

Volunteer Newsletter

February 25, 2010

PATIENTfirst!, Guest and Volunteer Services!

This is the name of the department in which our Volunteer and Advocate programs are a part of. Within our department is also the Patient Relations program. At the present we are not sharing office space; however, in the future we are hoping we can all be in one office. Spiritual Care is no longer a part of our department, but instead report directly to administration.

The Director of PATIENTfirst!, Guest and Volunteer Services, Karen Wentworth, has been at Upstate for two years now and certainly knows her way around. Under our new department, our number one goal is PATIENTfirst!, which means we are all here in this hospital because our patients require care. We need to make sure within our scope of service we can provide the best possible care. Upon approaching a patient, please ask "At Upstate we put PATIENTS first. Are we meeting your needs? Do you have any concerns?" If you feel their need is higher than what you can provide, please contact staff on the unit or stop down to our office in 1401.

*Thank you for your service to
Upstate Medical University
and University Hospital.*

Time to Celebrate!!!!

Save the date on your calendar – Saturday, April 24, 2010. That is the day we will hold our "Annual Volunteer Celebration". What are we celebrating? Your service, dedication, and hard work. Without you, there would be no Volunteer Services Office. The invitation will be out soon, so look for it in the mail. This celebration will be like last year in that we will have jugglers, chair massages, balloons, fun, and more!

We will have a short half hour program so that you can enjoy yourself at the celebration. During our program we will announce the winner of the annual Powerful Partnership Award. We can't wait to see whose department wins this distinguishable award. Will it be yours?



April 18 – 24, 2010. We will provide snacks that week in the sign-in/out room. Enjoy!

Annual Evaluations

As part of the hospital's accreditation, we are required to complete annual volunteer evaluations on each and every one of you. We will begin them this month, and will make this an annual accomplishment just like your annual health assessment.

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 currently 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.

SPRING In-service

Save-the-Date! On Thursday, **May 6, 2010**, we will have an in-service at @ 1:00 p.m. & 4:00 p.m. IN ROOM 103 Weiskotten Hall
Details will soon follow.

What is VIAC?

VIAC (Volunteer Initiatives Advisory Council) is an advisory council made up of volunteers that represent all current volunteers. They meet four times a year with Rhonda Butler, Manager of Volunteer Services, to provide feedback on topics of importance to our program. If you would like a VIAC member to bring something up at the next meeting, please let them know. They are: Bertha Jacobs, Kathleen Shetler, Bob O'Brien, Aaron Conway, Walter Wasilewski, Joan Thorn, Katlynn Karst, Gloria Hoffman, Pat Atkinson, and Chris Barrett.

PATIENTfirst!, Guest and Volunteer Services

STAFF:

Karen Wentworth, Director
Rhonda Butler, Volunteer Manager
Susan Salvagno, Patient Relations Coordinator
Ruby Turner, Volunteer Secretary
Annette Williams, Patient Relations Secretary
Jennifer Emmi, Advocate's Manager

464-5180 and 464-5597

We're on the web!
www.upstate.edu/volunteers