WELCOME TO ST. LUKE’S

Thank you for choosing to volunteer at St. Luke’s. As a volunteer, you are part of St. Luke’s Volunteer Services Department, which coordinates activities for more than 250 volunteers. You will have the opportunity to learn, meet new people and use your time, talents and skills to help others. We are looking forward to working with you and are excited to welcome you to the St. Luke’s volunteer team! If you are interested in learning about volunteering with our hospice program, please contact our Hospice Volunteer Coordinator at 218-249-6105.

Mission of the Volunteer Team:

Volunteer Services at St. Luke’s is responsible for supporting and enhancing the services provided to our patients, family members, visitors and staff. This is accomplished with well trained caring volunteers who share their time, knowledge and abilities as volunteers at St. Luke’s hospital and clinics.

St. Luke’s Mission Statement:

The Patient Above All Else.

St. Luke’s Vision Statement:

To be the provider and partner of choice for the region.

Please feel free to contact me with your questions and comments.

Mary Matlack

Mary Matlack
Director of Volunteer Services
218-249-5343
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INTRODUCTION

This handbook is prepared as an introduction to St. Luke’s Volunteer Services and the responsibilities of being a volunteer. Please read through the materials and become familiar with the information.

BENEFITS OF VOLUNTEERING

PARKING

Free parking is provided in the St. Luke’s Building A parking ramp on Level 1 (ground level). This lot can be accessed from First Street between 10th and 11th Avenues East. You will need a parking permit on your dashboard for security staff to see. Permits are available in the Volunteer Office.

CAFETERIA TICKETS (Blue Waves Café)

On days you volunteer a courtesy meal/snack ticket will be provided for volunteers working a full four hour shift. The tickets can be used in the Blue Waves Cafe, located on the third floor in the hospital. The tickets can only be used on the day you are volunteering. You must wear your volunteer uniform and nametag when using a ticket. Please fill in the ticket with your name and date.

PHARMACY

Northland Pharmacy offers 20% over cost on over-the-counter drugs. You must wear your uniform and name tag to use this discount. Northland Pharmacy is located in the Northland Building on the 2nd floor just across the skywalk.

EDUCATION

Volunteers are invited and encouraged to take part in most educational programs offered by St. Luke’s. Notices of programs are posted in the Volunteer Services Office or in the Main Artery. A special Education Day and luncheon is held each year for our volunteers.

FITNESS CENTER (Adults)

There are discounted memberships available for St. Luke’s Fitness Centers located at the Lakeview Building and Mount Royal Medical Clinic.

GIFT SHOP DISCOUNT

Volunteers get a 10% discount on regular priced merchandise in the Gift Shop, excluding balloons, candy, cards, fresh flowers, magazines and discounted merchandise.

RECOGNITION (Adults)

Volunteers meeting service milestones are recognized at the St. Luke’s Guild Annual Meeting.

FUTURE RECOMMENDATIONS

The Volunteer Services Office keeps a record of your volunteer service. The Director of Volunteer Services may be contacted to write recommendations for scholarships or school applications.
USING YOUR TALENTS AND SKILLS

Your special skills, interests and time commitment are matched with the St. Luke’s needs. You may work directly with patients, families and visitors or in an ongoing role in a hospital department or clinic. The following opportunities are available:

ADMISSION SERVICES
  Escort patients and visitors, deliver patient mail and return wheelchairs to proper departments.
  Morning, Monday through Friday.

BOOK CART
  Offer books and magazines to patients in their rooms. Replenish magazines in waiting areas.
  Afternoon, Monday through Friday.

BREAST CENTER RECEPTION DESK
  Greet patients and communicate information to them. Escort patients within the Breast Center. Call patients to remind them of upcoming appointments.
  Morning and afternoon, Monday through Friday.

CANCER CENTER WAITING AREA/INFUSION THERAPY
  Greet and communicate information to patients and their families in the waiting area. Visit with patients and family members while they are waiting. Escort patients as needed. Keep waiting area presentable (coffee area, magazines, etc).
  Mid-day, Monday through Friday.

CHAPLAINCY (Adult)
  Call clergy to inform them when members of their congregations are hospitalized, hospital visits as requested with patients and additional tasks as requested.
  Morning, Monday through Friday.

CLERICAL ASSISTANCE
  Perform clerical duties as needed in a specific department.
  Morning and afternoon Monday through Friday.

CLINIC VOLUNTEER
  St. Luke’s Medical Clinics. Help with office work and duties as requested by the clinic staff.
  Morning and afternoon, Monday through Friday.

