



First Friday Newsletter

January 5, 2018

Volunteer Services - University of Iowa Hospitals and Clinics



Volunteer Services, did you know...

Volunteer Services is able to make a significant impact on the patient and family experience at UIHC because of YOU, our amazing volunteers. But are you aware of all the programs and services that are made possible because of your service?

Requests funded through the 2017 Contributions and Donations process were [just posted](#) by the Volunteer Services Advisory Board. Each month we will feature a patient and family service or program that was made possible because of YOU.

As we wrap up the holiday season, did you know...

that every holiday season volunteers help create a welcoming environment for UIHC patients and families by supporting programs and events. A few of the ways that volunteers assisted this holiday season include:

- Cutting out and hanging every angel hung on the Angel Tree, each representing an inpatient identified by a member of our Child Life & Rehabilitation therapy team who would be at UIHC over the holidays. Once again, *every angel* on the UIHC Angel Tree was adopted with over 300 gifts contributed.
- To date, over 290 pairs of socks from the Warm the Sole sock drive have been collected by volunteers. These socks are donated to the United Way for distribution to local individuals in need.
- Wild Rose Gifts, Fourth Floor Salon, and special event volunteers made numerous special lobby fundraising events possible during the holiday season. Thousands of dollars were generated and the proceeds from these events support programs that benefit patients and their families.
- From Norfolk pines to warm fuzzy socks, volunteers delivered a gift bedside to every inpatient at UIHC to show our patients and families that we care.

Thank you to all of the volunteers who served this holiday season. You helped make the season brighter for our patients and families.

Hospital News

Cheers to 2017, and here's to an even better 2018!

In her most [recent blog post](#) Chief Medical Officer, Dr. Teri Brennan, reflects on accomplishments the UIHC team has achieved over the past year and shares her hopes for 2018. We thank you for the difference you have made at UIHC, and look forward to

continuing to help you make an impact in 2018.



2017 was a great year to be a Hawkeye. Take a look at the video above to see what made it such a memorable year at the University of Iowa.

Patient and Family Stories

From Pediatric Inpatient Unit:

'Worked with a patient on science homework. Thank goodness it was 7th grade!'

From Volunteer Services Office:

'The most meaningful experience for me this month has been taking the leftover Rooftop Cafe soups, sandwiches, and other items to family members in DOSA. It is evident they appreciate it so much and it's nice to be able to make a difficult day a little bit easier.'



Vinny gets to live out his dream of making a monkey snow angel!

Getting to Know You

The Volunteer Services Office team is a large group of individuals, all of whom have a significant role in supporting volunteers, staff, businesses, and patient and family programs. To keep the introductions rolling, we will pose a question each month to these full-time staff, hourly staff, and volunteers, as an opportunity for *YOU* to get to know *US* better.

This month's question is:

'What is something you've been meaning to try, but haven't yet gotten around to?'

Jean Reed, Director: 'Visiting New Orleans, but it's on my calendar this year!'

Tera Kringle, Volunteer Coordinator: 'Ride a hot air balloon'

Tom Compton, Administrative Coordinator: 'Sky diving'

Stacey Jackson, Volunteer Office Receptionist, 'I've been wanting to take a karate class!'

Marissa Meade, Volunteer Office Support Staff, 'Learning to play the piano or guitar'

Hospital Events

January 1 through 31

Helen K. Rossi Volunteer Guest House Drive: During January the Rossi Guest House is asking for donations of household, toiletry, and non-perishable food items, as well as new clothing. For a full list of items, please refer to posters located throughout the hospital. An easy way to help is to bring home hotel toiletries from your travels! Items can be brought to the UIHC Concierge Services, near the main entrance.

January 15, University Holiday

Volunteer Services office will be closed.

January 15, Volunteer Services

Spring College Student Volunteer Orientation

November 21 through January 31

Warm the Sole: Buy an extra pair of socks while you're out shopping, and donate them to the sock clothesline, sponsored by the UI Hospitals and Clinics Holiday Committee. New socks are needed to decorate the clothesline located in the Main Lobby. Items will be donated to the local United Way for distribution through local nonprofits like the Shelter House, Elder Services, Big Brothers & Big Sisters, and Four Oaks.

