

Annual Report RSFH Volunteer Department 2020



Department Overview

Hospital based volunteer departments, nationally and internationally screeched to a halt in March 2020 as volunteer and student activity was suspended due to the COVID-19 pandemic. Limiting non-essential personnel in RSFH facilities included all volunteer activity and student mentoring experiences. The SCRUBS Camp was cancelled.

Volunteer managers were deployed, using their expertise to staff entry screening tables, staffing the Information Desk at Bon Secours and assisting their respective facilities in any way possible. Senior Center program managers developed online and virtual programming.

Home based volunteers and the community in general rallied in unexpected ways and volunteer managers became contact points for donated goods, and an outpouring of support for teammates and patients. Managers made efforts to keep volunteers engaged, up to date with activities within the health system and ready to return to service when able.

Although volunteer hours served are significantly lower, the support offered by our team remained steady and visible.

Facility	Active Volunteers 2019	Total Hours 2019	2020
Roper Hospital	214	20,585	4,553
Bon Secours St. Francis Hospital	247	33,597	12,950
RSF Mount Pleasant Hospital	85	12,700	2,880
RSF Berkeley Hospital	40	1,960	5,470
Hospice	53	3,445	705
Lowcountry Senior Center	80	6,472	1,318
Waring Senior Center	76	5,457	1,300
Totals	795	84,216	29,176

Awards & Recognition 2020



SC Governor's Awards

Emily Russell - Youth Award

West Ashley "Westie" Award

Pennie Peralta - Contributions to West Ashley
(nominated by Joan Perry)

Health Care Hero Honorees

Meg Maruo & Beasley
Noel Johnson
Emily Russell

RSFH COVID-19 Heroes

Colleen Turick
Lauren Glass & Joan Perry

Volunteer Department Committee Participation

Institutional Review Board with Clinical Research: Charlie Black

CIN Health Alliance Board of Directors: Charlie Black

Patient & Family Advisory Council: Charlie Black, Lynn Branton, Lee Moultrie

Acts of Kindness Committee: Joan Perry - Chair, Lynne Steele, Rebecca Buffum, Barbara Portner

Spirit Committee: Joan Perry, Laurie Glass, Rebecca Buffum

RH Volunteer Funding Committee: Lynne Steele, Bonnie Bell, John Ozmore, Penny Chesney

Daisy Award Committee Coordinator: Rebecca Buffum - Berkeley Hospital

Shared Governance Committee: Rebecca Buffum - Berkeley Hospital

10th Year Anniversary Committee: Laurie Glass

Teammate Giving Campaign: Lauren Glass

Teammate Engagement

- Volunteers funded the “We Can Do It” Rosie the Riveter banners for each facility.
- Volunteers made 865 sewn masks for teammate home use.
- The Mr. Peanut truck thanked healthcare staff at BSSF.
- Managers assisted with Spirit Team events including wearing, escorting and photographing the Mascot.
- Pet Therapists offered socially distanced visits for staff at BSSF and MPH.
- Managers participated in Christmas in July events.
- Volunteers contributed candy and snack treats for staff.
- Joan’s pictures of teammates holding signs with messages became a multipage spread in West Of newspaper and were featured in a military recruitment video honoring essential workers.
- Service hallway bulletin boards at BSSF filled with messages of support for staff from around the country.
- Senior Helpers funded an Ice Cream truck visit to BSSF.
- Balloon displays honoring healthcare workers were placed at the entrance to BSSF by Judy Volkman.
- Lucy Lassiter rallied Academic Magnet High School students to create artistic videos supporting healthcare staff.
- Volunteers funded the Acts of Kindness program recognizing teammates for service above and beyond their role.
- Joan Perry coordinated the BSSF Most Interesting Person Teammate Trivia contest and made badges for teammates whose faces were covered with masks.
- Berkeley Hospital volunteers made corsages for newly certified RNs.
- Joan Perry crocheted 1,000 handmade mask extenders for BSSF teammates bringing a total of 2,600 mask extenders donated for staff.
- RH volunteer James Glover delivered groceries from Publix, to RH teammates. Baked goods were delivered by volunteers to staff in the ED and PACU at BSSF.
- Christmas cart of volunteer donated treats rounded at BSSF.
- Joan Perry served as photographer for teammate events.
- Rebecca Buffum coordinated Thanksgiving teammate gratitude project at Berkeley Hospital, the BH pumpkin decorating and gingerbread contest.
- Laurie Glass and Rebecca Buffum assisted with 1 year and 10th year anniversary events at Berkeley & MPH. Laurie personally delivered 10th year shirts to all MPH volunteers.
- Laurie Glass assisted with Cocoa & Cookies at MPH.



