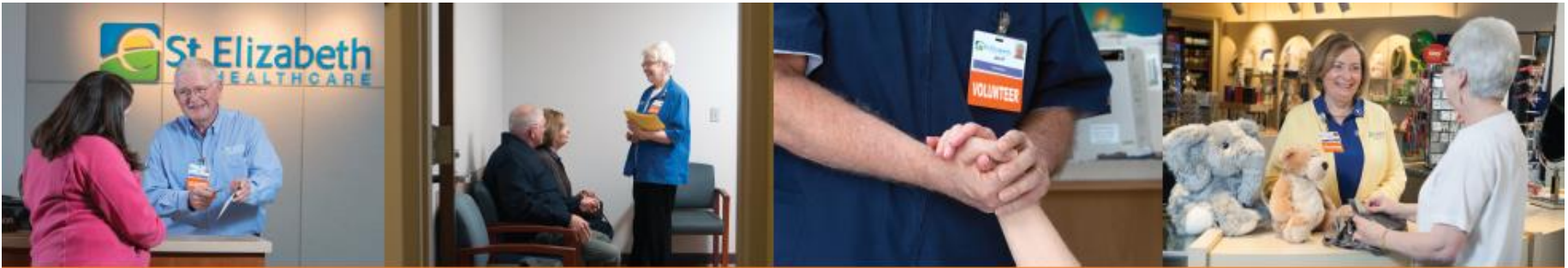


# Volunteer Handbook



Last Updated 6/2015

Edgewood: (859)301-2140    Ft. Thomas/Covington: (859)572-3166  
Florence/Grant: (859)212-5375    [volunteer@stelizabeth.com](mailto:volunteer@stelizabeth.com)



# Volunteers...Enhancing St. Elizabeth.

*"St. Elizabeth volunteers are passionate about their role in making a positive difference in the patient experience."*



# What does it mean to be a St. E Volunteer?



- Volunteering at St. Elizabeth Healthcare is a commitment that not only helps others, but is personally rewarding too!
- Volunteers are passionate about their role in making a positive difference to our guests and patients and enhancing the patient experience!

# Characteristics of a St. Elizabeth Volunteer



## Volunteers are... *Committed.*

- Volunteers at St. Elizabeth take pride in giving their time and talents to the patients, guests and staff
- Many volunteer positions require our Volunteers to commit to a regular volunteer shift, making them reliable part of the St. Elizabeth team

## Volunteers are... *Cooperative.*

- Volunteers at St. Elizabeth are there to support the staff and to partner with them to better the experiences of our patients and guests
- Volunteers are responsible, adaptable and responsive with a desire to serve. Our Volunteers are an integral part of the St. Elizabeth team

# Characteristics of a St. Elizabeth Volunteer



## Volunteers are... *Compassionate.*

- Volunteers should be friendly, compassionate, generous, honest, positive and responsive; these are all qualities essential to assisting patients and guests during a stressful and emotional time. In short, they care

## Volunteers are... *Competent.*

- Volunteers are provided with extensive hospital orientation and specific training for their Volunteer position
- Volunteers are expected to be responsive to the ever changing healthcare environment by learning new skills and adapting to new approaches

# Volunteer Services Department



- Provides a structured program that allows individuals the opportunity for personal growth and service to others.
- Our goal is to meet the needs of volunteers as well as those we serve in the medical setting and in our community, by delivering quality service and support that reflects our dedication to excellence!



# Volunteer Services Department



First things first...who we are:



**Jenelen Dulemba**  
Director



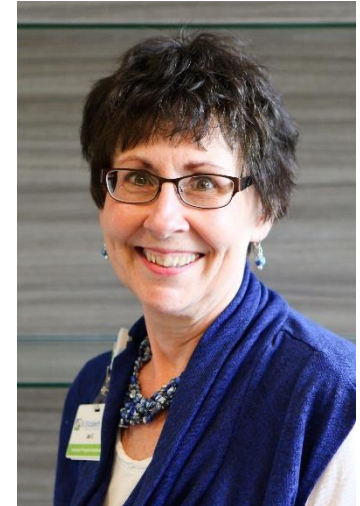
**Erin Pittman**  
Lead Volunteer Coordinator  
Edgewood



**Margie Kuechler**  
Volunteer Coordinator  
Ft. Thomas & Covington



**Vicki Miller**  
Volunteer Coordinator  
Florence & Grant



**Jan Schipper**  
Program Assistant

# Volunteer Services Department



- Volunteer office hours are weekdays from 8:00am-4:30pm in Edgewood & Florence and 8:30am-5:00pm in Ft. Thomas. We also provide you with the phone number for your volunteer area
- Volunteer Services and *PrimeWise*, St. Elizabeth's older adult membership program, share office space and work collaboratively to staff the Edgewood office.
- Suggestions are encouraged! There is a box in most offices and you can share in person or email as well.