Volunteer Services Recipe Competition

Have a recipe to share? Submit your favorite recipe for February and if your recipe is chosen for the February First Friday Newsletter, you will win a Volunteer Service Gift Card!

Volunteer Services Recipe
Loretta McGroary's Curry Pumpacorn Soup



Ingredients:

- 2 tablespoons butter
- 1 cup finely chopped onion
- 4 cloves minced garlic
- 4 cups chicken broth
- 1 pumpacorn (available seasonally from UIHC volunteers Ellen & Alysia Haman) or butternut squash - peeled, seeded, and cut into 1-inch pieces
- 2 teaspoons curry powder
- 1 teaspoon salt

- 1/2 teaspoon ground cumin
- 1/4 teaspoon cayenne pepper
- 1/2 cup half-and-half
- 2 tablespoons honey

Directions:

1. Melt butter in a large pot over medium heat. Cook and stir onion and garlic in hot butter until softened and browned, 10 to 15 minutes.
2. Stir chicken broth, squash, curry powder, salt, cumin, and cayenne pepper into onion mixture. Bring mixture to a boil, reduce heat to low, and simmer until squash is tender, about 15 minutes. Remove from heat. Stir half-and-half and honey into squash mixture.
3. Pour squash mixture into a blender no more than half full. Cover and hold lid down; pulse a few times before leaving on to blend. Puree in batches until smooth.



First Friday Newsletter

February 2, 2018

Volunteer Services - University of Iowa Hospitals and Clinics

FLU PREVENTION TIPS



Limiting Visitors due to Influenza

University of Iowa Hospitals and Clinics is advising a visitor limit because of the high number of influenza cases in our community.

We strongly recommend limiting visitors to two at a time per patient and encourage visitors to keep children at home.

If visitors have any of the following symptoms, they should stay home:

- Fever
- Cough
- Sore throat
- Body aches

This is true for volunteers, too! Here is a [matrix comparison](#), and remember, it is possible to catch and spread the flu even if you have been vaccinated. Practice hand hygiene consistently to protect yourselves and our patients!

Volunteer Services, did you know...

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Requests funded through the 2017 Contributions and Donations process were just posted by the Volunteer Services Advisory Board. Each month we will feature a patient and family service or program that was made possible because of YOU.

Did you know...

Volunteer Services funded a Chester Chest for the Holden Comprehensive Cancer Center of the Quad Cities, an outreach location. This Chester Chest will be used for patient experience for competency testing, training, skills assessment, fluid infusion, blood withdrawal and dressing securement techniques!



Chester Chest, a lifelike model of the human torso

Hospital News



CEO Ken Kates announces retirement

University of Iowa Health Care Associate Vice President and UI Hospitals and Clinics CEO Kenneth P. Kates, MBA, has announced his intention to retire in summer 2018. "I am so grateful for all the amazing people I've had the opportunity to work alongside," says Kates, who has spent nearly 40 years in health care operations and leadership. Read the full story on Kates' retirement through [this link.](#)

Patient and Family Stories

From NICU:

"A sibling of a NICU kid came up to me and saw my badge and said "Howdy, how are you doing today? Would you like to play with me I could really use some company?" So

I went and did my first sibling support thing. The mom approached me afterwards when I was leaving at the end of my shift and said she was so grateful that I'd gone out my way to make her son feel better in a stressful time."

From Cancer Inpatient Unit:

"When I was stocking a room, one of the patients said to me "you know... everything you do around here I really appreciate." It was just one of those things that really made me feel like the things I do don't go unnoticed."



Getting to Know You

The Volunteer Services Office team is a large group of individuals, all of whom have a significant role in supporting volunteers, staff, businesses, and patient and family programs. To keep the introductions rolling, we will pose a question each month to these full-time staff, hourly staff, and volunteers, as an opportunity for *YOU* to get to know *US* better.

This month's question is:
'What is your favorite candy?'

Jean Reed, Director: 'Reese's Peanut Butter Cups'

Tera Kringle, Assistant Director: 'I cannot turn away an Almond Joy'

Tom Compton, Administrative Coordinator: 'Reese's Peanut Butter Eggs'

Jeremy Marks, College Student Leader Board Chairperson: 'Risen Caramel Chocolate'

Hospital Events

February 13, Volunteer Services

Community Orientation

February 14, Volunteer Services

Valentine's Day Floral Deliveries. This is a busy and fun day filled with floral deliveries!

