

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 the St. Luke's Volunteer Services Department, which coordinates activities for more than 100 volunteers.

As a volunteer you will have the opportunity to:

- * Learn skills
- * Meet new people
- * Use your time, talents and skills to help others

We look forward to working with you and are excited to welcome you to the St. Luke's volunteer team!

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

The Patient Above All Else.

St. Luke's Vision

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

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

Mary Matlack

Mary Matlack

Program Administrator—Volunteer Services

218-249-5343

Mary.Matlack@slhduluth.com

Liz Abrahamson

Liz Abrahamson

Supervisor—Volunteer Services and Marketplace

218-249-5344

Elizabeth.Abrahamson@slhduluth.com

BENEFITS OF VOLUNTEERING

PARKING

Free parking is provided in the Hospital Ramps. Please see Volunteer Services staff for all parking options and to pick up a parking permit for your dashboard.

CAFETERIA TICKETS (Blue Waves Café)

On days you volunteer on the hospital campus a courtesy meal/snack ticket is provided to use in the Blue Waves Café in the hospital. Use the ticket only on the day you are volunteering. Volunteer uniform and nametag must be worn when using ticket. Fill in the ticket with your name and date.

PHARMACY

St. Luke's Northland Pharmacy, Northland Building, offers a discount to employees and volunteers for over-the-counter drugs. Wear your uniform and name badge to receive this discount.

REQUIRED VACCINATION

Volunteers are required to get COVID-19 vaccination and annual flu shot are provided by St. Luke's.

RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)

Volunteers age 55 and older qualify for RSVP and may be eligible for mileage reimbursement for travel to volunteer at St. Luke's. For more information contact RSVP, 218-409-5991.

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.

FITNESS CENTER

Volunteer are welcome to enroll to use the St. Luke's Fitness Center in Building A at the same monthly cost offered to employees.

MARKETPLACE

Volunteers receive a 10% discount on regular priced gifts in the Marketplace on the days they volunteer excluding balloons, candy, snacks, and discounted merchandise.

FUTURE RECOMMENDATIONS

Volunteer Services keeps a record of your volunteer service. Volunteer Services staff may be contacted (after you have completed at least 40 hours of service) 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.

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,
or try to work through their illness.

Ours are the comments people hear when we think they can't.

We are the intelligent, caring, 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!



Volunteer Requirements

- * Complete Volunteer Application
- * Minnesota Department of Health background check with fingerprinting
- * Complete screening for tuberculosis
- * Flu vaccination annually
- * Participate in interview and required orientation.
- * Commitment to volunteer a 2—4 hour shift weekly for at least one year preferred (two semesters or 12 weeks in the summer for students)
- * Sign acknowledgement of confidentiality statement
- * Participate in departmental training for position assigned

USING YOUR TALENTS AND SKILLS

Your special skills, interests and time commitment are matched with the St. Luke's needs. You may work with patients, families and visitors or assist staff in a hospital department or clinic. This list represents many of our volunteer positions. It is not inclusive of all volunteer opportunities.

BREAST CENTER RECEPTION DESK

Greet patients and communicate information to them. Call patients to remind them of appointments.

CLERICAL ASSISTANCE AND CLINIC VOLUNTEER

Perform clerical duties as needed in a specific department.

St. Luke's outpatient medical clinics. Help with office work and duties as requested by clinic staff.

EMERGENCY DEPARTMENT

Provide emergency department with volunteer assistance in clerical, support services, and patient care. Example: clean rooms after patient discharge, restock blanket warmer, escort visitors.

INFORMATION DESK

Greet and direct visitors. Respond to requests for information.

INTENSIVE CARE WAITING AREA (ICU)

Greet visitors, supply information about the ICU and waiting area. Provide a caring ear for family and friends of patients in ICU. Keep waiting area presentable (coffee area, magazines, etc).

LABORATORY AND LABORATORY-PATHOLOGY

Organize supply shelves. Pull slides when requested, file slides, assist staff with clerical, other duties.

MAIL MESSENGER

Sort mail and deliver mail to hospital departments/adjacent clinics and pick up out-going mail.

MARKETPLACE

Assist customers, ring up cash, credit, and payroll deduction sales of food, beverage and merchandise. Clean and stock shelves and coolers, mark merchandise, open and close marketplace.

PHARMACY

File orders, photocopy, transfer labels, file records, box records, clean shelves.

SPECIAL PROJECTS

Group work: Complete special projects—mailings, packet building, inventory supplies, deliveries.

SURGICAL AND PROCEDURAL CARE

Greet patients as they arrive for surgery/procedures, enter patient arrival time, escort families to patient bedside and doctor consultation rooms, assemble patient charts, answer phones, direct or escort families and visitors to hospital locations.

Additional volunteer roles may be available based in volunteer skills and experience.

ST. LUKE'S CULTURE

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, employees. Customer service means treating everyone with caring, hospitality and dignity. You can create a powerful first impression. Every person that comes to St. Luke's has their own likes and dislikes, feelings, thoughts and beliefs, limitations and abilities, experiences. Respect for all is our expectation.

GREETINGS AND CUSTOMER SERVICE

- ◆ Greet everyone with a warm and friendly smile, even 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 be patient 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?"

ACKNOWLEDGE, INTRODUCE, DURATION, EXPLANATION, THANK YOU

Acknowledge, Introduce, Duration, Explanation, Thank You –AIDET assists in providing excellent care to our patients and their families through effective and empathetic communication.

