

Summer 2004 Newsletter

*With appreciation for
all your time and
caring ...*

The staff of Volunteer Services

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Volunteers honored for Service Milestones

Five volunteers were welcomed into the 1000+ hour club at our last luncheon in the East Room on March 24th. **Ray Booth** began volunteering in August of 1999 after retiring from Material Services Linen department here. He has spent all his hours in the Volunteer Services office. **Peg Colony** began volunteering in November of 2000 after retiring from Food and Nutrition here. She has contributed all her hours in the Volunteer Services office as well. **Alysia and Ellen Haman** returned to volunteering in March of 2000 and this mother/daughter team has contributed all their hours in service together to the Patients' Library. **Janet Wright** is a secretary in Communications here at our hospital and has volunteered at the Ronald McDonald House, in the Gift Shop and most recently for Children's Miracle Network.

Marjorie Cantor was honored for a remarkable 5,000 hours of service! She is the former associate director of nursing at our hospital, a doctor of Nursing Administration, and has volunteered here since September of 1987, contributing in the Patients' Library, the Volunteer Services office, Rooftop Refreshments and serving on the Advisory Board and the Contributions and Donations committee.

Congratulations to all for their exceptional achievements. Our next 1000+ hour luncheon is scheduled for Wednesday, July 28th, 2004.

Rooftop Café Grand Re-opening

We celebrated the grand re-opening of Rooftop Café during National Volunteer Week with a ribbon cutting, prize drawings and refreshments on Tuesday, April 20th. New products/services at the Rooftop Café include: soup from **Bread Garden** daily, **Taste on Melrose** wraps in a variety of flavors, **Taste** peanut butter Rice Krispie bars and seven-layer bars. We now offer an increased hot tea selection including green teas, a more upscale brewed tea variety and a cappuccino machine offering two flavors of cappuccino daily as well as hot chocolate. Updated equipment includes plumbed coffee and tea brewers at counter height, commercial refrigeration, a self-serve refrigerated display unit, improved lighting, and increased service space and storage. The improvements make our volunteers' time more enjoyable as well as enhance the services they offer. Thanks to all who made this wonderful update possible and be sure to stop up if you haven't already!



Volunteer Services Advisory Board Chair Tom Meyers and hospital Chief Operating Officer Ann Rice cut the ribbon at the new Rooftop Café dedication ceremony. See our website for more photos.

New Volunteer Services Partnerships

Caring Clowns is a wonderful program created in partnership with Rehabilitation Therapies. UI Hospitals and Clinics' first class of Caring Clowns have begun practicing their art. Lillie, Hap-Hap-Happy, Nurse Harriet Goodheart, and Professor Grammy (*shown below, left to right*), work with cancer patients who might benefit from the antics and humor that only a clown can bring. Training for the group included learning the best ways to approach patients, special makeup and costume techniques, and how to use humor to enhance a patient's recovery. Two instructors from a Caring Clowns group in St. Louis came to teach our volunteers. According to Professor Dude of St. Louis, "For health care providers, humor helps to foster a sense of perspective, an appropriate release of uncomfortable emotions, and an opportunity to convert unpleasant emotions into pleasant ones." We're proud to be able to send in the clowns!



Join us for F.A.C! (Fridays at the Café) This free summer concert series is made possible by a collaboration between Project Art and the Rooftop Café. Concerts are presented Fridays at noon on the Rooftop patio (or inside if weather threatens) throughout the summer. You can view the performance schedule on our website: www.uihealthcare.com/depts/volunteerprogram/rooftop.html

The Iowa City ***Java House*** and Volunteer Services are excited about their new in-house partnership. This fall patients, families and staff will be able to enjoy the gourmet beverages of this popular locally-owned business from their new spot in the Main Lobby. A percentage of sales will come to Volunteer Services and contribute to the support of our growing programs and services.

Hospital Security changes

Beginning August 1, only the Emergency Treatment Center and the Main Lobby entrances will remain unlocked between 9 p.m. and 6 a.m. During the overnight hours, 16 red call boxes located at other entrances throughout the building will provide emergency access. Pressing the button on these red call boxes contacts UIHC Safety and Security.

Volunteer Travels

Plan to join us as we travel to the Iowa State Fair on Tuesday, August 17th. Seats may be reserved for \$25 with payment in the Volunteer Office, or call for more information. The fair is celebrating its sesquicentennial this year and highlights include a free performance by the Glenn Miller Orchestra. We are looking forward to sharing an all-Iowa day!

And yes, our annual "Shop 'til you Drop" Chicago day trip is back by popular demand. Mark your calendars for Friday, November 19th, and plan to join us.

Gift Shop News

The Volunteer Gift Shop is proud to announce the approaching "birth" of ***Cradle and All***, a satellite opening near the new UI Maternity Center on 6JPP. This retail kiosk will feature terrific mother and baby merchandise as well as best sellers from the Rooftop Café. Watch for updates as our "baby" grows up in the months ahead!!

Need the perfect gift for that special someone? Betty Jane Candies and snacks made in Dubuque, Iowa, are new in the Gift Shop. Gremlins are their trademark piece, handmade with pure cream caramel and select topper pecans and covered in rich milk chocolate...who could resist?

