

Orientation Handbook Volunteer Services



Louisiana's
First Nurse Magnet Hospital

This handbook will provide you with a helpful overview of important information and key policies for East Jefferson General Hospital.

We are pleased to welcome you as a volunteer. You will be joining a highly valued group of people who share the same values that you do about helping others.

Thank you for your very important and valuable contributions of time and talents. This promises to be a rewarding experience for you.

If you have any questions, our contact information is below.

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E.J.G.H. PHILOSOPHY

Mission/Vision Statements & Values	4
Service Statements	5
Expectations.....	6
Guest Relations.....	6

VOLUNTEER GUIDELINES

Attendance and Punctuality	9
Absences	9
Assignments.....	9
Break Periods	9
Channels of Communication	10
Evaluation	11
Gifts and Tips	11
Holidays.....	11
Removal from Active Status.....	12
Sexual Harassment	12
Substance Abuse.....	13
Training	13
Uniform.....	13
Visiting.....	13
Witnessing Legal Documents	13

VOLUNTEER BENEFITS

Awards and Discounts.....	14
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TABLE OF CONTENTS (continued)

SAFETY AND SECURITY

Accidents/Illness.....	15
Handling of Patients.....	15
Hazardous Materials.....	15
Patient Confidentiality	15
Infection Control.....	17
Isolation.....	18
Emergency Preparedness	18
Disaster Code System	18
Parking	19
Severe Weather	19
Security Services	19

LAGNIAPPE

Volunteer Organizations	21
-------------------------------	----

Mission Statement

East Jefferson General Hospital, community-owned, provides the highest quality, compassionate healthcare to the people we serve.

Vision Statement

East Jefferson General Hospital will be the region's healthcare leader providing the highest quality care through innovation and collaboration with our Team Members, Medical Staff, and Community.

Values

- **Quality** – We commit to quality in everything that we do, through achievement and innovation, always contributing to excellent care and patient satisfaction.
- **Integrity** – We uphold the highest standards of behavior encompassing fairness, trust, respect, and ethical practices.
- **Collaboration** – Teamwork is the key to our success. Working together, we ensure everyone benefits from our collective wisdom.
- **Continual Improvement** – We embrace and encourage creativity and innovation, as well as on-going self-evaluation of our processes and outcomes.
- **Compassion** – By our thoughts, words, and deeds, we create and maintain a caring, compassionate environment.
- **Stewardship** – We are accountable to make wise use of time, skills, and resources.

EJGH SERVICE STATEMENT

Providing care and comfort is our highest mission:

We pledge to our guests and each other;

- the finest in personal service
- courtesy and respect
- a satisfying experience

VOLUNTEER SERVICES MISSION STATEMENT

Volunteer Services is dedicated to supporting the goals and objectives of East Jefferson General Hospital programs and departments. We will endeavor to:

- ◆ Place compassionate, well-trained volunteers who will provide quality service and customer satisfaction.
- ◆ Create an atmosphere of cooperation between volunteers, team members and our guests in support of the hospital service mission.
- ◆ Respect the dignity, individuality and cultural diversity of our patients, guests, volunteers and the community we serve.

EXPECTATIONS

As a volunteer, you have the right to expect to:

- Be treated as a co-worker and part of the team.
- Be given sufficient information, orientation and training for the assignment.
- Have supervision, a written service description and a safe place to work.
- Be free to discuss problems, suggestions or changes with staff.
- Receive recognition.

East Jefferson General Hospital's staff have the right to expect you, the volunteer, to:

- Be amenable to the assignment, and request clarification if needed.
- Honor your commitment and inform the department ahead of time if unable to be there when scheduled.
- Be punctual.
- Maintain a satisfactory standard of work performance.
- Behave in a professional manner, maintaining confidentiality at all times.
- Abide by the mutually agreed upon service commitment.
- Bring any problem related to the assignment to our attention.
- Cooperate with the staff.
- Record volunteer hours worked.
- Adhere to the policies and procedures of East Jefferson General Hospital and the Volunteer Services Department.