FLOWER DELIVERY
  Log flowers that are delivered from florists and deliver them to patients in their rooms.
  Afternoon, Monday through Friday.

GIFT SHOP CLERK AND CASHIER
  Assist customers in making selections while paying attention to the other customers in the gift shop. Use cash register to ring up sales, clean shelves, mark and display merchandise.
  Morning and afternoon, Monday through Friday.

INFORMATION DESK (Adult)
  Greet and direct visitors, answer the telephone and sort mail.
  Morning and afternoon, Monday through Friday.

NURSING UNIT
  Provide nursing units with assistance in clerical support services and patient care.
  Morning and afternoon, Monday through Friday.
MESSENGER SERVICE
Sort and deliver mail to hospital departments and adjacent clinics.
*Morning and afternoon, Monday through Friday.*

FITNESS CENTERS
Greet patients, assist therapist and clerical duties.
*Morning and afternoon, Monday through Friday.*

INTENSIVE CARE WAITING AREA
Greet visitors, supply information about the intensive care unit and waiting area. Provide a caring ear for family and friends of patients in ICU. Keep waiting area presentable (coffee area, magazines etc). *Morning and afternoon, Monday through Friday*

PHARMACY
File orders, photocopy, transfer labels, file records, box records, clean shelves
*Morning and afternoon, Monday through Friday*

SURGICAL AND PROCEDURAL CARE
Greet patients as they arrive for surgery/procedures, enter patient arrival time into the computer, escort families to patient bedside and doctor consultation rooms, assemble charts for the unit, answer phones, direct (escort if necessary) families and visitors to hospital locations. *Morning and afternoon, Monday through Friday.*

SPECIALTY POSITIONS:

**Special Agent** - provide specialized visits and caring services to patients, families and visitors throughout St. Luke’s.

**Mended Hearts** - provide education, conversation and support to patients at St. Luke’s for heart procedures (Mended Hearts volunteers have had heart procedures)

**Caring Cuddlers** - hold and rock babies with neonatal abstinence syndrome. *(not accepting applications at this time – need is met with current volunteers)*

**Acute Rehabilitation** - visit, encourage and support patients on inpatient rehabilitation unit.

**Volunteer Hand-Made Donations** - make lap afghans and quilts, baby hats, hats for cancer patients, comfort pillows, bears and stuffed toys for children.

**Patient Surveys/Patient Education** - visit patients to complete surveys regarding their experience at St. Luke’s hospital. Direct patients who have had heart procedures to educational resources available on the television in their room and electronically.

**Hospice Care** - provide services for patients and families through the Hospice program. 
**To apply contact our Hospice Coordinator at 218-249-6105 for information.**

*Other duties and special requests may be identified by the Volunteer Office staff.*
VOLUNTEER EXPECTATIONS

St. Luke’s is responsible for the safety and quality of care provided to our patients and takes pride in creating a positive, respectful culture for all our customers - patients, family and friends of patients, visitors, employees, and vendors. Volunteers at St. Luke’s are expected to behave in a manner supportive of this culture. Volunteers will abide by the relevant policies and procedures of St. Luke’s and contribute to the above defined culture. St. Luke’s may take immediate action to dismiss a volunteer from service if their conduct threatens the safety or welfare of patients, visitors or staff and/or is not supportive of St. Luke’s culture. Coaching, verbal warning and written warning may proceed dismissal depending on circumstances.

Volunteers are expected to follow policies and procedures as explained in this printed material and instructed in orientation. Volunteers will maintain confidentially of all patient information. Volunteers will follow the directions of the supervisor in the assigned department.

ATTENDANCE

Volunteers are expected to make a commitment to the shifts they agree to work. Volunteers are often assigned specific days and times for service. If you are unable to serve for any reason call the Volunteer Office at 249-5344 as soon as possible. Staff and patients rely on you and the tasks you perform. Please place a high priority on your volunteer work. Failure to appear for scheduled assignments or frequent cancellations will result in termination as a volunteer.

DRESS AND APPEARANCE

The hospital provides you with a volunteer uniform and nametag that you are required to wear during each shift. Shorts, skirts above the knee, leggings without a long top, blue jeans, T-shirts with wording, low cut tops and hats are NOT permitted. Footwear should be clean, safe and comfortable. Do not wear sandals or open toed shoes without socks. You should appear neat, clean and well-groomed at all times. Avoid wearing dangling or noisy jewelry. Do not wear perfume, scented lotions or aftershave as the fragrance may be irritating to other people. Long hair should be tied back when in patient care areas.

