

Volunteer Services Handbook





WELCOME TO ST. LUKE'S

Thank you for choosing to volunteer at St. Luke's. As a volunteer, you are part of St. Luke's Volunteer Services Department, which coordinates activities for more than 250 volunteers. You will have the opportunity to learn, meet new people and use your time, talents and skills to help others. We are looking forward to working with you and are excited to welcome you to the St. Luke's volunteer team! If you are interested in learning about volunteering with our hospice program, please contact our Hospice Volunteer Coordinator at 218-249-6105.

Mission of the Volunteer Team:

Volunteer Services at St. Luke's is responsible for supporting and enhancing the services provided to our patients, family members, visitors and staff. This is accomplished with well trained caring volunteers who share their time, knowledge and abilities as volunteers at St. Luke's hospital and clinics.

St. Luke's Mission Statement:

The Patient Above All Else.

St. Luke's Vision Statement:

To be the provider and partner of choice for the region.

Please feel free to contact me with your questions and comments.

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Director of Volunteer Services

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INTRODUCTION

This handbook provides an introduction to St. Luke's Volunteer Services and the responsibilities of being a volunteer. Please read through the materials and become familiar with the information.

BENEFITS OF VOLUNTEERING

PARKING

Free parking is provided in the Northland Hospital Ramp. You will need a parking permit on your dashboard for security staff to see. Permits are available in the Volunteer Office.

CAFETERIA TICKETS (Blue Waves Café)

On days you volunteer a courtesy meal/snack ticket will be provided for volunteers working a full four hour shift. The tickets can be used in the Blue Waves Cafe, located on the third floor in the hospital. The tickets can only be used on the day you are volunteering. You must wear your volunteer uniform and nametag when using a ticket. Please fill in the ticket with your name and date.

PHARMACY

Northland Pharmacy offers 20% over cost on over-the-counter drugs. You must wear your uniform and name tag to use this discount. Northland Pharmacy is located in the Northland Building on the 2nd floor.

EDUCATION

Volunteers are invited and encouraged to take part in most educational programs offered by St. Luke's. Notices of programs are posted in the Volunteer Services Office or in the Main Artery. A special volunteer appreciation luncheon is held each year for our volunteers.

FITNESS CENTER (Adults)

There are discounted memberships for all volunteers available for St. Luke's Fitness Centers located at the Lakeview Building and Mount Royal Medical Clinics. Proctor Fitness Center offers a discount to those who volunteer there.

GIFT SHOP DISCOUNT

Volunteers get a 10% discount on regular priced merchandise in the Gift Shop, excluding balloons, candy, cards, fresh flowers, magazines and discounted merchandise.

RECOGNITION (Adults)

Volunteers meeting service milestones are recognized at the St. Luke's Guild Annual Meeting.

FUTURE RECOMMENDATIONS

The Volunteer Services Office keeps a record of your volunteer service. The Director of Volunteer Services may be contacted to write recommendations for scholarships or school applications. References for paid employment are limited to the following information, dates and hours volunteered and volunteer position title.

USING YOUR TALENTS AND SKILLS

Your special skills, interests and time commitment are matched with the St. Luke's needs. You may work directly with patients, families and visitors or in an ongoing role in a hospital department or clinic. The following opportunities are available:

BOOK CART

Offer books and magazines to patients in their rooms. Replenish magazines in waiting areas.
Afternoon, Monday through Friday.

BREAST CENTER RECEPTION DESK

Greet patients and communicate information to them. Escort patients within the Breast Center. Call patients to remind them of upcoming appointments.
Morning and afternoon, Monday through Friday

CANCER CENTER WAITING AREA/INFUSION THERAPY

Greet and communicate information to patients and their families in the waiting area. Visit with patients and family members while they are waiting. Escort patients as needed. Keep waiting area presentable (coffee area, magazines, etc).
Mid-day, Monday through Friday.

CLERICAL ASSISTANCE

Perform clerical duties as needed in a specific department.
Morning and afternoon Monday through Friday.

CLINIC VOLUNTEER

St. Luke's Medical Clinics. Help with office work and duties as requested by the clinic staff.
Morning and afternoon, Monday through Friday.

FLOWER DELIVERY

Log flowers that are delivered from florists and deliver them to patients in their rooms.
Afternoon, Monday through Friday.

GIFT SHOP CLERK AND CASHIER

Assist customers in making selections while paying attention to the other customers in the gift shop. Use cash registers to ring up sales, complete credit card and employee charge transactions, clean shelves, mark and display merchandise.
Morning and afternoon, Monday through Friday.

