

## 1. Please describe how your company supports the Corporate Volunteer Council mission.

Upstate Medical University was a **founding member** of the Corporate Volunteer Council (CVC) when it was reestablished in 2003. Upstate played an essential role in **organizing the inaugural kickoff and recruiting 55 members the first year**. Since 2003, through our membership with the CVC, Upstate has expanded its efforts to address critical needs in the community. Upstate has **participated in every dictionary day and signature project** since its inception. As the largest employer in Central New York, Upstate believes it has the responsibility to give back to the communities it serves through education, biomedical research, health care and community service. This is the Upstate mission.

Whether we are collecting blankets for refugees or mentoring local elementary school students in science, Upstate Medical University staff and students are involved in dozens of community service activities aimed at creating better lives.

Upstate is noted as one of the area's most generous employers when it comes to community support. Upstate employees donate to hundreds of health and human services agencies through its annual Community Giving Campaigns. In addition, Upstate's dedicated team of volunteers – known as “Team Upstate” – spearheads the university's participation in numerous charity events such as Interfaith Works, the American Heart Association, the American Cancer Society and more.

The Corporate Volunteer Council honored Upstate Medical University for its “extraordinary support in furthering CVC's mission” in 2013. We plan to continue supporting this mission for years to come.

## 2. Please describe company volunteer achievements in 2016.

### Clear Path for Veterans (Your Cause)

Team Upstate awarded its inaugural Your Cause sponsorship to Clear Path for Veterans. With its selection of Clear Path, Upstate had 45 employees and 10 family members contribute throughout the year doing grounds/maintenance & beautification, Saturday can-tees, WWII/Korea Appreciation Day, Women Veterans Appreciation Day, Sunday brunch fundraisers, and helping with the strawberry fields at Clear Path.

### Healthy Neighbors Partnership – Resident Health Advocates

Upstate Medical University partnered with Syracuse Housing Authority to create the Healthy Neighbors Partnership. The partnership represents an important opportunity for Upstate to collaborate with its nearest neighbors – the residents of **Syracuse Housing Authority's low-income developments: Pioneer Homes, Toomey Abbott Towers and Almus Olver Towers**. Through this partnership, Upstate is supporting healthy living and quality of life goals that are identified and driven by the residents themselves.

Upstate professionals volunteer to **provide training for the Resident Health Advocates (RHA) in areas such as cancer prevention, diabetes prevention, physical activity, sexual health and more**. They have also provide training on how to conduct health outreach within their public housing complexes. The program has had an average 90 percent graduation rate for its Resident Health Advocates. Through this opportunity, some of the RHAs have also secured full-time employment in health and service fields.

In addition, Upstate employees volunteer at the Healthy Neighbors **story time** that meets every 4th Saturday at Pioneer Homes Coffee House. The program also supports a **community garden** that promotes nutrition and gives residents of Pioneer Homes healthier eating options. The garden opens in April and continues throughout the summer and fall.



Clear Path for Veterans volunteer



Community garden



Story time at Pioneer Homes



Upstate physician gives radio interview on traumatic injury

## New York State Mentoring Program

The NYS Mentoring Program was launched by Governor Cuomo in 2015 and chaired by the Honorable Matilda Cuomo, the Governor's mother. The Mentoring Program is a nationally recognized program based on a school based, one on one, adult to youth relationship. The intent is have trained volunteers from businesses and organizations to act as positive role models to youths from "at risk" schools so they can make good choices, develop self-esteem, and reach their full potential. Upstate is a key participant in the NYS Mentoring Program.

Trained mentors, currently **eight Upstate Medical students**, volunteer **one hour a week on Wednesday afternoons** at Bellevue Elementary School in Syracuse, engaging with 3rd and 4th grade students in one to one activities. Both the children and mentors have found this to be beneficial and each look forward to their weekly encounters.



