

Connections

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

April/May 2022

Happy National Volunteer Week!

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

National Volunteer Week is April 17 - 23, 2022. Although we cannot host our volunteer week recognition luncheon and award ceremony, please know how much we appreciate you and the difference you make in our healthcare system. Volunteer recognition week events are planned for each facility. Please touch base with your volunteer manager for details.

Lobby Ambassador Role Needed

Lynn Branton recently reactivated to volunteer service filling a much-needed role as Lobby Ambassador at Bon Secours St. Francis Hospital. She is a whirlwind of activity, seen grabbing an extra wheelchair, tidying magazines and escorting lost patients to their appointments. Lynne says, "It is very rewarding. Simply being available helps ease the anxiety people have of coming to a hospital. I offer a pleasant welcome and walk them towards their destination."



Lynn works on Thursday morning and is willing to train anyone interested in her role. Mornings are most needed as patients arrive for appointments.

Lynn joined the volunteer team in 2016. She currently serves on the Quality & Safety Committee and the Patient Family Advisory Council and is recent past Chair. She also volunteers with Meals on Wheels in Ravenel and the Stephen's Ministry. She is active with St. Mary's Catholic Church on Yonges Island. Lynn and husband Joe recently celebrated their 50th Jubilee anniversary and have four grown children and eight grandchildren.

Contact the Bon Secours St. Francis Hospital volunteer manager at VolunteerStFrancis@rsfh.com if you are interested in serving as a Lobby Ambassador. Learning office locations, walking, occasionally pushing a wheelchair and a friendly, welcoming manner would be the helpful skills for this role.

Acts of Kindness Award

Acts of Kindness program is sponsored by the volunteer department and after reviewing hundreds of nominations, the committee selected Rebecca Brewer to be honored as the annual winner! Rebecca received a check for \$300 and framed certificate.



Marianne Seabrook, Nichole Wise, Rebecca Brewer, Lisa Cottingham & Mark Dickson

Rebecca was nominated by Nichole Wise. Her nomination stated: For a teammate who is described as selfless and patient-focused, it is second nature to worry about her patients and their ability to get their treatments. In her role as a pharmacy tech for oncology patients, she is well aware of the importance of the supply chain for these powerful and lifesaving drugs. That is why a notice from the distributor center for cancer drugs got her attention. The distributor was making the infusion centers aware that delivery was going to be delayed. Weather in the Tennessee area was slowing distribution. On Wednesday and Thursday of that week, the drugs did not arrive as scheduled. There was a concern that next week the infusion center would not have the drugs needed for the patient treatments.

The teammate approached her manager with an idea. The teammate had planned to be on vacation and spending a weekend away in the mountains. She would be willing to drive to the distribution center, two hours out of her way, to pick up the drug shipment so that the patients would be assured of their arrival. She contacted the drug rep and made arrangements to go personally to the McKesson hub, she waited while the order was picked, and she accepted the drugs she would bring home to Charleston.

The physicians who work with the teammate were not surprised. Going the extra mile was just another way the teammate shows her dedication to her patients. Her supervisor added, "the phrase 'not my job' is not in her vocabulary. I know people go into healthcare to help others, but I don't know many who would drive out of their way on vacation!"

We congratulate Rebecca on all her accomplishments, but most of all for demonstrating the mission of Roper St. Francis Healthcare through her Act of Kindness.

Congratulations Rebecca! You make us proud.

Volunteer Opportunities

- **Berkeley Hospital** welcomes volunteers at the Medical Office Building on Tuesday and Wednesday from 10 a.m. - 2 p.m., and Friday from 8 a.m.- 12 noon; Mammography on Friday from 1:30 - 5:30 p.m.; Patient Liaison on Monday from 8 a.m. -12 noon, and Friday from 10 a.m. - 2 p.m.; Piano Player, Pet Therapy volunteers needed.
- **Bon Secours St. Francis Hospital** welcomes volunteers interested in serving as Lobby Ambassadors. This role is especially needed in the morning from 8 - 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 Tuesday morning from 8 -12 noon.
- **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.; 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.

SCRUBS Program

We are hopeful that the SCRUBS program will reconvene in the near future. All updates will be posted on the Roper St. Francis Healthcare website at <https://www.rsfh.com/community/volunteer/>

Student Volunteers

There are limited roles available for youth volunteers, and most opportunities are during daytime hours and summer break. 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.

To Our Volunteers

You've been so very good to us.
 You've been kind in every way.
 You've made us treats and helped
 On all our special days.
 Today we'd like to thank you
 For all you've done this year,
 And to tell you that you're special
 And so very, very dear.
 Today we'd like to tell you
 In our own special way;
 We appreciate the things you've done
 More than words can say.

Thank You


Volunteer News

- The RSFH Volunteer Department was honored to fund the self-care goodie bags for the RSFH Clinical Managers Retreat. Thank you to our nurses and for the care you provide for our patients and staff.



