

Volunteer Services Department University of Iowa Hospitals and Clinics

1st Friday Notes: March 6, 2009

Dear UI Hospitals and Clinics Volunteers,

Happy spring! Spring is just around the corner, and we hope you have a happy one! March 20, 2009 is the first day of spring; let's hope we have sunny days ahead this year...

In the spring I have counted one hundred and thirty-six different kinds of weather inside of four and twenty hours. ~Mark Twain

UI Hospitals and Clinics Information and Events:

Officials with UI Hospitals and Clinics announced that they are regretfully ending the center's complimentary parking program for outpatients effective March 16, due to increased financial pressures. In addition to advising UI Health Care staff and faculty, patients will be notified via appointment letters and/or telephone calls, notices at the entrances and exits of the parking ramps, at Clinic and Ambulatory Surgery Center registration desks, and on our Web site.

Volunteer Services Events:

- March 10, 11:30 am – 1:30 pm: Volunteer Services Advisory Board Meeting: Hope Lodge Meeting Room at Hope Lodge.
- March 12, 2009, 12:00 – 1:00 pm: 1,000 Hour Volunteer Luncheon, in East Room.
- March 18, 2009, 9:00 am – 3:30 pm: Wild Rose Gifts Jewelry Event, in Wild Rose Gifts.
- April 8, 2009, 7:00 am – 8:00 pm; Egg Hunt in Wild Rose Gifts.
- April 15, 2009, 9:00 am – 3:30 pm: Wild Rose Gifts Garden Event, in 1st Floor Pappajohn Lobby.
- April 19 – 25, 2009: National Volunteer Week
- April 23, 2009, 7:00 am – 4:00 pm: Volunteer Services Jewelry Sale, in 1st Floor Pappajohn Lobby.
- May 5, 2009, 9:00 am – 3:30 pm: Wild Rose Gifts Mother's Day Event, in 1st Floor Pappajohn Lobby.
- May 25, University Holiday – Volunteer Offices Closed.

Friday Differences are the stories shared with us which show the impact Volunteer Services has on the patient/family experience at our hospital. This month, we share a personal story from one of our volunteers.

Recently Emma (hospital volunteer and two-time stroke survivor) had just delivered a floral arrangement to a young mother and her husband on the neurosurgery floor who were clearly anxious about the wife's upcoming procedure. Emma asked if there was anything else she could do for them and they indicated there was not. In their brief conversation Emma mentioned it was hard to know what it's like unless you've been through it yourself. The patient looked at her in disbelief and asked, "You haven't been through this yourself, have you"? Emma said she surely had, twice in fact. The woman's face flooded with relief and she was suddenly full of questions. Her husband, too, became quite jovial and in fact left the room for a time, saying he wanted to "let you ladies talk". Emma stayed for several minutes and was able to offer reassurance about the procedure and the potential outcome. The young woman was very appreciative and grateful when Emma left. Emma felt this visit was meant to be and a gift to her, too. She had been given the opportunity to truly make an impact by sharing her positive outcome with this family and helping them to feel reassured and hopeful together.

Let us hear your story! – As always, 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