

Connections

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

June/July 2022

Volunteer Recruitment Drive

We're kicking off summer with a volunteer recruitment drive. If you know someone who would be a good fit, encourage them to contact us for an interview and tour to discuss opportunities. Give back to your community in a positive way and join the Roper St. Francis Healthcare Volunteer Team!

Know someone interested in volunteering?
Send them our way!

Bon Secours St. Francis Hospital
VolunteerStFrancis@rsfh.com

Roper Hospital
VolunteerRoper@rsfh.com

RSF Mount Pleasant Hospital
VolunteerMPH@RSFH.com

RSF Berkeley Hospital
VolunteerBerkeley@rsfh.com

Welcome BSSF Volunteer Manager

Trudi Campbell, CVA, joins us from Connecticut. Her experience managing volunteers has been in a faith-based setting. Trudi recruited, trained and oversaw volunteers in more than 48 opportunities/ministries. She managed all volunteers who provided labor for anticipated needs while also welcoming individuals seeking a way to use their gifts and talents in service to others and enrich their own lives. As a CVA, Trudi continues to empower volunteers to make a difference in their communities as outlined by the Council for Certification in Volunteer Administration and sustain the vision, creativity, safe practices and satisfaction for all areas of volunteering.



Trudi and her husband, Steve, have recently moved to Summerville, and look forward to discovering new activities as well as all the good food in the area while not encountering snow.

Trudi will join us on 7/6. Stop by and say hello when at BSSF.

Teammate Talks!

Teammate Forums are back with a new look: Teammate Talks. It's been more than two years since we've had a Teammate Forum, and we're relaunching our signature gatherings with a new and improved format. Be on the lookout for upcoming dates. All volunteers are welcome to attend.



RSFH Gives! Campaign

At Roper St. Francis Healthcare, we believe in our mission of *healing all people with compassion, faith and excellence*. The *RSFH Gives!* Teammate Giving Campaign is a way teammates continue that mission by giving back to help our patients, each other and the community.

The Roper St. Francis Foundation Teammate Giving Campaign will run 6/6 - 7/1 and is an opportunity to celebrate our giving spirit as an organization.

The campaign is led by our Foundation in partnership with Trident United Way and is a convenient way to donate. Physicians, staff and volunteers may choose to support Roper St. Francis Healthcare, Trident United Way, or both if you wish.

Check Out this Year's Fundraising Initiatives

- Greer Clinic – Previously known as the Transitions Clinic, the Greer Clinic provides a medical home to the unfunded and underinsured in our community.
- Area of Greatest Need – These gifts go where the need is greatest which is decided at the end of each year
- Nursing Scholarships – You can help fellow nursing teammates further their education. Last year, 37 scholarships were awarded!

Be on the lookout for the RSFH Give! Committee members encouraging participation in the campaign. Participants that make a pledge of \$25 or more will receive a t-shirt or tote bag through the RSFH online store. Volunteers are invited to join paid staff by making a donation to the RSFH Foundation through www.rsfhfoundation.org/donate or by contacting Maureen Tokarczyk, Annual Giving Director at (843) 720-1205.



Marianne Seabrook

Lou Lagno and Rebecca Buffum

Peg Hughes

Volunteer Opportunities

- **Berkeley Hospital** welcomes volunteers at the Medical Office Building Information Desk on Tuesday and Wednesdays from 10 a.m. - 2 p.m. and Friday from 8 a.m. - 12 noon. Outpatient Waiting Room desk on Tuesdays from 12 - 4 p.m. Patient Liaison on Tuesday, Wednesdays and Thursdays from 12 - 4 p.m. and Fridays from 10 a.m. - 2 p.m.
- **Bon Secours St. Francis Hospital** welcomes volunteers interested in serving as Lobby Ambassadors. This role is especially needed in the morning from 8 a.m. - 12 noon to help guide patients through the hospital to their destination and to offer occasional wheelchair support.
- **The West Ashley Cancer Center** has an opening at the reception desk on Monday from 12 - 4 p.m., Tuesday morning from 8 a.m. -12 noon, and Friday from 12 - 4 p.m.
- **Mt. Pleasant Hospital** welcomes volunteers as Mammography Hostess in the Mammography suite on Tuesday from 8 a.m. - 12 noon or 12 - 4 p.m.; Information Desk; Golf cart drivers from parking lots to entrances and back; Pet Therapy, Lobby Piano Player.
- **Roper Hospital** welcomes volunteers interested in Mammography from 8 a.m. - 12 noon and 12 - 4 p.m. daily; updating information bulletin boards throughout the hospital for Corporate Communications; Lobby Ambassadors and Piano Player.

Annual Safety Reviews

All service volunteers (not short term students and new members) should complete the 2022 quiz to update your file. If you have not taken your annual Safety Quiz, please be sure to complete the form available in the volunteer office and return to your volunteer manager.

In Sympathy

We are deeply saddened that Bill Heck passed away on Sunday, May 15. As you may know, Bill volunteered at Mount Pleasant Hospital for over ten years. He drove the golf cart and most recently served as outpatient escort. Bill was always very dedicated, pleasant and helpful to all. Bill volunteered 1,694 hours during his time at Mount Pleasant Hospital. We are grateful for Bill's service and he will be sorely missed. Please keep his wife Joyce and family in your prayers. May he rest in peace.