Please email [Volunteer Services](#) if you are interested in delivering floral arrangements to patients and staff across the hospital.

Volunteer Services Recipe Competition

Have a recipe to share? Submit your favorite recipe for February and if your recipe is chosen for the March First Friday Newsletter, you will win a Volunteer Services Gift Card!

Volunteer Services Recipe

Kay Seagren's Chocolate Caramel Bars



Ingredients:

- 1 (18 oz) box German chocolate cake mix
- 2/3 cup evaporated milk
- 3/4 cup melted butter
- 1 cup chocolate chips
- 14 oz. bag of caramels

Directions:

- Mix together the German chocolate cake mix, 1/3 cup evaporated milk, and melted butter
- Pour half of this mixture into a greased 9x13 pan
- Bake at 350 degrees for 6 minutes
- Remove from the oven and sprinkle with 1 cup of chocolate chips
- Melt 1/3 cup evaporated milk and 14 oz. bag of caramels together and spread this mixture over the baked cake and chocolate chips
- Top with remaining cake mixture and return to the oven to bake for 15-18 minutes



First Friday Newsletter

March 2, 2018

Volunteer Services - University of Iowa Hospitals and Clinics

Volunteer Services Spotlight: Kaleidoscope Gift Shop & Safety Store



An entirely new kind of venue in the Midwest, the Kaleidoscope is a partnership between Wild Rose Gifts and the Safety Store. This unique, expansive space offers a retail experience specifically designed to welcome, engage, comfort, and protect pediatric patients and their families. Kaleidoscope has a diverse inventory of safety products specifically designed for children with special health care and educational needs, as well as traditional safety equipment. A catalog of the store's inventory is kept current on their [website](#).

A convenient lobby location supports the store's outstanding car seat installation program. Anyone may schedule an appointment with one of the child passenger safety technicians to

ensure your car seat is properly installed, no matter where it was purchased! The shop also features a larger-than-life interactive Kaleidoscope display. Come join the fun Monday - Friday 9:00 AM - 5:00 PM; Saturday 9:00 AM - NOON.

Volunteer Services, did you know...

Volunteer Services is able to make a significant impact on the patient and family experience at UIHC & SFCH because of YOU, our amazing volunteers. But are you aware of all the programs and services that are made possible because of your service? Proceeds from Wild Rose Gifts, Kaleidoscope Gift Shop & Safety Store, Fourth Floor Salon, and Rooftop Café & refreshment carts are used to benefit the patient and family experience.

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Did you know...

Volunteer Services funded SnuggleUp positioning aids to be utilized on the Neonatal Intensive Care Unit (NICU). To help explain how these aids are used in the NICU, Volunteer Services reached out to Emily Spellman, MSN RNC-NIC.



SnuggleUp positioning aid

Emily shared that NICU patients are susceptible to many developmental challenges that may have a long-term impact on quality of life, including environmental stressors. These positioning aids can ease the transition from the womb and help keep babies in a proper position when they are in bed. Positioning devices such as this provide support for the infant's immature posture, tone, muscle control, and developmental patterns to promote musculoskeletal development. This benefits the infant by enhancing self-regulation and physiological stability and in turn allowing for more time for sleep.

Hospital News

National Volunteer Week is next month! Stay tuned for events and activities highlighting the outstanding contributions YOU make at UIHC.



NATIONAL
VOLUNTEER
WEEK

APRIL 15 - 21

Volunteer Events

Thursday, March 8 from 9 a.m to 4 p.m. in the Fountain Lobby sponsored by the Fourth Floor Salon

Good Hair Day event! Don't miss out on this lobby event where Nioxin, OPI and GHD tools will be featured!

Tuesday, March 13 & Wednesday, March 14 from 10 a.m to 4 p.m. in the Fountain Lobby sponsored by Wild Rose Gifts

Masquerade Jewelry Sale! They're back! Inexpensive jewelry and accessories just in time for

spring

Saturday, March 17 in Wild Rose Gifts

St. Patrick's Day! Don't be seen without your green! Wild Rose Gifts already has all of your St. Patty's gear.

Sunday, April 1 in Wild Rose Gifts

Easter! Stop by Wild Rose Gifts now for Easter outfits, Easter basket items, and spring handbags!