INFORMATION DESK

Greet and direct visitors, answer the telephone and sort mail.
Morning and afternoon, Monday through Friday

NURSING UNIT

Provide nursing units with assistance in clerical support services and patient care.
Morning and afternoon, Monday through Friday

MESSENGER SERVICE

Sort and deliver mail to hospital departments and adjacent clinics.
Morning and afternoon, Monday through Friday.

EMERGENCY DEPARTMENT

Report to charge nurse, round in department providing support to patients, offer coffee and magazines to family members, provide distraction to pediatric patients via reading and play, clean rooms after patient discharge, keep hallways free of wheelchairs and other equipment, clerical work. *Morning and afternoon, Monday through Friday*

FITNESS CENTERS

Greet patients, assist therapist and clerical duties.
Morning and afternoon, Monday through Friday.

INTENSIVE CARE WAITING AREA

Greet visitors, supply information about the intensive care unit and waiting area. Provide a caring ear for family and friends of patients in ICU. Keep waiting area presentable (coffee area, magazines etc). *Morning and afternoon, Monday through Friday*

HOSPITAL LABORATORY

Fill laboratory supply order requests, stock laboratory and phlebotomy supplies – unpack boxes of supplies, handling boxes up to 10 pounds, date stamp boxes and items, organize supply shelves, help with updating inventory guides, pathology lab– pulling slides when requested, file slides. *Morning and afternoon, Monday through Friday*

PHARMACY

File orders, photocopy, transfer labels, file records, box records, clean shelves
Morning and afternoon, Monday through Friday

SURGICAL AND PROCEDURAL CARE

Greet patients as they arrive for surgery/procedures, enter patient arrival time into the computer, escort families to patient bedside and doctor consultation rooms, assemble charts for the unit, answer phones, direct (escort if necessary) families and visitors to hospital locations.
Morning and afternoon, Monday through Friday.

SPECIALTY POSITIONS:

Special Agent - provide specialized visits and caring services to patients, families and visitors throughout St. Luke's.

Mended Hearts - provide education, conversation and support to patients at St. Luke's for heart procedures (Mended Hearts volunteers have had heart procedures)

Caring Cuddlers - hold and rock babies with neonatal abstinence syndrome.
(not accepting applications at this time – need is met with current volunteers)

Acute Rehabilitation - visit, encourage and support patients on inpatient rehabilitation unit.

Volunteer Hand-Made Donations - make afghans and quilts, baby snugglers, baby hats, hats for cancer patients, comfort pillows for surgery patients, bears and stuffed toys for children. All handmade baby items should be free of any choking hazards.

Hospice Care - provide services for patients and families through the Hospice program.

To apply contact our Hospice Coordinator at 218- 249-6105 for information.

This list represents many of our volunteer positions. It is not inclusive of all volunteer opportunities. Additional positions, including short term projects, are available for volunteers based on their interests, skills and availability. Contact staff at Volunteer Services for more information.

VOLUNTEER EXPECTATIONS

St. Luke's is responsible for the safety and quality of care provided to our patients and takes pride in creating a positive, respectful culture for all our customers - patients, family and friends of patients, visitors, employees, and vendors. Volunteers at St. Luke's are expected to behave in a manner supportive of this culture. Volunteers will abide by the relevant policies and procedures of St. Luke's and contribute to the above defined culture. St. Luke's may take immediate action to dismiss a volunteer from service if their conduct threatens the safety or welfare of patients, visitors or staff and/or is not supportive of St. Luke's culture. Coaching, verbal warning and written warning may proceed dismissal depending on circumstances.

Volunteers are expected to follow policies and procedures as explained in this printed material and instructed in orientation. Volunteers will maintain confidentiality of all patient information. Volunteers will follow the directions of the supervisor in the assigned department.

ATTENDANCE

Volunteers are expected to make a commitment to the shifts they agree to work. Volunteers are often assigned specific days and times for service. If you are unable to serve for any reason call the Volunteer Office at 249-5344 or e-mail as soon as possible. Staff and patients rely on you and the tasks you perform. Please place a high priority on your volunteer work. Failure to appear for scheduled assignments or frequent cancellations will result in termination as a volunteer.

DRESS AND APPEARANCE

The hospital provides you with a volunteer uniform and nametag that you are required to wear during each shift. Shorts, skirts above the knee, leggings as pants without a long top, blue jeans, T-shirts with wording, low cut tops and hats are **NOT** permitted. Footwear should be clean, safe and comfortable. Do not wear sandals or open toed shoes without socks. You should appear neat, clean and well-groomed at all times. Avoid wearing dangling or noisy jewelry. Do not wear perfume, scented lotions or aftershave as the fragrance may be irritating to other people. Long hair should be tied back when in patient care areas.