GUEST RELATIONS

All of our interactions with patients and their families should be guided by a respect for their feelings and concerns. In an environment that often seems impersonal and overwhelming, we strive to restore a sense of individuality and uniqueness. Volunteers come in contact with a variety of people during their assigned shifts, i.e., patients, visitors, physicians, staff and other volunteers. Consider these people with whom you will interact during the day as guests. Many of these guests are in an unfamiliar setting and will come to you for guidance and direction. Look at this as

an opportunity for you to create a feeling of hospitality for those with whom you come in contact. A friendly smile or thoughtfully worded directions can only reflect favorably on the hospital and the volunteer program. If you are asked a question and don't know the answer, say so, but be sure you inform the guest that you will find the answer for him/her.

Volunteers on a daily basis offer guests countless acts of caring and kindness which are appreciated. The following guidelines will assist you in interacting appropriately with our patients, as well as providing safety and comfort for patients and their families.

Greetings

- Stop what you are doing, make eye contact, smile and say hello.
- Acknowledge and introduce yourself.
- Give a duration of time, if appropriate.
- Be sure to explain the situation or why this is happening.
- Use the preferred name of patients and guests.
- When on the telephone, use a friendly greeting with a smile

Responsiveness

- Take the initiative and offer to help - whether asked or not
- Respond quickly; speed of service is the key to satisfaction
- Explain in the listener's words
- Always respond to the patient or his/her family in a positive way without providing advice or counsel of a professional nature
- Commit - without promising more than you can deliver
- Follow up to ensure satisfaction

Respect

- Preserve the dignity and privacy of others. Never enter a room without knocking if the door is closed
- Assure the person that confidentiality will be maintained.
- Use everyday courtesies: A Please, thank you, and excuse me.
- Every courtesy and consideration should be given to patients, their families and friends.
- Accept each patient as an individual with his/her own strengths, weaknesses and needs, realizing that illness presents many problems, for the individual and the family.

Pride

- Show your professionalism
- Dress and act with pride

- Remember that positive actions receive positive responses
- Make only complimentary comments about other staff
- Manage up – letting others know you are a volunteer or that they are receiving the best care from their nurses or physicians.

Thank you

- Use praise, not criticism
- Share positive comments from others
- Thank someone for calling
- Say -Thanks - for responding quickly, for helping out, for visiting our hospital or for choosing EJGH.

Listen with Empathy

- Let others talk; show a sincere interest
- Listen eagerly and with an open mind
- Be receptive to comments, suggestions, questions and complaints
- Ask good questions to learn more about the situation.

As the driving force behind our guest relations philosophy, we have developed the following...

GUEST RELATIONS PRINCIPLES

We are committed to:

- Making everyone feel welcome.
- Treating everyone with courtesy, respect and dignity.
- Fostering a safe and secure environment.
- Providing quality service and competent care.
- Providing privacy and confidentiality.
- Creating an environment where communication and participation are encouraged and valued.

VOLUNTEER GUIDELINES

ATTENDANCE AND PUNCTUALITY

Volunteers are expected to be in uniform and ready to report to their assignment at their scheduled time.

ABSENCES - SCHEDULED AND UNSCHEDULED

If you are unable to report to the hospital on your assigned day, complete an Absence Report form as far in advance of your absence as possible. When you are not able to submit a written form because of unexpected circumstances, please call the Volunteer Office at (504) 503-5548 as soon as possible. Three consecutive absences, without notification, will be considered as a resignation from active status. Excessive absences, in spite of notification, may be cause for removal from the program.

ASSIGNMENTS

Volunteer assignments are four hours in length and are based on the needs of the requesting department. Assignments may be flexible at times. Each assignment has an assignment description, with some assignments requiring additional training. Changes in assignments are made for the following reasons:

- ◆ the area no longer needs volunteer assistance,
- ◆ at the request of the volunteer,
- ◆ if, in the judgment of the staff, the volunteer is not suited to the assignment or unable to meet the requirement of the assignment.

Changes in assignments can only be made by a member of the Volunteer Services staff.

BREAK PERIODS

Volunteers who work a four-hour shift are entitled to a 15-minute break. Volunteers who are working more than five hours, or who have come to the hospital directly from a job or school without time to eat, are entitled to a 30-minute break.

Eating is permitted in the cafeteria, the volunteer lounge, and courtyard areas only.

CHANNELS OF COMMUNICATION

Each department has a manager who is responsible for guiding the department in meeting its functions and goals. Volunteer Services is staffed with supervisory personnel each day from 8:00am to 4:30 pm. If you need information or assistance in the course of your assignment, help is available from one of two sources:

1. The supervisor in the area where you are assigned.
2. The supervisor on duty in Volunteer Services.
3. Administrative Representatives in the absence of the above. They may be reached by calling the operator.

