

Connections

Newsletter for the hospital volunteers, students & friends of Roper St. Francis Healthcare

April 2019

Happy National Volunteer Week!

Thank you, thank you! We are blessed with the most wonderful team of compassionate, hard working and generous volunteers and high level students. You ease the work burden for the staff, improve the experience for the countless patients you interact with and simply make work fun!

Volunteer recognition week events are planned for each facility as well as the recognition luncheon for active service volunteers on 4/13. Be sure to RSVP and wear your ID badge to events. Touch base with your coordinator for details.

Acts of Kindness Award



Lynne Steele, Lorraine Lutton, Netta Rivers, Joan Perry & Lisa Cottingham

The Acts of Kindness program is sponsored by the volunteer department and after reviewing hundreds of nominations the committee selected Netta Rivers to be honored as the annual winner! Netta received a check for \$300 and a plaque.

Netta was nominated by both Joe McTavish and Nancy Inabinet. Her nomination stated: Netta is a certified medical assistant who spoke with an elderly female patient requesting to be seen. She was scheduled for an appointment the next day but did not show up.

Netta felt a gut instinct that something was just not quite right regarding her absence. Typically, the practice does not call patients who are running late or do not show up, but Netta began calling this patient's home repeatedly.

When no one picked up the phone, she called police to request a courtesy well-check because of the patient's age and recorded fall history. Several hours later, Netta received a call from the police. They had arrived at the woman's home and found her on the floor. The woman had fallen the previous evening and was unable to move. This woman lived alone, and had it not been for Netta, she could have remained helpless on the floor.

Congratulations Netta! You make us proud.

Volunteers Earn Rave Reviews!

We love hearing good things about volunteers! RSFH department staff members have recently shared these comments about our team members:

Barbara Porter: Barbara's help in BSSF Engineering is outstanding! From entering data for utilities, making changes in our Maintenance software program, entering data for the florescent light program and keeping us organized, she is excellent!

Colleen Turick: Colleen has been so helpful covering other shifts in the Cancer Center. She takes her role seriously and lets us know of improvements we can make.

Doral Long: Mrs. Dora is the best! She helps put all our ASU paperwork together. I need her and it's a pleasure working with her.

Ervetta Murphy: Erveta is a joy to have in the Cancer Center lobby. She offers a warm and pleasant welcome and helps promote our Wellness classes.

Marka Rodgers: She is an exemplary volunteer! She always gives 110%. We would not be as successful without her participation in the center of Roper Spine Center Institute. Her compassion and professionalism are outstanding!

Randall Shealey: Randall brings smiles and joy to the patients and employees at Roper Hospital. He is loyal, dedicated and committed to making a positive difference! I am grateful that he continues to share his time and talents with us.

Lisa Beauford: Lisa is so committed to her patients on 5 South at Roper Hospital. She never misses a day and is a ray of sunshine for all of those she visits! She is positive, upbeat and always professional.

ICU Volunteers: We love our Mount Pleasant Hospital ICU volunteers! They go above and beyond to support our team and care for our patients and their families every day.

Noel Johnson: Noel is a joy to have in ACU at Mount Pleasant Hospital. He's always happy, jumps in to lend a hand wherever he is needed and does it with a smile!

Westie Award

Lacey McBeth won a Westie award from the West Of Newspaper and she won it for helping our department!

Lacey is a Patient Care Tech at Bon Secours St. Francis Hospital. She has been welcoming and mentoring students since the SCRUBS program started. Hundreds of future healthcare providers have had their first patient experience at her side.



Lacey is pictured with Imani Warnex. Imani is a College of Charleston student aspiring to be a Physician Assistant. Thank you, Lacey! Congratulations.

Dates To Remember

Annual Volunteer Recognition Luncheon

Saturday, 4/13: Active service volunteers join to celebrate the year's service and successes. RSVP required. Touch base with your coordinator for details. Wear your ID badge, please!

RSFH Blood Drives

The Blood Connection is our new blood product vendor.

Blood Drives: 10 a.m. - 3 p.m. at the following locations

Register to donate at: <https://thebloodconnection.org/>

Free T-shirt if you donate

Mt. Pleasant Hospital

Monday, 4/8 MOB Classroom - sponsor code: **100MP**

Bon Secours St. Francis Hospital

Wednesday, 4/10: Mall Classrooms - sponsor code: **100BS**

Roper Hospital

Thursday, 4/11: Irene Dixon Auditorium - sponsor code: **100RH**

Cline Classics Sale

Roper Hospital - Irene Dixon Auditorium

Monday, 4/8: 9 a.m. - 5 p.m.

Tuesday, 4/9: 7 a.m. - 3 p.m.

Bon Secours St. Francis - Mall classroom #2

Wednesday, 4/10: 9 a.m. - 4 p.m.

Thursday, 4/11: 7 a.m. - 2 p.m.

JJs Bake Sale

Bon Secours St. Francis Hospital Lobby

Thursday, 4/18: 8:30 a.m. - 1 p.m.

