

MEMO

TO: Department Volunteer Coordinators
FROM: Jenelen M. Dulemba, Director Volunteer Services & PrimeWise
DATE: June 1, 2020
RE: **Volunteer Re-engagement Update**



I am pleased to share that in conjunction with St. Elizabeth leadership and considering CDC guidelines, **the decision has been made to begin the process of phasing the return of volunteers.** We anticipate these phases to proceed as follows, with the timelines to remain fluid as we make continued assessments on your individual department needs and readiness as well as our organizational needs, while considering the health and wellness of volunteers and the community.

Phase 1: Volunteers that are **not** identified as being at a higher risk by the CDC (see attached) are being invited to return to assist in guest centered positions such as guest/patient check-in at the Information Desk or delivering patient mail to nurse's stations. *Estimated Timeline:* June 15

Phase 2: Invitation for current volunteers, including those defined as higher risk by the CDC, to return to their volunteer positions in low-contact patient care areas or assist in guest centered positions from Phase 1. **Departments will be responsible for determining if volunteers are needed** based on patient and visitor volumes. *Estimated Timeline:* July 6

Each individual department is responsible for determining when volunteers are needed based on patient and visitor volumes. **Please contact the Volunteer Office at your facility to communicate if your department will be ready to welcome volunteers back starting July 6 or if their return needs to be delayed. If you feel your department is not ready to welcome them back, we understand and respect that decision. We ask that you communicate to us when you are ready to welcome them back.**

Phase 3: Invitation for current volunteers to return to their previous volunteer positions in high-contact patient care areas. *Estimated Timeline:* August or later, *depending on department recommendation*

As departments confirm they are ready to re-engage with volunteers, we will communicate with volunteers assigned to those positions directly with information on requirements prior and following return. Please know that the decision to return is that of the volunteer; if they choose not to return until a later date, we will respect that decision.

Additionally, please note that all COVID related safety precautions at St. Elizabeth will be communicated to volunteers prior to their return. All volunteers will be required to comply with these precautionary procedures. This will include temperature screenings, required masks for all within St. Elizabeth facilities, social distancing procedures in work and waiting areas, etc.

Please let the Volunteer Services staff know if you have any questions or concerns regarding the return for volunteers to St. Elizabeth. We appreciate you welcoming your volunteer team members back as many are anxious to help their friends and colleagues at St. Elizabeth.

St. Elizabeth Volunteers are passionate about their role in making a positive difference in the patient experience.