Patient Experience

Aware that the usual flow of visitors was restricted during the pandemic, volunteers acted to show support in meaningful ways.

- **Cards for Patients:** Bishop England High School's Acts of Kindness program participants created cards for inpatients for Thanksgiving and Christmas. Emily Russell delivered handmade cards for all patients at BSSF earning the Governor's Award and Healthcare Hero recognition for her Cards for Patients project.
- **Baby Hats:** A total of 945 handknit bonnets were donated for babies at BSSF and Berkeley Hospital. Seasonal bunny hats at Easter, Patriotic July 4th and Christmas bonnets were received.
- **Walker Bags:** Cloth sewn bags made by Marianne Salamon are given to patients with walkers by the entry screening staff at BSSF.

- Supplies for lonely patients were donated - including crossword puzzles, art supplies and reading material.
- Berkeley volunteers donated 88 hand-embroidered holiday ornaments for inpatients.
- Gift baskets were filled for our New Year babies. Joan Perry made mini Santa booties for Christmas babies.

By the Numbers!

Mask Extenders: 2,600
 Cards for Patients: 1,233
 Baby Hats Donated: 975
 Masks for Teammates: 865
 Walker Bags: 655
 Baby Blankets: 250
 Adult Bibs for Rehab: 118
 Hats for Cancer Patients: 38



Community Engagement

The volunteer departments became a valuable point of contact for community members seeking to support RSFH healthcare workers.

- Through contacts with volunteer management leaders, Home Depot donated \$800 worth of PPE supplies and Senior Helpers sponsored an Ice Cream truck at BSSF. Students from across the lowcountry contacted us to drop off colorful art work in a show of support. Citi-Trends contacted the volunteer team to donate 400 scrubs uniforms for RSFH staff. The West Of Newspaper and a military recruitment video featured Joan Perry's photos of RSFH teammates holding signs related to handwashing and advice to stay home.
- Laurie Glass, MPH - coordinated the ECCO food donation drive bringing in 600 lbs of food for the November food drive.
- RH volunteers participated in the Angel Tree program.
- Rebecca Buffum coordinated the donation of 272 lbs of food donated to Helping Hands of Goose Creek and 35 lbs of pet food for Berkeley Animal Center.
- BSSF teammates joined the West Ashley community by adopted a graduating West Ashley High School student missing the usual graduation festivities.
- Community businesses offering support to teammates though volunteer contacts were connected including groceries for EVS staff and meal deliveries.

Financial Support

Volunteer fundraising efforts stopped short with the pandemic. Volunteers were able to support the following effort in 2020.

Acts of Kindness Awards
 American Heart Association: \$500
 RH Activity Boards for Cancer Atrium: \$1,273
 RH Wheelchairs for Spinal Cord Clinic: \$4,600
 RH Nursing Education Certification Material: \$15,000
 RH PT Treadmill: \$5,870
 RSFH Xavier Society: \$3,000
 BSSF: Realistic Comfort Baby Dolls for Neuro Spine
 BSSF: Prizes for Teammate Trivia & Scavenger Hunt
 BSSF: Adopted WAHS Graduating Senior
 MPH: Prizes for MPH 10th Year Celebration
 Rosie the Riveter Banners: \$1,400

Staff

Director of Volunteers: Joan Perry
 Bon Secours St. Francis Hospital: Joan Perry
 Roper Hospital: Lynne Steele
 RSF Mount Pleasant Hospital: Lauren Glass
 RSF Berkeley Hospital: Rebecca Buffum
 Hospice Volunteer Manager: Laurie Beckman
 Lowcountry Senior Center: Kimberly Prothro,
 Program Manager
 Waring Senior Center: Peggy Chausse, Program Manager
 Information Desk Clerks: Judy Blewer, Kathleen Whitfield

Current Status: Healthcare, Hospice and Senior Center volunteer programs nationally have been primarily suspended during the pandemic. Joan Perry led creation of the Volunteer Managers in Healthcare social media collective on Facebook with a current membership of 566 leaders to share best practices.

Limited RSFH hospital volunteer roles were reactivated in October, including roles with no patient/visitor contact. This included volunteers who go directly to an office or department to assist with a needed task to return. This allowed needed roles in Bariatrics, Diabetes Treatment Center, Eye Center and limited clerical tasks to resume.

Managers have made efforts to maintain contact, engage volunteers and seek alternate ways to safely offer support. We continued to publish the monthly newsletters and forward RSFH communications. Managers currently assist with staffing entry screening tables and Information Desks maintaining as many regular volunteer tasks as possible in their respective facilities.

Volunteers remain engaged, supportive of our health system and eager to return.