Fourth Floor Salon News

Our big Back to School Event will be held August 31st in the Atrium lobby from 9:00 to 3:00. The new fall OPI nail selection is coming August 4th and will be featured at the event, along with lots of liter hair care product deals. Our cosmetologists recently had a class with a color expert and also attended a hair show in St. Louis to learn the newest cutting and coloring trends and styling techniques. Call 356-1996 for an appointment to update your look with us!

Your earnings at work...

The Volunteer Services Board approved the following fund requests for February and May:

1. Cheryl Bombei, MICU, \$450 to purchase three CD players for patient use.
2. Margaret Pardini, Oral Surgery Clinic, \$300 for the purchase of toys and prizes for pediatric patients.
3. Donna D'Alessandro, Pediatrics, \$690 to purchase two cases of World Health Organization Oral Rehydration Solution.
4. Alicia Cosentino, Project Art, \$585 to partially support a consultation visit for a relaxation music therapy program.
5. Steve Long, Guest and Support Services, \$25,000 to fund a new Guide to Guest Services for adult patient areas.
6. Melissa Gross, Nursing, ISS/6JC, \$479.15 for a touch screen computer monitor for patient education.
7. Mary Akers, Hospital Dentistry, \$200 for an assortment of books and a storage rack to create a children's dental health library.
8. Jane Wilkins, Children's & Women's Nursing Division, partial funding of \$1,450 for materials for the Touching Hearts bereavement program.
9. David Carey, Radiology, MRI, \$6,550 for a blanket warmer for patients receiving MRI treatments.
10. Betty Merrifield, Speech Pathology, \$1,000 for scholarships to support participants in the UIHC Summer Speech and Reading Program.
11. Sara Caven, MICU, \$400 to fund the purchase of custom designed bereavement cards.
12. Pat Koffron, Ophthalmology, \$750 to purchase 50 copies of "A Singular View" for patients with monocular vision.
13. Mindy Egeland, Pts. Library, \$1,490 to provide disposable headphones for patients using radios, tape players and CD players.
14. Mindy Egeland/Sue Tietz and Barb Young, Pts. Library/Rehab Therapy, \$10,000 for ten laptop computers and a storage cart for transplant patients.
15. Volunteer Services gift shop, \$35,000 to fund the Volunteer Gift Shop/Rooftop Café satellite in the new NICU, UI Maternity Center and Pediatric Intensive Care Unit (PICU) - ***Cradle and All***. Funds will purchase cabinetry/shelving, the mobile food cart and the Point of Sale system for this area.

The total of these approved requests was \$84,344.15

As Always: Update Your TB Test Annually During Your Birthday Month

In accordance with recommendations by the Centers for Disease Control and Prevention and the Occupational Safety and Health Administration, all University of Iowa Health Care employees, students and volunteers are required to undergo an annual TB test in the University Employee Health Clinic (UEHC).

It is your responsibility to report to the UEHC, first floor Boyd Tower, any time between 7:30 a.m. and 5 p.m. Monday, Tuesday, Wednesday, or Friday **annually during your birth month**. Bring your green patient identification card with you to the UEHC (obtainable from registration in the main lobby). This annual review is mandated by hospital policy and compliance is a condition of continued employment for all University of Iowa Health Care employees, students, and volunteers. Thank you for

protecting yourself as well as our patients by complying with this important regulation.

Check Out Your Web Site:

www.uihealthcare.com/volunteers for all kinds of information including our event calendar, photos from the last 1,000 hour luncheon, a link to the hospital's professional appearance policy and footage of Donna Katen Bahensky's words of appreciation to you at this year's Twilight Toast!

Another site of interest: Volunteer Donna Tjaden has written and illustrated children's books for our Cancer Information Service. [Davey's Lost Summer](#), a story and coloring activity, may be downloaded at: www.uihealthcare.com/depts/cancercenter/patients/ki dstuff/index.html Thank you Donna, and thanks to all of you who give your time and talents to benefit our patients, families and staff!

Jul 28 1000+ Hour Volunteer Luncheon, East Room
Aug 5 Summer Junior Volunteer Program ends
Aug 10 Contributions and Donations Committee Meeting
Aug 17 Volunteer Bus Trip to Iowa State Fair
Aug 24 Volunteer Services Advisory Board Meeting
Aug 29 Fall Semester College Student Orientations
Aug 31 Fourth Floor Salon & Gift Shop “Back to School” Event in the
Atrium lobby
Sept 6 University Holiday - Volunteer Office Closed
Sept 27-28 Volunteer Gift Shop Leather Event, Atrium Lobby
Oct 20 Volunteer Services Uniform Sale, Atrium Lobby
Oct 28 Gift Shop Christmas Preview, Main Lobby
Nov 2 1000+ Hour Volunteer Luncheon, East Room
Nov 9-10 Volunteer Services Jewelry Sale, Atrium Lobby
Nov 19 Volunteer Bus Trip to Chicago
Nov 25-26 University Holiday - Volunteer Office Closed