REPORTING FOR SERVICE

Volunteers will report to the Volunteer Services Office, located on 3 East in the hospital. Put on your uniform and nametag. Put your valuables in a locker. Sign in on the touch screen computer with your log in number. If the screen saver is on, touch the screen on a corner to bring up the number pad. Use the same process to sign out. Do not leave valuables in the pockets of your uniform or unattended in any area. Remember to leave the key in the locker at the end of your shift. Please note that clinic volunteers will check in at their respective clinic.

HOSPITAL ETIQUETTE

We ask that all volunteers and staff be considerate of patients and visitors. Because of the constant activity present in a hospital, we ask that you walk cautiously and keep to the right. Please talk quietly. Smile and greet people you meet in public areas, hallways and on elevators. In order to protect patient dignity: if there is a patient on a stretcher in the elevator you are waiting for, please wait for the next elevator. When a stretcher is moved onto an elevator you are riding, ask the staff person if they would like you to exit. Use the mirrors located near the ceiling to watch for on coming traffic.
HANDWASHING

Handwashing is the best way to interrupt the transmission of infection. Hands should be washed before and after each contact with a patient, before and after volunteering, before eating, after sneezing or coughing and after using the washroom.

INFECTION CONTROL

Volunteers should never come in contact with another person’s blood or body fluids (example: blood, feces, wound drainage, oral secretions, bile, vomit, etc.). Find an employee to take over. Precautions are essential. Protective items such as gloves and masks are used by employees.

ILLNESS OR ACCIDENT

If an accident or illness happens as a result of your volunteering notify your Supervisor and the Volunteer Office immediately. Our insurance may provide secondary coverage to your personal coverage if treatment is needed.

SMOKING

For the health of our patients, visitors, and our employees, St. Luke’s is a tobacco-free Campus. This includes all areas on the grounds of the hospital and the clinics. You must be off the campus grounds to smoke. Please remind others of this policy as well.

WHEELCHAIR USE

Volunteers MUST receive training from the St. Luke’s staff before providing transportation in a wheelchair. Facility Assistants are available for transports and can be reached by calling the operator.

BACKCARE

Volunteers should decline requests to lift loads that are heavier than your safe capacity. Ask for help if lifting of items is necessary.

SAFETY

♦ ELECTRICAL: It is our personal responsibility to use caution around electricity. DO NOT USE any damaged equipment and report the problem immediately to the department or bring it to the Volunteer Office or the manager of the area you are working in.

♦ MSDS (Material Safety Data Sheets): A MSDS is an informational sheet provided to the hospital/clinic by the manufacturer/supplier of the product. Its purpose is to provide individuals with information about the product and its safe use. The MSDS sheets are available to you at any time by asking the department you are volunteering in or the Volunteer Office staff.

♦ HAZARDOUS SUBSTANCES: Products and chemicals are hazardous if they present any physical or health hazard to the people who use them. Examples are combustible flammable, unstable or radio active materials. Injuries occur when an individual comes too close to the materials under the wrong circumstances. Other materials are hazardous because they cause illness or injury during use or as a result of exposure. Examples of these health hazards include chemicals which are carcinogenic (cancer producing), toxic agents, irritants, corrosives and agents which damage the lungs, skin, eyes or mucous membranes. If you have an exposure: Rinse affected skin thoroughly, flush eyes immediately, continuing for at least 15 minutes (use eyewash station if available) and notify your supervisor or the Volunteer Office.
IMPORTANT SIGNS ON PATIENT ROOM DOORS

Volunteers DO NOT ENTER rooms with a STOP SIGN, FAMILY ONLY or NO ADMITTANCE posted on the door. If the door has a PICTURE WITH A PURPLE LEAF this signifies the death of the patient and the patient may still be in the room. A PICTURE WITH A PURPLE LEAF on the door in the birthing center indicates that a patient may have lost a baby. Do not enter a room with either of these symbols.

CODE OF ETHICS

All medical care personnel, including all volunteers, are bound by a code of ethics for the protection of the patients, and families we serve. The following rules must be observed:

Keep confidential the many things you see, hear or learn while volunteering. Even a patient being in the hospital is confidential information.

Learn the names and titles of persons in your assigned area and maintain a professional attitude at all times. Be accepting of the supervision of staff members.

Be a good listener, lending a sympathetic ear without offering advice. If someone has questions about symptoms, treatments, or a diagnosis, refer them to a staff member.

Only inquire about a diagnosis or facts of a case if it is necessary to perform your assignment.

Keep opinions about doctors or hospital staff to yourself.

