

# The Volunteer Reporter

Winter 2009 Newsletter

*Volunteers are not paid – not because they are worthless, but because they are priceless!*

## *The staff of Volunteer Services*

*Mary Ameche  
Twila Barnes  
Mary Ann Heither  
Allison Hellyer  
Sandy Joynt  
Julie Kinsinger  
Liz Owen  
Judy Quigley  
Jean Reed  
Amy Rood  
Patty Sterner  
Bernie Wagner*

*Check Out Your Web Site -  
[www.uihealthcare.com/volunteers](http://www.uihealthcare.com/volunteers)  
for all kinds of  
information including our  
2009 event calendar.*

**UNIVERSITY  
of IOWA  
HEALTH CARE**

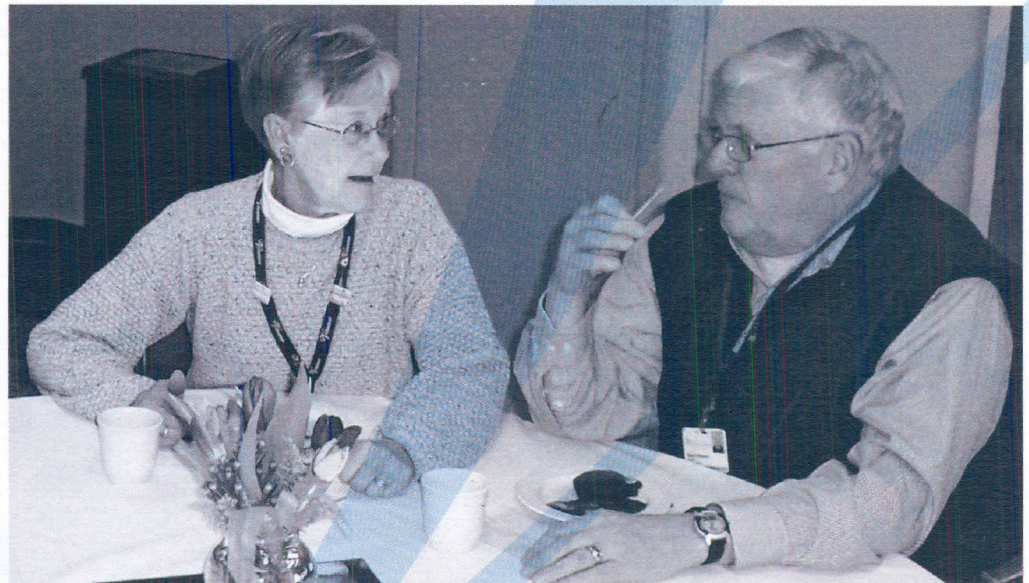
*University of Iowa  
Hospitals and Clinics*

## *Annual Volunteer Services Norfolk Island Pine Tree Delivery*



Mary (Jovita) Zuber, Diana Brayton, and Jay Rhiner (L to R), in the holiday spirit delivering trees to inpatients on December 24, 2008.

## *Volunteers Honored at Open House Tea on January 15, 2009!*



Sue Clemens and Dave Williams enjoy good company at the Open House on January 15, 2009. Community volunteers with 100 hours or more enjoyed an Open House celebration of service. In addition, many of our volunteers were recognized for reaching their current hour milestone.

***The following volunteers were recognized for reaching their current milestone at the Open House on January 15, 2009:***

