

Annual Report RSFH Volunteer Department 2021



Department Overview

Hospital based volunteer departments, nationally and internationally suspended volunteer activity at the beginning of the pandemic and juggled reactivation according to surge activity. Hospital volunteers gradually returned to limited non-patient areas to assist with clerical tasks, then Information Desks and Outpatient escort roles. Volunteers, including RN volunteers were processed to assist with the vaccine clinics. As the initial surge subsided volunteers reactivated to more roles. Some volunteers again suspended activity during the most recent surge.

Current status: RSFH volunteers, after reactivation and training are able to serve in most non-COVID-19 areas dependent on their comfort. Pet Therapy was recently reactivated for patient visits. Our most successful reactivation areas are Outpatient areas including Information Desks, Mammography, Phlebotomy and the Cancer Center.

Although volunteer hours served remain significantly lower, the support offered by our team remained steady and visible. Volunteer manager positions were filled with new leaders at Roper and RSF Mount Pleasant Hospital. Many uncaptured hours were served by volunteers in the coliseum vaccine project. The SCRUBS Camp and mentoring program have not resumed. Some career track students stepped in to offer support as volunteers.

Facility	Active Volunteers 2019	Total Hours 2019	Active Volunteers 2021	Total Hours 2021
Roper Hospital	214	20,585	36	2,735
Bon Secours St. Francis Hospital	247	33,597	95	12,960
RSF Mount Pleasant Hospital	85	12,700	51	6,203
RSF Berkeley Hospital	40	1,960	43	6,750
COVID-19			13	1,474
Hospice	53	3,445	12	814
Lowcountry Senior Center	80	6,472	29	1,291
Waring Senior Center	76	5,457	21	1,266
Totals	795	84,216	300	33,493

Awards & Recognition 2021



SC Governor's Awards

Lisa Tolbert Geoffroy - COVID-19 Hero
Laurie Glass - Volunteer Administrator of the Year

Health Care Hero Honorees

Eugenia Felsing
Donna Blake
Wendy Zettle & Beau Beau

Vaccine Clinic - Covid Hero

Gary Gardner

Joann Fabrics Handmade Hero

Joan Perry
Mariann Solamone

Acts of Kindness Teammate Annual Winner - 2021

Edna Breshers - Hospice

Volunteer Acts of Kindness Recognitions - 2021

Donna Blake, Anita Williams,
Bob Nadobny, Judy Roumillat

Teammate Engagement

- Managers assisted with Spirit Team events including wearing, escorting and photographing the Mascot.
- Pet Therapists offered socially distanced visits for staff and have resumed limited patient visits.
- Volunteers contributed candy and snack treats for staff.
- Balloon displays honoring healthcare workers were placed at the entrance to BSSF by Judy Volkman.
- 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.
- Volunteers made silk flower corsages for nurses earning certification through the year.
- Acts of Kindness Awards: Volunteers funded token gifts for each nominee and a \$300 award for the annual winner.
- Mini Nursing caps were created for Nurses Week fun.
- Free entry Baskets of Pandemic Relief were raffled off at each hospital facility.
- BSSF volunteers funded and stuffed Easter Eggs for an Easter Egg hunt.
- Cards for Heroes tables were set up on Veteran's Day inviting teammates to write meaningful holiday messages for active duty military.
- Rebecca Buffum led efforts to install a Blessing Box at RSF Berkeley campus. The box was artistically painted by Claire Hudson - volunteer.
- Roper Hospital volunteers funded Pastoral Care's Operation Compassion Aid, which will target teammates exposed to workplace trauma and compassion fatigue to be implemented January 2022.



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, Bob Driscoll

Acts of Kindness Committee: Joan Perry - Chair, Rebecca Buffum

Spirit Committee: Joan Perry, Rebecca Buffum, Marianne Seabrook, Peg Hughes

Daisy Award Committee Coordinator: Rebecca Buffum - Berkeley Hospital

Shared Governance Committee: Rebecca Buffum - Berkeley Hospital

Teammate Giving Campaign: Lauren Glass

MPH Lowcountry Heart Walk Leader: Peg Hughes

Volunteer Managers in Healthcare: Facebook professional group led by Joan Perry with 680 participants.

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: 1,855** handmade cards were delivered for patients.
- **Baby Hats:** A total of 540 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 Solamon are given to patients with walkers by the entry screening staff at BSSF.
- Gift baskets were filled for our New Year babies at Bon Secours St. Francis and RSF Berkeley Hospitals.
- Donated cell phone charge cords are available for patient use.
- Volunteers funded the purchase of Poinsettias for Oncology patients during the holidays.

By the Numbers!

Mask Extenders: 355
 Cards for Patients: 1,855
 Baby Hats Donated: 618
 Walker Bags: 533
 Baby Blankets: 410
 Pocket Prayer Shawls: 155
 Adult Bibs for Rehab: 22
 Octopi/Stuffed Animals: 45
 Lap Blankets for Patients: 47
 Cards for Heroes: 1,530

Financial Support

Volunteer fundraising efforts from vendor sales ceased with the pandemic. Volunteers were able to support the following effort in 2021.

Acts of Kindness Awards
 RSFH Xavier Society: \$3,000
 Pastoral Care: \$20,000.
 Poinsettias for Oncology Patients: \$175



Roper Hospital: In the absence of volunteers, staff was deployed to assist with entry screening through mid year. Judy Blewer continues to serve as entry screener at RSF Berkeley Hospital. Eucharistic Ministers and Pet Therapists have been reactivated. A grant of \$20,000 was made to support Pastoral Care efforts to train and equip Chaplains and Chaplain residents and included grief support and compassion fatigue resources for teammates. We welcomed Marianne Seabrook as Volunteer Manager in October.

Bon Secours St. Francis Hospital: Successful volunteer reactivation slowed with the fall surge. The best volunteer staffed units are the outpatient areas - Cancer/Infusion Center, Mammography, Info Desk and PACU. Volunteers have been active offsite contributing handmade cards, knit baby hats and blankets. We are preparing for Joan Perry's retirement 3/1.

RSH Mount Pleasant Hospital: MPH volunteers actively supported the Coliseum vaccination project. Manager assisted with entry screening and vaccine project until volunteers were reactivated. We welcomed Peg Hughes as new volunteer manager at Mount Pleasant Hospital in November. The Pocket Prayer Shawl project was a new volunteer project. Eucharistic Ministers and Pet Therapists have been reactivated. Led by volunteer Meg Mauro, the RSH Foundation set up a Pet Therapy Endowment.

RSF Berkeley Hospital: Every baby born at RSF Berkeley in 2021 went home with a hand made hat and blanket and now a crochet "octopus." Three volunteers knit lap blankets for patients in critical condition. The Blessing Box was a volunteer initiated project at Berkeley Hospital.



Marianne Seabrook & Peg Hughes

Staff

Director of Volunteers: Joan Perry
 Bon Secours St. Francis Hospital: Joan Perry
 Roper Hospital: Marianne Seabrook
 RSF Mount Pleasant Hospital: Peg Hughes
 RSF Berkeley Hospital: Rebecca Buffum

Information Desk Clerks:

Judy Blewer (assisting with entry screening)
 Kathleen Whitfield - BSSF

Hospice Volunteer Manager: Laurie Beckman

Lowcountry Senior Center:
 Kimberly Prothro, Program Manager

Waring Senior Center:
 Peggy Chausse, Program Manager