

# Volunteer News

For the volunteers of Charleston Area Medical Center and its affiliates



Charleston Area  
Medical Center

## June 2026



<b>W= Women &amp; Children's</b>	<b>G= General</b>	<b>M= Memorial</b>	<b>T= Teays Valley</b>
Hermon Alebachew G		Donna Chambers W	Jade Nauyen M
Hermela Geberhanna G		Bella Cinco M	
Christina Hartline G		Brooklyn Jurkovich W	
Pay Taylor W		Tabby Stutler G	
Lori Markwood W		Sarah Bellamy T	

## June

- June 3 Sewing Bee General Hospital 12p-4p
- June 9 Touch of Amish Sale WCH
- June 9 General Hospital Auxiliary Meeting 10am
- June 10 Touch of Amish Sale Cancer Center
- June 16 Uniform Sale Memorial Hospital
- June 17 Uniform Sale Memorial Hospital
- June 17 Memorial Hospital Auxiliary Meeting 1pm
- June 21 Happy Father's Day to our Volunteers!
- June 14 Uniform Sale TVH

## July

- July 3 Office closed for July 4<sup>th</sup> holiday
- July 7 Blood Drive WCH 11:30am-4:30pm
- July 9 Blood Drive TVH 9am-2pm
- July 10 Blood Drive Memorial Hospital 10am-4pm
- July 14 General Hospital Auxiliary Meeting 10am
- July 15 Memorial Hospital Auxiliary Meeting
- July 20 WCH Auxiliary Meeting 5:15pm
- July 22 Blood Drive General Hospital 11am-4pm
- July 22 Candy Sale Memorial Hospital
- July 27 Masquerade Sale General Hospital
- July 28 Masquerade Sale General Hospital
- July 30 Books R Fun Sale TVH

mark  your **Calendar**

# Patient Complaint and Grievance Process:

## *(What VOLUNTEERS NEED TO KNOW)*

To meet accreditation standards and assure patient satisfaction, we need to be consistent in how we identify, manage and escalate patient concerns. Correct classification ensures we respond appropriately, protect patient rights and remain compliant with regulatory requirements

### *What is a complaint?*

A complaint is a patient or family concern that can be resolved immediately by staff present at the time of the concern.

- Resolved during the same interaction or shortly after
- No formal investigation required
- The patient is satisfied with the resolution
- No written response is required

Examples: Room temperature, food concerns, wait times, minor communication issues.

### *What is a grievance?*

A grievance is a concern that cannot be resolved immediately or requires further review.

A concern becomes a grievance if:

- It is NOT resolved at the time of the complaint.
- The patient requests further investigation or follow up.
- It involves quality of care, safety, abuse, neglect or patient rights.
- It is submitted in writing (email, letter, portal.)

As a volunteer, you will probably hear concerns that are complaints.

What should you do?

1. LISTEN.

- If the concern is something that you can get or provide for them, please do so quickly.
- If not, ask them if they have shared the concern with someone already.

2. REPORT

- Follow up with the staff about the concern and assure the patient that you will go to the appropriate person so that their concern can be addressed.

**\*\*\*If you don't know who to report the concern to, contact the volunteer office who will report it appropriately within the system.**



Sometimes patients will share concerns with volunteers that they won't share with staff.

Please help us keep our patients satisfied by sharing those concerns when you hear them.

**YOU can help us keep complaints from becoming grievances!**



## Heroes of Health Care – Replacing Heart and Soul

Our Heroes of Health Care nomination website is currently hosted on an external link, [Heroes of Healthcare Nomination](#) so all workforce members can easily access and submit nominations. Business cards with a QR code will soon be distributed soon to staff, patients, and visitors to support quick access to the nomination form via mobile devices.

### *Monthly Categories*

#### Everyday Excellence

- A model of professional behavior using the principles of AIDET, Service Excellence, and our core values.
- A pattern of behavior demonstrating strong commitment to patient/customer care.
- Acts of kindness that result in a cumulative positive impact.
- Consistent and reliable performance, taking initiative when needed.
- Inspires others to perform with excellence and achieve outcomes.
- Provides consistently high-quality results or service.

#### Workforce

- Actions and behaviors exemplifying our Mission, Vision, and Core Values.
- Outstanding experience for a patient, family member, or customer beyond normal duties.
- Compassionate, respectful, and skillful service using Service Excellence principles.

### *Quarterly Categories*

#### Humanitarian / Community

- Actions exemplifying our Mission, Vision, and Core Values.
- Acts of kindness or charity that improve well-being or quality of life.
- Volunteer work supporting causes that benefit multiple individuals.
- Acts of bravery, courage, or selflessness that benefit others.

#### Department / Unit

- Actions exemplifying our Mission, Vision, and Core Values.
- Increased employee survey scores from previous years.
- Promoting a culture of professionalism.
- Efforts to improve employee retention.
- Initiatives that improve efficiency, value, cost reduction, or revenue growth.
- Encouraging change effectively through formal or informal channels.
- Coaching, mentoring, and staff development.

[This program will take the place of our Heart and Soul program. Feel free to nominate a staff member or volunteer who meets the above criteria at any time.](#)



## **Our second Sewing Bee was a Big success!**

We created 137 handmade eye glass cases to be distributed throughout CAMC to patients.

For patients who are going to surgery or a procedure, they often don't bring anything to put their glasses in, so they risk getting scratched or lost. Patient's glasses often sit freely on their bedside tables to get dirty or knocked over. These glasses cases are handmade and given to patients with love to help them keep their glasses safe.

This is just another way our volunteers come together to make things better for our patients.

We had 14 people come together, sewers and non-sewers alike to far exceed the goal that was set of making 60 cases.

Special thanks to RoseAnn Walker and Carol Rymer for flawlessly planning and executing our Sewing Bees!!!



Each year, Vandalia Health, CAMC recognizes members of the workforce who have achieved milestone years of service. We are so excited to celebrate the dedication and loyalty of the following volunteers.

**5 YEARS**

John Fuller  
Angela Jones  
Johanna Keister  
Sara Leonard  
Tom Leonard  
Jill Sallade  
Jim Walther  
Ron Williams

**10 YEARS**

Mitch Balaban  
Roberta Balaban  
Jill Duffield  
Kim Holder  
Amanda Keeler  
Olaf Scott  
Karen Sponaule

**15 YEARS**

Mike Reynolds

**30 YEARS**

Teresa Masinter  
(Retired employee/now volunteer)

**35 YEARS**

Aggie Michaelson



**45 YEARS**

Peggy Higgins (retired employee, now volunteer)  
Rose Ann Walker (retired employee, now volunteer)





# Happy Volunteer Appreciation Week!







### **Annual Education Requirement**

As you know, each of us are required to completed annual education to stay in compliance with CAMC requirements. Last year we moved to an online annual education process that worked very well. We will use the same process this year and it can be completed anytime during the year. It must be completed by December 31, 2026 but its available anytime at the link below....

<https://camc.tfaforms.net/174>

This is on the volunteer services website under “other resources”



We are sincerely grateful for each and every one of you! Your service to our hospitals, our patients, family and staff is appreciated more than you will know.

It is our honor and pleasure to serve you from Volunteer Services every day.

With much love and appreciation,

*Kelly and April*

