

Volunteer Services Department University of Iowa Hospitals and Clinics

1st Friday Notes: January 1, 2010

Dear UI Hospitals and Clinics Volunteers,

“Another fresh new year is here . . .

Another year to live!

To banish worry, doubt, and fear,

To love and laugh and give!

- William Arthur Ward

– **Happy New Year from your friends in Volunteer Services!**

Looking Back on 2009 – As 2010 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.

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 we received from a customer at our Rooftop Café.

Out at the Rooftop Café last week, a volunteer was ringing up two “Cookies & More” chocolate chip cookies for a customer wearing a patient wristband. We shared some small talk and soon the customer inquired if these cookies were available anywhere else in the hospital. Janet told her that only Volunteer Services carried this kind of cookie. The patient commented she thought that was still the case. Then she shared that she had been in a car accident several years before, and was hospitalized here for seven weeks. These special cookies were her favorites, the bright spot in her days that helped her through her long recovery.

But today she was a patient here on our Mother/Baby unit – and her first foray out of her room after giving birth to a beautiful baby girl was to the Rooftop Café to get those wonderful cookies she remembered so well!

Who would guess such an impact from a cookie? Sometimes it is the simplest things that help us to get through the toughest of times.

UI Hospitals and Clinics Information and Events:

NEA Recognizes Project Art – Project Art – the UI Hospitals and Clinics program that brings art to hallways, gallery spaces, performance spaces, and patient rooms – has received national recognition from the National Endowment for the Arts (NEA) in a publication Arts in Healthcare: Best Practices. Project Art was cited for programs and a healthcare environment that is welcoming and uplifting for caregivers, patients, their families, and visitors. It was one of 23 programs recognized by the NEA. Project Art has been a volunteer placement since the beginning of the volunteer program. Anyone interested in this volunteer position should contact our office for more information. <http://www.nea.gov/resources/Accessibility/Arts-and-Healthcare-Best-Practices.pdf>

H1N1 Vaccination Date - The University Employee Health Clinic will hold a vaccination clinic Thursday, January 7, 7:30 a.m. to 4:30 p.m for University of Iowa Health Care employees and volunteers who wish to be immunized against H1N1 influenza. Volunteers will need their volunteer identification badge to receive the vaccine. Vaccines will be provided at UEHC as long as supplies last.

Volunteer Services Information and Events:

Volunteer Services will sponsor a Patients' Library book and movie drive in honor of Martin Luther King Jr. Day. Donations of books and movies will be accepted in the Volunteer Services office and at Wild Rose Books in the Main Lobby through January 31, 2010. The library's most frequently requested items are books from the

best seller list, any DVD movie, and popular books in paperback for adult patients. Please contact Mindy Egeland, Librarian, with questions at 356-2468. <http://www.uihealthcare.com/depts/patientslibrary/index.html>

Volunteer Services Events:

- 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. <http://build.uihealthcare.com/depts/volunteerprogram/calendar.html>
- January 1 – January 31, 2010: Patients' Library Book and Movie Drive in honor of Martin Luther King Day, sponsored by Volunteer Services in partnership with Wild Rose Books.
- January 1, 2010: University Holiday, Volunteer Services offices closed.
- January 18, 2010: Martin Luther King Jr. Day, 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.

Happy New Year! With thanks for ALL you do... Your friends in Volunteer Services