When we **ACKNOWLEDGE** patients, families and visitors with a friendly smile, they tend to smile, too.

When we **INTRODUCE** ourselves and explain what we do, people tend to feel a bit more comfortable.

When we indicate the **DURATION** of a test, procedure, appointment or the reason for a delay, patients and families appreciate knowing the time it will take.

When **EXPLANATIONS** are given about what you are doing for a patient, how things work and how to get further assistance, patient stress levels may decrease.

And, finally, a heartfelt **THANK YOU** fosters an attitude of gratitude on everyone's part. People appreciate being thanked for using St. Luke's services and will come back if they feel they've been listened to, cared for and appreciated.

CODE OF ETHICS

The Health Insurance Portability and Accountability Act (HIPPA) was created to give patients control over their medical health information. protect patient information, hold people accountable for HIPPA violations, and set boundaries on the use and release of patient information.

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. Keep patient information out of view.
- * 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. 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.
- * Questions regarding patient safety can be directed to the unit's nursing staff or supervisors.
- * While on duty, you must not promote any cause, religious, political or otherwise.

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. Volunteers are expected to behave in a manner supportive of this culture and abide by the relevant policies and procedures of St. Luke's. 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 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 St. Luke's policies and procedures 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. If you are unable to serve for any reason call the Volunteer Office at 249-5344 or e-mail as soon as possible.

DRESS AND APPEARANCE

St. Luke's provides a volunteer uniform and name badge that you are required to wear during each shift. Volunteers represent St. Luke's with a professional appearance and good personal hygiene. Clothing should not be tight, overly loose or revealing. Clothing should be clean, neat and in good repair. Footwear should be clean, in good repair, providing for adequate safety and appropriate to the department. Do not wear perfume, scented lotions or aftershave. St. Luke's complete Dress Code Policy is available from Volunteer Services staff.

REPORTING FOR SERVICE

Volunteers will report to the Volunteer Services Office, located on 3 East in the hospital. Put your valuables in a locker. Sign in on the touch screen computer. Use the same process to sign out. Do not leave valuables in your uniform pockets or unattended in any area. 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

Be considerate of patients and visitors. 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. 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.

IMPORTANT SIGNS ON PATIENT HOSPITAL ROOM DOORS

Volunteers do not enter patient rooms with a stop sign, no admittance or family only posted on the door. A door has a picture with a purple leaf 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.

GIFTS

Volunteer should not accept gifts from patients, visitors or vendors at St. Luke's.

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 be free of transmissible illness including open, draining skin lesions, upper respiratory infections, sore throats, and gastrointestinal infection. If a volunteer has signs/symptoms of an infection, Volunteer Services staff will advise them on clearance requirements to return to volunteer.
- * 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, who takes extra precautions such as wearing masks and gloves, to take over. In the event of a blood or body fluid exposure, volunteers must contact Occupational Health for guidance.

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 or inform security to address.

WHEELCHAIR USE

Facility Assistants are available for transports. Consult with Volunteer Services staff regarding required training, direction and clearance before providing any wheelchair transports.

LIGATURE RISK

- * It's important to be aware of precautions for patients that demonstrate suicide ideation and have an understanding of the care and safety needed by psychiatric patients and staff that provide care.
- * A ligature 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. 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— 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.
- * Safety concerns and questions regarding safety for a particular patient can be directed to the unit's nursing staff or supervisors.



Any **ONE** of these signs could mean a **STROKE**

B

BALANCE

Watch for a loss of balance

E

EYE

Ask about vision loss

F

FACE

Look for an uneven smile

A

ARM

Check if one arm is weak

S

SPEECH

Listen for slurred speech

T

TIME

Call 911 right away

If you spot a stroke in the hospital, call 5220 and say:

“Rapid Response Team to (your location)”

This will alert a St. Luke’s medical team to respond to your location to care for the patient.

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 remind you to call the Rapid Response Team at 249-5220 (**dial 5220 when in the hospital; 911 when in the clinic**), the “BE FAST” poster was developed. When activated, the Rapid Response Team will come to your location, assess the patient, and 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. The “BE FAST” poster was designed to assist you in getting the patient rapid medical attention.

SAFETY AND SECURITY

POTENTIALLY VIOLENT SITUATIONS

In difficult or violent/potentially violent situations, following are some things you can do to de-escalate the situation:

- * Manage your emotions.
- * Use de-escalation techniques. Remain calm.
- * Call for help/involve other staff.

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 .

BACK CARE

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

ELECTRICAL SAFETY

Use caution around electricity. Do not use damaged equipment and report problems immediately to the department manager or Volunteer Services staff.

Material Safety Data Sheets (MSDS)

A MSDS is an informational sheet provided by the manufacturer/supplier of the product to provide information about the product and its safe use. MSDS sheets are available to you by asking department staff or Volunteer Services 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.
- * Other materials are hazardous because they cause illness or injury during use or as a result of exposure. Examples 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 Volunteer Services staff.

Why Volunteer?

It's not for fortune. It's not for fame. It's not for only personal gain.

It's not for the love of fellow man. Or just to lend a helping hand.

It's not for medals worn with pride.

It's for a feeling deep inside.... Of helping others far and near,

That makes you want to volunteers.

Author Unknown

THE PATIENT. ABOVE ALL ELSE.®



Volunteer Services

