



## ST. ELIZABETH HEALTHCARE VOLUNTEER HANDBOOK

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

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# INTRODUCTIONS

## Volunteer Services Team



**GINNY COLEMAN**  
*Director,  
Volunteer Services*



**SONYA SIZEMORE**  
*Manager,  
Volunteer & Guest  
Information Services*



**SAMMIE HECK**  
*Coordinator,  
Florence & Grant*



**MARGIE POWELL**  
*Coordinator,  
Covington &  
Ft. Thomas*



**HEATHER MORE**  
*Coordinator,  
Dearborn*



**KATIE SPECTOR**  
*Coordinator,  
Edgewood*



**DEBBIE HOLLORAN**  
*Coordinator,  
Hospice*



**DANA LAYTART**  
*Supervisor,  
Hospice*

### CONTACT INFORMATION

Dearborn: (812) 496-8658  
Edgewood: (859) 301-2140  
Florence / Grant: (859) 212-5375  
Ft. Thomas / Covington: (859) 572-3166  
Hospice: (859) 301-4622  
[volunteer@stelizabeth.com](mailto:volunteer@stelizabeth.com)

*Volunteer Services offices are open weekdays  
from 8:00am-4:30pm. Office hours may vary.*

### DEPARTMENT CONTACT INFORMATION:

All volunteers will receive the contact information for the area in which they volunteer at their Volunteer Placement Appointment or via email prior to their first day.



# ST. ELIZABETH HEALTHCARE

## Our Mission

As a Catholic healthcare ministry, we provide comprehensive and compassionate care that improves the health of the people we serve.

## Our Vision

We will lead the communities we serve to be among the healthiest in the nation.

## Our Values

Our personal standards apply to everything we do at St. Elizabeth. We live and practice by our “I CARE” values, which exemplify our mission and vision.

### Innovation

We seek better ways to perform my work, find creative solutions, and embrace change.

### Collaboration

We understand that mutual respect and teamwork are critical to accomplishing goals. I work with others to achieve the best individual and collective outcomes.

### Accountability

We use resources efficiently, respond to others promptly, face challenges in a timely manner, and accept responsibility for my actions and decisions.

### Respect

We respect the dignity and diversity of our associates, physicians, patients, family, and community members. I promote trust, fairness, and inclusiveness through honest and open communication.

### Excellence

We believe in serving others by pursuing excellence in healthcare. I compassionately care for the mind, body, and spirit of each patient.



# ROLE OF THE ST. ELIZABETH VOLUNTEER

## Program Structure

- Volunteer Services 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.
- More than 96% of adult volunteers at St. Elizabeth state that St. Elizabeth is the best place for them to volunteer!

## VOLUNTEER EXPECTATIONS

### *Committed*

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

### *Cooperative*

- ❖ Volunteers at St. Elizabeth are there to support our associates 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.

### *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!

### *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.



## 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 and compassion.

### *Be Responsive*

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

### *Listen to Our Guests*

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

## A.I.D.E.T. – Our Tool for Complete Communication

AIDET® is a communication framework for healthcare professionals to communicate with patients and each other in a way that decreases patient anxiety, increases patient compliance, and improves clinical outcomes. The acronym AIDET® stands for five communication behaviors: Acknowledge, Introduce, Duration, Explanation, and 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/Destination

- Provide the guest with some specific information.
  - *Example: “Radiology is on the first floor; it is about halfway 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 a number of years- 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 parting thought.
  - *Example: “Have a good evening!” or “If you need further assistance, just ask!” or “Thank you for visiting the Gift Shop!”*

## H.E.A.R.T. Service Recovery

H.E.A.R.T. is a mnemonic device to help you remember the important steps in performing service recovery when a patient or visitor expresses a problem or concern. Great service recovery gives us an opportunity to counter a negative emotional experience with a positive emotional experience.

### Hear

- Let the person tell you what they want to say.
- Listen for their core perceptions, concerns, and feelings.
- Draw out the full concern if needed.
- Don't jump to problem solving before the person is finished.

### Empathize

- Use an appropriate tone of voice.
- Use words and phrases that demonstrate caring and understanding.
- Use body language that mirrors your empathetic words and phrases.

### Ask

- Re-apologize for the concern.
- Ask "What can I do to make this better?"
- Pause and let the person respond.

### Resolve

- Agree to use their suggested solution if possible.
- Present options of possible solutions and let the person pick one.
- End solution suggestions with "for you."
- Later, let your manager know about the concern.

### Thank

- Start with the phrase, "Thank you for..."
- Appreciate the effort it took for them to express the concern.
- Tell them how their raising the concern allowed you to improve the care for them or for others in the future.





## VOLUNTEER SERVICES POLICIES

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

### Recording of Volunteer Service Time

All St. Elizabeth Healthcare volunteers are required to record their service time. There are several methods for accomplishing this which vary by facility.

Methods for recording service time include but are not limited to:

- Using a Volunteer Services touch screen upon arrival and completion of shift, if available.
- Logging time and date of volunteer service when touch screen is not working, or not available, on an attendance sheet.
- Recording volunteer service time using the Volunteer Information Center (VIC) online system.
- Contacting the Volunteer Services Office.

