



Spring-Summer 2020

Chicago College of Osteopathic Medicine (CCOM) COVID-19 Task Force

Resident Wellness Volunteer Guide



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Step 1: Raising Funds

- I. Create a GoFundMe account
 - a. One student should create the account. Ensure that this student is able provide general financial oversight and report the amount of funds available to all volunteers. This student will also be responsible for any reimbursements that need to be made by utilizing the monetary donations collected through the campaign.
- II. Create a GoFundMe Campaign
 - a. The title of the campaign should reflect what the donations will be used for.
 - i. Example: “CCOM’s Care Packages for Residents”
 - b. The story section of the campaign should add additional information for what the donations will be used for.
 - i. Example: “Medical students at Chicago College of Osteopathic Medicine are hoping to make care packages for physicians and residents that are working endlessly in the greater Chicagoland area during the COVID-19 pandemic. We are looking for donations to help us purchase items such as instant coffee and tea, hand lotion, hand sanitizer, and snacks (almost anything!) to show our support and thanks. Thank you for your generosity!”
- III. Share the link of the Campaign
 - a. Ask other volunteers and medical students to share the link of the campaign on social media.
 - i. Examples include posting on personal social media pages and sharing with healthcare groups in the area.
 - b. Reach out to administrators at the university to share the link to the student body and faculty.

Step 2: Contacting Local Hospitals

- I. Students should contact program directors, physicians and residents at local hospitals to ask if they would like to request care packages for their residents. If students need assistance with contacting these personnel, they should reach out to their university’s administrators for contact information. If individuals are interested in this initiative, they should be instructed to visit the CCOM COVID-19 Task Force website to submit an official request.
 - a. When contacting program directors and physicians, students should use a guided template, which is included below.

- i. “CCOM COVID-19 Task Force wants to acknowledge health care workers, especially interns and residents in the crucial work and contributions in these trying times. We can only imagine how frustrating and taxing this pandemic is on a personal and professional level; we want them to know their efforts are not unnoticed nor unappreciated. They are truly role models to all medical students, now more than ever. We want to offer our services to ensure resident wellness with initiatives such as care packages, homemade treats, and lunches for IM and EM residents. If you would like us to help with your residency program, please fill out the form linked. [insert direct link to request form]”
- b. Steps to obtain a request form are outlined below
 - i. Go to www.ccomcovid.wixsite.com/covid (update URL as needed)
 - ii. Click on “What We Do” tab
 - iii. Click on “Resident Wellness”
 - iv. Complete form and click submit

Step 3: Requesting Donations

- I. Contacting Local Companies
 - a. Students should contact local companies and businesses that have access to various items that need to be collected. Various methods of contact include phone, e-mail, and on social media. When contacting the company, students should use a guided template for requests, which is included below.
 - i. “Hello! My name is [insert name] and I am a [insert year] year medical student at Chicago College of Osteopathic Medicine. We are based in Chicago just like you! My classmates and I have started an organization CCOMvsCOVID and one of our projects is making care packages for physicians and residents that have to work during COVID-19 in the Chicagoland area. We are looking for any items we can put in them. Previous bags have included: baked goodies, coffee, small bottles of hand lotion, gift cards, instant/regular coffee, hand sanitizer, granola bars (almost anything!). We are looking to make about [insert number] care packages.

Our organization is looking for support and if [insert company name] can donate anything for our cause we would be greatly appreciative! If not, we also have a GoFundMe to help purchase the items as well. We are planning to distribute these care packages at [insert hospital] after

they reached out to us for support. We plan to continue making care packages for other nearby hospitals as we are able. Last week we donated [insert number] care packages to [insert hospital name] thanks to the help of people in our community. THANK YOU in advance for all the help!!

Website: [insert link to CCOM COVID-19 Task Force website]

GoFundMe: [insert link to GoFundMe campaign]

II. Working with Small Businesses

- a. If students contact small businesses for donations, it should be understood that many business owners are suffering substantial economic injury as a result of COVID-19.
- b. If a small business is able to financially support a donation to utilize for the care packages, students should ensure their generosity is not forgotten.
 - i. Example: take a photo of the donated items and post them on social media with the company's name, ask family and friends to shop/purchase gift cards at that business, include information in the care packages on where the donations came from (example will be provided below).
- c. If a small business is not able to financially support a donation, students should consider purchasing items from their business for the care packages to assist them financially.
 - i. Example: if a student reaches out to a company for donations and they are not able to donate due to financial hardship, consider purchasing gift cards from their business instead as an item to put in the care packages.

Step 4: Assembling Care Package

- I. Students should make a list of items that are to be included in each care package. Ensure that the items that were donated are included in the list constructed.
 - a. Examples of items: face masks, instant coffee, coffee beans, tea bags, hand sanitizer, alcohol wipes, chocolate, hand lotion, gift cards, snacks.
- II. Purchase items that were not donated
 - a. Students can purchase items in bulk at Costco or Sam's Club. Work with the university to see if items can be purchased tax exempt.
 - b. Students can order items online, however, ensure that the delivery date is within an acceptable amount of time due to limited delivery services during the pandemic.

- III. Student should collect the items donated in a contactless method of pick up from the businesses/companies.
- IV. Students should make thank you cards to include in the care packages.
 - a. Example message: “On behalf of the CCOM student body, we want to acknowledge your crucial work and contributions in these trying times. We can only imagine how frustrating and taxing this pandemic is on both a personal and professional level, and we wanted you to know your efforts are not unnoticed nor unappreciated. You are truly a role model to all medical students now more than ever. In solidarity, CCOM COVID-19 Task Force”
- V. Students should include information on how the donations were supplied.
 - a. This can be done by making a small flyer to be included in the thank you card with information on the companies and individuals who made this care package possible.
 - b. Example of flyer:



- VI. Those students that are assembling the care packages should ensure that they did not come in contact with any individuals that potentially could have COVID-19. Students should practice good hand hygiene when handling items for the care packages.

Step 5: Delivering Care Packages

- I. One student should be in contact with the hospital where the care packages are to be delivered. The date, time and location of the delivery should be finalized.
- II. The number of students needed to assist with the delivery of the care packages should be kept at a minimum to limit exposure and maintain adequate social and physical distancing.