

Volunteer Notes

STAFF NEWS:

Ruby Turner returned after recovering from a broken ankle, having missed the volunteer luncheon and the introduction of the new TouchScreen timekeeping system. Also we've been adjusting to being short one staff person, so the Spring has been filled with evaluating and making adjustments.

Congratulations to Rhonda Butler who is assuming greater responsibility for the day-to-day volunteer operations: interviews, orientations, placement, supervision. She is now Volunteer Coordinator.

Rhonda, Donna and Ruby work closely together to make the volunteer experience rewarding for you, while maintaining the standards expected in a level I trauma hospital.

Donna is spending more time developing and evaluating volunteer positions and keeping the program in conformance, so Rhonda will be much more visible to all of you. She has done a remarkable job, with Ruby's help, getting the 42 Teen volunteers ready for a summer of service in several dozen departments.

Volunteer Initiatives Advisory Council (VIAC) Members:

Joan Thorn	(Advocates)
Pat Atkinson	(Palliative Care)
Bess Buser	(Advocates, Episodic, Surgical Waiting Rm.)
Bonnie Connelly	(Express)
Rayne Dabney	(Spiritual Care)
Candy Dowd	(Advocate, Episodic, Vision Care)
Vivian Holmes	(Express, Episodic)
Ken Lindberg	(Express)

DRESS CODE REMINDERS AND NEW UNIFORMS!

A reminder that while it's summer and dress is more casual, volunteers are still expected to adhere to some basic standards. This includes college and teen volunteers as well. Please wear shoes that cover your feet (with laces or slip on, but no platform or open toes/ heeled shoes). Floors are slippery and there are plenty of obstacles that might cause harm. Also, modest blouses or shirts and pants that are comfortable and full length (nothing above the shins). When in doubt, look at yourself in a mirror and judge how a patient or visi-

tor would see you. When in doubt, choose something else!

New Uniforms? At long last, it is true! Thanks to the generosity of the Advocates, who have awarded a grant to the volunteer program, the VIAC has been considering several options to replace the "tired, old, traditional" uniform. In the next few weeks, staff will be developing a plan to unveil the new uniforms and, using the Advocates' grant as "seed money", make the uniforms available to ALL VOLUNTEERS. We'll be establishing a new and important message about the strength and role of volunteers at University Hospital.

Watch the bulletin board and your "mail box" for details. We're also planning a group photo—on top of the new parking garage in September to introduce our new look **WATCH FOR DETAILS.**

JCAHO:

- Joint Commission on the Accreditation of Healthcare Organizations: These site visits, which used to occur on a 3 year schedule is now UNANNOUNCED! Now we must be in a constant state of "readiness". These site visits scrutinize our operations and standards are very high, as you would expect. But that means we must keep you well informed and you must always have our patients' care and safety in mind. Please read bulletin board notices, attend in-services, and devour these newsletters. All are meant to help University Hospital be its best and keep you well informed and vigilant

SUMMER 2006 NEWSLETTER

Inside this issue:

Staff Names, phone, e-mail	5
Announce Rhonda's New Role	1
Dress Code—New Uniforms	2
Touchscreen -- Mail, Mistakes	2
Parking	3
Teens, College	3
Seeing New Volunteers	2
Fall in-service	4
VIAC	1
Awards, PPA, Advocate of the Year, Honorary	4
JCAHO	1

POWERFUL PARTNERSHIP AWARD

The VIAC (Volunteer Initiatives Advisory Council) had a difficult time deciding but was pleased to announce at the Appreciation Luncheon that Vision Care Center was the choice for the 2nd annual Powerful Partnership Award. The criteria: Preparation, Communications and Impact. The Center was nominated by volunteers Lorraine Beake and Candy Dowd and was represented at the luncheon by Mary Zsemlye and Rosemary Roach. The first year winner was Palliative Care.



"OBSTACLES ARE THOSE FRIGHTFUL THINGS YOU SEE WHEN YOU TAKE YOUR EYES OFF THE GOAL."

Hannah Moore

Can you help us?

The Palliative Care department is in need of music CD's, DVD's and cassette tape movies for end-of-life patients. If you have any of these items that you are willing to donate, please bring them to the Volunteer Office with an attached note identifying who donated them (if you wish), so that we can appropriately thank you.

Karl Schindler & Pat Atkinson volunteers

"I've suffered a great many catastrophes in my life. Most of them never happened"

Mark Twain

TOUCHSCREEN IS AMAZING!

Donna and Rhonda have been especially pleased at how well you are all adjusting to the new timekeeping system. We've heard comments about how much easier it is – and we agree. Just imagine the time we're now saving not having to prepare the timesheets, fix errors, calculate the time and enter into the computer. Ruby and volunteer Anne Hall are especially grateful as their time will be much better spent! Remember, in addition to checking in and out, you can check "mail" for messages and "records" to check on your hours of service. "This wonderful technology helps us be much more efficient – and gives us back time to use on relationships and not on paper! We are so fortunate because the Advocates saw our need (after all, they all use the system too!) and allocated funds given to them from Charlie and Rose Calligaris' family. What a tribute to Charlie and Rose from their grateful family, and what a great improvement to the volunteer program. "Thank you, Calligaris' and thank you, Advocates," said grateful Donna Stoner. (Rhonda and Ruby sure agree with her.)



