

Winter 2010



## Happy Holidays and Happy New Year to all our Volunteers!



### SPECIAL POINTS OF INTEREST:

- For RSVP information see page 2
- Welcome the new Advocate Business Manager - page 3

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### HOLIDAY GREETINGS FROM THE NEW DIRECTOR!

Greetings! My name is Karen Wentworth and I am thrilled to be the new Director of PATIENTSfirst! Guest & Volunteer Services/Patient Relations. Some of you may know that I landed in my new role in January 2010 and I have yet to meet all of the wonderful Volunteers that contribute to making Upstate University Hospital one of the best hospitals in our area! My goal for the New Year is to meet and get to know each and every one of you! I hope each of you enjoyed a prosperous year and are taking some time to relax and rejuvenate.

2010 was a busy year for Upstate's Volunteers. Volunteer positions continued to change and new ones were created to accommodate University Hospital's new space, facilities and patient/family focused care. Volunteer Services continued to host 60-70 College Student volunteers - a program highly regarded by both Syracuse University and LeMoyne students who are preparing for medical education and careers; and approximately 80 Teen volunteers over the summer. We had over 150 new Volunteers added over the last 11 months and continue to remain successful in recruiting more Volunteers to meet our organization's growing demand. We are also working to recruit some of our newly retired employees who would be a wonderful asset to our Volunteer Department.

Looking forward to the New Year, I have been reflecting on how lucky we are to have Volunteers in the hospital and campus who give their time, energy and enthusiasm every single day; their time is donated selflessly, yet in return, they find their experiences just as rewarding.

I wish each and every one of the Volunteers a Happy and Healthy New Year!

### Upstate Cancer Center



Upstate's new Cancer Center will be the region's most comprehensive resource for the diagnosis and treatment of cancer and related disorders. This 90,000 square-foot, light-filled building will include a full range of outpatient services, as well as dedicated spaces that support holistic patient care. Scheduled to open in the Fall of 2012, the visionary Upstate Cancer Center underscores Upstate's commitment to integrated patient-and-family-focused care. This is an exciting time to be a Volunteer as there will be many new service opportunities available when the center opens. We will keep you informed and updated as the Cancer Center progresses.

The **Upstate Stars yearbook** is looking for holiday giving stories about people who make Upstate a caring place for students, patients, visitors and employees. The yearbook showcases staff, students and **volunteers** who live Upstate's values through random acts of kindness, professionalism, service and **volunteerism**. Individuals who have a story to share or a person to honor should email Liz Estera at [esterae@upstate.edu](mailto:esterae@upstate.edu)

### Syracuse OASIS Happenings

Syracuse OASIS has many new upcoming classes for the New Year! Here are a few of what is being offered—registration opens January 14, 2011:

- Blood pressure screenings
- The Arthritis Foundation Exercise Program including Tai Chi Program—Level I
- OASIS Book group
- Restoring your old family photographs
- Introduction to the Internet
- Exploring Google
- Update on the Treatment and Management of Osteoporosis

These are but some of the helpful and informative classes being held throughout the months of January, February and March, 2011. For further information call the Syracuse OASIS at (315) 464-6555 or you can find them on the web at: <http://www.oasisnet.org/Cities/SyracuseNY.aspx>

### Blood Drive

The next blood drive will be on January 13th from 9:30am to 5pm and January 14th from 7am to 1pm in the University Hospital cafeteria located on the 2nd floor. **Pre-registration** will be held on January 3rd and 4th in the cafeteria and January 5th in Weiskotten Hall from 11:30 to 1pm all three days.

*Due to Infection Control concerns, we are no longer accepting donated knitted blankets.*

**Research indicates volunteering provides individual health benefits in addition to social benefits. Those who volunteer have lower mortality rates, greater functional ability, and lower rates of depression later in life than those who do not volunteer. Some of the findings also indicate that volunteers who devote 100 hours or more per year are most likely to exhibit positive health outcomes.**

\*Excerpted from the Corporation for National & Community Service 2007

### Retired & Senior Companion Volunteer Program (RSVP)

The Retired & Senior Companion Volunteer program (RSVP) is uniquely geared to meet the needs of volunteers age 55 and over. You could remain a volunteer at Upstate while taking advantage of what RSVP has to offer; no additional volunteering is required. How could that happen? Upstate is a service provider, one of seventy RSVP programs in our area so you can still enjoy your current role. Through RSVP volunteers who are eligible can take advantage of mileage reimbursement through the RSVP program. You would also be invited to their annual volunteer appreciation event, receive newsletters in the mail, and be included in another group of awesome people!