- **100 hours:** Brenda Barbour, Connie Becker, Brian Bell, Susan (Diane) DeWitt, Jane Flach, Emma Fox-Gatica, Mary Hacker, Betty Kelly, Deborah Kinney, Alice Langbehn, Vicki Lonngren, SungWan Park, Marlene Rich, Joanna Sabha, Marilyn Shurr, Tim Stewart, Mary (Jovita) Zuber
- **250 hours:** Sena Amos, Cheri Cilek, Robert Hunwardsen, Bryan Leppert, Edris McCarthy, Ansuya Nassen, Barbara Ramsey, Tharin Schweinefus
- **500 hours:** Norm Doeden, Pat Frahm, Jan Johnston, Jan Mather, Deborah Miller
- **750 hours:** Margaret Andrews, Susan Boyd, Jim Clarke, Jan Cochran, Fern Davis, Deb Fick, Connie Harris, Judy Madsen, Ann Mettille, Pauline Miller, Donna Reha, Mary Roth, Donna Sasseen, David Williams
- **1,000+ hours:** Pat Clarke, Myra Davisson, Zouheir Zundi
- **1,250 hours:** Karen Johnson, Judy Obr, Betty Oglesby, Helen Phelan, Jean Smith, Keith Thayer, Janet Vincent, Kris Westphal, Janet Wright
- **1,500 hours:** Barb Boudreau, Janice Hining, Maggie Mears, Judith Parkhurst, Glennis Stutzman
- **1,750 hours:** Donna Besgrove, Bonnie Bryce, Harlan Ferguson, Marsha Karniski, Jerry O'Brien
- **2,000 hours:** Jan Christensen, Sue Clemens, Teresa Cox, Bernie Mahoney, Shirley Pate, Chris Reynolds, Jan Stier, Nancy Thayer
- **2,250 hours:** Peg Colony, Rose Meer, Tom Meyers
- **2,500 hours:** Karen Sivitz
- **3,000 hours:** Donna Welsh
- **3,250 hours:** Donna Tjaden
- **3,500 hours:** Pat Ephgrave, Kay Full, Linda Schrock
- **4,000 hours:** Janet Plumer
- **4,250 hours:** Mary Ann Colloton, Anna Geyer
- **4,500 hours:** Wilma Evans, Jay Rhiner
- **5,000 hours:** Carole Moore
- **5,500 hours:** Jean Whiting
- **6,000 hours:** Salam ElKhoury
- **6,250 hours:** Marvalene Hendrickson

- **6,750 hours:** Florence Martinson
- **8,500 hours:** Bill Hutcheson
- **8,750 hours:** Anita Spenler
- **9,750 hours:** Donna Deatsch
- **10,500 hours:** Dorothy Schottelius
- **10,750 hours:** Rhoda Vernon
- **26,500 hours:** Dixie Jurgens

***Congratulations to all and thank you for your service!***

***Volunteer Services News***

In an effort to improve communications, Volunteer Services has begun a monthly email update called **“First Fridays.”** Please be sure to call the Volunteer office at 356-2515 if you have NOT been receiving these emails so we can update your email address. Thank You!



Sherle Kasik, Lt. Governor Patty Judge, Anita Spenler, Edith Summers (L to R) at Governor's Volunteer Award ceremony in Ottumwa, Iowa on October 17, 2008.



Emily Thomas, Andrea Knepper, Lt. Governor Patty Judge, Laura Akers (L to R) representing the Preemie Project at Governor's Volunteer Award ceremony in Ottumwa, Iowa on October 17, 2008.

## ***Letter From the Director***

Dear Volunteers,

Our spring college student orientation was this past Sunday, and we welcomed over 200 new college student volunteers and 300+ returning to service! Could you feel the energy emanating from the 8<sup>th</sup> floor? It is always one of my favorite times of year, seeing all those young, eager faces, urgently selecting their weekly volunteer shifts for the semester. Kudos to these young people who choose to contribute time at our hospital. They keep our program vital and we are so fortunate to benefit from their talent and energy.

Volunteer Services has recently added a "Special Projects" link on our home page under "Become a Volunteer." Many people are unable to make the commitment required to become a regular hospital volunteer, and we hope to encourage them to consider other ways they might improve the experience for our patients and families. Please take a moment to review our content and let me know if you have any suggestions for improvements: <http://www.uihealthcare.com/depts/volunteerprogram/specialprojects.html>.

I also want to mention that even though I'm no longer "on display" in the glass hallway, I hope you will take a moment to walk back to my office to say hi. I want to know how things are going for you and hear your thoughts. It is through these conversations that I truly feel the pulse of our department. And, I do enjoy your company! So please, if my door is open, come right past that front desk to say hello.

And finally, I would like to pass on to you a nice note shared with me recently:

*Thank you so much for your kindness when my daughter was in the Children's Hospital. She loves the sock monkey—he's adorable! My daughter is healing up well from her appendectomy. We really appreciated how nice you were...Thanks again!*

This note could have been sent to any of a number of our volunteers here, and is simply another reminder of how a few minutes of your caring makes such a difference for our patients and families.