REPORTING FOR SERVICE

Volunteers will report to the Volunteer Services Office, located on 3 East in the hospital. Put on your uniform and nametag. Put your valuables in a locker. Sign in on the touch screen computer with your log in number. If the screen saver is on, touch the screen on a corner to bring up the number pad. Use the same process to sign out. **Do not** leave valuables in the pockets of your uniform or unattended in any area. Remember to leave the key in the locker at the end of your shift. Please note that clinic volunteers will check in at their respective clinic.

HOSPITAL ETIQUETTE

We ask that all volunteers and staff be considerate of patients and visitors. Because of the constant activity present in a hospital, we ask that you walk cautiously and keep to the right. Please talk quietly. Smile and greet people you meet in public areas, hallways and on elevators. In order to protect patient dignity: if there is a patient on a stretcher in the elevator you are waiting for, please wait for the next elevator. When a stretcher is moved onto an elevator you are riding, ask the staff person if they would like you to exit. Use the mirrors located near the ceiling to watch for on coming traffic.

HANDWASHING

Handwashing is the best way to interrupt the transmission of infection. Hands should be washed before and after each contact with a patient, before and after volunteering, before eating, after sneezing or coughing and after using the washroom.

INFECTION CONTROL

Volunteers should never come in contact with another person's blood or body fluids (example: blood, feces, wound drainage, oral secretions, bile, vomit, etc.). Find an employee to take over. Precautions are essential. Protective items such as gloves and masks are used by employees.

ILLNESS OR ACCIDENT

If an accident or illness happens as a result of your volunteering notify your Supervisor and the Volunteer Office immediately. Our insurance may provide secondary coverage to your personal coverage if treatment is needed .

SMOKING

For the health of our patients, visitors, and our employees, St. Luke's is a tobacco-free Campus. This includes all areas on the grounds of the hospital and the clinics. You must be off the campus grounds to smoke. Please remind others of this policy as well.

WHEELCHAIR USE

Volunteers **MUST** receive training from the St. Luke's staff before providing transportation in a wheelchair. Facility Assistants are available for transports and can be reached by calling the operator.

BACKCARE

Volunteers should decline requests to lift loads that are heavier than your safe capacity. Ask for help if lifting of items is necessary.

SAFETY

- ◆ **ELECTRICAL:** It is our personal responsibility to use caution around electricity. **DO NOT USE** any damaged equipment and report the problem immediately to the department or bring it to the Volunteer Office or the manager of the area you are working in.
- ◆ **MSDS (Material Safety Data Sheets):** A MSDS is an informational sheet provided to the hospital/clinic by the manufacturer/supplier of the product. Its purpose is to provide individuals with information about the product and its safe use. The MSDS sheets are available to you at any time by asking the department you are volunteering in or the Volunteer Office staff.
- ◆ **HAZARDOUS SUBSTANCES:** Products and chemicals are hazardous if they present any physical or health hazard to the people who use them. Examples are combustible flammable, unstable or radio active materials. Injuries occur when an individual comes too close to the materials under the wrong circumstances. Other materials are hazardous because they cause illness or injury during use or as a result of exposure. Examples of these health hazards include chemicals which are carcinogenic (cancer producing), toxic agents, irritants, corrosives and agents which damage the lungs, skin, eyes or mucous membranes.. If you have an exposure: Rinse affected skin thoroughly, flush eyes immediately, continuing for at least 15 minutes (use eyewash station if available) and notify your supervisor or the Volunteer Office.

ST. LUKE'S CULTURE

As a volunteer, you have a unique opportunity to enhance St. Luke's commitment to provide the best possible service to all St. Luke's customers—patients, family and friends of patients, visitors, vendors and employees. At St. Luke's, customer service means treating everyone with whom we come in contact with caring, hospitality and dignity. You have the opportunity to create a powerful first impression for our customers and play an important part in making St. Luke's a customer driven organization.

GREETINGS AND CUSTOMER SERVICE

- ◆ Greet everyone with a warm and friendly smile, even those people you don't know.
- ◆ Introduce yourself with your name and title.
- ◆ Don't allow anyone to feel ignored; acknowledge their presence even if you can't help them immediately. Find an employee who can help.
- ◆ Make eye contact.
- ◆ Wear your name badge so the photo/name shows and is at a level that is easily readable.
- ◆ Healthcare settings can be stressful, please have patience and assist patients the best you can.

