



M HEALTH FAIRVIEW – St. John’s Hospital

Communion Ministers to the Sick and Homebound
St. Rose of Lima Catholic Church

Become a Volunteer Eucharistic Minister at St. John’s Hospital

Step 1: Complete an online volunteer application: <https://www.fairview.org/volunteering/st-johns-hospital>

Step 2: Complete online orientation, which will be emailed to you by St. John’s Volunteer Services once application is received.

Step 3: Complete online MN Department of Human Services background check for St. John’s Hospital. Information will be provided to you by Volunteer Services. This is in addition to background check that may be required by parish.

Step 4: In-person training at St. John’s with Volunteer Services, which includes:

- Additional orientation
- Blood test for tuberculosis
- Photo for your badge
- You must also provide a copy of your immunization record
- Optional training: if volunteer would like to enter precaution rooms, additional training is required.

Step 5: Shadow with existing Eucharistic Minister volunteers (this is arranged through parish). Shadowing can be done at any time in the process.

*** Existing volunteers are required to complete annual required education. Typically distributed by Volunteer Services in March of each year.

Guidelines for Volunteering at St. John’s (see official M Health Fairview volunteer Handbook for more information)

AIDET – use AIDET to communicate with others, with a focus on patients and their families. Experience shows that using this process decreases anxiety, which results in greater trust, increased compliance, and improved clinical outcomes and patient satisfaction.

- **Acknowledge:** Smile, Greet, Eye Contact. Acknowledge *by name*.
- **Introduce:** Provide name and inform that you are a Eucharistic Minister from St. Rose of Lima and the Spiritual Care department.
- **Duration:** How long the wait may be or when a staff person will be in
- **Explanation:** Who else can help and any other details
- **Thank you:** Tell them you hope they feel better soon

Confidentiality: Our patients trust us to keep their information private and confidential – any information you learn by virtue of volunteering at Fairview must remain strictly confidential – that includes information in written form, transmitted by computer, and/or through verbal conversations. Anyone found in violation of sharing confidential information may be subject to termination from volunteering.

- Health Insurance Portability and Accountability Act (HIPAA) is a federal law that institutes standards for the privacy and security of health information.
- According to HIPAA all information concerning patients, doctors, or hospital personnel must be kept strictly confidential.
- Information regarding a patient’s condition, symptoms, or diagnosis is to remain strictly confidential.

Dress Code: Present a clean, neat, professional appearance while on duty and adhere to the following guidelines

- Photo identification Badge must be worn at all times in a visible manner
- Volunteers and attire must be clean, neat and professional. The hospital is a fragrance free zone.
- Professional pants, logoed volunteer shirt, and closed toed shoes

Infection control: Remember to wash hands before entering a patient's room, when hands are visibly dirty or soiled with blood, body fluids, before and after eating, and after using the restroom. Use hand sanitizer when leaving a room.

Precautions: DO NOT ENTER a patient's room if there is a stop sign on or next to the door

Emergency procedures:

Dial 2-111 to connect immediately to the central Security Operations Center

Dial 911 for extreme emergent situations i.e. active threat

*** Read additional codes in the M Health Fairview Volunteer Manual ***

Code Fire (RACE)

- R = rescue any persons in immediate danger. Do not use elevators
- A = alert patients, staff, and visitors to fire/smoke:
 - Pull fire alarm
 - Call 2-111 to activate Fire Alarm and provide operator with name, location, and description of incident
- C = confine the fire by closing doors to prevent from spreading
- E = extinguish or evacuate. Extinguish only small, controllable fires

Using a fire extinguisher (PASS)

- P = pull the pin
- A = aim the hose at the base of a fire
- S = squeeze the trigger
- S = sweep the hose back and forth walking slowly towards the fire

Volunteer Absences: If you will be absent, review the absence procedure in the M Health Fairview Volunteer Manual

Additional Things to Remember as Eucharistic Ministers

- Remember that the patient is sick, and has hospital staff coming in and out of the room, so be caring, yet brief.
- Glance at the board as you walk into the room to see if their name matches, and if they are NPO (nil per os – nothing by mouth).
- Always ask if they would like to receive Holy Communion. Depending on their answer, proceed with the Communion rite, or Spiritual Communion prayer if they are unable to receive, or thank them if they refuse and let them know you hope they will feel better. If NPO, just ask if they would like Spiritual Communion. Bring extra Spiritual Communion prayer cards with you when you go.
- Remember that unless you have gone through the isolation training, going into the room is not an option.
- If you cannot go into their room for any reason, these are suggested ways you can uphold them in prayer.
 - Say a prayer outside his/her room
 - Stop in the Chapel as a pair on the way out and say a prayer (e.g. Divine Mercy Chaplet) for all people but especially those whose rooms you could not go in
- Always check at the nurse's station in the ICU and Maternity
- Clean the Pyx according to guidelines
- If one person is picking up the Hosts for both ministers, that person will have two Burses around their neck until they meet their partner at the hospital
- Please remember that each of us is working with a partner. It sometimes can be helpful to share with each other where one is going to start. If one partner finishes early there are a couple options:
 - Go back down to the Spiritual Care department and wait for your partner.
 - See if your partner is in Spiritual Care and if not, go to the floor that he/she was going to end on, go to the last room on the list for that floor, check to see if anyone has been there and if not, help out until you meet up with your partner.