Interested? Please notify Rhonda in the Volunteer Office at (315) 464-5180



### Did you know?

109,600 people in the Syracuse Metropolitan area volunteer!

That is 20.9% of the area's residents!

That is a total of \$233.1 million in service contributed!

**Thank you to all our Volunteers who contributed their time and effort this year!**

\* Statistics taken from the National & Community Service website. Data was calculated between 2006—2009 and the information above is an average over the three years the data was collected.



**Donation Corner**

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 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. This small act will support our patients in having a nicer experience in the hospital.

The Lion's Club has provided us with a donation box for eye glasses. Make sure to bring in the extra pairs of old eye glasses you no longer need. The donation box is on the table next to the toiletry donation basket.

We always need recent issue magazines and books in good condition. Just put them in the cabinet in the Volunteer Office. We will deliver them to waiting rooms throughout the hospital for patients and their families.

**Thanks to Sharon Houck for her help in organizing this program!**

**Our Volunteers Hard at Work!**



**Happy Anniversary Upstate University Hospital!**

On November 23, 2010, Upstate University Hospital celebrated their 45<sup>th</sup> anniversary – **Giving Thanks for 45 Years** – in the hospital's main lobby and Interfaith Chapel. One of the highlights of the event was the rededication of the bronze plaque, which has been on display in the hospital's first floor lobby since 2005. The plaque was designed and created in clay by Cazenovia sculptor Dorothy Reister to commemorate the hospital's opening in 1965 and the transfer of the Syracuse Dispensary, a small downtown hospital that served Syracuse families.



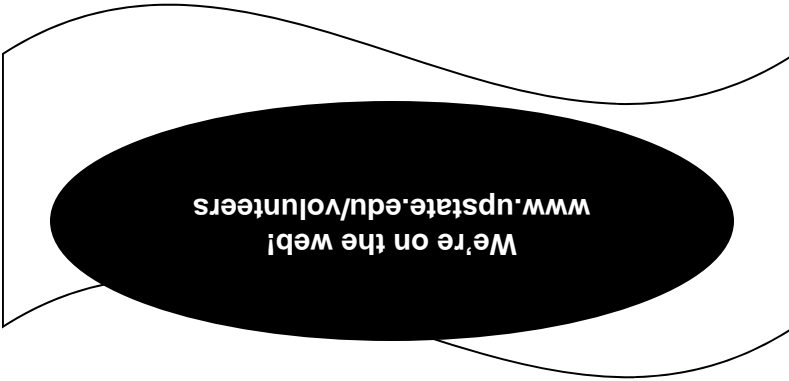
President David Smith, MD and Dorothy Reister

**Welcome the New Advocate Business Manager**



**Welcome to Susan York**, recently hired by the Advocates as their new business manager. Susan comes from New Milford, CT where she worked as the Executive Director of The Hunt Hill Farm Trust - there she oversaw the Cooking School, 2 art galleries, a retail store and Museum as well as the educational and music programs; Susan also wrote grants and oversaw all fundraisers and membership. Susan is married, has two daughters and lives in Camillus, NY. For any questions related to Advocate business, you can reach Susan at 464-5610. **Welcome Susan!**

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**PATIENTS*first!* Guest & Volunteer Services Staff: Volunteer Services**

Karen Wentworth, Director

Rhonda Butler, Volunteer Manager

Ruby Turner, Secretary

**Staff: Patient Relations**

Kim Frechette, Patient Relations Manager

Susan Stou, Patient Relations Coordinator

**Staff: Advocates**

Susan York, Business Manager

MaryAnne Poppe, **Coffee Bar Manager**

Darlene Carney, **Gift Shop Manager**

Anthony McEachern, **Tim Hortons Manager**