COMMUNICATION SKILLS

- ◆ Listen attentively.
- ◆ Avoid unnecessary interruptions.
- ◆ Repeat what the customer tells you to be sure you understand.
- ◆ Make the customer your number one priority by giving him or her your full attention; don't rush. Allow customers to finish what they are saying.
- ◆ Don't burden patients or visitors with personal or work related problems.
- ◆ At the end of the conversation, ask: "Is there anything else I can do for you?"

IMPORTANT SIGNS ON PATIENT HOSPITAL ROOM DOORS

Volunteers DO NOT ENTER rooms with a **STOP SIGN, FAMILY ONLY** or **NO ADMITTANCE** posted on the door. If the door has a **PICTURE WITH A PURPLE LEAF** this signifies the death of the patient and the patient may still be in the room. A **PICTURE WITH A PURPLE LEAF** on the door in the birthing center indicates that a patient may have lost a baby. Do not enter a room with either of these symbols.

CODE OF ETHICS

All medical care personnel, including all volunteers, are bound by a code of ethics for the protection of the patients, and families we serve. The following rules **must** be observed:

Keep confidential the many things you see, hear or learn while volunteering. Even a patient being in the hospital is confidential information.

Learn the names and titles of persons in your assigned area and maintain a professional attitude at all times. Be accepting of the supervision of staff members.

Be a good listener, lending a sympathetic ear without offering advice. If someone has questions about symptoms, treatments, or a diagnosis, refer them to a staff member.

Only inquire about a diagnosis or facts of a case if it is necessary to perform your assignment.

Keep opinions about doctors or hospital staff to yourself.

When volunteering, don't ask your personal physician about your own health concerns.

Only persons professionally connected with a patient have access to patient records. You, patients or their families should not read charts or records.

If professional services are being given to a patient, wait until they are completed before entering the room. When entering a patient's room, knock softly, say their names and announce yourself, why you want to enter their room and that you are a volunteer.

If you feel you have not been trained to do an assignment requested, decline the request.

While on duty, you must not promote any cause, religious, political or otherwise.

LIGATURE RISK EDUCATION

As a volunteer it is important to be aware of precautions for patients that demonstrate suicide ideation and to have an understanding of the care and safety needed by psychiatric patients and the staff that provide care.

A ligature risk point is anything which could be used to attach a cord, rope or other material for purpose of hanging or strangulation. Common ligature points in the hospital are overhead trapeze, door/door frame, hooks/handles and windows. The most common ligatures are belts and sheets/towels.

Psychiatric patients requiring medical care in a non-psychiatric setting (nursing units) must be protected when demonstrating suicidal ideation. The patient will be monitored on 1-1 continuous observation by nursing staff. Sharp objects and/or identified ligature risks and equipment that can be used as weapons are removed from the patient room. The following items are removed from patient rooms, extra chairs/tables, garbage and biohazard bags, hand soap and sanitizer, magazines/items with staples, pencils/pens, call light cords/telephone cords. Many personal items are also prohibited such as pop cans/bottles, belts, shoes, sunglasses, make-up, headbands, hair picks, wallets, cell phones, internet access, spiral notebooks, glass items, jewelry.

Be aware of environmental safety risks such as unsecured carts (housekeeping, carpentry, dietary) that contain items like mops, roll of garbage bags, extension cords, and bath blankets. Keep secured doors locked. Patient visitors should check in at the nurse's station to learn if visitation is restricted to address the patient's immediate safety needs.

Questions regarding safety for a patient can be directed to the unit's nursing staff or supervisors.