Patient and Family Stories

From Orthopedic Clinics:

"I just finished up doing a 3 week long project over in the spine clinic. I assembled 20 grant binders and made hundreds of copies of all different sorts of papers. It was very time consuming but I enjoyed getting to know all the doctors and receptionists and they were all so grateful for me every time I was working on the binders!"

From Mother Baby Care Unit:

"Today I restocked 3 rooms, stripped 2 rooms, and made a bunch of folders. It was busy for the most part. I also got to help a family to their car when discharging. **It was so rewarding to help them on their first step outside the hospital with their new baby girl.**"

From Center for Disabilities and Development:

"Today was my first day back after break! It was really great to be back in the hospital again! I spent the morning making copies and helping a family with their kids. **It was really great getting to talk to the family and get to know them on a personal level!!**"

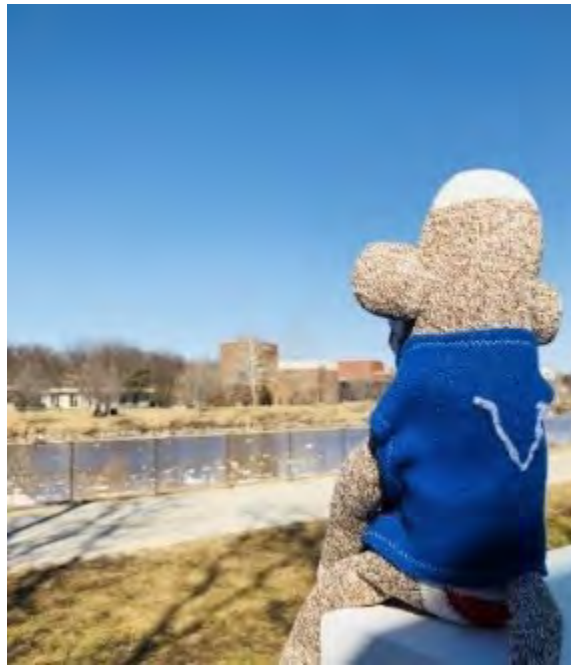
From Patients' Library:

"Today I helped a patient set up his Facebook account. It was heartwarming to see his excitement being able to reconnect with family members. **I loved the patient interaction [and was reminded] of why this unit is so special.**"

Hospital Events

March 29, Volunteer Services

Volunteer Information Session



Getting to Know You

The Volunteer Services Office team is a large group of individuals, with a significant role in supporting volunteers, staff, businesses, and patient and family programs. To keep the introductions rolling, we will pose a question each month to these full-time staff, hourly staff, and volunteers, as an opportunity for *YOU* to get to know *US* better.

This month's question is:

What is your favorite activity to do locally and why?

Jean Reed, Director: "I love to visit Fireside or Cedar Ridge Winery on Sunday afternoons when the weather warms up a bit. We take the dogs and enjoy live music and views of the

beautiful countryside!"

Tera Kringle, Assistant Director: "We really enjoy canoeing out to Lake McBride beach, going for a swim, and then canoeing back to the car. It's a great way to spend a summer afternoon."

Tom Compton, Administrative Coordinator: "Going to a brewery and sitting outside."

Linda Schrock, Volunteer Office Receptionist: "Attend my granddaughters' ball games."

Deepon Sarkar, Volunteer Office Support Staff: "I try to go to FilmScene whenever I can. I enjoy watching movies, and they are always showing interesting indie films."

Volunteer Services Recipe Competition

Have a recipe to share? Submit your favorite recipe for March and if your recipe is chosen for the April First Friday Newsletter, you will win a Volunteer Services Gift Card!

Volunteer Services Recipe *Chris Reynolds' 4-Hour Stew*



This recipe is easy to fix and you can add other veggies, such as green beans or peas. Chris says it is really tasty on a cold night!

Ingredients:

3/4 teaspoons Bouquet Garni (Spice Islands)
2 teaspoons salt
1 tablespoon sugar
2 1/2 tablespoons tapioca
2 pounds stew meat
1 medium onion, sliced
1 green pepper, sliced
1 cup diced celery
6 carrots, cut in chunks
4-5 potatoes, cut in chunks
1/4-1/2 cup wine
1 cup V-8 Juice

Directions:

1. Mix together Bouquet Garni, salt, sugar, and tapioca
2. Put meat and veggie mixture into a casserole dish, sprinkle the dry mixture over it, and stir
3. Pour wine and V-8 Juice over the mixture and stir well
4. Cook at 250 degrees for 4 hours (Chris usually stirs it after 2 hours)

Enjoy!



