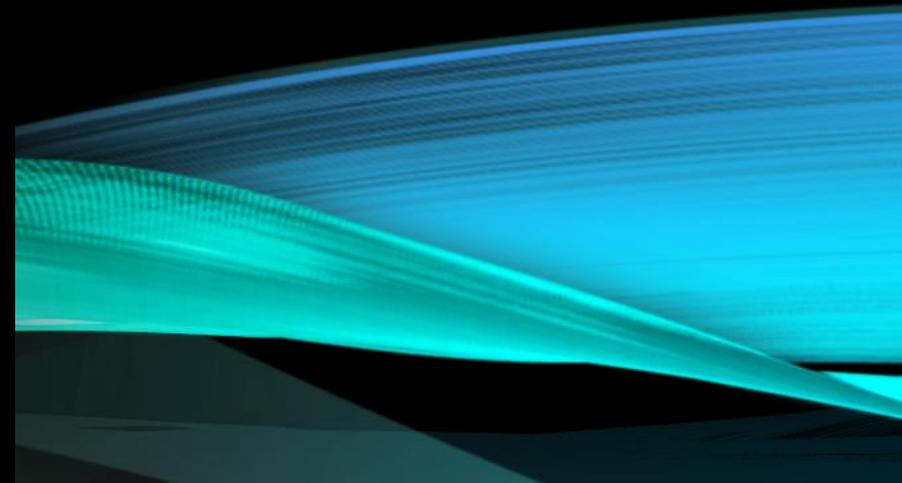




Valley Oaks
HEALTH

MENTORING DURING THE PANDEMIC



VOH MENTORING

- THE VALLEY OAKS MENTOR PROGRAM WAS APPROVED FOR IMPLEMENTATION IN 2017...
- THE PROGRAM HAS PEER MENTORS WORKING WITH PEER MENTEES...
- MENTEES VOLUNTEER TO PARTICIPATE

INITIAL REACTION TO PANDEMIC

- SINCE THE MENTOR PROGRAM MODEL DEPENDED ON PARTICIPANTS MEETING FACE-TO-FACE, THE PROGRAM WAS SUSPENDED IN MARCH 2020...
- MENTORS WERE ASKED TO FOCUS ON THEIR OWN PERFORMANCE AND FINDING WAYS TO MEET THE CHALLENGES OF THE PANDEMIC...

EMPLOYEE PERFORMANCE DURING THE FIRST MONTHS OF THE PANDEMIC

- IN APRIL 2020, VOH SUPERVISORS WERE SEEING POCKETS OF EMPLOYEES WHO WERE ABLE TO MEET THE NEEDS OF THEIR CLIENTS AS WELL AS HITTING THEIR PERFORMANCE GOALS...
- THE MENTOR TEAM BEGAN INTERVIEWING THESE EMPLOYEES AND ASSESSING THE REASONS FOR THEIR SUCCESS...

CHANGING THE MENTOR PROGRAM MODEL

- THE MENTOR COORDINATOR PROPOSED TO LEADERSHIP A NEW MENTOR PROGRAM MODEL...
- THE OLD MENTOR MODEL:
ONE-ON-ONE (Mentor-mentee)
FACE-TO-FACE
IN-PERSON
- THE NEW MODEL:
GROUP SESSIONS (2 or more mentees attending each session)
TELE-MENTORING (USING ZOOM)
2 TO 4 MENTORS ATTENDING THE SESSIONS