Recorded time begins when the volunteer arrives to volunteer (no more than 15 minutes before their shift) and ends when they have completed their volunteer service or shift.

Volunteer Services will record time spent completing any required training.

Additional service hours are not given as an incentive or award. Recorded volunteer service time is to reflect actual training and service time provided only.

### Health of Volunteers

Volunteers are to always keep patient/guest health and safety paramount and not volunteer if there is any question regarding their own health.

Volunteers who are ill will call the area where they volunteer to inform the area that they will not be coming in for their scheduled volunteer hours as soon as possible. If appropriate, volunteers should include the date they expect to resume volunteering. They may call the Volunteer Services office AFTER notifying their specific volunteer area.

Volunteers that volunteer when they are exhibiting symptoms of illness (such as coughing, sneezing, fever, nausea, etc.) may be asked to leave the hospital/area where they volunteer by Volunteer Services staff and/or department manager, as appropriate.

Volunteers who are hospitalized, off for a medical reason or under medical care for an illness or condition that impacts their health or safety (even if for a day or two), will be required to have their physician complete a Return to Volunteer form prior to returning to volunteer.

## **Volunteer Incident Reporting:**

When a volunteer is injured during volunteer service with St. Elizabeth, the volunteer will receive appropriate medical attention as needed.

Volunteers are to report any injury to the supervisor in the area where they volunteer immediately.

The supervisor should then assist them in:

- Evaluating the severity of the injury and escorting/sending to their own physician or the Emergency Department as necessary
- Completing a Patient/Visitor Midas report on the SEH intranet
- Inform the Volunteer Services Office (who can also complete the Midas report)
  - Appropriate follow-up by Volunteer Services and Risk Management will occur.

If the volunteer is injured to the extent that being seen by the Emergency Department and/or their personal physician is appropriate, Risk Management will be notified to complete a review of the incident, and to make a determination as to billing for said treatment.

If present at Emergency:

- Inform Registration that the volunteer should be registered with the Corporate Risk Management guarantor and the patient's insurance should not be billed.
- Inform the volunteer that their insurance should not be billed

Any necessary subsequent medical attention will also be covered by SEH through Risk Management. Volunteers should not pay any out-of-pocket expenses and all bills should be presented to Risk Management. Risk Management will communicate with the Volunteer.

## **Gifts to Volunteers**

SEH volunteers are expected to refuse money or any type of gift from patients or visitors in return for services. This is consistent with St. Elizabeth's ethical behavior guidelines and the established Corporate Responsibility program.

If a guest/patient is insistent upon providing a gift; the volunteer will report the event to Volunteer Services and a decision consistent with SEH policy will be made by the Volunteer Services Director.

## **Personal Items**

St. Elizabeth Healthcare is not responsible for lost or stolen personal property. Volunteers are encouraged to leave all valuables at home. Volunteers are asked to secure personal property, such as a purse or coat, in a locked or secure area in the department or area where they volunteer or in the Volunteer Services office.

## Personal Technology

It is the policy of St. Elizabeth Healthcare to discourage personal calls, text messaging, or any other external method of communication (i.e. Instagram, Facebook, etc.) made or received by all associates including volunteers while providing service.

Personal cell or mobile phones may be carried while volunteering but must be put on vibrate or silent as providing an exceptional patient experience/customer service is our first priority.

Use of St. Elizabeth telephones for personal reasons while actively volunteering, which are not considered immediate, urgent situations, is discouraged. Volunteers are to request permission to use a Nursing Unit or clinical service department phone.

It is understood that there are important reasons for making and receiving personal telephone calls and text messages, such as obtaining transportation, receiving calls from public schools or childcare locations, etc. It is important that calls and texts generated by and responded to by volunteers while volunteering be limited to appropriate situations such as those outlined and be minimal in length.

If it is imperative that if a volunteer take a call or text, the volunteer must excuse him or herself and move out of ear shot. Volunteers should never text in a patient room or in front of a guest.

Volunteers are not permitted to use personal devices to listen to audio, with or without earphones, while volunteering. An exception to this exclusion can be made by the supervising department when the Volunteer Services department is also informed.

The use of mobile phones/other devices for any other purpose than those outlined above is prohibited while volunteering.

Volunteers are never to take a photograph or post to any electronic media source while volunteering without explicit permission by the Director of Public Relations and Volunteer Services.



## Disciplinary Action

It is the policy of the Volunteer Services Department to enhance and recognize volunteer performance, to encourage individual accountability, and to foster self-discipline by eliminating deficiencies through securing a volunteer's commitment to making any necessary improvement.

When there is a concern about the performance, attendance or ethical behavior of a volunteer, it is the policy to administer fair and reasonable methods of disciplinary action for those whose performance or behavior does not meet the standards of the position or St. Elizabeth.

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

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.

## Fitness for Duty Evaluations

We can and will initiate a fitness for duty evaluation if there is a question or concern regarding your ability to safely and effectively perform your volunteer duties. Fitness for Duty evaluations may include but are 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 Grievance Process

The Volunteer Services Department provides volunteers the opportunity to have concerns, issues, and actions reviewed utilizing a standard grievance process.