# Volunteer Benefits



- Receive cafeteria voucher and associate discount on volunteer day for 4 or more hours of service
- Use of Associate Exercise Rooms
- Use of Cove Credit Union
- Free Flu Shot
- Appreciation gift every 500 hours of service
- \$10.00 Gift Shop gift certificate for successful referral of a new volunteer
- Able to claim mileage on tax return
- *Satisfaction that you have made a difference!*

# Patient Experience



## *Experience our Excellence!*

- Customer service is a priority!
- Many guests are in an unfamiliar setting, are stressed or uncomfortable; this is an opportunity to create a feeling of hospitality!
- Most Volunteer positions involve interacting with guests, patients, and/or family members. We use the following steps to ensure **complete communication** every time!



## A.I.D.E.T.

Acknowledge

Introduce

Duration/Direction

Explanation/Example

Thank You



## Acknowledge

When you first see a guest or patient

- Make **eye contact** and **smile**
- When they are close to you, offer a verbal **greeting**
- **Example:** “Good Morning!” “Hello!  
Welcome to St. Elizabeth”



## Introduce

When appropriate...

- As you greet the guest, offer **your name** and an explanation of the assistance you will be providing.
- **Example:** “Good Afternoon, I’m George. Please allow me to help you find your destination.”



## Duration/Direction

Provide the guest with some specific information

- **Example:** “Radiology is on the first floor; it is about half way down this hall on your right.”
- **Example:** “When the pager vibrates please come to this desk as soon as possible as we will have information about the patient to share with you. While every situation is different you can expect an update in an hour or so.”





## Explanation

If appropriate...

- Explain to the guest what they can expect
- **Example:** “When you arrive in the lab please go to the desk, let them know you are here and sign in. They will take good care of you!”
- Share positive comments about St. Elizabeth
- **Example:** “Hospitals can be stressful. St. Elizabeth has been named one of the top 50 hospitals in the nation for 6 years in a row- so if you have to go to a hospital- this is a good one to be at!”
- You may be asked a question for which you do not know the answer
- **Example:** “I don’t know. But I will find out for you.”



## Thank You

Often, the guest will thank you

- Acknowledge their thanks
- **Example:** “It was my pleasure” or “You’re welcome”
- Depending on the situation, you can leave with a departing thought
- **Example:** “Have a good evening” or “If you need further assistance, just ask!” or “Thank you for visiting the Gift Shop”

# Patient Experience



## *Be Responsive*

- Take the initiative to offer help- whether asked or not
- Respond quickly, always in a positive way
- Correct to say “I don’t know” but then find someone who does
- Follow-up to ensure satisfaction

# Patient Experience



## *Listen to Our Guests*

- Be receptive to comments, suggestions, questions and complaints about St. Elizabeth
- Ask questions to learn more about the situation
- Refer concerns to the manager of the area or to the Patient Representative. Unsure who that is? Call the Volunteer Office.

# Rights and Responsibilities



*Volunteers have the right to expect:*

- A position that matches preferences, education and availability
- A written position description
- Appropriate training and orientation
- Supportive supervision
- Respect
- To receive expressions of appreciation

# Rights and Responsibilities



*Volunteers who experience difficulty with an assignment or position, staff member, visitor or patient have the right to:*

- Talk with a Volunteer Services staff member immediately
- Contact the Director of Volunteer Services
- If concerns are not appropriately handled by staff, Rosanne Nields, VP of Marketing, should be contacted at 301-6300



# Rights and Responsibilities



## *Volunteer responsibilities include:*

- Making customer service a priority!
- Complying with hospital policies
- Maintaining your regular schedule and arriving on time
- Recording time served
- Wearing your volunteer uniform with **ID badge** on your upper body
- Commit to a minimum of 6 months (adults)
- Call your assigned area in advance if you are going to be absent

# Rights and Responsibilities



## *Volunteer responsibilities include:*

- **Maintain confidentiality at all times**
- Ask questions when uncertain
- Accept supervision
- Attend meetings
- Complete Annual Training
- Complete annual TB test
- Be willing to learn and change as equipment, services and procedures are updated

# Dress Code



## *Shoes*

- Flat, solid color, closed toe (**Example:** clean pair of solid color tennis shoes)
- In office or other non-patient areas sling back and peep-toe shoes are acceptable
- Sandals, dress sandals, flip-slops, crocs, etc. are not to be worn

## *Slacks*

- Slacks are to be ankle length
  - Stirrup pants, leggings, sweatpants, capris or exercise pants are not appropriate
- Slacks are to be a solid color (Khaki is preferred)
- Slacks are not to be made of denim or nylon- no jeans

# Dress Code



## *Tops and Shirts*

- All volunteers must wear a designated Volunteer uniform shirt, sweater or smock/jacket
- With a jacket, smock or vest:
  - A dress or casual shirt or top is to be worn
  - No T-shirts, hoodies or sweat shirts
  - No sleeveless tops with the vest
- Tops showing an individual's mid-section may not be worn
- Holiday shirts or sweaters (not sweatshirts) can be worn two weeks prior to the holiday
- Christmas shifts or sweaters (not sweatshirts) can be worn for the entire month of December

# Dress Code



## *Jewelry*

- Jewelry is welcome but should be tasteful and conservative
- Jewelry worn with visible body piercings is limited to the ears only (maximum of 3 earrings per ear)
- Jewelry associated with a body piercing other than ears must be covered or removed while here
  - This includes nose or eye piercing jewelry, etc.