Upstate magazines offer free health information and education

## HealthLink On Air

Is an award-winning, 60-minute talk show that explores a variety of health and medical issues, and showcases Upstate faculty and staff and other experts with ties to Syracuse and Central New York. The program has been produced since 2006 by journalists in Upstate Medical University's marketing and university communications department. This form of health education is broadcast **twice each Sunday via NPR station WRVO** and reaches listeners in Cortland, Geneva, Hamilton, Norwich, Oswego, Syracuse, Utica, Ithaca, Fenner, Rome, Clayton and Watertown. It is also available on demand by podcast, live online, and to a growing listenership via iTunes. Its programs remain archived on the show's website.

**SEMINARS PRESENTED BY UPSTATE MEDICAL UNIVERSITY**  
**REGISTRATION required, call Upstate Connect: (315) 464-8668**

**Project AWARE: Mental Health First Aid**  
 Monday, September 12, 8:30 a.m. to 5 p.m. at HealthLink, 6333 Rt. 298, East Syracuse  
 This 8-hr. mental health first aid training covers risks and warnings of mental health concerns; depression, anxiety, trauma, psychosis, and substance use; action plan to help someone developing a mental health concern or crisis; and evidence-based resources. Learn Crisis First Aid for traumatic events, acute psychosis, overdose and withdrawal. Training to improve mental health literacy of adults who inter-

**Parkinson's Disease and Sleep**  
 Monday, September 26, 6 to 7 p.m. at Liverpool Library, 310 Tulip St.  
 Presenter: *Dagun Mhalla, MD, Assistant Professor of Neurology, Upstate Medical University*  
 A good night's rest is essential. Disrupted sleep can affect your health, mood and quality of life. When people with Parkinson's don't sleep well, the sleep of their care partners is disrupted, too. Learn how Parkinson's may affect your sleep, and what you may do to improve it.

**Women's Health and Fitness Day**  
 Wednesday, September 28

Healthlink's free seminars

## Health Publications

Upstate provides **free health publications** to present advice, expertise and news, all aimed at improving the health of the community. Award-winning publications include: *Upstate Health* and *Cancer Care*, quarterly magazines that appear in print and online versions both feature original content unique to Upstate and are available by subscription as well as at various distribution points.

## HealthLink Seminars

More than 64 Upstate physicians, nurses, physical therapists, pharmacists and clinical educators volunteer to give **free health seminars in a variety of locations** around the community, in addition to programs offered at the HealthLink/OASIS Learning Center. Health education and support also includes **community-wide smoking cessation programs** and lunch-and-learn health programs at Syracuse Housing Authority residences. The annual vascular screening through HealthLink serves over 200 people each year with the intent to offer this screening to low income people and the medically underserved.

HealthLink also held seven chronic disease classes with 92 attendees. This is an ongoing collaborative with the Office of Aging and Long-term Care). OASIS also offers free space for four programs.



OASIS offers many programs for seniors

## Aging Mastery Program

As OASIS, we collaborated with the National Council on Aging to offer the Aging Mastery program to help 70 people learn how to age well and prepare for life-changing events while covering the following:

- Navigating Longer Lives: The Basics of Aging Mastery
- Exercise and You
- Sleep
- Healthy Eating and Hydration
- Financial Fitness
- Advance Planning
- Healthy Relationships
- Medication Management
- Community Engagement
- Falls Prevention



Teen volunteers



MASH Camp



Project SEARCH



Synergy interns

## Connecting With Youth On Upstate's Campus

Upstate brings young people on site to support and cultivate their interest in health care and help them toward a wide variety of careers. Dozens of Upstate employees host and mentor students at their work sites or conduct classes on their behalf. Many of these opportunities support access to underserved or underrepresented students.