When volunteering, don’t ask your personal physician about your own health concerns.

Only persons professionally connected with a patient have access to patient records. You, patients or their families should not read charts or records.

If professional services are being given to a patient, wait until they are completed before entering the room. When entering a patient’s room, knock softly, say their names and announce yourself, why you want to enter their room and that you are a volunteer.

If you feel you have not been trained to do an assignment requested, decline the request.

While on duty, you must not promote any cause, religious, political or otherwise.

NOTES
ST. LUKE’S CULTURE

As a volunteer, you have a unique opportunity to enhance St. Luke’s commitment to provide the best possible service to all St. Luke’s customers—patients, family and friends of patients, visitors, vendors and employees. At St. Luke’s, customer service means treating everyone with whom we come in contact with caring, hospitality and dignity. You have the opportunity to create a powerful first impression for our customers and play an important part in making St. Luke’s a customer driven organization.

GREETINGS AND CUSTOMER SERVICE

♦ Greet everyone with a warm and friendly smile, even those people you don’t know.
♦ Introduce yourself with your name and title.
♦ Don’t allow anyone to feel ignored; acknowledge their presence even if you can’t help them immediately. Find an employee who can help.
♦ Make eye contact.
♦ Wear your name badge so the photo/name shows and is at a level that is easily readable.
♦ Healthcare settings can be stressful, please have patience and assist patients the best you can.