With thanks for your service,

Jean



Cameron Ackerland and her mother, Melissa enjoyed the *Here's Looking at Me* activity in the Fourth Floor Salon on November 5, 2008. This program provides a day of fun in the Salon for pediatric patients and siblings. Children get their hair and nails done, receive temporary tattoos, hats and accessories, and have a glamour picture taken at the end of the day as a memento.



Greg Bligard, Abraham and Robert Rodriguez, and Adam Schwertner (L to R) at the College Student Volunteer Fall Appreciation Event at UI Hospitals & Clinics on October 26, 2008.

***Kindness is always fashionable!***

***-Amelia E. Barr***

***Wild Rose Gifts and Fourth Floor Salon Events***  
Wild Rose Gifts hosted two great holiday events in December. Sales were brisk! Many thanks to Bernie Mahoney, Jean Smith, Shirley Sterner, and Rhoda Vernon for helping at these events! Outback bowl apparel debuted to rave reviews. Over 450 bowl t-shirts and 100 buttons were sold to the Hawkeye fans prior to the bowl game on January 1, 2009. Thanks to all our great gift shop volunteers for making December 2008 our best ever!

The Fourth Floor Salon held their annual Product Fair on December 9 and 10, 2008. Despite the winter weather, the event was a success. Thank you to all of the volunteers; Connie Becker, Brenda Barbour, Sean Linn, Jean Smith, Dave Williams, Marsha Hamer, Sally Kruse, Jo Billings, Judy Musser, Casey O'Connell, Chris Reynolds, Donna Deatsch, Kathy Meisner, Pat Ephgrave and clients who came to support the sale! The Salon continues to hold Look Good Feel Better® classes and plans to offer a new class at the Hope Lodge beginning January 27, 2009. This program was also featured in an *Iowa City Press Citizen* newspaper article on Sunday, January 11, 2009.

### ***Your earnings at work...***

***The Volunteer Services Advisory Board approved the following fund requests totalling \$42,630.50:***

- Rhonda Evans, Nursing, 7RCS: \$200 to purchase stamps and sympathy cards to send to families of patients who have passed away.
- David Carey, Radiology, 0400JCP: \$500 to purchase rewards, toys, etc. for children undergoing an MRI procedure.
- Mary Kay Kusner, Palliative Care, 3766 JPP: \$100 to purchase the book Preparing the Children: Information and Ideas for Families Facing Terminal Illness and Death to help children/grandchildren deal with death.
- Helen Rittenmeyer, 3BT, Urology Clinic: \$2000 to purchase a 42 in LCD TV in the waiting room to be used with tapes to create a peaceful setting (music and pictures of peaceful scenery).
- Betsy Crompton, Family Care Center, 01212PFP: \$1000 to purchase reward items for children (e.g. stickers, sm. Prizes, specialty bandages) after immunizations, procedures and/or health maintenance visits to help provide a more positive health care experience for children and staff.
- Rhonda Fruhling/Vicki Kraus, Diabetes Nursing, 4555 JCP: \$1000 to purchase pedometers for adult patients with diabetes enrolled in an outpatient diabetes self-management education program to help motivate them to increase their physical activity (to improve blood sugar control, decrease blood pressure and decrease cholesterol).
- Twyla Goritz, PACU, 5JCP: \$1,200 to purchase pamphlets which contain answers to frequently answered questions regarding the day of surgery to provide information and decrease stress.
- Kelly Tungesvik, Nursing, 4 JPW: \$99 to purchase bereavement resources (sympathy cards to be sent to family members of patients who have passed away).