First Friday Newsletter

April 6, 2018

Volunteer Services - University of Iowa Hospitals and Clinics



NATIONAL
VOLUNTEER
WEEK

APRIL 15 - 21

Celebrating YOU during National Volunteer Week

Please join us in celebration of the wonderful volunteer partnerships at UI Health Care! Your ongoing dedication improves the experience of the thousands of patients, families, visitors, and staff who spend time here each week. Thank you for graciously giving your time and we hope you enjoy volunteering as much as we enjoy having you here!

Some of the many ways we will celebrate volunteering at UI Health Care during National Volunteer Week:

- Visit the Volunteer Services display in the Colloton Lobby Display (Elevator F, Level 1) to learn more about Volunteer Services and volunteer supported businesses
- Stop by and celebrate at a Volunteer Week Open House, Thursday, April 19 from 10-

11 a.m. or 1-2 p.m. in the East Room (Elevator F, Level 8). Enjoy refreshments, crafts, door prizes, and giveaways!

- Visit the UI Health Care website for recognition of hospital volunteers
- Look for Volunteer Spotlights included in the Noon News
- Participate in the Volunteer Services Trivia Hunt to learn about volunteering at UIHC, and enter for a chance to win a \$50 Volunteer Services Gift Card. Trivia Hunts will be available to print from the [Volunteer Services website](#) starting April 16
- Watch for the “We♥Our Volunteers!” stickers proudly displayed by your supporters
- Visit the Java House in the Main Lobby for a special display from Vinny the Volunteer Services sock monkey!
- Visit Hills Bank and Trust Company in the Fountain Lobby (Elevator C, Level 1) to receive a 'thank you' gift

Again, thank you so much for your time. We look forward to celebrating with you during the week!

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Did you know...

Volunteer Services funded AccuVein devices for the Day of Surgery/Admissions unit. These devices display a patient's vasculature on the surface of the skin to assist with placing IV's on the first attempt. It is a handheld system that has been clinically proven to improve first stick success and reduce patient discomfort.



Hospital News



Follow [this link](#) to meet the specialized neonatal and pediatric transport team at University of Iowa Stead Family Children's Hospital! They perform more than 300 transports each year by ground and air to Iowa's only Level 1 Pediatric Trauma Center.

Volunteer Events

Proceeds support programs that benefit patients and their families through Volunteer Services.

Wednesday, April 18 from 9:30 a.m. to 3:00 p.m., in the Fountain Lobby (Elevator C, Level 1) sponsored by the Fourth Floor Salon and Wild Rose Gifts

Garden Event! Spruce up your home and yard with bird houses, bird feeders, silk flowers, planters, plus much more! Wild Rose Gifts will showcase the newest items for spring and garden and staff from the Fourth Floor Salon will feature lotion, polish, and new Spring items!

Thursday, April 19, 10 a.m. to 11 a.m. or 1 p.m. to 2 p.m. in the East Room (Elevator F, level 8)

Volunteer Services Open House Celebrations. Join us for our Open Houses and enjoy refreshments and door prizes!

Wednesday, April 25 & Thursday, April 26, in the Fountain Lobby (Elevator C, Level 1), sponsored by Wild Rose Gifts

Carol Young Event! Come shop for necklaces, bracelets, earrings, and rings. Everything is just \$5, \$10, or \$15!

Patient and Family Stories

From Digestive Health Center:

"I delivered a gift to a patient one time and seeing her face light up with appreciation and excitement really made me happy to be the one to bring it to her."

From Pediatric Intensive Care Unit:

"I saw a sibling, and we played monopoly together for two hours. His dad came in to leave, and he said, 'Can we please stay? We are having so much fun together!' It made me feel really good to make him so happy doing something as little as playing a board game."

From Cancer Inpatient Unit:

"Today, I got caught up with a patient. He said that he'd just been declared cancer free, and he couldn't stop talking about how great he's been taken care of by all the doctors and nurses at UIHC. **Hearing stories like this makes me beyond happy to be a part of this hospital.**"

From Emergency Department:

"I'm getting to know the staff better, which helps me feel a lot more comfortable. **It's nights like these that remind me how important a helping hand is;** whether it be giving a patient a warm blanket or smiling and saying 'hi' to a family while passing in the hall. Truly no act goes unnoticed."