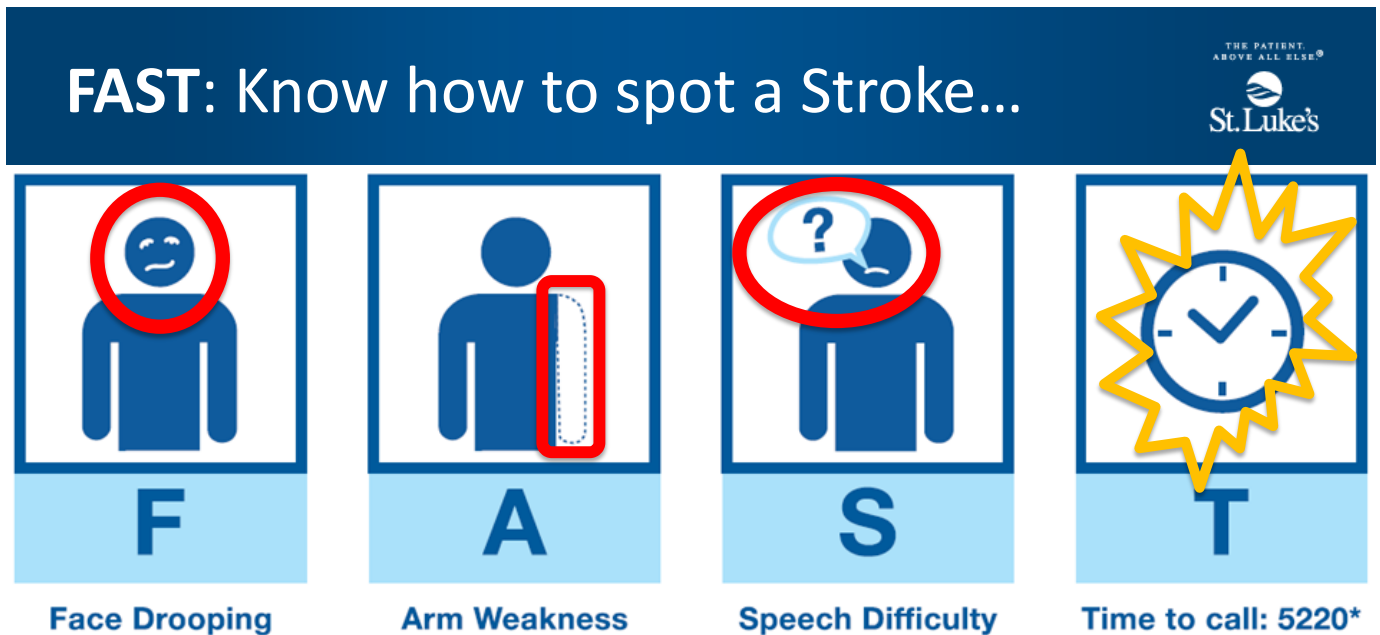
STROKE FACTS

Every year in the U.S. 795,000 people suffer a stroke, which makes it the 5th leading cause of death. When someone suffers a stroke all treatment options are time sensitive, so it is important to recognize the signs and symptoms of stroke and get the patient emergency treatment as soon as possible.

To assist you in recognizing stroke signs and symptoms, and reminding you to call the Rapid Response Team at 249-5220, the “FAST” Stroke Poster was developed. When activated, the Rapid Response Team will come to your location, assess the patient, and help decide the best course of action to take.

We realize that if you encounter a visitor, patient, or employee having a possible medical event, that this can be very stressful. That is why we have made the “FAST” poster (see next page), to help assist you and the patient in getting rapid medical attention.

FAST: Know how to spot a Stroke...

The graphic is a horizontal banner with a dark blue background. On the right side, there is the St. Luke's logo with the tagline "THE PATIENT ABOVE ALL ELSE". The main content consists of four square icons in a row, each with a light blue base and a white top. The first icon shows a person with a red circle around their drooping mouth, labeled 'F'. The second icon shows a person with a red circle around their weak arm, labeled 'A'. The third icon shows a person with a red circle around their speech bubble containing a question mark, labeled 'S'. The fourth icon shows a clock with a yellow starburst around it, labeled 'T'. Below each icon is its corresponding label: "Face Drooping", "Arm Weakness", "Speech Difficulty", and "Time to call: 5220*".

F
Face Drooping

A
Arm Weakness

S
Speech Difficulty

T
Time to call: 5220*

St. Luke's
THE PATIENT ABOVE ALL ELSE®

If you spot a stroke, call 5220 and say:
“Rapid Response Team to (your location)”
This will alert a St. Luke’s medical team to respond to your location and care for the patient.

We Are St. Luke's

- ◆ We are what people see when they arrive here.
- ◆ Ours are the eyes patients look into when they are lonely and frightened.
- ◆ We are the voices people hear when they ride the elevators, try to sleep or try to work through their illness.
- ◆ Ours are the comments people hear when we think they can't.
 - ◆ We are the intelligent, caring and compassionate people they hope to find at St. Luke's.
 - ◆ If we are rude, so is St. Luke's.
 - ◆ If we are wonderful, so is St. Luke's.
 - ◆ Our patients can know only what they see, hear and experience at St. Luke's.
 - ◆ We are judged by our performance, the care we give and the courtesies we extend.
- ◆ Together, we create the impressions that our patients and visitors have.

Together, we are St. Luke's!

