



**1<sup>st</sup> Friday Notes: December 5, 2008**

**Dear UI Hospitals and Clinics Volunteers,**

In an effort to improve communication within our department, we are offering a new electronic update the first Friday of each month, **Volunteer Services 1<sup>st</sup> Friday Notes**. We hope you enjoy these e-newsletters and encourage your suggestions and feedback!

**UI Hospitals and Clinics Information and Events:**

**Hush Campaign** - A quiet, restful atmosphere has been proven to help patients recover. All faculty, staff, and volunteers, no matter what their jobs, are responsible for keeping down the noise in inpatient nursing units, especially at night. UI Hospitals and Clinics has initiated a "Hush Campaign" to address this issue. "Shhh" buttons are available to all faculty, staff, and volunteers at the Main Entrance Lobby Information Desk between 6 a.m. and 8 p.m., Monday through Friday.

**Please plan to attend a Forum Monday, December 8** - Anyone working or volunteering at UI Hospitals and Clinics and the UI Carver College of Medicine is invited to an open forum Monday, December 8, at noon in the East Room (Elevator F, Level 8, UI Hospitals and Clinics.) UI Health Care leaders will share highlights of the upcoming report to the Board of Regents. Please stop by the Volunteer Services Office and we can walk down to the forum together.

**Jingle and Mingle** - Jingle and Mingle at two holiday open houses sponsored for everyone working or volunteering at the Hospital and the College, Wednesday, December 17, from 2-5 p.m. in the East Room (Elevator F, Level 8, UI Hospitals and Clinics) AND in the Medical Education and Research Facility Atrium (Level 1 MERF). Please come and help kick off a new UI Health Care tradition, celebrate the holidays with your co-workers, enjoy refreshments, and be entertained by local music legend Patrick Hazell.

**Volunteer Services Events:**

- Volunteer Services Angel Tree: November 17 – December 19 – Adopt an angel by purchasing gifts for patients; angels available outside the Volunteer Services Office, 8025 JCP.
- UI Hospitals and Clinics Scarf and Mitten Tree: November 18 – January 16 – Help decorate the tree with new hats, scarves, and mittens to be donated to local United Way Agencies: Main Entrance Lobby
- Fourth Floor Salon Annual Holiday Product Fair: December 9 -10, 7:00 am – 4:00 pm, 1JPP Lobby. Popular hair and skin products for sale including holiday gift ideas and package deals.
- Wild Rose Books Book Signing: December 9, 11:30 am – 12:30 pm, at Wild Rose Books. Chef Kurt Michael Friese, signing his book, "A Cook's Journey: Slow Food in the Heartland."
- Wild Rose Books Book Signing: December 9, 1:00 pm – 2:00 pm, at Wild Rose Books. Michael P. Harker signing his book, "Harker's One-Room Schoolhouses: Visions of an Iowa Icon."
- Wild Rose Books Holiday Book and Movie Sale: December 15 -16, 9:00 am – 3:30 pm, 1JPP Lobby
- Wild Rose Gifts "Have a Holly Jolly Holiday": December 17, 9:00 am – 3:30 pm, at Wild Rose Gifts. Purchase gifts for the whole family from Wild Rose Gifts.
- Norfolk Island Pine Tree Delivery: December 24 – Mini trees are delivered to all inpatients by hospital volunteers.

**Friday Differences** are the stories shared with us which show the impact Volunteer Services has on the patient/family experience at our hospital.

- A customer in a wheelchair left Wild Rose Gifts with the biggest smile on her face, holding her purchase of a life-size plush Dalmatian in her lap. She shared with us her health had required her to leave her home and when her new residence would not allow dogs she had to part with her dear Dalmatian "Dottie." Thankfully, a happy adoption was made when her nurse offered to share her home in the country with Dottie. The nurse even had horses which Dottie loved. This nurse still brings Dottie over for visits and our customer shared her joy to have her very own plush Dottie always by her side now, too.

Thank you all for your caring, your time, and your attention to the very important people we encounter here – our patients, families, staff and volunteers alike.

**Looking Back on 2008** – As 2008 winds to a close, we ask you to think about YOUR volunteer experiences and reflect upon what kinds of things have made an impact on you and our patients. We invite you to please respond back to this e-mail address: [volunteerservices@uiowa.edu](mailto:volunteerservices@uiowa.edu), and send us your thoughts and stories.

With thanks for ALL you do... Your friends in Volunteer Services