CHANGE OF NAME, ADDRESS OR TELEPHONE NUMBER

Notify the Volunteer Department immediately whenever your name, address, telephone or emergency contact information changes. The department endeavors to keep records as current as possible.

DIVERSITY

One of the goals of East Jefferson General Hospital is to recognize each person's unique composition of body and soul, which embraces physical, emotional, and spiritual needs. We consider each person as an individual, and strive at all times to be consistent with our Values.

- Be mindful of your language; avoid stereotypical remarks and challenge those made by others.
- Speak out against jokes and slurs that target others.
- Speak up when people take positions that work against understanding and communication.
- Welcome new people into your life and seek opportunities to meet others.

EMPLOYMENT OPPORTUNITIES

Volunteering does not assume employment. All employment matters are handled through the Human Resources Employment Center. Acceptance of a team member for volunteer services will be contingent upon team members ability to meet the requirements of the volunteer services program. Qualified team members may volunteer after working hours provided the volunteer positions they seek are in areas other than the ones in which they are employed.

EQUAL OPPORTUNITY

The Volunteer Services Department shall select and place volunteers based on ability and volunteer assignment performance. EJGH shall provide Equal Employment and Volunteer Opportunity to all people in all aspects of volunteer relations without discrimination due to race, color, religious creed, sex, national origin, ancestry, marital status, age or qualified disability. This policy affects decisions including, but not limited to, a volunteer's benefits, training and development, and other privileges of volunteering. It is the hospital's policy to maintain a working environment free of sexual harassment and intimidation.

EVALUATION

At the end of three months and annually, evaluations are conducted on all volunteers in patient care assignments. The evaluation will consist of the department's perception of the duties volunteers perform, the volunteers individual performance, guest relations and the volunteer program's overall results.

EXIT

Should you no longer be able to volunteer, notify the Volunteer Services Office of your plans either verbally or in writing. It is important we have a clear understanding of your reason(s) for leaving. Please return your ID badge in to the Volunteer Office at your time of exit.

FOOD AND BEVERAGES

Food or beverages are never to be consumed in reception, registration, information desks or public areas of a department or unit. Breaks and meals should be taken in the cafeteria or volunteer lounge.

GIFTS AND TIPS

Occasionally, a patient or guest may offer you a gift or tip as an expression of thanks for excellent care. Give your thanks for the thoughtfulness, but explain that it is against hospital policy to accept the gift or tip and that providing the best care possible is part of your work as a volunteer. If the guest insists on giving you the tip, you may refer the person to the Foundation at 503-5800.

HOLIDAYS

Volunteer Services recognizes ten (10) holidays.

New Year's Eve
New Year's Day
Mardi Gras

Fourth of July
Labor Day
Thanksgiving Day

Good Friday
Easter

Christmas Eve
Christmas Day

Unless arranged ahead of time with your assigned department and Volunteer Services, all assignments are cancelled on holidays (except on "Eve" holidays). If arrangements are made for you to work on a holiday, you will receive double-hours credit.

REPORTING YOUR VOLUNTEER HOURS

The Volunteer Services Department is required to keep track of the number of hours volunteers give to the hospital. You will need to record your hours by signing into the Volunteer Information Center (VIC) located in the Volunteer Lounge or the assigned book for off-site locations.

REMOVAL FROM ACTIVE STATUS (Disciplinary Action)

The services volunteers provide to the hospital are greatly appreciated. However, there are certain actions that can lead to termination of a volunteer from the program. These include:

1. Unsatisfactory attitude, work or appearance.
2. Rude or discourteous behavior toward patients, visitors, team members, physicians or another volunteer.
3. Failure to comply with hospital policies, rules, regulations and procedures.
4. Missing three assignments without notifying the Volunteer Services Department.
5. Excess absence, with notification to the Volunteer Services Department.
6. Disregarding a patient's right to confidentiality.
7. Overstepping the limits of one's job description (i.e., giving medical treatment to a patient; working in unassigned areas.)
8. Failure to follow established policies and procedures.
9. Alcohol or drug use, or other health problems that prevent the volunteer from functioning in the assignment.
10. Failure to adhere to the hospital's guest relations standards.
11. Violating the terms of the Volunteer Agreement.