Seeking new volunteers:

Please consider recommending that a friend or neighbor consider volunteering at University Hospital. We always need new candidates, and you're in the best position to know how satisfying volunteer service is. Please, take a brochure and share it! Invite a friend to join you here for lunch. Our treat! Just contact Donna Stoner (464-4498) to make arrangements. You may notice plexi-glass brochure racks in waiting rooms around the hospital. It's an idea VIAC had to invite volunteer applicants. We know, though, that word of mouth is our best campaign.

FALL IN-SERVICE

We had so many positive and thoughtful comments after the last in-service so we'll be sure to give you plenty of notice of the fall in-service, perhaps in late September. There will be several announcements of hospital and volunteer program updates as well as a profile of a volunteer service area and a guest speaker, probably concerning the hospital's Stroke Center designation. We'll keep you well informed.

VOLUNTEER APPRECIATION LUNCHEON – WERE YOU THERE?

PARKING

We hope you were there to enjoy the celebration. The format was different and, we think, fun this year, with the theme “Volunteering ... the Spice of Life!”. Emcee’s Rick Gary and Julie Abbott from WSYR Channel 9 expressed their amazement at all you do, echoing the thoughts of hospital administrators. If you missed getting a copy of the volunteer cookbook, stop by the office! We did not hand out pins for years and hours of service, but they have since been ordered and those achieving milestones will be contacted once the pins arrive. We’ll also post a list on the bulletin board. You will be amazed! Special

thanks to Sandy Hart and Sandy Rosenfeld for the special themed table decorations and to Karl Schindler and Vivian Holmes for overcoming their shyness to appear as “celebrity cooks” on “Bridge Street”, Rick Gary and Julie Abbott’s week-day show. They were both a hit and we got some great publicity for our volunteer program.

“Act as if what you do makes a difference. It does.”
 William James

While the long term plan is to replace the West Parking Garage (where you park), that is a ways off. The East Wing expansion comes first, of course! Reserved spaces in the front corner are marked “RESERVED FOR HOSPITAL VOLUNTEERS”. If one of them is available, please help yourself. Make sure you have the orange volunteer “hang tag”. If none of those spaces are available, any other spot will do.

WELCOME, TEEN AND COLLEGE VOLUNTEERS

Below are the summer’s college volunteers:

<u>NAME</u>	<u>COLLEGE</u>	<u>VOLUNTEER SERVICE</u>
Katerie Allard	St. Joe’s Nursing School	Pediatrics
Mike Anderson	Nazareth College/Nursing	Regional Oncology Center
Amber Brown	Penn State	Breast Care Center and Pediatrics
Omar Chaudhary	Syracuse University	Express and Pediatrics
Beth Davies	Ithaca College	Pediatrics
Sarah Evans	Messiah College	TBA
Rachel Feuerstein-Simon	Lehigh University	Pediatrics
Meghan Hall	Syracuse University	Express and Vision Care Center
Darcy Hamill	Syracuse University	Express and 5B
McKenna Knych	Williams College	Transplant and Express
Danielle Murphy	St. John Fisher	Pediatrics
Jesse Navagh	OCC	Spiritual Care/Pediatrics
Justine Parmele	LeMoyne College	Pediatrics
Robert Perelmut	University of Miami	Pediatrics
Ashley Rio	Cornell University	Express, Vision Care Center
Katie Roach	Geneseo	Oncology and Express
Andrea Rubin	St. John Fisher	Surgical Specialties and Express
Jiangnan Yue	Syracuse University	Surgical Specialties – 4/UH & Express

Jesse Navagh and Sarah Evans deserve special mention: this is their FIFTH SUMMER OF VOLUNTEERING! Jesse graduated from Henninger High School last month and plans a career in drama and music, for good reason! Way to go, Jesse! He’ll volunteer with Pediatric Chaplain, Rev. Louise Shepard, this summer.

Sarah just finished her Freshman year at Messiah College in Pennsylvania & plans to attend medical school.

Teen Volunteers’ names are posted on the bulletin board. There are 42 delightful bright high school student volunteers in 14 departments. 42 x 50 hours = more than 2100 hours of service at University Hospital.

Volunteer Initiatives, Rm 1401 UH
750 E. Adams Street
Syracuse, NY 13210

315-464-5180 Phone
315-464-2272 Fax:
TurnerR@upstate.edu E-mail:

Volunteer Initiatives staff:

Editor: Donna L. Stoner,

Director of Volunteer Initiatives,

464-4498 or StonerD@upstate.edu

Rhonda Butler, Volunteer Coordinator,

464-6144 or ButlerR@upstate.edu

Ruby Turner, Secretary,

464-5180 or TurnerR@upstate.edu

In addition, Advocates and Spiritual Care are part of our department. Those staff are:

Jennifer Damiano, Advocates' Office Manager,

464-5610 or DamianoJ@upstate.edu

Rev. Terry Culbertson, Spiritual Care Manager,

464-4236 or CulbertT@upstate.edu

Chaplains:

Monica Czechowicz

Rev. Louise Shepard

Rev. Jerry Shave

Fr. Innocent Onyenagubo

DID YOU KNOW?

Volunteer Stats: 420 Volunteers &
Advocates

300 Hospital based Volunteers in

36 Departments or Programs

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