The grievance procedure enables a volunteer to have a fair review of any volunteer-related controversy, dispute or misunderstanding. This internal review process is a three-step process which includes the written grievance review request and guidance on timely follow-up from the Director or Coordinator of Volunteer Services.



# VOLUNTEER SERVICES GUIDELINES

## Attendance & Holidays

- 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.
- 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.
  - Every effort will be made to keep position open for volunteer return if leave is less than 3 months.
  - When a leave is expected to or extends to 3 months, no specific attempts will be made to keep position open after the initial 3-month period.
- 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** (*please inform the Volunteer staff of any absences related to health conditions*).
- If you resign, notify the Volunteer Services office of your last day and return your ID badge to the office.

## **Dress Code**

### **Name Badge**

- A photo identification name badge will be provided to all volunteers
- An orange "Volunteer" hang tag will be attached to the photo ID unless another hang tag has been requested by the supervising department and approved by Volunteer Services
- The name badge is to be worn on their upper body with their photo and name easily seen.
- Upon termination of volunteering, the volunteer is required to return his/her photo identification name badge to the Volunteer Services Department.

### **Uniform**

- Volunteers will wear a St. Elizabeth Volunteer Services jacket, smock, vest, sweater, button-up shirt or polo shirt as part of their volunteer uniform.

### **Shoes**

- Flat, closed-toe and backed shoes, such as tennis shoes, are required in any patient department or area.
- In office or other non-patient areas sling back and peep-toe shoes are acceptable.
- Sandals, dress sandals, flip-flops, crocs, etc. are not to be worn.

### **Slacks**

- Slacks are to be ankle length.
- Form fitting stirrup pants, leggings, sweatpants, exercise pants, or capris may not be worn.
- Slacks are to be a solid color.
- Slacks are not to be made of denim or nylon.
- Blue jeans are not permitted.

### **Tops**

- A dress or casual shirt or top is to be worn with the jacket or vest. No sleeveless tops may be worn with the vest.
- T-shirts, hoodies or sweat shirts are not permitted.
- Tops showing an individual's mid-section may not be worn.
- Holiday decorated tops may be worn the week before a holiday and on the holiday itself.
- Clothing with Christmas themes may be worn during the period that St. Elizabeth Healthcare allows Christmas decorations to be displayed (i.e., no more than 3 weeks prior to Christmas and 1 week following Christmas).

### **Jewelry**

- Jewelry is permitted as long as it does not conflict with specific regulations of a department or interfere with the job or create a safety hazard for patients or associates.
- Jewelry should be tasteful and conservative.
- Nose rings are not allowed. Small nose studs are acceptable. Gauge earrings are not allowed.

## General

- Tattoos are permitted; however tattoos that contain inappropriate language, inappropriate symbols, or symbols or phrases that may be offensive to any segment of our associate or patient population are not permitted. In these circumstances, the tattoos will be required to be covered. Facial tattoos are not permitted.
  - Respect is one of our organizational values. SEH is committed to creating an environment that is welcoming, safe and respectful for our diverse patients, families, associates, and communities.
- Clothing should be of sufficient weight so as not to be transparent and reveal undergarments.
- Solid color white short or long sleeve t-shirts may be worn under the St. Elizabeth Volunteer Services 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.



# RIGHTS AND RESPONSIBILITIES

## Rights

Volunteers have the right to:

- Expect a position that matches preferences, education, and availability
- Expect a written position description
- Expect appropriate training and orientation
- Expect supportive supervision
- Expect respect
- Expect to receive expressions of appreciation
- Talk with a Volunteer Services staff member immediately if they have trouble with an assignment, position, staff member, visitor, or patient.
- Contact the Director of Volunteer Services if they have trouble with an assignment, position, staff member, visitor, or patient.
- If concerns are not appropriately handled by staff, Rosanne Nields, VP of Planning, should be contacted at 301-6300

## 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
- Committing to a minimum of 6 months (adults)
- Calling your assigned area in advance if you are going to be absent
- Maintaining confidentiality at all times
- Asking questions when uncertain
- Talking with Volunteer Services if you have concerns about your position, supervisor or any other issues
- Acting within the boundaries of your volunteer position description
- Accepting supervision
- Attending meetings
- Completing Annual Training
- Obtaining an Annual Influenza Vaccine
- Completing annual TB Test, *as required for your volunteer position*
- Being willing to learn and change as equipment, services, and procedures are updated



## **VOLUNTEER BENEFITS**

- Volunteers receive a cafeteria voucher any day they serve 4 or more hours
- Volunteers receive a discount for the cafeteria any time they provide service
- \$25.00 Gift Shop gift certificate for successful referral of a new volunteer
- Awards
  - Appreciation gift for every 500 hours of service
  - Invitation to annual celebration banquet
- Other Benefits
  - Use of Cove Credit Union
  - Free Influenza Vaccine annually
  - Ability to claim mileage on your tax return

**THANK YOU FOR CHOOSING TO VOLUNTEER WITH  
ST. ELIZABETH HEALTHCARE!**

### **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.*