

## **Volunteer Services Department University of Iowa Hospitals and Clinics**

**1<sup>st</sup> Friday Notes: December 4, 2009**

**Dear UI Hospitals and Clinics Volunteers,**

**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 comments by volunteer we received in response to our "First Friday Notes" last month.

Just wanted to share a story... I volunteer in the Pediatric Inpatient Unit and because it's flu season all group activities for the kids have been cancelled which is awful, but it means I get the chance to visit the patients one-on-one. Last week I walked into a little girl's room to keep her company while her mom took a break, she was so little I wasn't even sure if she was talking yet and after introducing myself I realized I forgot something and had to leave for a second. When I came back in the room she said my name with delight! I was astonished she remembered because she was so tiny and it made me realize how much of a difference a short visit can make. I then got to meet her stuffed animals and it was a great day!

**Looking Back on 2009** – As 2009 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.

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

**Celebration of Life for Ignacio V. Ponseti** - Everyone working, learning, and volunteering with UI Health Care is invited to the Celebration of Life for Ignacio V. Ponseti, Sunday, December 6, 3 to 5 p.m., in the Coral Ballroom at the Marriott Hotel in Coralville on First Avenue.

The event will be a celebration of the life and accomplishments of Dr. Ponseti, who died Sunday, October 18, 2009, at the age of 95. His legacy lives on through the Ponseti Laboratory, dedicated to investigating the cause of orthopaedic diseases; the Ponseti International Association, dedicated to improving the treatment of children born with clubfoot worldwide through education, research, and improved access to care, and the eradication of this common birth defect; and through the many physicians he mentored during his long and distinguished career.

**Jingle and Mingle** - Jingle and Mingle at two holiday open houses sponsored for everyone working or volunteering at the Hospital and the College on Wednesday, December 9, from 2-4 p.m. in the Medical Education and Research Facility Atrium (Level 1 MERF), and in the UI Hospitals and Clinics Atrium Dining and Conference Center (Elevator D, Level 7). Please come celebrate the holidays and enjoy refreshments and entertainment.

**Angel Tree** – Please consider adopting an angel from our **Angel Tree** this year. Each ornament represents a gift with a \$20 limit, for one of our inpatients during the holiday season. The Angel Tree is displayed outside the Volunteer Services office. Also, please consider adopting one of our **Family Angels**. Family Angels are identified by Child Life representatives each December. The families list their gift wish for each family member. Volunteer Services collects the family gifts and mails them to each family in time for the holidays. Please contact Amy Rood if you are interested in adopting a family this year ([amy-rood@uiowa.edu](mailto:amy-rood@uiowa.edu) or 356-2515).

**Volunteer Services Events:**

- November 16, 2009 – December 18, 2010: Angel Tree – Adopt an angel by purchasing gifts for patients; angels available outside the Volunteer Services Office, 8025 JCP.
- November 17, 2009 – January 26, 2010: UI Hospitals and Clinics Scarf and Mitten Tree: Help decorate the tree with new hats, scarves, and mittens to be donated to local United Way Agencies: Main Entrance Lobby.
- December 9, 2009, 9:00 am – 3:30 pm: Wild Rose Gifts Holiday Event – Gifts for the whole family, JPP Lobby (1<sup>st</sup> Floor, near Elevator I).
- December 10 – 11, 2009, 9:00 am – 3:30 pm: Wild Rose Books Technology and Holiday Book and Movie Sale – JPP Lobby (1<sup>st</sup> Floor, Near Elevator I).
- December 17 (7:00 am – 5:00 pm) – December 18 (7:00 am – 4:00 pm): Fourth Floor Salon Annual Product Fair – JPP Lobby (1<sup>st</sup> Floor, near Elevator I).
- December 21, 9:00 am – 3:30 pm: “Have a Holly Jolly Holiday” Wild Rose Gifts Event – in Wild Rose Gifts.
- December 23, 2009: Norfolk Island Pine Tree Delivery – Mini trees are delivered to all inpatients by hospital volunteers.
- December 24, 2009: University Holiday, Volunteer Services offices closed.
- December 25, 2009: University Holiday, Volunteer Services offices closed.
- January 1, 2010: University Holiday, Volunteer Services offices closed.

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.

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