

September 2026

stelizabeth.com/volunteers

Reminder: Volunteer Picnic

We hope you can join us at our annual fall picnic!

Wednesday, September 16, 2026

11:30 am - 1:30 pm

Presidents Park, Washington Pavilion:
283 Dudley Road, Edgewood, KY 41017

Shuttles available for volunteers traveling from Ft. Thomas and Dearborn

Food and refreshments provided - lunch served at Noon

[RSVP HERE](#)

Cheers to 1,000 Volunteers

We are proud to announce that, as of August 27, more than 1,000 volunteers have served St. Elizabeth during 2026. This remarkable achievement reflects the generosity, compassion, and dedication of individuals who have chosen to give their time and talents in support of our mission. We are both humbled and deeply grateful for every volunteer who has contributed throughout the year.

This milestone would not be possible without the strong partnership between Volunteer Services and departments across St. Elizabeth. While the Volunteer Services team coordinates and supports the program, more than 200 departments have welcomed volunteers and provided meaningful opportunities to serve in 2026.

Whether you have been volunteering for one week or for forty years, you choose to give to the mission of St. Elizabeth and help us make a positive impact on the patient experience.

Thank you to each and every volunteer for your service, your compassion, and your dedication. We are grateful to have you as part of the St. Elizabeth family.

2026 Volunteer Satisfaction Results

A sincere thank you to everyone who took the time to thoughtfully complete our Annual Volunteer Satisfaction Survey last month. Your feedback is invaluable and helps us to ensure that volunteering at St. Elizabeth continues to be a meaningful and rewarding experience.

In August, we invited all active adult volunteers to participate, and you all showed up! We are thrilled to share that an incredible 84% of our active adult volunteers responded.

Here is an overview of what you shared:

- **98% of volunteers feel like part of the team when volunteering.**
- **97% feel appreciated by associates across the St. Elizabeth system.**
- **98% report positive interactions with the Volunteer Services team.**
- **97% agree that St. Elizabeth is the best place to volunteer!**
- **99% would recommend St. Elizabeth as a great place to volunteer!**

We are humbled by your kind words and proud to know that your experience reflects the supportive and welcoming environment we strive to create.

We carefully review every response and comment in order to identify room for growth, address concerns, and continue to implement best practices that provide the best possible volunteer experience.

Thank you for your continued dedication and for all you do each day to support our patients, associates, and community. **We are truly grateful for you!**



Volunteer at the Reds THIS SATURDAY!

We're looking for 10 volunteers to help support a powerful and inspiring moment during the upcoming Rise Up Against Cancer event at Great American Ball Park.

During the 5th inning, thousands of fans will be invited to participate by writing the name of someone they "Rise Up For" on a placard, then stand together and hold their signs high in a moving show of support and remembrance. To make this moment possible, we're looking for volunteers to staff five distribution tables throughout the ballpark and hand out placards to fans before the event.

Date/Location: Saturday Sept. 5 at Great American Ball Park
Volunteer Shift: 3:15 p.m. until approximately the 5th inning

Volunteer Perks

- Elly De La Cruz Bobblehead
- Complimentary meal provided
- Ticket for game included

Hospice Volunteer Orientation

The St. Elizabeth Hospice Program will be holding volunteer orientation sessions Tuesday, October 13 and Thursday, October 15 from 5:00pm - 9:00pm. **Attendance is required on both evenings.** The classes explore issues on death and dying, as well as developing an understanding of the Hospice concept of care. There is no cost or obligation to become a volunteer if you take the classes. For more information call Debbie Holloran, Hospice Volunteer Coordinator or Dana Laytart, Supervisor Hospice Volunteer Services at (859) 301-4622.

New System for IT Requests

For those of you that use St. Elizabeth computers in your role, effective August 3 there has been a change in the process when you reach out to the help desk at extension 12541.

To better protect our associates, providers and patients, and volunteers we are introducing a safer and more convenient identity verification process.

What's Changing?

When you request assistance with your account or access, you will verify your identity using a One-Time Passcode (OTP) sent via text message to the mobile number on file.

