



1st Friday Notes: November 7, 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 1st Friday Notes**. We hope you enjoy these e-newsletters and encourage your suggestions and feedback!

Upcoming events:

Please plan to attend one of the Forums Monday, November 10: UI Health Care leaders will host one-hour forums featuring a brief presentation by leadership and a question and answer session. Anyone working or volunteering at UI Hospitals and Clinics and the UI Carver College of Medicine is invited to attend and ask questions. **Three sessions will be offered—5:30 a.m., noon, and 5:30 p.m. All sessions will be in the East Room (Elevator F, Level 8), UI Hospitals and Clinics.**

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
- Wild Rose Gifts Holiday Event: December 3, 9:00 am – 3:30 pm, 1JPP Lobby
- Wild Rose Gifts & Wild Rose Books Late Night Hours: December 4, 2:00 am – 4:00 am
- Fourth Floor Salon Annual Holiday Product Fair: December 9 -10, 7:00 am – 4:00 pm, 1JPP Lobby
- 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, 1JPP Lobby
- Norfolk Island Pine Tree Delivery: December 24 – Mini trees are delivered to all inpatients by hospital volunteers. Any volunteer interested in helping to deliver the Norfolk Island Pines on December 24, should contact our office number, at 356-2515, or e-mail Julie Kinsinger at julie-kinsinger@uiowa.edu.

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

- Recently, a staff member was following a couple as they were leaving our hospital. The wife was especially unhappy and vocal, it had been a long day of waiting, she was tired and complaining loudly as they walked down the hall. They came to the windows of Wild Rose Gifts. The wife was distracted, fell silent and stopped walking - "OH, isn't THAT cute!" she gushed to her husband "Oh honey, you wait here, I'm just going to run in and take a quick look at this cute shop." The couple's outlook was changed, and their experience was altered, noted the staff member.
- Shared with volunteers at Rooftop Café recently: "I have been here for two weeks with my husband and the Rooftop Café has been a God-send. I can come up here and look outside and hear people having regular conversations, NOT medical. We are so glad for this space - thank you"

Have any of you observed how a simple thing lightened the load for a patient, visitor, staff or volunteer lately? Keep watch this week and please share.

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