   | suburb. | urban  | suburb. |

1<sup>34</sup>

18-20

150-200

suburb.

100-150

|           |         |                     |          |         |         |
|-----------|---------|---------------------|----------|---------|---------|
| Yrs.      | 10+     | 10                  | 10       | 6½      | 3       |
| Salary    | \$22-24 | 20-22               | under 14 | 26-28   | 22-24   |
| Aver.Vol. | 150-200 | 200-250             | 50-100   | 50-100  | 100-150 |
| Type      | sub.    | sub.                | urb.     | urb.    | sub.    |
|           | 1       | 6 mo.               |          | 2 mo.   |         |
|           | 20-22   | under 14 (20hr.wk.) |          | 22-24   |         |
|           | 50-100  | 50-100              |          | 100-150 |         |
|           | urb.    | sub.                |          | sub.    |         |

150-200

|           |         |         |        |         |
|-----------|---------|---------|--------|---------|
| Yrs.      | 5       | 4       | 4      | 2       |
| Salary    | \$18-20 | 22-24   | 22-24  | 24-26   |
| Aver.Vol. | 300-350 | 400-450 | 50-100 | 300-350 |
| Type      | sub.    | sub.    | urb.   | sub.    |

200-250

|           |         |         |          |         |         |
|-----------|---------|---------|----------|---------|---------|
| Yrs.      | 10+     | 10+     | 8        | 5½      | 4       |
| Salary    | \$20-22 | 24-26   | 20-22    | 18-20   | 22-24   |
| Aver.Vol. | 300-350 | 250-300 | 100-150  | 350-400 | 50-100  |
| Type      | rural   | sub.    | urb.     | sub.    | urb.    |
|           | 3½      | 3       | 2        | 2       | 2       |
|           | 24-26   | 20-22   | 26-28    | 22-24   | 16-18   |
|           | 150-200 | 250-300 | 50-100   | 50-100  | 200-250 |
|           | urb.    | sub.    |          | urb.    | urb.    |
|           | 2       | 1½      | ½        |         |         |
|           | 16-18   | 24-26   | 24-26    |         |         |
|           | 100-150 | 200-250 | over 500 |         |         |
|           | urb.    | urb.    | sub.     |         |         |

|                 |          |         |         |         |         |         |
|-----------------|----------|---------|---------|---------|---------|---------|
| <u>250-300</u>  |          |         |         |         |         |         |
| Yrs.            | 9        | 7       | 5       | 2       | 1½      | 1       |
| Salary          | \$30-32  | 20-22   | 20-22   | 20-22   | no      | 20-22   |
| Aver.Vol.       | 150-200  | 300-350 | 100-150 | 150-200 | ans.    | 100-150 |
| Type            | urb.     | sub.    | sub.    | urb.    |         | urb.    |
| <u>300-350</u>  |          |         |         |         |         |         |
| Yrs.            | 3        | 2       | 1       |         |         |         |
| Salary          | \$20-22  | 20-22   | 26-28   |         |         |         |
| Aver.Vol.       | 300-350  | 100-150 | 200-250 |         |         |         |
| Type            | sub.     | sub.    | sub.    |         |         |         |
| <u>350-400</u>  |          |         |         |         |         |         |
| Yrs.            | 5½       | ½       |         |         |         |         |
| Salary          | \$16-18  | 18-20   |         |         |         |         |
| Aver.Vol.       | 150-200  | 250-300 |         |         |         |         |
| Type            | urb.     | urb.    |         |         |         |         |
| <u>400-450</u>  |          |         |         |         |         |         |
| Yrs.            | 10+      | 1½      |         |         |         |         |
| Salary          | \$22-24  | 24-26   |         |         |         |         |
| Aver.Vol.       | 100-150  | 400-450 |         |         |         |         |
| Type            | sub.     | urb.    |         |         |         |         |
| <u>450-500</u>  |          |         |         |         |         |         |
| Yrs.            | 10+      | 5       | 4       |         |         |         |
| Salary          | \$30-32  | 20-22   | 28-30   |         |         |         |
| Aver.Vol.       | 450-500  | 200-250 | 150-200 |         |         |         |
| Type            | sub.     | urb.    | urb.    |         |         |         |
| <u>Over 500</u> |          |         |         |         |         |         |
| Yrs.            | 5        | 4       | 4       | 2       | 1       |         |
| Salary          | 18-20    | 30-32   | 20-22   | 22-24   | 28-30   |         |
| Aver.Vol.       | under 50 | 150-200 | 200-250 | 100-150 | 200-250 |         |
| Type            | sub.     | urb.    | urb.    | urb.    | urb.    |         |