COMMUNICATION SKILLS

♦ Listen attentively.
♦ Avoid unnecessary interruptions.
♦ Repeat what the customer tells you to be sure you understand.
♦ Make the customer your number one priority by giving him or her your full attention; don’t rush. Allow customers to finish what they are saying.
♦ Don’t burden patients or visitors with personal or work related problems.
♦ At the end of the conversation, ask: “Is there anything else I can do for you?”
<table>
<thead>
<tr>
<th>PLAN ALERT</th>
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<tr>
<td>ARMED INTRUDER</td>
<td>Person actively shooting/assaulting staff/patients/volunteer.</td>
<td>Run/hide/fight. Call 9+911.</td>
<td>Notify PBX at 5220 and take action as needed.</td>
<td>Activate Continuity Plans as needed.</td>
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<td>MASS CASUALTY INCIDENT</td>
<td>Impending arrival of a large influx of patients as a result of a disaster.</td>
<td>Find and read the Mass Casualties plan including the specific instructions for your department in the plan. Available managers report to Incident Command Center to assist filling Incident Command jobs.</td>
<td>Follow departmental plan.</td>
<td>Send staff to Labor Pool as they become available.</td>
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<td>FIRE</td>
<td>Fire, smoke or smell of something burning.</td>
<td>Rescue those in immediate danger (if safe to do so)</td>
<td>Return to your home department to assist as needed. Follow your departmental fire plan. Shut doors &amp; windows. Clear corridors.</td>
<td>Protect patients and visitors in place if possible. Security will control traffic to fire area. Follow directions by fire department authority or chief. Evacuate horizontally then vertically if immanent danger.</td>
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<tr>
<td>CARDIAC ARREST</td>
<td>Cardiac arrest or other medical emergency in the hospital.</td>
<td>Call 5220 to initiate. Response team action only required</td>
<td>Charge nurse to call 9+911 after 5 minutes of searching. SLH staff remains at exits until ALL CLEAR is called.</td>
<td>Security initiates/coordinates thorough search of SLH, is liaison with/assists police &amp; FBI. Administrative supervisor keeps VP on call, CEO &amp; PR informed. One SLH PR staff member works with Police spokesperson. An Incident Report is written by security and the person in charge at the unit.</td>
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<td>MISSING PERSON</td>
<td>An infant, pediatric, or vulnerable adult has been abducted or is missing from their unit after a rapid search of the unit has been conducted.</td>
<td>Call 5220 to initiate and request “missing adult or child” is paged overhead. Give description to missing person to operator. All available SLH staff goes to the nearest hospital exit that discharges at ground level. Watch for anyone with large package or an infant/child that is not being escorted by staff. If exits are covered by two (2) people report to Security Office to participate in an internal &amp; external search of SLH.</td>
<td>Administrative Nursing Supervisor, Security, or Mental Health Staff may call 9+911 when warranted.</td>
<td>Document patient safety report, employee accident report (when necessary), and conduct debriefing.</td>
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<tr>
<td>DISRUPTIVE PERSON</td>
<td>An employee observes physically aggressive or dangerous behavior that is believed to be uncontainable.</td>
<td>Employee assessing the need for a Disruptive Person Assistance Response calls or designates someone to call 5220 and immediately announces Disruptive Person and the location.</td>
<td>Administrative Nursing Supervisor, Security, or Mental Health Staff may call 9+911 when warranted.</td>
<td>Document patient safety report, employee accident report (when necessary), and conduct debriefing.</td>
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<td>FACILITY LOCKDOWN</td>
<td>Lockdown of an area of the hospital for patient or staff protection purposes</td>
<td>SLH Staff to avoid area if possible. Security to lock all doors into the specified area and designate an access point for staff providing critical services to the area.</td>
<td>Designate service access points and assign staff to control access to the space (lock and unlock the door)</td>
<td>Security to schedule staff for monitoring access using outside services or activated labor pool if necessary.</td>
</tr>
<tr>
<td>SECURITY ALERT</td>
<td>An act of violence or confrontation that is potentially violent.</td>
<td>Hospital Operator announces code. Secure your area; lock doors into your work area if possible; close doors as a minimum.</td>
<td>Limit all movement throughout the facility to that required for immediately essential patient care. Await instructions.</td>
<td>If tornado touches nearby be prepared to activate the MCI plan.</td>
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<td>SEVERE WEATHER</td>
<td>Severe thunderstorm, snow storm or tornado.</td>
<td>Hospital Operator announces plan. If Tornado, close doors, windows &amp; blinds. Shield patients with blankets.</td>
<td>Keep patients calm. Limit phone usage. Wait for further instructions.</td>
<td>Evaluate the spill. Take precautions to prevent recurrence. Eliminate any other hazardous material in area. Make certain spill is entirely cleaned up.</td>
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<tr>
<td>HAZARDOUS SPILL</td>
<td>Emergency Spill: Any spill which may present a hazard to people or the environment or the effects are unknown. Incident Spill: Small spill presenting NO hazard to trained employee or the environment.</td>
<td>Hospital Operator announces plan. If you are in the identified spill area leave immediately, otherwise close doors to your area and avoid the spill area. A plan is not called for Small spills. Isolate the spill area and evacuate. Deny entry to others. Notify your Supervisor.</td>
<td>Security: Secure area, contact local HazMat disposal team. Plant Services: Create a negative pressure in the area by shutting down outside air dampers of the fans supplying the area. Treat anyone who may have been exposed.</td>
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<td>BOMB THREAT</td>
<td>Notification of a bomb on campus, usually by an outside caller.</td>
<td>Obtain as much information as possible – where is the bomb, when will it go off, what does it look like, why was it placed, etc.</td>
<td>Follow departmental plan. Notify officer of day &amp; house supervisor.</td>
<td>Security &amp; SLH staff will conduct search. Police will aid if suspicious item found. Do not touch anything!</td>
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<tr>
<td>EVACUATION</td>
<td>Duluth Fire/Police department has advised Administration that remaining in an area may be hazardous to life, health, or safety.</td>
<td>Administration: Notify staff to evacuate and designate horizontal or vertical evacuation. Staff: Evacuate ambulatory, wheelchair, then stretcher / bedridden. Take records and meds as safety permits.</td>
<td>Move patients out of building only as a last resort. Use outside resources to help move or transfer patients.</td>
<td>Keep in contact with command center &amp; inform them of current status. Maintain contact, track and document all patient movements.</td>
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<tr>
<td>VERY IMPORTANT PATIENT (VIP)</td>
<td>Potential arrival of very important patient with potential to disrupt routine operations</td>
<td>Set up Command Center if necessary. Administration/Admin Supervisor works with Federal Security Agencies to set up Hospital Campus security as needed and address any other needs.</td>
<td>Initiate VIP plan. Public Relations set up to work with Secret Service PIO person. SLH Security works with Secret Service and other security agencies.</td>
<td>Debrief in Command Center once the event is over.</td>
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We Are St. Luke’s

♦ We are what people see when they arrive here.

♦ Ours are the eyes patients look into when they are lonely and frightened.

♦ We are the voices people hear when they ride the elevators, try to sleep or try to work through their illness.

♦ Ours are the comments people hear when we think they can’t.

♦ We are the intelligent, caring and compassionate people they hope to find at St. Luke’s.

♦ If we are rude, so is St. Luke’s.

♦ If we are wonderful, so is St. Luke’s.

♦ Our patients can know only what they see, hear and experience at St. Luke’s.

♦ We are judged by our performance, the care we give and the courtesies we extend.

♦ Together, we create the impressions that our patients and visitors have.

Together, we are St. Luke’s!