SEXUAL HARASSMENT

Sexual harassment in the workplace is not only offensive and intimidating, but it can interfere with a person's ability to be productive and to enjoy his or her work. That's why the hospital strives to have an environment that is free from sexual harassment of any type.

Sexual harassment is unwelcome or unwanted sexual advances, or requests or demands for sexual favors. Also included is joking that is sexually oriented and considered offensive in nature. This policy also prohibits inappropriate sexual behavior on the hospital's premises.

If you feel you have been a victim of sexual harassment, you should report the alleged incident immediately to your supervisor in Volunteer Services. Complaints will be handled confidentially, investigated immediately and resolutions made quickly.

SUBSTANCE ABUSE

East Jefferson General Hospital will provide a safe, productive work environment. It is prohibited to be under the influence of drugs, or possess, sell or distribute drugs, or use other intoxicating substances while on the hospital's premises.

TRAINING

In addition to volunteer orientation, new volunteers will also be oriented and trained by the departments to which they are assigned. In most cases, this is done during the volunteer's scheduled time. However, some assignments require additional training periods. During the course of your time with the hospital, you may be asked to attend workshops or meetings related to your assignment or to the hospital.

If you are in an assignment that requires you to escort patients by wheelchair, a volunteer staff member or experienced volunteer will train you prior to beginning your assignment.

UNIFORM

Volunteers are required to wear their uniform each time they work in the hospital. Your name badge must be worn at all times when on assignment. If you forget your badge, please report to the Volunteer Department to get a temporary. Evening and weekend volunteers must report to Safety and Security for a temporary badge. The uniform must follow the standards outlined in the dress code policy.

VISITING

Being a volunteer does not allow special visiting privileges in units such as ICU, CCU, or the Post Anesthesia Care Unit (PACU). Volunteers follow the established visiting hours in all areas. Patient visiting is done before or after duty or during breaks.

WITNESSING LEGAL DOCUMENTS

Volunteers are not authorized to witness the execution of wills or other legal documents pertaining to the legal affairs of patients.

VOLUNTEER BENEFITS

Adult Volunteer Awards

Adult Volunteers who meet the following qualifications are eligible to attend an annual awards program:

1. Active adult volunteers with a minimum of 100 hours worked in the calendar year for which he or she is being recognized.
2. Active adult volunteers who have reached the next award level in the calendar year for which he or she is being recognized.

Junior Volunteers

1. Active junior volunteers will receive an official signed document from the Volunteer Department for hours served, by request.

Active Adult and Junior Volunteers receive the following benefits, at no charge.

- Annual flu shots
- Annual TB screening
- Letters of recommendation, upon request

DISCOUNTS

CAFETERIA – Our House Cafe

A cafeteria discount is given to all volunteers who are working and in uniform. You must have your name badge to be eligible for the discount. Some items are not discounted and are noted by signage in the cafeteria. The discount does not include snack food items, vending machine items or the Fountain Deli.

EJGH WELLNESS CENTER

Volunteers will receive a discounted membership according to the number of hours volunteered for the previous year. Volunteers that contribute 400 hours or more in a calendar year will receive free Wellness Center Membership.

See a member of the Volunteer Services staff for details on this benefit.

SAFETY AND SECURITY

ACCIDENTS/ILLNESS

If you are ill or injured while volunteering, no matter how minor, report it to your supervisor immediately. You will be taken to Team Member Health or the Emergency Department as needed. If injured, Safety and Security will complete an Injury Report. Notify the Volunteer Department as soon as possible.

HANDLING OF PATIENTS

Volunteers do not physically assist patients at any time other than an emergency (such as to keep someone from falling). If a patient needs assistance, the volunteer should notify a staff member.

HAZARDOUS MATERIALS

A hazardous chemical inventory is located in the yellow Hazardous Materials binder, which is kept in the Community Services Department. Material Safety Data Sheets (MSDS) are kept in the MSDS binder and in the Maxcom System on-line and provides information about each of the hazardous chemicals.

Volunteers can obtain information regarding hazardous materials and MSDS in the area in which they volunteer, from Safety/Security or in the Team Member Health Department.

HIPAA (Health Insurance Portability & Accountability Act)

Information concerning hospital business and the care and treatment of patients is strictly confidential and should be discussed only with those directly involved with the specific case, not with other team members, volunteers, patients, family or friends. Remember that breaches of confidentiality are grounds for termination from the volunteer program.

