

## Volunteer Services Self-Guided Scavenger Hunt

University of Iowa Hospitals & Clinics (UIHC) and UI Stead Family Children's Hospital (SFCH) are very large facilities! Many of our patients and visitors come from small towns across Iowa, our hospitals may have more people here on any given day than the entire population of their hometown! We hope this scavenger hunt helps you become more familiar with services and amenities available to patients and visitors, and more comfortable directing patients and visitors encountered in our hallways. **Volunteers who complete the hunt within the first month of volunteering will be credited an additional hour of volunteer time. Have fun!**

### The Basics

There are four UI Health Care parking ramps:

- Parking Ramp 1** – near Boyd Tower, it is not directly connected to UIHC or SFCH
- Parking Ramp 2** – is an underground garage with UIHC two entrances, one entrance is in SFCH, the other is through the Skywalk on Level 2 RCP
- Parking Ramp 3** – connected to Level 2 RCP by a skywalk and referred to as the “Clock tower ramp”
- Parking Ramp 4** – two connected ramps with multiple entrances/exits, also connected to the Field House

Visit our entrances and try to identify which parking ramp(s) are closest:

- UI Health Care Main Entrance** – Near Ramp(s): \_\_\_\_\_  
*Check out the GREAT information in the brochure racks behind the Main Info desk*
- Pomerantz Family Pavilion (PFP), Level 1** – Near Ramp(s): \_\_\_\_\_
- Pomerantz Family Pavilion (PFP), Level 2** – Near Ramp(s): \_\_\_\_\_
- SFCH Main Entrance** – Near Ramp(s): \_\_\_\_\_
- Fountain Entrance** (temporarily closed) - Near Ramp(s): \_\_\_\_\_

Patients, visitors, and staff have multiple dining options, 24/7. Visit the places to eat listed below:

- Rooftop Café and Terrace** – a Volunteer Services-sponsored business! (Elevator D, Level 8)
- Atrium Dining Room** (Elevator D, Level 7) – Atrium is only open for lunch service and has a more gourmet menu selection. It is popular among staff, but is open to volunteers, patients, and visitors
- The Marketplace** (Fountain Entrance Lobby) – this is the only dining option that is open overnight for staff, patients, and visitors.
- Fountain Dining Room** (Elevator C, Level 1) – open for breakfast & lunch with many options (grill, deli, sushi)
- Compass Express** (Elevator C, Level 1) – check out the F’Real machine!
- Melrose Dining Room** (Elevator L, Level 5) – located close to the surgery centers, specialty clinics, and infusion suites with options for breakfast and lunch
- Children’s Café** (SFCH, Level 1) – this is the only dining option in UI SFCH and is open for breakfast, lunch, and dinner. They cater to customers of all ages
- Bread Garden Cafés** (four total) – Main Entrance lobby, Fountain Entrance lobby, PFP West (Elevator M, Level 1), SFCH Gerdin Family Lobby

**Outpatient Clinics** – These clinics see many patients but can sometimes be hard to find. Navigate to each one:

- Dialysis Clinic** (Elevator BW, Level 3)
- Digestive Health Center** (Elevator F, Level 4)
- Neurosurgery Clinic** (Elevator H, Level 1)
- Orthopedics Clinic** (Elevator I, Level LL)
- Heart and Vascular Center** (Elevator I, Level 4)
- Ambulatory Surgery Center** (Elevator L, Level 4)
- Hospital Dentistry** (Elevator L, Level 5)

## WOWs

University of Iowa Health Care provides outstanding clinical care, but our amenities also improve the patient experience. Here are some “best kept secrets” to share with patients and families.

- **Stead Family Children’s Hospital**
  - **Kaleidoscope Gift Shop and Safety Store (Level 1)** – talk to a safety store staff member! Let them know you are a volunteer completing your scavenger hunt and learn more about the safety store’s mission.
  - **Weathervanes (Level 1)** – these tall pillars are definitely a WOW! Fun fact – Volunteer Services funded these weathervanes. Look closely – each weathervane has two Iowa cities listed. Can you find the one that has **Des Moines** and **Le Mars**?
  - **Bejeweled tricycle (Level 2)** – can you find the name of this piece of artwork?
  - **Sloth painting with a pink background (Level 2)** – the sloth painting is located near the Pediatric Specialty Clinic
  - **Level 12** – be sure to use the “off-stage”/staff only elevators to go up to the top floor. Once you are up there, spend some time look at all the remarkable artwork, the views, and the different spaces.
- **University of Iowa Hospitals & Clinics**
  - **Grand pianos** – there are three pianos throughout UIHC
    - Elevator D, Level 8 – right in our very own Rooftop Café lounge!
    - Elevator F, Level 1 – located in the John Colloton Pavilion (the one with all the mirrors).
    - Elevator I, Level 5 – this piano is located in the Found Lounge before Melrose Dining Room and Elevator L.
  - **Boyd Tower Architecture (Elevator A, Levels 1-7)** – Boyd Tower is one of the oldest parts of UIHC. Browse the architecture on each of the floors. Are you able to find the gargoyle or dragon?
  - **Fourth Floor Salon (E424 GH, Elevator B, Level 4)** – the salon is a Volunteer Services-sponsored business serving patients, visitors, and staff. Talk to one of the cosmetologists about the great things they do! Let them know you are a volunteer completing your scavenger hunt.
  - **“The Bait Shop” (Elevator F, Level 3)** – this one may be a little harder to find if you don’t know what you’re looking for. Keep an eye out for an art case containing a bait shop. You’ll be amazed at all the details!
  - **Van Gogh-inspired Herky (Elevator I, Level 2 Skywalk)** – do you recognize which of Van Gogh’s pieces was the inspiration for this Herky?
  - **Joyce P. Summerwill Patient & Visitor Activities Center (PVAC) (Elevator F, Level 8)**
    - The Patients’ Library – ask for an overview of their terrific resources!
    - The iron lung, pediatric exam table, and scale in Medical Museum A
    - Helipad view from Elevator F – you might even get a glimpse of our AirCare team
    - **Bring your completed scavenger hunt to the VSO within one month of starting service here to receive an additional hour of volunteer time and pick up a treat while you are there!**

What surprised you the most?

Was there anything else you saw during your “hunt” that was a WOW?

What other amenities have you found especially helpful?

Thanks for taking the time to become familiar with our facility and amenities. Remember, the most important thing is to be ready to greet, break the ice, and SHARE about the awesome patient and family services available here.

**“Hi, I’m (first name), I’m a volunteer here, can I help you find anything today?”**

We’d love to hear your thoughts and suggestions. Email us at [volunteerservices@uiowa.edu](mailto:volunteerservices@uiowa.edu)!