

Bloorview

KIDS REHAB

From disability to possibility

Bloorview Kids Rehab Case Study

Industry: Non-Profit Healthcare

Challenge: Schedule, track and communicate with all-day volunteers

Solution: VSys One



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Case Study

Overview Industry: Non-Profit Healthcare
Challenge: Schedule, track and communicate with all-day volunteers
Solution: V Sys One

The Challenge Volunteers at Bloorview are on the facility for twelve hours a day seven days a week. Bloorview needed an easy way to keep track of their volunteers, they also knew they needed a management system that was easy for the volunteers and employees to use.

The Solution Bloorview needed a comprehensive system that allowed them to not only track their volunteers but one which could help with reporting and communication as well. Online (web-based) systems were not an option, they were concerned about privacy and did not want to “pay by the volunteer”, which would have been unaffordable. Security and data privacy were also important.

They selected V Sys One over other possible solutions because either the customer service was lacking, the program had limited capabilities and/or was web based.

Customer service is probably the number one reason for going with Bespoke over any other company. We also liked the fact that the data was stored on our own secure server (not on an American website) and that the fee structure was not based on the size of our data storage.

Six months after going live with V Sys One, Barb Donald, Director, Volunteer Resources & Reception was pleased with their decision to use the system:

Whenever we experience a problem, an email sent to "support" is responded to in a very timely manner. If we cannot figure out the issue within a couple of emails, they book a GoToAssist session and figure out what is going on. Always professional and helpful. They are also open to our suggestions and consider those suggestions as revisions for the next version of V Sys! They have already made some changes from our suggestions Thanks so much!

Key Features Key features and benefits for Bloorview Kids Rehab:

- Individual volunteer profiles that include volunteer assignment, health clearance information, trainings, service awards, and additional one time projects volunteers participate in outside of their regular placement
- Several ways to categorize volunteers and their assignments
- Basic exporter to export volunteer information to Excel for spreadsheet use
- Hours tracking and reports
- Communication with volunteers – tracking what was sent and when

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VSys One Advantages

- Scalable
- Integrated communications tools, including e-mail and mail merges
- Touch screen/kiosk module
- Advanced scheduling tools
- 100+ built-in reports
- SQL Server-based
- Highly customizable
- Custom reports, applications and fields
- US-based phone, e-mail and web support

About Bloorview

Bloorview Kids Rehab (Bloorview) is Canada's largest children's rehabilitation hospital. Our vision is to create a world of possibility for kids with disability.

We pioneer treatments, technologies, therapies and real-world programs that give children with disabilities the tools to participate fully in life.

Bloorview serves about 7,000 children each year, with about 600 inpatient admissions and 52,000 outpatient visits. Bloorview is a world-class teaching hospital fully affiliated with the University of Toronto. We train future health-care specialists in the field of childhood disability. The Bloorview Research Institute is located onsite, allowing us to integrate cutting-edge research and teaching with frontline care to improve children's quality of life.

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About Bespoke Software and VSys One

Bespoke Software was founded in 1998 to support the Special Olympics, and has grown since to help all manner of non-profit organizations. Our VSys One application is in use across the United States and in Canada, in organizations small and large. We are passionate about supporting our applications, with knowledgeable US-based support team available for you to call, and we offer training both on-site and via the web.

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"We believe you know the best way to run your organization. Our software and our staff are here to support you. This means that VSys One – and our team - will adapt to your process, your way, not the other way around."

-- William Cornett, founder of Bespoke Software.