



Volunteer *notes*

August 2009

Teen Volunteer Program

The 52 teen volunteers from 17 area school districts are busily learning the healthcare environment at Upstate this summer as they support 12 different departments on campus. Eighteen of those 52 are returning teen volunteers, and several new teens are the younger siblings of the returning students. It is very much a family affair when it comes to volunteering. What that says to me is that the teens are receiving a rewarding experience as they volunteer at Upstate, and they tell their families about those positive experiences. This is a great recruitment tool. Not to mention, I love seeing the new teens begin volunteering with a shy demeanor and by the end of the summer their confidence is built up and their shell has come off. I hate to see them leave in late August, but I know by next summer when they return their voices will have changed and they will have grown at least a foot.

The teens have adjusted well so far to the ever-changing hospital environment, and are well on their way to completing the required minimum 50 hours of service. On Wednesday, August 26, they have the option of participating in a field trip. In the past we have spent time with medical students, viewed the historical section of the medical library on campus, and attended gross anatomy lab with Dr. Sue Stearns to view the human heart and lungs. Several of our adult volunteers have commented on how nice of a job the teen volunteers are doing this summer. Thank you for the feedback and encouraging words.

Celebration

Did you attend our annual volunteer appreciation event that was held on May 2? If so, you know the great time that was had by everyone. If you missed it, make sure you attend next year's event that will be held on Saturday, April 24, 2010, at the Genesee Grande Hotel. Details of the event will be available later this year.

This year's event set the bar so high that I hope we can top it next year! There were jugglers, clowns, florists, and tons of smiling faces. Don't miss out on next year's event because it is exclusively for you to celebrate your importance and accomplishments at Upstate. I look forward to April 24 of 2010, so that I can see more smiling faces and create more memorable moments.



College Volunteer Program

Each semester we have the pleasure of hosting college volunteers. A majority of them are biology and chemistry students at area colleges, and during the summer we had students who return home from college and look forward to volunteering at Upstate. We provide them with the necessary experiences to pursue a health care career and build their application, which increases their chances of getting accepted to an upper-level college program. This past spring semester there were 65 college students who participated in our program. This summer we had 44 students. Some of our success stories include three college volunteers from this past year who were accepted to our College of Medicine, another is transferring to Vanderbilt University in Tennessee, and another has joined the Peace Corps. I am very proud of their accomplishments and dedication to Upstate.

Annual Health Assessments

The Employee Health Office of Upstate has been working very hard to maintain the annual health assessments for every employee, student and volunteer. It is amazing how efficient they are. When you receive the letter notifying you of your annual health assessment compliance date, please take the letter seriously and make sure to update your health clearance. Because of strict NYS Health Department and Upstate regulations, we are mandated to inactivate volunteers that do not comply. The majority of you do complete your annual health assessment on time, and we greatly appreciate it.

JCAHO

JCAHO, also known as Joint Commission, regulates and scores the quality of care hospitals provide throughout the nation. All of the local hospitals compete for the highest score. Any errors the JCAHO surveyor finds, can be corrected to increase the hospital's score. JCAHO generally visits every three years, so I am writing to inform you that a surveyor from JCAHO will soon be here on campus. If a surveyor approaches you, remember to not get nervous and don't ever respond to a question with "I don't know." Instead, listen to the question carefully and if you really don't know the answer, respond with "I'm not sure of the answer, but I will find it for you." There are plenty of resources including our office staff, the hospital nursing staff, and the information card that you carry in your ID badge holder. A good way to prepare for their visit is to review the Volunteer Orientation Manual and use common sense.

Announcing the 5th annual Powerful Partnership Award Winner!

The winner of this year's award was THE BLOOD BANK. The department was represented by Linda deHority, manager and technician Kathy Namitz. Standing by to offer her congratulations was Clinical Pathology Director Karla Lauenstein.

This award was created to celebrate excellent staff-volunteer relationships as a means of acknowledgement and inspiration. We believe that those departments that have strong bonds with their volunteers, and use their talents effectively, experience greater staff, volunteer AND patient satisfaction. Volunteers nominate the departments they serve.

The finalists for the 5th annual Powerful Partnership Award were:

- Blood Bank, (Linda deHority, Manager) nominated by Express volunteers Sherami Thines and Barbara Cassoni
- Breast Care and Endocrine Surgery Center, (Jane Dantoni, RN, NP) nominated by volunteer Sally Garvey
- Psychiatry (4B) Pet Therapy Program (Deb Luttner, Recreation Therapist) nominated by volunteers Jacqueline Flint and Linda Martino

Previous winners of this special award have been:

Palliative Care Services 2005
 Vision Care Services 2006
 Regional Oncology Center 2007
 Cardio Pulmonary ICU and Step Down Unit 2008

STAFF:

Donna L. Stoner, Director of Volunteer Initiatives 464-4498 or StonerD@upstate.edu

Rhonda Butler, Volunteer Manager 464-6144 or ButlerR@upstate.edu

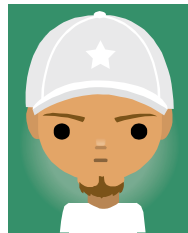
Ruby Turner, Secretary 464-5180 or TurnerR@upstate.edu



Need for donations

Do you have any recently published magazines lying around? Please bring them in to the Volunteer Initiatives office so that they can be dispersed to patient care areas. We used to receive magazines from the gift shop, but they can no longer donate them. Therefore, we have a very short supply. Some of our patients do not have many visitors. Providing a magazine would help them pass the time.