Delicious baked goods from JJ's Bakery in Summerville

See Something – Say Something

As much as we want “welcome” to be the first impression for people entering our doors, our top priority is ensuring the safety of the patients already in our care. As we make eye contact and greet visitors and patients entering our facilities let's keep all senses on alert for people needing assistance, unsure of their destination or even arriving for the wrong reason.

We want to warmly engage and welcome but also try to clarify the purpose of the visit so we can help guide visitors and to make sure they are with us for an appropriate purpose. Try saying, “Good morning. Can I help you find something?” to encourage them to state the purpose of their visit. If a visitor asks for an elevator, you might say, “What were you looking for? Are you here for a doctor's visit or to see a patient?” in order to steer them to the right elevator. No one should walk past reception desks and up onto patient floors without knowing where they are going.

Maternity patients are directed to the elevator for that unit and at BSSF to check with Security for a visitor pass. All vendors are directed to check in for their Vendor Pass in the Lobby at MPH, Support Services at BSSF and beside the Kidney Stone Center reception desk at RH.

If anything makes you uncomfortable about a visitor, let a staff member know. Each desk has contact numbers for Security and the Nursing Supervisor. If your volunteer role is to staff a reception desk – you play an important part of the welcome and general security of our hospitals, and it is very much appreciated.

Getting to Know You - BSSF

Eager to improve customer service, leaders at St. Francis Hospital asked if a volunteer might serve as a Lobby Ambassador offering a general welcome and assistance to visitors as they arrive at our doors. New to our team, Marie-Paul McNeice offered to pilot the new role and has had a crash course learning the hospital!



Marie-Paul was born in Belgium, married Andrew - a Scotsman she met in Dublin and lived in London where she worked for Scottish television! She had graduated in Belgium as an interpreter of English, French and Spanish. They moved to Switzerland where Marie-Paul earned her teaching certificate and eventually the family moved to New Jersey in 1997. They came to John's Island in 2010.

Marie-Paul and Andrew have two children, daughter - Enya and son - Niall. She continues to work as a contract interpreter for the State Department, escorting and translating for dignitaries as they travel in the U.S. She also volunteers at Our Lady of Mercy Outreach teaching English as a second language in the after school program.

Marie-Paul can be seen in the Bon Secours St. Francis Hospital lobby on Tuesday mornings, escorting patients and visitors, searching for wheelchairs, tidying waiting rooms and stocking magazine racks and wearing her trademark red shoes! Marie-Paul is pictured with Dr. Mitch Siegan, Chief Medical Officer. We eventually hope to staff this service daily.

Getting to Know You - MPH



Penny Major has been part of the Mount Pleasant Hospital volunteer team since 2014. She moved to Mt. Pleasant from Tennessee, but has lived all over the United States.

As a former Military wife, her favorite place to have lived was Southern California, where she has a daughter, son and two grandchildren.

Penny is an ICU volunteer and takes great ownership in her role. She has been invaluable in helping train new volunteers, and coming up with new ways for the volunteers to support the nurses and ICU team. “It's been a really interesting place. I get to meet all kinds of people.”

Volunteer News:

- **Hope Bag Project:** Each year, RSFH partners with [Lowcountry Orphan Relief](#) to support efforts to care for the most vulnerable children in our community. This year they are most in need of pants, shoes and \$25 gift cards (Target, Walmart, etc.) The HOPE Bag donation drive will be held through April. You are invited to pick up a bag at one of the hospital cafeterias on Wednesday, 4/3 and return it with donations on Friday, 4/26. Crafty volunteers are also welcomed to help decorate bags!

Roper Hospital:

- Congratulations to Shirley Davidson! Shirley was nominated for an Acts of Kindness Award for excellent customer service skills!
- Reminder: The Roper lunch group will meet Monday, 4/8 at The Rutledge Cab Company at 1 p.m. Let Lynne know if you plan to attend so she can make reservations.
- Our condolences to Matt Desmond - Roper's Chief Administrative Officer on the loss of his mother.



Bon Secours St. Francis Hospital:

- BSSF volunteers funded the beautiful white silk orchid arrangement for the front lobby.
- We have had recent sad losses of long term and beloved volunteers and family members. Our sympathy to the family and friends of:
Barbara Lannan - 3rd Floor Med/Surg Volunteer
Al Dawson - Materials Management Volunteer
Lee - husband of Nancy Chisholm, Volunteer
Norma Gebo - Rehab Services Volunteer
(There will be a memorial service for Norma Gebo in the BSSF chapel on Thursday, 5/2 at 1 p.m. All welcome)
- BSSF volunteers host a table of baked treats for teammates during volunteer week. If you can lend a hand on 4/10 from 10 a.m. - 1 p.m. let Joan know. No baking required.
- Joan has a crafty project lined up in support of Nurses Week and can use help from nimble fingers for cutting and gluing!

Mount Pleasant Hospital:

- Ray Schmelter was serenaded and celebrated by fellow MPH volunteers at the March volunteer social. Ray turned 90 on 3/26 and is a role model to us all.
- National Nurses week is May 6 -12. If anyone is interested in helping put together a basket to be part of a prize give-away talk to Laurie.
- Laurie will be out of office attending a volunteer leadership conference 4/28-30.
- Noel Johnson and Laurie Glass brought treats and warm wishes to all RSF Mount Pleasant Hospital weekend teammates in celebration of St. Patrick's Day.