- Berkeley Hospital wishes good luck and speedy recovery to volunteers Lynn Karlson, Mary Belisle, and Tillie Hottat.

- Nancy Ashcraft shared that she will be leaving the West Ashley Cancer Center. Nancy has served as the contact person for volunteers in the Cancer Center and will be missed. Nancy and her husband, former volunteer Phillip, anticipate retirement in Portugal. We wish them all the best. Pictured Nancy Ashcraft with Cancer Center volunteer Debra Georgas.



- Our sympathy to the family and friends on the death of Ray Schmelter, who passed away on February 17th. Ray was a volunteer at MPH for over nine years at the Information Desk, greeting people with his big smile, great personality and wonderful positivity. Ray is sorely missed. Ray joined the RSF Mount Pleasant Hospital volunteer team in 2013 and served 1,400 hours.

- The staff on the Mother/Baby unit at Bon Secours St. Francis Hospital gathered for a photo op to thank Solveig Bracy for 19 years and 19,100 hours of volunteer work. Solveig regularly donates as many as 100 hand-knit baby hats at a time.



Welcome New RSFH Volunteers

RSFH Berkeley Hospital: Welcome our new Volunteers; Helen Allen, Nancy Brotherton, Robin Mellard, Rufus Green, Melissa and River Murray, Kristie Shunkwiler, Yolanda Arroyo, with the re-activation of Nancy and Ken Schwanke, Chris Nadobny and Carol Robb. Andrea Fletcher is transitioning from the Outpatient Waiting Room to the OR. She'll be able to see firsthand the intricacies of surgical patient throughput. Each step gets her closer to her dream of becoming a surgeon, and has already, at 18, earned her associates degree.

Bon Secours St. Francis Hospital: Welcome back to Lynn Branton, serving as Lobby Ambassador.

RSF Mount Pleasant Hospital: Welcome Jann Owens – Artist; Randy Pope, Outpatient Escort; Corey Arnold, ED; Noah DeLeon, Clerical; Ben Bauknecht, ED; Carolyn Burson and Oakley, Pet therapy volunteers, John Hedrick, Information Desk. Welcome back Wendy Zettel and Beau Beau, Pet Therapy Volunteers.

Roper Hospital: Welcome Abby Dawson to the Sleep Lab. Abby is interested in pursuing a career in nursing. Welcome Emily Cavallaro as she earns Occupational Therapy Observation Hours.



Celebrate!

National Volunteer Week

April 17 - 23

National Nurses Week

May 6 - 12

National Hospital Week

May 8 - 14

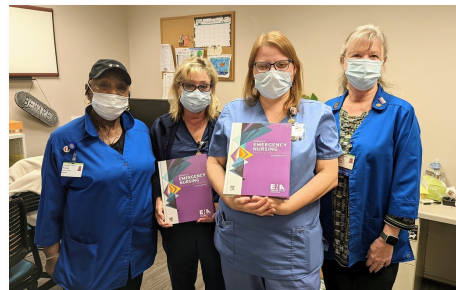
Look for festivities in your facility.

We are grateful for our many volunteers with careers and backgrounds in healthcare who now serve as volunteers at Roper St. Francis Healthcare.



Clarissa Nugent and Sue Ellen Russell dropped off 400 handmade Valentine's cards for patients at Bon Secours St. Francis Hospital.

Books Donated



Bon Secours St. Francis Hospital volunteers funded a request for textbooks for the nursing staff in the Emergency Department. Pictured Darlene Casey and Lynn Branton presented Amy Guess-Matthews and Angela Clyde with the gift.



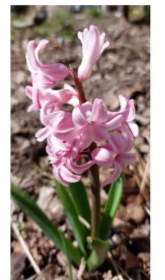
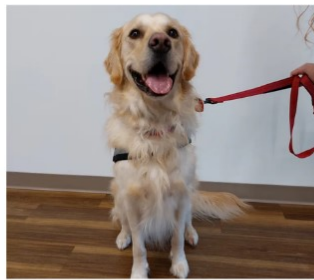
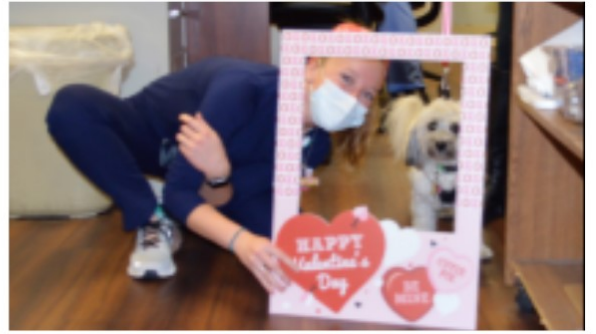
During this period of staff transition, these email addresses will always get you to the volunteer manager:

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



Alone we can do so little; together we can do so much. -Helen Keller