Do you have any small size toiletries lying around from a recent vacation? Some of our patients have been here a long time and would like to have a fresh smelling shampoo or lotion to use to make them feel more comfortable and remind them of home. There is a drop-off container next to the touch screen sign-in system in 1500A. The next time you stay at a hotel, make sure to bring in those little bottles of shampoo and lotions so that our patients can have a nicer experience in the hospital.



In-service

Save-the-Date! On Thursday, October 29th, we will have an in-service at @ 1:00 p.m. & 5:00 p.m.

EAST TOWER OPENING UPDATE

On Wednesday, July 8 after years of planning the three additional adult floors of the East Tower opened to receive 100 patients who were moved from their rooms in the North Wing to their new, private rooms. Imagine the complex planning that went into assuring that emergency treatment, respiratory therapy, pharmacy, nutritional services and many other aspects of clinical care were all coordinated to move all those patients in an 8 hour span. Security, physical plant, environmental services, information technology, and many other departments participated in the "incident free" move. Congratulations to all who helped, including many volunteers.

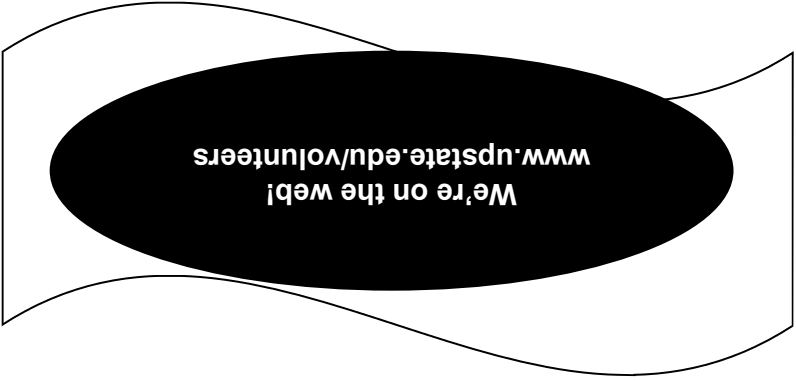
The units: Cardiovascular (8), Neuro Sciences (9) and Oncology (10) are all reporting huge benefits of the move: greater visitor accommodations, clean bright rooms each with a window, nurse stations outside each room, quieter and more pleasant surroundings, to name a few. Nurses report their patients are resting better and thus healing faster.

Next: the grand opening celebration of the long awaited Golisano Children's Hospital. Watch for notices and advertising. The Upstate family (including volunteers) are invited to get a look on Thursday, September 10 from noon-6pm. Park where you usually would and take the yellow elevators from the 2nd floor (down the hall from the cafeteria) to the 11th and 12th floors. There will also be public tours on Saturday September 12 and Sunday September 13. Details will be posted in the volunteer office.

This will be our chance to see the sites that have been supported by hospital volunteer and Advocates for Upstate Medical University donations: \$150,000 total. The money provided the seating area by the Tim Horton's café in the 11th floor treehouse and a treatment room, (location TBA).

The pediatric patients will be moved soon after into the magnificent new space designed especially for children. They, too, will have private rooms and much improved accommodations for family to stay close and provide encouragement in a more comfortable setting.

**Upstate Medical University
Volunteer Initiatives
Rm 1401 UH
750 E. Adams Street
Syracuse, NY 13210**



We always need recent issue magazines and books in good condition. Just put them in the cabinet in the Volunteer Office. We'll deliver them to waiting rooms for patients and visitors. Thanks to Sharon Houck for her help organizing this program.

Volunteer Initiatives Staff:
Donna L. Stoner, Director of Volunteer Initiatives 464-4498 or StonerD@upstate.edu
Rhonda Butler, Volunteer Manager 464-6144 or ButlerR@upstate.edu
Ruby Turner, Secretary 464-5180 or TurnerR@upstate.edu
Jennifer Emmi, Advocates' Office Manager 464-5610 or Emmi@upstate.edu
Maryanne Poppe, Coffee Bar Manager
Mary Schalk, Gift Shop Manager
Chaplains
Rev. Terry Culbertson, Spiritual Care Manager 464-4236 or CulbertT@upstate.edu
Rev. Louise Shepard
Sister Ann McNulty
Fr. Innocent Onyenagubo