- HIPAA" is an acronym for the Health Insurance Portability & Accountability Act of 1996, which is a federal law affecting all

participants in the country's health care system and that includes EJGH.

- HIPAA Privacy regulations were required for compliance in April of 2003 to protect patient confidentiality.
- HIPAA Security regulations were required for compliance in April of 2005.

HIPAA Privacy & Security Officer

- Rob Hinyub - Compliance Department

Responsible to ensure..

- Policies & procedures are documented to protect confidentiality, integrity, and availability of information systems and ePHI (electronic protected health information)

There is a direct relationship between privacy and security:

- Privacy is 'what' will be protected PHI (patient health information) and 'why' we protect PHI
- Security is 'how' to protect ePHI (electronic patient health information)
 - Procedurally, physically & technically

EJGH & Vendor Workstations or Electronic Media

- Team Members/Volunteers are PROHIBITED from saving ePHI (electronic patient health information) on EJGH or Vendor workstation
- (c: drive - hard drive) or electronic media (flash drives, zip drives, CD's, diskettes or other portable media)

Protect Access

- Lock or log-off workstation when left unattended or when shift is complete.
- When a common id/password is used by several members of the workforce (to share a device), log out of applications accessing ePHI (electronic patient health information) in addition to locking the workstation.

Physical Protection

- Take reasonable pre-cautions to physically protect ePHI and business confidential information.
- Position display screens such that they cannot be readily viewed by others.
- Physically locate devices to minimize the risk of unauthorized access.

What You Should Do To Be HIPAA Security/Privacy Compliant

- DON'T access data unless it is required to perform your job
- DO protect devices (position screens, passwords, physically secure).
- DO NOT download software (as they could have viruses that infect systems & data).
- DO recognize hoax e-mails & don't open e-mail or attachments.
- DO have anti-virus software on all devices you use.
- DO report risks and security incidents.

HIPAA Security Violations

Disciplinary action, up to termination, if you are accessing or attempting to access ePHI (electronic protected health information) when not authorized or improper disclosure.

Report HIPAA security incidents as quickly as possible to a Volunteer Services Staff Member at 503-5548.

INFECTION CONTROL

East Jefferson General takes many precautions to ensure a sanitary environment to prevent the spread of infection. Universal precautions, developed by the National Centers for Disease Control, state that some type of protective gear must be worn when performing any care procedure likely to involve potential exposure to blood/body fluids. Volunteers under 18 do not transport blood or specimens. Frequent and thorough hand washing is an important part of reducing the spread of infectious disease.

HAND HYGIENE GUIDELINES

- Before and after patient contact
- Before eating
- After using the bathroom
- After blowing your nose, coughing or sneezing
- Cleaning hands before patient contact, after direct patient contact, and after removing gloves
- 15 seconds of friction with soap and water, dry hands
- Turn off faucet with a paper towel
- Alcohol-based hand sanitizers are recommended when hands are not visibly soiled & should be on hands for 15 seconds

ISOLATION

Patients in isolation have a clearly marked isolation sticker on the door of their rooms. Do not enter these rooms. Go to the nursing station for instructions.

EMERGENCY PREPAREDNESS

Disasters are defined in two ways. An internal disaster takes place inside the hospital - for example, a fire or explosion. An external disaster happens outside the hospital, within our community, and will involve a heavy flow of people coming in for treatment.

Our emergency telephone extension is "4111". To report a Code Blue (cardiac arrest) the telephone extension is "4333".

EJGH HOSPITAL EMERGENCY CODES

CODE RED	CALL 4111	FIRE
CODE BLUE	CALL 4333	CARDIOPULMONARY ARREST
CODE PINK		INFANT / CHILD ABDUCTION
CODE WHITE		SECURITY ALERT
CODE BLACK		BOMB THREAT
CODE YELLOW		SURGE - MASS CASUALTY
CODE YELLOW - DECON		SURGE MASS CASUALTY DECONTAMINATION REQUIRED
CODE ORANGE		HAZARDOUS MATERIALS INCIDENT OR SPILL
CODE ORANGE - DECON		HAZARDOUS MATERIALS INCIDENT OR SPILL - DECONTAMINATION REQUIRED
CODE GREY		SEVERE WEATHER
CODE GREEN		INTERNAL FLOOD
CODE SILVER		WEAPON IN FACILITY
CODE PURPLE		ELOPEMENT BY INVOLUNTARY OR INCOMPETENT PATIENT

