

Volunteer Services Department

University of Iowa Hospitals and Clinics

1st Friday Notes: April 3, 2009

Dear UI Hospitals and Clinics Volunteers,

Thank you for volunteering! National Volunteer Week is April 19-25, 2009. We want to take this opportunity to recognize all of our wonderful volunteers. Please stop by the Volunteer Services office from 8 am to 5 pm during volunteer week for refreshments and a small token of our appreciation. Thanks again!

UI Hospitals and Clinics Information and Events:

The Hand Hygiene Task Force is installing five freestanding hand and respiratory hygiene kiosks and one wall-mounted kiosk in our hospital lobbies and pediatric clinics. These contain Avant waterless sanitizer product, masks, and tissues. Please remember to practice good hand hygiene procedures before, during and after your volunteer shift. For more information please consult this informational brochure from the Centers for Disease and Prevention Control found on our website at:

<http://www.uihealthcare.com/depts/volunteerprogram/currentvolunteer.html>.

Volunteer Services Events:

- April 8, 2009, 7:00 am – 8:00 pm; Egg Hunt in Wild Rose Gifts, while supplies last.
- April 15, 2009, 9:00 am – 3:30 pm: Wild Rose Gifts Garden Event, in 1JPP Lobby.
- April 19 – 25, 2009: National Volunteer Week
- April 23, 2009, 7:00 am – 4:00 pm: Volunteer Services Jewelry Sale, in 1JPP Lobby.
- April 24, 2009, 9:00 am – 4:00 pm: Volunteer Services sponsored Blood Drive, in DeGowin Blood Center, C250 General Hospital, take elevator B to 2nd Level. Access the University of Iowa's Blood Drive Appointment Headquarters at: http://www.givesblood.org/give/get_started.php?orgID=136. Please sign up today and come donate!
- May 5, 2009, 9:00 am – 3:30 pm: Wild Rose Gifts Mother's Day Event.
- May 25, 2009, 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 personal stories from two of our volunteers.

Recently one of the hospitality cart volunteers returned from his shift on the PFP cart and noted 3-4 patients mentioned just that day how much they appreciate the mobile food cart service, and what a great job volunteers do here. One patient made a special point of telling him about a time they had been here for an appointment and had no cash – and the cart volunteer had given them lunch and paid for it herself. The patient noted the next time they were here they saw the same volunteer on the cart and tried to pay her back, but she wouldn't take their money. This really impressed them - how volunteers here care so much and improve the experience here in so many ways.

And from the Salon...A patient recently asked that I bring some scarves and turbans to her in her room in the hospital. I took the sample products to her and she tried on several and found some that she liked. During the appointment, I realized a visit and some company was more important to the patient than the actual services she had requested. I had time so I stayed for a while. It meant as much to me as it did to her.

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