

Volunteer Services Department University of Iowa Hospitals and Clinics

1st Friday Notes: January 2, 2009

Dear UI Hospitals and Clinics Volunteers,

“Here’s to the blessings of the year,
Here’s to our friends we hold so dear,
...To peace on earth both far and near.”

– Happy New Year from your friends in Volunteer Services!

UI Hospitals and Clinics Information and Events:

New Year, New Look! – The Rooftop Café has been given a new look, including new signage, new items and better selection on existing products. Please stop up and see our “updated” Café!

Volunteer Services Events:

- November 18 – January 16: UI Hospitals and Clinics Scarf and Mitten Tree - Help decorate the tree with new hats, scarves, and mittens. Last year we donated 800 items to local United Way Agencies. Help us beat our record for 2009! The tree is located in the Main Entrance Lobby.
- January 15, 5:30 pm: New Community Volunteer Orientation: East Room, UI Hospitals and Clinics.
- January 19, 2009: Martin Luther King Jr. Day, University Holiday, Offices Closed.
- January 25, 2009, 7:00 pm: Spring Semester College Student Orientation, East Room, UI Hospitals and Clinics.
- February 16, 2:30 pm: New Community Volunteer Orientation: East Room, UI Hospitals and Clinics.
- March 12, 2009, 12:00 – 1:30 pm: 1,000 Hour Volunteer Luncheon.

Friday Differences are the stories shared with us which show the impact Volunteer Services has on the patient/family experience at our hospital. Here are some responses we have received about the E-mail A Patient Program. Last year, volunteers delivered nearly 10,000 of these messages - one of the ways our department makes a difference in literally dozens of lives every day.

- I love the "Patient Email" service you provide. I'm in New Hampshire and my brother is in your hospital so your service is a great way to let him know he is loved and cared about. Thank you. –
- I want to say “thank you” to the volunteers who print and deliver email messages to patients. What a nice service! I live so far away to visit my sister who is a patient there now, and I really appreciate this service. Have a great day! -
- Just want to thank those who run the email greeting card service. I've used this service once before and think it is such a nice way for family and friends to stay in contact with our loved ones while they are in your care. Thanks to all the volunteers. -

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 2009 begins, 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, and send us your thoughts and stories.

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