These programs include:

- The **Teen Volunteer Program** at Upstate's Downtown and Community campuses.
- MASH Camp** and **MedQuest** (in partnership with CNYAHEC).
- The College of Health Professions' (CHP) **Health Careers Shadow Days** (also including a special day with visitors from Henninger High School with CHP and the College of Nursing).
- Project SEARCH** is a 30-week internship program for students with developmental disabilities. Nearly 100 students with disabilities have gone through this program, and 19 have been hired at Upstate. (As one of eight sites in NYS, Upstate saw 90 percent placement of its graduating class in employment last year).
- Hillside Work-Scholarship Connection** At-risk high school junior and seniors are mentored by Upstate employees after school during the school year. The students develop life skills and receive job training. Students in this program graduate high school at twice the rate of their peers and between 70 and 80 percent of these graduates attend college.
- Presidential Scholars Summer Internship Program**. Since 2008, 72 college seniors and graduate students from underrepresented minority groups have gone through this program, and 15 have been hired at Upstate. The program is designed to develop a work force that is more diverse, and more reflective of the communities we serve.
- Mercy Works Inc. SYNERGY program** Since 2009, Upstate staff have volunteered to mentor college interns from the city of Syracuse. The Synergy interns, from underrepresented minority groups and/or are low-income, work full-time over the summer to gain experience. 24 interns are placed at Upstate each year, making us the largest business sponsor of this program.
- The College of Graduate Studies **Summer Undergraduate Research Fellowship** program
- LaFayette Big Picture School** shadow days
- College open houses** for Upstate's colleges of Graduate Studies, Health Professions, Medicine and Nursing.

## International Volunteerism

In addition to **hosting international visitors at our hospitals** and teaching sites to learn new clinical skills, Upstate students and faculty performed a variety of care and education abroad, including:

- A fact-finding **mission to Mongolia** to learn more about access to health care in the region, providing emergency services last April to earthquake devastated Nepal.
- Other **medical mission trips** include caring for people in **Ethiopia, South Sudan, Ghana, Honduras, Nicaragua, and Ecuador**.
- Upstate's Center for Civic Engagement also provides connections to **international volunteering experiences to students, as well as local opportunities**.

## Bringing Health Messages to Public Events

Upstate sponsors **National Cancer Survivor's Day** for the Syracuse community and the surrounding region, which is commemorated nationwide on the first Sunday in June as a Celebration of Life for cancer survivors and their families. This event is free for survivors and families. Each year many Upstate employees volunteer to run the event.

More than two-dozen Upstate services lines were represented at the family-friendly **LEON Festival**. Staff volunteered to provide summer safety tips and giveaways to more



Big Picture school job shadow



Student providing medical care in Ecuador



A program for Somali refugees in Syracuse



Medical mission

than 10,000 people who attended the event at Onondaga Lake Park.

**New York State Fair** – Nearly 400 upstate employees volunteer at the New York State Fair over 12 days each summer to share health information with the public. In addition, Upstate helped to fit children with 800 bike helmets offered free of charge by Upstate

Upstate volunteered to create the first local celebration of **National Women's Health and Fitness Day**, a celebration in September with partners SUNY Oswego and the Syracuse Downtown Committee. The annual event, aimed at city residents and downtown workers, provided information about healthy living, health screenings, food tastings, women's health information and mini talks by Upstate faculty and other experts.

Staff, faculty and students also volunteer to staff health information booths and tables at events on campus and in the community. The Upstate's Masters of Public Health (MPH) program's **Public Health Week**, **Upstate Women's Health Pathways To Wellness**, and the **Great American Smokeout**, all provide onsite programs to employees and visitors. Out in the community, Upstate offers a health education presence at numerous walks/runs; hockey and baseball games; special events and open-to-the public venues.

Upstate Women's Health provided education at **community health fairs** throughout the year. Below are a few areas/locations that benefited from the health fairs.

- Pioneer Homes Sisters Serving Sisters Healthy Aging
- Pelvic Health Education Series
- YMCA Women's Residential Program
- Parkinson's Annual Health Fair
- Upstate Senior Medication Safety Fair

### Upstate/OASIS Intergenerational Tutoring

OASIS works with neighborhood schools in the Syracuse City, Liverpool, and Central Square Central school districts to **match children with trained, caring volunteers**. Volunteers work one-on-one as tutor, mentor and friend to community children in grades K-4. Tutors provide the individual attention children need to improve their reading, attitudes toward learning and success. This program has approximately 24 tutors and reaches over 120 children.