Getting to Know you - Roper Hospital

Jennien Heyward is a native of Bronx, New York and made Huger, S.C. her home in 1983. Her son is a senior at Howard University and daughter is a junior at Winston Salem State. Jennien joined the volunteers at Roper earlier this year with a desire to give back after having spent nine months with her mother in our facility.



Jennien attends Royal Missionary Baptist Church where she serves as an usher. Jennien has operated Heyward Cleaning LLC. In her spare time, she enjoys reading, bowling and dancing.

An Invitation:

Teammates and volunteers are invited to participate in the Bon Secours Associates program, which is a small faith community with opportunities for prayer, a deepening of your faith and a connection with others across the country and world who have committed to sharing and supporting the vision and mission of the Sisters of Bon Secours - being an instrument of Christ's compassion, healing, and liberation.

Learn more about Bon Secours Associates at www.bonsecoursassociates.org or contact Brenda Nelson at 843-259-0790. Brenda_Nelson@bshsi.org. Drop-in information sessions will be announced in April at Bon Secours St. Francis Hospital. All welcome.



Noel Johnson & Laurie Glass deliver St. Patrick's Day treats!

Volunteer Book Club

With Ursula Limpert



Daffodil: The Remarkable Story of the World's Most Popular Spring Flower; By Noel Kingsbury

There is no better harbinger of spring than a field or garden filled with bright yellow daffodils. Interestingly, this flower has a rich, fascinating history. It goes back to the tombs of the Pharaoh thru pre-Darwin evolutionary theory, and on to the current explosion of varieties of colors, fragrances and forms. The author tells the daffodils tale, highlighting some of the most prominent varieties. Photographer Jo Whitworth shows a rarely seen side of the daffodil in dozens of color plates. The book provides cultivation notes, plant descriptions and recommendations for prospective growers.

Happy Birthday!

4/04 Brenda Jenkins
4/06 John Essenburg
4/08 Rita Nelson
4/09 Holmes Clare
4/13 Susan West
4/16 Caroline Miller
4/17 WeiJun Vanlith
4/21 Robert Beaty, Mary Brown, Shanell Simmons
4/22 Gabrielle Walker
4/23 Katherine Downen
4/24 Joseph Blakely
4/25 Ulani DeCillis
4/26 Abigail Perry
4/30 Britt Soyebó

Welcome New Volunteers:

Roper Hospital: Welcome Shanell Simmons and Alexis Waters - Peterson to the Admitting office, Alex Huss to 6 Petit. Essence White, Robert Gulbranson, Shirley Yon and Gene Wellons to the Spine Clinic Institute. Welcome Robyn Henderson to PT and McRae Lawrence to the OT shadowing programs. Brooke Hayes, Kirsten Rogers, Sara Lee and Ritchelli Quintao have joined the SCRUBS mentoring program,

Bon Secours St. Francis Hospital: Welcome Linda Washington, Janice DiMeo and Mike Szymanowski to the volunteer team and Darriell McKinley and Jessica Mugford to the SCRUBS mentoring program.

Mount Pleasant Hospital: Welcome Judy Dreyfus and Bob Macaluso to the volunteer team.

RSFH Volunteer Opportunities:

Bon Secours St. Francis Hospital: Joan Perry welcomes applicants interested in serving to welcome, direct, escort and serve as lobby ambassadors. Volunteers are needed to serve as Imaging Department escorts and we are in need of a Monday and Thursday Golf Cart driver. There are Information Desk spots available for applicants with good customer service and basic computer skills.

Roper Hospital: Lynne Steele welcomes volunteers interested in staffing the Information Desk on Friday Mornings. Help in the volunteer office is needed any day is welcome.

Offsite Offices: The Diagnostic Lab on St. James Ave. in Goose Creek welcomes morning lobby escort assistance on Mondays and Fridays. Touch base with Lynne Steele if this role and location would be of interest.

Mount Pleasant Hospital: Laurie Glass welcomes applicants to staff the MOB (Medical Office Building) desk on Friday afternoons and someone to cover the MOB desk on Wednesday mornings in May. There is an opening for a Mammography Hostess on Wednesday mornings from 8 -12. Dietary has an opportunity for someone with a sunny disposition, who would be interested in checking in on patients after breakfast and collecting their trays.

Tea Room Tradition



It is Tea Room season in the Lowcountry! Many of our RSFH volunteers participate by serving in church tea rooms and raising fund for worthy causes but this happy crowd went to enjoy the luncheon!

Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in. Unknown

Bon Secours St. Francis Hospital: Joan Perry: 843-402-1156

Roper Hospital: Lynne Steele: 843-724-2080

Mount Pleasant Hospital: Laurie Glass: 843-606-7502

Hospice Volunteering: Laurie Beckman: 843-402-3260

Lowcountry Senior Center: Kimberly Palmer: 843-990-5555

Waring Senior Center: Peggy Chauss: 843-724-2489



316 Calhoun St. Charleston, SC 29401