# Dress Code



## *General*

- Tattoos/body art are to be covered so not visible
- Clothing should be sufficient weight so not to be transparent and reveal undergarments
  - Solid color white shirt or long sleeve t-shirts can be worn under the St. Elizabeth volunteer polo shirts
- Clothing should be of appropriate size and fit, so as not to be too tight
- Dresses or skirts of appropriate length can be worn



# Personal Technology



## *Cell Phone Use*

- Cell phones must be put on vibrate or silent so you can put customer service **FIRST**. If you must take a call or text, excuse yourself from patient/guest areas. **Never** text in a patient room or in front of a guest.

## *Mp3 Player and IPODS*

- Are **PROHIBITED** when volunteering. No earbuds. No listening to music.

# St. Elizabeth Policies



Volunteers are members of the St. Elizabeth team and so are held to the same standards as paid staff by all regulatory agencies and organizations including The Joint Commission or TJC.

*Feel free to ask Volunteer Services Staff for more information about St. Elizabeth policies or to view them online.*

# St. Elizabeth Policies



Report any injury to your supervisor and complete a *Patient/Visitor Incident Report*

- Inform the Volunteer Services office
- Depending on the severity of the injury- Go to the Emergency Room
- If injury is the result of negligence on the part of St. Elizabeth, your insurance will not be billed and cost will be covered by St. Elizabeth
- If injury is not the result of negligence, your insurance will be billed but you will not be asked for any deductibles or co-insurance amounts

# St. Elizabeth Policies



## Volunteers may be dismissed for:

- Serious and intentional breach of confidentiality
- Misappropriation of funds
- Failure to comply with hospital policies
  - Such as abuse of alcohol or drugs
  - Discriminatory or inappropriate conduct
- Falsification of information given to the Volunteer Office
- Unexcused absence of 4 or more consecutive weeks

# St. Elizabeth Policies



Volunteers will be consulted whenever a question about performance or confidentiality is raised

- An action plan may be implemented and a review date determined
- Substantiated concern about performance that is repeated 3 times will result in **re-training, reassignment or release**
- Volunteers may ask for a review/reconsideration of such a decision by contacting Rosanne Nields, VP of Marketing, at 301-6300

# St. Elizabeth Policies



## Fitness for Duty Evaluations

- We can and will initiate a fitness for duty evaluation if there is a questions or concern regarding your ability to safely and effectively perform your volunteer duties. Fitness for Duty evaluations may include, but is not limited to, medical exam, drug testing and/or Employee Assistance evaluation. If you have questions or concerns about your own fitness for duty, please call Employee Health at 301-2153.

# Volunteer Guidelines



- St. Elizabeth observes 6 holidays (New Years; Memorial Day; 4<sup>th</sup> of July; Labor Day; Thanksgiving; Christmas)
  - Volunteer offices are closed on holidays
  - Volunteers are not asked to serve on those days
  - Help of those who choose to volunteer is greatly appreciated
- If an unexpected illness or situation arises and you can't volunteer, **notify your Volunteer Area** as soon as possible so arrangements can be made
- If you will be unable to volunteer for **3 or more consecutive weeks**, advance notice of a week or more is requested

# Volunteer Guidelines



- If you are unable to volunteer for 4 (or 3 if a summer volunteer) or more consecutive weeks you will be asked to take a leave of absence or to resign
  - Departments/Areas depend upon your assistance-honoring your commitment or making a change is essential
- Volunteers may request a leave of absence (unable to volunteer 4 or more consecutive weeks) for any reason
  - Effort made to keep position open for volunteer return
  - When a leave is expected to or extends to 3 months, no specific attempt can be made to keep position open



# Volunteer Guidelines



- If hospitalized, off for a medical reason or under medical care for an illness or condition that impacts your health or safety (even if for a day or two) you will be required to have physician complete **Return to Volunteer form**
- Act within the boundaries of your Volunteer position description, accepting the direction of the supervisor where you volunteer
- Talk with Volunteer Services if you have concerns about your position, supervisor or any other issues
- When you resign- notify the Volunteer staff of your last day and return your ID badge to the office

# Providing Wheelchair Transport



- Volunteers may provide **simple** wheelchair transport for patients or guests once they have completed wheelchair training. Individuals transported by volunteers must be able to get into and out of the wheelchair without assistance.
- Each transport is evaluated individually. If you feel that you cannot transport the patient safely, you have the right to decline.

# Volunteer Handbook Review

Please write your initials on the line on your answer sheet if you agree with the following statement.

*I have reviewed the Volunteer Handbook. I agree to comply with the policies and guidelines outlined in it. If I have any questions or would like additional information, I will ask Volunteer Services staff OR consult the handbook on the website.*

THANK YOU for choosing to Volunteer at St. Elizabeth Healthcare!