

Communicating with Waiting List Volunteers



You may have volunteers who sign up but are only on a waiting list. It may help to reach out to them and offer them other assignments at some point before the clinic begins. This is especially true for critical skills such as nurses. Medical professionals of various specialties may be able to fill a number of assignments at your clinic.

To help automate this the Spark VoRIS system has been updated to include a new email template token called:

%%WaitAlternatives%%

You may use this token in Email Templates with VoRIS automation to send something like the following email to volunteers. This could be setup to automatically happen without any manual intervention for all your clinics.

Update from Olympia Free Clinic



Volunteers <info@OlyFreeClinic.org>
To mikew@thesparkteam.org

Reply

Reply All

Forward

...

Fri 12/20/2024 9:10 AM

Name: Kathy Whaley

Sample email to waiting list volunteers

You are still on the waiting list for one or more of your assignments. If you would consider one of the following assignments we would greatly appreciate your help.

Your Profession: Registered Nurse <i>Not all of these assignments may apply to you.</i>				
Date	Assignment	Start	End	Status
2025-03-29	Dental - Sterilization	05:15 AM	05:00 PM	FULL
2025-03-29	Patient Waiting Area Support	05:15 AM	05:00 PM	Openings
2025-03-29	Triage - Patient Registration	05:30 AM	06:00 PM	Openings
2025-03-29	Triage/Medical - As Assigned	05:00 AM	06:00 PM	You are waiting on this assignment

To logon to the system to change your assignments [Click Here](#)

This is your UserName: KathyWhaley

We really appreciate your help.

- Volunteer Management

To do this you need to:

1. Build an email template for the volunteer message.
2. Request a Spark Query be built. Send your specifications to Spark.
3. Define the Spark Automation rule.

Building the Email Template

The first step will be to build the email template for your message. This could be as simple as the following:

Name: **%%FirstName%% %%LastName%%**

You are still on the waiting list for one or more of your assignments. If you would consider one of the following assignments, we would greatly appreciate your help.

%%WaitAlternatives%%

To logon to the system to change your assignments
%%RecallPageLink%%

This is your UserName: **%%UserName%%**

We really appreciate your help.

- Volunteer Management

This produces the email:

Update from Olympia Free Clinic

**Volunteers** <info@OlyFreeClinic.org>
To: mikew@thesparkteam.org

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Fri 12/20/2024 9:10 AM

Name: Kathy Whaley

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To logon to the system to change your assignments [Click Here](#)

This is your UserName: KathyWhaley

We really appreciate your help.

- Volunteer Management

The next step: Request the Spark Query for Automation

You need to decide the group of professions you want to send this automated message to. Send an email to Spark with the request for the automation query. Some examples:

1. Nurses
2. Dental assistants
3. All doctors, nurses and dentists
4. Out of state doctors
5. All dental professionals for a certain category of events

You will also let Spark know how early you want to start sending these emails. 5 days before your clinic or 10 days? This logic is built into the Spark Query. Note that if you decide to begin sending these emails 10 days before the clinic and a volunteer registers, with a waiting list assignment, 6 days before the clinic they will still then be sent this waiting list email.

The query will be built so that the volunteers with the indicated professions will be selected if they are on a waiting list and have not already selected an alternate assignment.

Building the Automation Rule

Once you have the email template built, and your Spark Query defined, the automation rule can be defined. You should use the following parameters. Spark can help you or set this up for you.

1. APPLY TO EVENTS: This should probably be set to All Events
2. FROM DATE and TO DATE: Probably set this to end years in the future.
3. START TIME: Set these to the evening sometime. Your choice of course.
4. ONLY IF PATIENT CLINIC: These messages usually will not include information from the patient clinic. Some customers don't define the patient clinic until the clinic starts.
5. LIMIT TYPE: Important! You want to set this to "Limit one per event". This way each volunteer will only receive this email once. Not over and over. But if they register for a clinic many months later and are one a waiting list they will receive the email for that clinic as well.
6. QUERY: *Specify the query Spark has built for you.*
7. TEXT MESSAGE: Probably none but you may also write a text message. Note that the **%%WaitAlternatives%%** token can't be used with text messages.
8. EMAIL MESSAGE: The email template you created.
9. EMAIL SUBJECT LINE: Select an email subject.

%%WaitAlternatives%% Token Specifics

The Wait Alternatives token uses the volunteer's profession to look for assignments at the clinic which are linked to their profession. It does not list all the "any profession" assignments which any volunteer may select.

The token first looks to see the dates the volunteer has requested to be on a waiting list without selecting an alternate assignment. The system then builds the table of alternate assignments for their profession.

It may be worth a few minutes to take a look at the assignment to profession links you have setup in VoRIS to make sure the key professions have alternatives.

Questions?

Please contact Spark at mikew@TheSparkTeam.org