### Upstate OASIS Chronic Disease Self Management Education

This "Living Healthy with a Chronic Condition" program is a six-session, volunteer, peer-led health education program for people and/or their caregivers with any type of chronic health condition.

### Upstate Staff, Faculty and Students Volunteer Time, Talent and Financial Support

- **Dictionary Project** – Upstate students and staff distributed dictionaries to the entire 3rd grade at **Dr. King Elementary School**. In addition to the dictionaries, Upstate purchased copies of the book, *Magic School Bus Presents: The Human Body*, to give to all the children to promote literacy and creative thinking.
- **CVC Signature Project Senior Nutrition Program**, which works to provide, that there should be a secure food source for all families and individuals. Team Upstate volunteered for this program in February at the Onondaga Senior Center. This location was chosen because of its proximity to Upstate's community and downtown campuses and of the volume of business it receives.
- On June 23, Zanette Howe, assistant director for Community Engagement and Outreach, was the **keynote speaker to the Corporate Volunteer Council** where she spoke about the importance of corporate social responsibility and volunteerism in our community and at Upstate.
- **Heart Walk** – More than 650 Upstate volunteers raised over \$42,000 for the **American Heart Association**. Team Upstate has the largest team in the region.



Chronic Disease  
Self-management education



Heartwalk team



Youth Day BBQ/  
Backpack and School Supply



St. Baldricks

- **Community Giving Campaign** – Upstate employees raised more than \$528,291 to benefit more than 600 nonprofit agencies, making it one of the most successful efforts in the SUNY system to help those in need.
- **Youth Day BBQ/Backpack and School Supplies Drive** – Upstate students and employees supported Mary Nelson’s annual Back-pack Giveaway and BBQ by donating more than 350 school supplies and volunteering at the event that help over 21,000 youths and their families get ready for a productive and rewarding school year.
- **Toy Drive** – Upstate students, faculty and employees collected more than 380 toys to help local families in need. All items were donated through the United Way of Central New York.
- **Team Upstate** had 25 volunteers at the **Salvation Army Christmas Bureau**. In addition to personally escorting patrons to select gifts for their families and offering refreshments, Upstate also conducted a book drive and donated hundreds of books. At the event, 2,555 families in need were served.
- **Baldwin: A Run For Their Life** – more than 350 Upstate students and employees raised more than \$17,000 to benefit the Carol M. Baldwin breast Cancer Research Fund. Upstate won the award for the largest team.
- **Making Strides Against Breast Cancer** –175 members of Team Upstate to raise more than \$22,000 for the American Cancer Society.
- **St. Baldricks** – Upstate students and employees shaved their heads and raised more than \$20,000 for pediatric cancer research.
- **American Diabetes Association’s Tour de Cure** – 19 members of Team Upstate cycled to raise \$4,594. From this effort, a Team Upstate event support cycle club was born.
- **March for Babies** drew 75 participants and raised \$3,300 dollars for the March of Dimes.
- **Coat Drive** – The Upstate community collected over 240 new or gently used coats for people in need during the winter season. All items were donated to the Rescue Mission.