R A C E: FIRE PREVENTION

- R - RESCUE & SECURE PEOPLE FROM DANGER
- A - ALARM, PULL ALARM, CALL 4111
- C - CONFINE FIRE, VENTILATION/CLOSE DOORS
- E - EXTINGUISH FIRE

P A S S: FIRE EXTINGUISHER USE

- P - PULL THE PIN
- A - AIM AT BASE OF FIRE
- S - SQUEEZE THE HANDLE
- S - SWEEP SIDE TO SIDE

PARKING

Volunteers may:

- Park in the Canal Garage on the 3rd level or above. Please do not park in any reserved spaces.
- Do NOT park in Cardiology/Respiratory or Emergency areas.

PROTECTING YOU FROM WORK INJURIES

Good body mechanics is good back protection for you.

- Adjust the height of your chair to achieve proper posture.
- Your ear, shoulder, and hip should be in a straight line.

- Sit with your head and neck in an upright position, even when on the telephone.
- Do ask for help. Most back injuries occur because we do not request additional lifting help.
- Do not twist or turn your body while lifting.
- Think about using cart (available by request in the volunteer office). Do not put unnecessary strain on yourself. Plan ahead for the assigned job.

SEVERE WEATHER

In the event of severe weather (any weather condition that adversely affects the community), volunteers working in the hospital may be released from duty as well as other nonessential personnel. East Jefferson General Hospital is not a designated shelter.

SECURITY SERVICES

East Jefferson General is in business to serve people. Because our doors are always open, allowing almost anyone to enter the hospital, our public accessibility can result in an occasional problem.

If someone unfamiliar or suspicious looking is loitering in your work area, don't hesitate to call the Safety and Security Department. Report any questionable incidents you witness.

You are responsible for any belongings or money you bring to the hospital. There are lockers available for your use in the Volunteer Services Office. If you are working late hours (or parked in a remote area) and would like to be escorted to your car, call Safety and Security at ext. 4059 or 503-4059.

SMOKING

EJGH is a tobacco free facility. No one, including team members or volunteers, are allowed to use tobacco products on campus, including parking lots. As a health care institution, it is important that we educate and model healthy behaviors for the community and surrounding areas.

SUSPECTED OR ALLEGED ABUSE AND NEGLECT

If you suspect abuse, you are responsible for reporting it to a supervisor or staff member. For additional information, please contact the Volunteer Office.

VENDORS

Vendors are considered to be any outside worker. Some examples of vendors would be sales persons, computer or copier repair persons, etc. Vendors are required to obtain proper authorization upon entering the hospital (e.g. Vendor ID Badge which can be obtained from the Purchasing Department - on the 1st floor.

WHEELCHAIRS – Transporting Patients and/or Guests

Always use good body mechanics when using a wheelchair. Keep your back straight, keep your body close to the wheelchair when moving it, bend at the knees to lock/unlock the brakes and bend at the knees to adjust the footrests. The Volunteer Department will train you before you begin your assignment.

- Volunteers are not allowed to transfer patients into and out of wheelchairs – only paid staff members can do this.
- Volunteers do not go into the garages. Patient and/or guest should be ambulatory and able to walk to their vehicle.
- Gently and slowing back wheelchairs over bumps or curbs.
- Always walk at a normal to slow speed.
- Be careful to watch where you are going!
- BACK onto the elevators after checking that the building floor and elevator floor are level surfaces.
- Lock the brakes on wheels of the wheelchair before the patient gets in or out.

LAGNIAPPE

Auxiliary – members of the hospital's Auxiliary donate their time to provide nursing scholarships through the Great Lady/Great Gentleman Awards luncheon.

Blood Donation Program – Blood donations and family plans are offered in the Blood Bank.

Foundation – Members of the Foundation raise funds to support the hospital's mission year round.

Healthy Lifestyles – Membership program for those 21 years or older. Brochures are available in the Volunteer Services/Healthy Lifestyles Office.

Rudiger's Boutique & Gift Shop – Located on the first floor in the main atrium of the hospital. As an EJGH volunteer, you receive a discount on merchandise.

Wellness Center – The center provides a means to help achieve optimal physical, emotional, intellectual, social and spiritual health. As an EJGH volunteer, a discounted membership is available.

For additional information, please see a Volunteer Services staff member.