Who Let the Dogs in? Who, Who, Who?

Pet therapy volunteers and their therapy dogs were delighted to be invited to Nurses week and Healthcare week festivities for teammates.



Volunteer News

- Thank you, Volunteers, for helping make Nurses and Hospital Week a great success during the 5/6 - 5/13 events.
- Berkeley Hospital wishes good luck and speedy recovery to volunteers Lynn Karlson, Mary Ruder, Tillie Hottat, Mary Belisle, Carol Robb, Chris Nadobny (husband, Bob), Nancy Brotherton, and Edna Arcobascio (husband).
- Get your fresh fruits and vegetables every week at the Rolling Market on Wednesdays, June 8 and 22, 11:15 a.m. - 12:30 p.m.; Thursdays, June 2, 16, 30, 12 - 1:30 p.m. at the Louis J. Waring Jr. Senior Center on the Bon Secours St. Francis Hospital campus. Cash, check and credit cards are accepted.
- Berkeley Hospital Volunteer, Andrea Fletcher organized after school crochet sessions through the GC High School Beta Club. Under the supervision of Ms. Taryn Davis, Andrea pulled together 35 fellow students to create 40 newborn hats.
- Mount Pleasant Hospital Art Volunteer, Jann Owens, held a painting class for six volunteers during the month of April celebrating Volunteer Appreciation week. We have some real artists here!
- Happy birthday to Berkeley Hospital Pet Therapy Dog, Mulligan. Mulligan celebrated his 7th birthday by visiting patients and hanging out with his girlfriends.



Welcome New RSFH Volunteers

RSFH Berkeley Hospital: Welcome our new volunteers; Morgan Beard, Gary Harvey, Linda Wozniak, Reiana Lee, Adriannah Capers, Aaliyah Norris, and Bethany Enslin.

Bon Secours St. Francis Hospital: Welcome back to Arnold Davis, serving as golf cart driver and phlebotomy escort. Welcome new volunteers May Wahab, Cancer Center and Paula Twigg, Eucharistic Minister.

RSF Mount Pleasant Hospital: Welcome new summer volunteers Jay Baek and Jessie Iguagiato. Jay and Jessie both attend Clemson University. Jay would like to become an Orthopedic Surgeon and is volunteering on the Orthopedic Floor. Jessie would like to become a Physical Therapist and is volunteering in PT/OT.

Roper Hospital: Welcome new volunteers, Sumaya Florez Eucharistic Minister Sumaya Florez represents Church of the Nativity and offers holy communion to hospitalized Catholic patients at Roper Hospital.

RSFH Best Place to Work

For the third year in a row, Roper St. Francis Healthcare has been named one of the top 150 Best Places to Work in Healthcare.

The recognition program from Modern Healthcare honors workplaces throughout the industry that empower employees to provide patients and customers with the best possible care, products and services. Roper St. Francis Healthcare is one of two healthcare employers in South Carolina to make the Modern Healthcare list; the other was Pelham Medical Center in Greer, S.C.

AIDET

RSFH staff are taught to use AIDET to warmly welcome and reassure our patients. Listen carefully and you will hear our staff using each step:

A: Acknowledge the patient

I: Introduce yourself and your qualifications

D: Duration – let them know how long a procedure is anticipated to take.

E: Explanation – explain what we are doing.

T: Thank them for using RSFH.

The steps can be modified for most volunteer roles.

Acknowledge: Smile, make eye contact, use proper name if applicable. While wearing masks we may need to make an extra effort to speak clearly and loudly.

Introduce yourself and clarify your role: Examples – “My name is Pam. I am a volunteer and here to help take you to the lab,” or “My name is Richard. I’m the volunteer driving the shuttle today and will try to drop you off at the entrance you need to get to.” Consider the best way to do it in your role.

Thank: Charleston has many healthcare options. Let’s thank patients for choosing RSFH.



Retirement News

Please join us in extending best wishes to Judy Blewer, who retired from Roper Hospital information clerk role on 5/26. Judy joined the Roper Hospital team in 2013, and she will be greatly missed by staff and volunteers. We wish Judy well in this new chapter of her life.



Nancy Schwanke, Judy Blewer, and Ken Schwanke at Berkeley Hospital

Student Volunteers

There are limited roles available for youth volunteers, and most opportunities are during daytime hours. Please contact the Volunteer Manager in the facility you are interested in for further information about available positions or for an interview.

Students seeking information about a one-day job shadowing experience or who are enrolled in clinical programs should contact the Student Development Coordinator at Student.Development@rsfh.com.

During this period of staff transition, these email addresses will always get you to the volunteer manager:

Bon Secours St. Francis Hospital
VolunteerStFrancis@rsfh.com

Roper Hospital
VolunteerRoper@rsfh.com

RSF Mount Pleasant Hospital
VolunteerMPH@RSFH.com

RSF Berkeley Hospital
VolunteerBerkeley@rsfh.com





Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around. -Leo Buscaglia