- Cathy Willoughby, Nursing, 4555 JCP: \$12,672 to purchase Restrain Reduction Activity Kits reducing the use of restraints on the adult inpatient units.
- Reba Williams, Nursing, 4 JPW: \$100 to purchase electric hair dryers to be used by inpatient oncology patients recovering from surgery.
- Carol Strabala, Nursing, 3 RCP: \$400 to purchase 4 DVD payers {2 for 3RCE & 2 for RCW} to show patient teaching videos to patients receiving Coumadin or Lovenox.
- Shelly Maharry, Patient Representative Program, C100A GH: \$1100 for the purchase of pagers to be used by visitors of the DOSL. Pagers would allow the overflow of visitors/families of surgical patients to wait in areas other than the small DOSL.
- Joelle Jensen, Nursing/MSS Division, 4555 JCP: \$2240 for the purchase of paper/pens to be used at the bedside by patients so that they can write down questions they want to ask nurses, physicians or other health care providers to increase patient satisfaction and compliance.
- Mary Kay Kusner, Palliative Care, 124 GH: \$4512.70 for the purchase of Memory Journals to be used by dying patients to assist patients/families express their grief and to enable patients to record their legacy for bequeath to their families.
- Stephanie Gogel, Otolaryngology, 21037 PFP: \$530 to purchase self help books for tinnitus patients.
- Mary Somerville, Rehabilitation Therapies Education Services, 1713 JPP: \$1000 to purchase of DVDs (Circle of Courage) to replace older VCR tapes to be used by patients/families when they miss a session.
- Jill Adams, Nursing, 3JPW: \$500 to be used to pay for converting VHS tapes into DVDs and to make copies to send home with patients who have trachs, laryngectomies and gastrostomy tubes.
- Kim Hawkins, Rehabilitation Therapy (music Therapy), 0733 JPP: \$3940 to be used to build the Music Therapy Program for Adult Patients (establishment of a digital music library, digital music, one iPod and 3 Walkman-type portable stereos) for the purpose of decreasing patient anxiety and pain perception and offering relaxation and stress management tools to promote expression of emotions and grief thereby enhancing patient quality of life.
- Curtis L. Long, Nursing, 4555 JCP: \$2168.80 to purchase patient education booklets to be used in all areas of the Behavioral Health Services Division.
- Robin Hennes, Patient Focus Committee, W 172 GH: \$7,368 to purchase pilot sleep kits to loan to patients to promote a more restful sleep.

***Proceeds from Volunteer Services businesses and partnerships benefit patients and families at UI Hospitals and Clinics and make these donations possible...***

***Thanks for your support!***

### ***Did you know?***

Did you know the East Dining Room at the Hope Lodge was sponsored by Volunteer Services' generous donation of \$100,000? The Russell and Ann Gerdin American Cancer Society Hope Lodge opened on September 30, 2008. The Hope Lodge, with 28 rooms for patients and caregivers, is open to anyone age 18 and older who has been diagnosed with cancer and is actively receiving outpatient cancer treatment in Iowa City, at the Holden Comprehensive Cancer Center, Mercy Hospital, or the Veterans Affairs Medical Center on a first come, first serve basis. The Lodge is located behind the Ronald McDonald House.

### ***Hospital News***

#### ***Hush Campaign Initiative***

A quite, restful atmosphere has been proven to help patients recover. All faculty, staff, and volunteers, no matter what their jobs, are responsible for keeping down the noise in inpatient nursing units, especially at night. UI Hospitals and Clinics has initiated a "Hush Campaign" to address this issue.



"Shh" buttons are available to all faculty, staff, and volunteers at the Main Entrance Lobby information desk between 6 a.m. and 8 p.m., Monday – Friday.

#### ***University of Iowa Healthcare Forums:***

Please plan to attend a forum on Wednesday, February 11, at 12 noon or 5:30 pm in the East Room. Anyone working or volunteering at UI Hospitals and Clinics and the UI Carver College of Medicine is invited to attend. Vice President Jean Robillard and other leaders will introduce the integrated strategic plan and provide updates on other pressing matters. A question and answer period will follow. Please be sure to wear your

volunteer badge and stop by the Volunteer Services Office and we can walk down to the forum together.

#### ***Reminder: 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). Those who have had a skin reaction to the test in the past are required to have an annual TB signs and symptoms review in 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. Be sure to wear your photo id badge. This annual review is mandated by law and hospital policy and compliance is a condition of continued employment for all UIHC employees, students and volunteers. Thank you for protecting yourself as well as our patients by complying with this important regulation.

#### ***Photo ID badges/Appearance Policy***

Please be sure you to wear an updated badge at all times and follow the professional appearance policy while on volunteer duty at our hospital.

Feb. 13 Wild Rose Gifts Valentine's Day Event –  
in store

Mar. 5 Wild Rose Gifts and Wild Rose Books  
Late Night Hours – in stores

Mar. 12 1,000+ Hour Luncheon

Mar. 18 Wild Rose Gifts Jewelry Event – in store

Apr. 15 Wild Rose Gifts Garden Event – 1<sup>st</sup> Floor  
Pappajohn Lobby

Apr. 19-  
25 National Volunteer Week

May 5 Wild Rose Gifts Mother's Day Event

May 25 University Holiday – Offices Closed