Instead of answering multiple personal questions, you'll simply receive a text message and provide the code to confirm your identity.

Why Are We Making This Change?

Using an OTP is a much safer method of identity verification because it confirms you have access to a trusted device associated with your account.

This enhancement helps:

- Reduce account impersonation and social engineering attacks.
- Better protect organizational and patient information.
- Provide a more secure and consistent verification experience.
- Eliminate the need for most personal identity questions during account assistance.
- Improve the speed and accuracy of identity verification.

What If I Can't Complete OTP Verification?

If an OTP cannot be used because:

- You do not have a mobile number on file.
- You do not have your mobile device with you at the time of the request.
- You are unable to receive the code.
- You have an international mobile number that cannot receive OTP verification.

Your manager or on-shift supervisor will be required to contact the IS Service Desk, complete identity verification and confirm your need for account assistance before access can be restored.

This additional step helps us continue supporting users while maintaining strong security protections.

Please see your volunteer coordinator if you have any questions regarding this change.

Flu Season is Here!

St. Elizabeth Healthcare and St. Elizabeth Physicians require all employed associates and active volunteers to receive an influenza vaccination.

Proof of vaccination or appropriate documentation (described below) must be provided to the Volunteer Services office no later than December 2.

YOU need to provide a copy of your documentation to the Volunteer office, regardless of where you received it. We cannot access YOUR MyChart account due to confidentiality.

Influenza vaccinations will be provided FREE of charge by Employee Health beginning Monday, September 28 and will be administered at all St. Elizabeth facilities at convenient times and dates beginning in September (full dates to be listed at each site).

Failure to complete this requirement will result in the suspension of your service until after Flu season.

If you...

- Prefer the high dose vaccine, limited quantities are available to volunteers 65+ at Employee Health ONLY.
- Prefer to receive your flu vaccine through your physician/other healthcare clinic or pharmacy, please submit your documentation to the Volunteer Office.
- Require a medical or religious exemption, it is due by November 1. Please call your Volunteer Office to obtain the appropriate form.
- Choose to not receive the flu shot, you will be ineligible to volunteer from December 2, 2026 to roughly April 1, 2027.

Employee Health Office

Monday – Friday, 7 a.m. to 4 p.m.

(arrive by 3:30 p.m. for injections)

No Appointment Needed

830 Thomas More Parkway, Suite 101 (back of building)

Crestview Hills, KY 41017

September Flu Clinic Dates

9/28 - 7a-11a; Florence 3rd Floor Conference Room

9/29 - 7a-11a; Edgewood Conference Room N

9/30 - 7a-11a; Ft. Thomas Conference Room A

October Active Shooter Training

Wednesday, October 14: 4:30 pm - 6:30 pm

St. Elizabeth Training and Education Center
3861 Olympic Blvd
Erlanger, KY 41018

This training is being offered at SETEC. This training is **not a requirement**.
If you would like to attend, please call the Volunteer Office
to **register** at 859-301-2140.

Comment Corner: Celebrating Impactful Moments

Dearborn: " The information desk was very helpful. "

Edgewood: "I would recommend St. E based on the care I received from everyone: the front desk personnel, the volunteers, the doctors, the nurses, the therapists, and the practitioners.

Ft. Thomas: " Volunteer was very helpful in getting us where we needed to be."

WELCOME NEW VOLUNTEERS IN AUGUST

- Deanna Bentley
- Joy Helser
- Karmah Khoury
- Barbara Loftin
- Kylie Long

- Patricia Mahaney
- Conner Mullins
- Kelly Read
- Jacob Vegso
- Sarah Watts

*Need new Volunteer Services apparel? Review our selection and place an order by clicking on the link below. All orders will be placed on the **10th** of every month.*

✨ ***Expanded Apparel Selection: New Men's and Women's Items Added!***

[Order Volunteer Apparel](#)

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

St. Elizabeth Healthcare | 1 Medical Village Drive | Edgewood, KY 41017 US

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