### Student-Led Community Involvement

- **MLK Day of Service:** Medical students spent hours making PBJ sandwiches for various organizations that feed the hungry.
- **Thanksgiving Food Drive for Samaritan Center:** Students in the Doctor of Physical Therapy program, College of Health Professions, organized a food drive for the Samaritan Center’s Thanksgiving meals.
- **9/11 Day of Service:** 140 students and faculty members took part in a community dialogue and then fanned out to different sites in the community to paint, harvest crops, sort donated clothing and clean up public spaces.
- **Traumatic Brain Injury Symposium:** An Upstate medical student is organized a symposium on Traumatic Brain Injury, with speakers Dr. Ann McKee (neuropathologist) and snowboarder Kevin Pearce.
- **Homeless Point in Time count:** Two Upstate students participated in the annual “point in time” count of homeless people in the area, going out in the community on one night in late January.
- **RISE (Refugee and Immigrant Self-Empowerment):** A group of medical students regularly volunteer at RISE, formerly known as the Somali Bantu Folk Association. The students help refugees and immigrants with English and other skills, and in turn learn about cultures from all over the world.
- **TEDx Conference:** A group of second-year medical students proposed and organized a TEDx conference at the CNY Biotech Accelerator. About 70 city high school students were invited to hear speakers and share their own stories as a way to work toward positive change and empowerment.



Tour de Cure



Community build



Medical mission in Ghana



Paige's Butterfly Run - a Foundation program that supports kids with cancer

- Helping Hands for Forgotten Feet:** Upstate students collected hundreds of shoes and socks for clients at the Rescue Mission in downtown Syracuse.
- MLK Reading Buddies:** At Martin Luther King Elementary School, Upstate students organize health fairs and nutritional programs, mentor students in reading and afterschool programs, and organize a science fair. SUNY Upstate is a member of the Partnership for Better Education, whose mission is to help Syracuse City School District students graduate and pursue higher education.
- Salvation Army:** The after school program at the Salvation Army for children ages 5-12. Upstate students offer programs on health education, especially personal hygiene. Students' biweekly visits consist of brief presentations on relevant health topics followed by reinforcement activities and the development of social skills.
- AMAUS:** Upstate medical and nursing students join students from other area colleges to provide health care under the supervision of licensed health care professionals at the AMAUS Clinic, a free clinic for the uninsured and impoverished in downtown Syracuse. Students may help with Free Walk in Clinic that provides health care Wednesdays and Fridays every week; and AMAUS Patient Navigator Program (PNP) where Upstate students learn about the underlying causes of poverty and social injustice, become familiar with services offered at AMAUS and help patients navigate the health care system.
- Refugee Clinic:** Six Upstate students aid in patient intake, shadowing and traffic flow. The students volunteer twice a month for four hours each from September to May.
- Peds Pals:** Upstate medical students provide mentoring to pediatric patients as they undergo treatments. Students attend appointments with their Peds Pal, take them on outings, or visit them in the hospital.
- Henninger High School Health Careers Program:** Medical students volunteer at this urban high school to work with students interested in health careers.
- Global Outreach Nicaragua and Ecuador (CCE and Global Health):** Upstate students travel to Nicaragua and Ecuador on medical missions and research trips. Nursing students accompany Syracuse area nurses on **medical missions to Ghana** each year. They see patients in rural villages.

### Further Support For Our Mission

In addition to all the volunteer and community engagement efforts listed above, Upstate has strong support and advocacy from the following:

#### Upstate Foundation

- The Upstate Foundation provides a wide range of support to advance the Upstate mission and administer gifts and bequests exclusively for charitable purposes. These include: assistance to families; comfort for patients and opportunities for fun and education for our youngest patients; lifesaving medical equipment; important research; scholarships for students; and many other special programs and services.

#### Advocates for Upstate Medical University

- The Advocates for Upstate Medical University awards \$100,000 in grants and to 50 hospital programs and projects that improve patient care and satisfaction, support medical education and enhance community health. Since 2000, the Advocates have given \$2,329,072 in the form of grants, scholarships, service projects, funds towards capital projects for Upstate. For the past 15 years, the Advocates sponsored blood drives at the Downtown and Community campuses, saving Upstate hospitals over \$1,875,000.

#### Upstate Volunteer Services

- In addition to the work done by Upstate employees, Upstate itself is a magnet for more than 500 volunteers, ages 14 to 94 who help patients, families and guests. Last year, the number of services provided by Upstate volunteers, such as transports and deliveries, topped more than 18,000 at the Community Campus and more than 23,000 at the Downtown Campus.