## II. DVS Background

### Employment Before Present Position:

|         |                       |                      |
|---------|-----------------------|----------------------|
| OTHER - | medical tech.         | Girl Scouts          |
|         | admissions clerk      | accounting           |
|         | Red Cross             | vocational counselor |
|         | R.N.                  | cardiac & pulmon.    |
|         | lab tech.             | child care           |
|         | guidance counselor    | medical records      |
|         | security              | aging                |
|         | self employed         | tour director        |
|         | recreation            | purchasing           |
|         | banking               | business manager     |
|         | college admission     | finance              |
|         | real estate           | social worker        |
|         | professional services | data processing      |
|         | college administrator | counselor            |

### Volunteer Experience: 3 said none

|         |                     |                          |
|---------|---------------------|--------------------------|
| OTHER - | community orchestra | Big Brothers/Big Sisters |
|         | juvenile justice    | Pa. prisons              |
|         | Red Cross           | school for C.P.          |
|         | day care            | museum                   |
|         | support termin. ill | Horizon House            |
|         | Voyage House        | fundraising for research |
|         | tutoring            | American Cancer          |
|         | corrections         | alumni association       |

## III. DVS Position

How many years in present position?

- 26 - from 2 months to 3½ years
- 13 - from 4 years to 6½ years
- 5 - from 7 years to 10 years
- 7 - from 13 years to 29 years

Title of person to whom you report:

- OTHER Assistant VP
- VP Nursing
- Dir. Patient & Vol Ser.
- Dir. Community & Social Service
- Assoc. Administrator - 3 reported
- Assoc. Medical Center Dir.
- Assist. Administrator
- Assoc. Executive Director

How many weeks vacation?

- 1 - one week
- 2 - two weeks
- 11 - three weeks
- 1 - twenty-two days
- 1 - three weeks + 5 personal days
- 28 - four weeks
- 1 - one month
- 1 - four weeks + 5 personal days
- 6 - five weeks

Salary: Extra hours per week

- 10 do not work extra hours
- 21 work up to 5 extra hours
- 21 work from 5 to 20 extra hours

## IV. Job Responsibilities

Annual budget not including salary

- 12 - either no budget responsibilities or blank
- 10 - \$1,500 to \$5,000
- 9 - \$5,500 to \$9,800
- 5 - \$12,240 to \$20,000
- 8 - \$24,000 to \$34,000
- 7 - \$35,000 to \$57,000 (average 150-200 vol. per month)
- 1 - said \$67,000 includ. salaries
- 1 - \$120,000 (over 500 volunteers per month)

Percentage:

- |                    |             |            |
|--------------------|-------------|------------|
| High School age -- | 10 reported | 2% to 9%   |
|                    | 14 "        | 10% to 18% |
|                    | 17 "        | 20% to 25% |
|                    | 7 "         | 30% to 50% |

- |                |             |            |
|----------------|-------------|------------|
| College age -- | 23 reported | 1% to 5%   |
|                | 12 "        | 10% to 12% |
|                | 2 "         | 20% to 25% |
|                | 3 "         | 35% to 50% |