CREATING NEW GUIDELINES FOR MENTORS

- **WE NEED TO FIND OUR VIRTUAL 'COMFORT ZONE'**
 - HOW WE PRESENT/SELL OURSELVES TO PEERS
 - What is our professional level of dress and dialogue
- **WE NEED TO LEARN HOW TO ENGAGE MENTEES VIRTUALLY INSTEAD OF FACE-TO-FACE**
 - WE ARE ENGAGING PEERS (This is very different from us engaging clients virtually)
 - CAN WE 'WING IT' VIRTUALLY DURING OUR INITIAL MEETINGS LIKE WE DO WHEN WE MEET FACE-TO-FACE AT REMOTE LOCATIONS – Like a coffee shop?
- **WE NEED TO EMBRACE THE POSITIVE ASPECTS OF VIRTUAL MENTORING**
 - BETTER / QUICKER ACCESS TO MENTEES
 - QUICKER SET UP AND GO
 - MORE FLEXIBILITY
 - MENTEES WILL BE MORE 'AT EASE' IN VIRTUAL CONVERSATIONS (THEY GET TO MEET WITH YOU WHILE STAYING IN THEIR COMFORT ZONES/ENVIRONMENTS)
 - WE CAN DO MORE GROUP MENTORING SESSIONS WITH MENTEES
- **WHILE UNDERSTANDING THE NEGATIVE ASPECTS OF VIRTUAL MENTORING**
 - HARDER TO BUILD RAPPORT AND MAKE CONNECTIONS WITH MENTEES
 - HARDER TO KEEP MENTEES ENGAGED
 - HARDER TO ROLE PLAY AND SHADOW
 - EASIER FOR MENTEES TO WALK AWAY
 - TECHNICAL DIFFICULTIES

MENTOR SESSIONS

- **HOW TO BE SUCCESSFUL DURING THE PANDEMIC**
- **CLIENT ENGAGEMENT FACE-TO-FACE AND TELE, TIMELINESS OF PAPERWORK, COMPLETING PAPERWORK LIKE TREATMENT PLANS/BPSE/CANSA, NAVIGATING CREDIBLE(OUR ELECTRONIC HEALTH RECORD), STAYING ORGANIZED AND PRODUCTIVE WHILE WORKING REMOTELY, STRUGGLES WORKING WITH PEERS/SUPERVISORS**

MENTOR SESSIONS

INCREASING YOUR TELE-SERVICES ABILITIES

- GROUP DISCUSSION ON THE PROBLEMS OF MEETING JOB REQUIREMENTS VIA TELE-SERVICES
- MENTOR PRESENTATION THAT INCLUDES:
 - PRACTICAL SUGGESTIONS ON HOW TO IMPROVE TELE-SERVICES
 - BRAINSTORMING
 - Giving ideas to unique issues from attendees
 - SUPPORT
 - Positive reinforcement
- MENTOR ANSWERING FOLLOW-UP QUESTIONS

MENTOR SESSIONS

- **HELPING NEW VOH EMPLOYEES SUCCEED DURING THE PANDEMIC**
- Leadership understood that being a new service provider at Valley Oaks Health can be challenging. Learning VOH Culture, Systemic Operations, Policies and Procedures, and Client Engagement can be very difficult for the new employee. The VOH Mentor Program was an ideal program for facilitating peer sessions with new employees to assist them with growth and success. This was even more important during the pandemic. Supervisors, Trainers, and Peers just were not as accessible to the new employee.

MENTOR SESSIONS

- **AN ONGOING SUPERVISOR'S SUPPORT GROUP**
- FOCUSED ON HOW TO HANDLE THE PROBLEMS OF SUPERVISING DURING THE PANDEMIC...
- DISCUSSED HOW TO SUPPORT EACH OTHER...
- DISCUSSED WHAT WE CAN DO TO HELP OUR EMPLOYEES SUCCEED AS THE PANDEMIC CONTINUES ON...

MEASURING OUR SUCCESS

VALLEY OAKS HEALTH WORKS HARD AT MEETING THE NEEDS OF THEIR EMPLOYEES...

WE TRY TO MEASURE EMPLOYEE SATISFACTION AND SUCCESS BY GETTING EMPLOYEE TESTIMONIALS AND SURVEYING...

OUR END OF YEAR 2020 SURVEY ASKED OUR EMPLOYEES TO RATE VOH'S RESPONSE TO THE PANDEMIC AND IF WE WERE MEETING THEIR NEEDS:

97% OF THE RESPONSES SAID THEY WERE HAPPY WITH VOH'S HANDLING OF THE PANDEMIC!!!