- |                    |             |            |
|--------------------|-------------|------------|
| 25 yrs.- 55 yrs.-- | 21 reported | 2% to 10%  |
|                    | 11 "        | 13% to 20% |
|                    | 13 "        | 25% to 30% |
|                    | 5 "         | 35% to 50% |
|                    | 3 "         | 60% to 90% |

|              |    |    |          |            |
|--------------|----|----|----------|------------|
| Over 55 yrs. | -- | 4  | reported | 10% to 20% |
|              |    | 9  | "        | 30% to 45% |
|              |    | 15 | "        | 50% to 55% |
|              |    | 10 | "        | 60% to 69% |
|              |    | 8  | "        | 70% to 80% |
|              |    | 3  | "        | 85% to 90% |

## Unusual job descriptions:

|                                 |                        |
|---------------------------------|------------------------|
| therapeutic recreat. activities | gardener               |
| drivers escort                  | Zipper Club            |
| substance abuse center          | dance therapy          |
| centralized registration vol.   | patient advocacy       |
| blood donor recruiter           | hospice                |
| medicare counseling             | aquatics               |
| pediatric orientation programs  | cook                   |
| mastectomy support services     | thrift shop            |
| rounds with disabled physicians | translators            |
| horticulture therapy            | equestrian             |
| religious education             | patient representative |
| music therapy with psychiatric  | maintenance repres.    |
| community health screening      | engineering assist.    |
| Pritikin exercise program       | admissions follow up   |

## % of time spent:

|          |   |       |                                     |
|----------|---|-------|-------------------------------------|
| OTHER -- | 2 | spent | 50% on other ( but didn't say what) |
|          | 1 | "     | 50% on staff development            |
|          | 1 | "     | 40% on community relations          |
|          | 1 | "     | 40% on gift shop mgr./buyer         |
|          | 1 | "     | 40% on public relations             |
|          | 1 | "     | 35% on other (but didn't say what)  |
|          | 1 | "     | 27% on miscellaneous                |
|          | 1 | "     | 20% as board member                 |
|          | 1 | "     | 20% at meetings                     |
|          | 1 | "     | 20% on program development          |
|          | 1 | "     | 15% on thrift shop                  |
|          | 1 | "     | 15% on special events               |

rest answered

- professional development
- counseling
- provide entertainment for staff in cafeteria
- liason with alumni assoc.
- recreation supervisor
- school tours
- snack bar supervisor
- hospital committees
- blood recruitment
- United Way chairman
- employee morale booster

## Assistance

|                 |                         |
|-----------------|-------------------------|
| Supervise OTHER | recreation assist.      |
|                 | photographer            |
|                 | snack bar employees     |
|                 | gift shop mgr.          |
|                 | women's assoc. sec.     |
|                 | information desk clerks |
|                 | volunteer coordinator   |
|                 | evening coordinator     |

7 reported that they did not supervise anyone  
 3 " no help at all

Volunteer Committee:

If yes, 1 has 4 members  
3 have 6 members  
7 have 10-15 members  
1 has 45 members  
1 has 150 members

A couple are forming volunteer committees

Three have teen committees only

One exists in name only

Meetings - 6 meet quarterly

rest varied from monthly to when needed

NO HELP - three reported this

V. General Information

Training of volunteers --

Volunteer Directors are usually assisted by supervisors, department heads, nursing staff, education director, volunteers, inservice coordinator, trainees, service chairman.

Vol. Dir. usually do initial interview and rest of orientation is completed by others.

COMMENTS: Approximately 80% of the members returned their survey. I hope that many of your questions have been answered. I am sure that we missed others, including total number of volunteer hours per year. (Will ask that on Sept. mailing) And please note that not all questions answered.

VOLUNTEER DIRECTORS are involved with a variety of hospital activities and outside interests! Very busy people, but isn't this what makes each day a new challenge?

*Jane Reinhard*  
Jane Reinhard  
SDVS Program Chairman

Bryn Mawr Rehabilitation  
Hospital Volunteer Coord.  
7/15/85