Hospital Events

April 8-14, Patients' Library and Janice & Bruce Ellig Children's Library

National Library Week. Visit the Patient's Library and the Janice & Bruce Ellig Children's Library to celebrate National Library Week. View the [attached flyer](#) for the week's activities!

April 15-21, Volunteer Services

National Volunteer Week. Our chance to THANK YOU for all that you do!



Vinny enjoys playing video games on a rainy day!

Getting to Know You

The Volunteer Services Office team is a large group of individuals, with a significant role in supporting volunteers, staff, businesses, and patient and family programs. To keep the introductions rolling, we will pose a question each month to these full-time staff, hourly staff, and volunteers, as an opportunity for *YOU* to get to know *US* better.

This month's question is:

As they say, April showers bring May flowers! What is your favorite thing to do on a rainy day?

Jean Reed, Director: "A rainy day is inspiration to clean the house in the spring!"

Tera Kringle, Assistant Director: "Putting on our gear and going outside to play!"

Tom Compton, Administrative Coordinator: "Pop a big bag of popcorn and watch a movie!"

Karen Sivitz, Volunteer Office Receptionist: "Since I can't get out in the yard and garden on

rainy days, I really should be scanning photos to digital storage from my mother's album!"

Anne Edwards, College Student Leader Board Chairperson: "Play board games with my family inside!"

Volunteer Services Recipe Competition

Have a recipe to share? Submit your favorite recipe for April and if your recipe is chosen for the May First Friday Newsletter, you will win a Volunteer Services Gift Card!

Volunteer Services Recipe *Joyce Kral's Toffee Refrigerator Dessert*



Ingredients:

- 2 cups finely crushed graham cracker crumbs
- 1 cup finely crushed soda cracker crumbs
- 2/3 cup margarine, melted
- 2 packages vanilla instant pudding
- 2 cups milk
- 1 quart vanilla ice cream, softened

1 carton (4 1/2 oz.) whipped topping

2 Butterfinger candy bars, frozen

Directions:

1. Combine cracker crumbs and margarine
2. Mix thoroughly until all crumbs are coated with margarine
3. Place 2/3 of the crumb mixture in a 9" x 13" pan
4. Prepare instant pudding as package directs using only 2 cups of milk
5. Blend softened ice cream into prepared pudding until smooth
6. Pour over crumbs in a pan
7. Refrigerate until somewhat firm
8. Spread whipped topping over pudding
9. Crush frozen Butterfingers (freezing makes them brittle and easier to crush) and sprinkle over top of dessert
10. Refrigerate several hours or overnight

Enjoy!



First Friday Newsletter

May 4, 2018

Volunteer Services - University of Iowa Hospitals and Clinics



Volunteers recognized at 1,000 Hour Luncheon

Pictured from the left: Jeremy Marks (1,000 hours), Carl Christensen (5,000 hours), Ellen Haman (5,000 hours), Alysia Haman (5,000 hours), Tony Gu (1,000 hours) and CEO Ken Kates

The following volunteers were recognized at the Volunteer Services 1,000 Hour Luncheon on

March 16:

Carl Christensen was recognized for 5,000 hours of service! Carl began volunteering in 1996 and has served in a variety of areas including the Volunteer Services Office, Surgical Neurological Intensive Care Unit Waiting Room, Information Desk, Hospitality Cart, as a Volunteer Services Advisory Board Member in 2003-2004, as well as the Boulware DOS Lounge. Carl was recognized for 1,000 hours in April of 2002.

Ellen & Alysia Haman were also recognized for 5,000 hours of volunteer service. Ellen & Alysia are a mother-daughter volunteer team that joined Volunteer Services in 2001. Ellen & Alysia have previously served with the Patients' Library, the Center for Disability and Development, and currently volunteer with Spiritual Services. Ellen & Alysia were recognized for 1,000 hours in March of 2004.

The following volunteers were recognized for contributing 1,000+ volunteer hours:

- **Tony Gu** is a 2017 University of Iowa Graduate who began volunteering in 2010 in our Pediatric Intensive Care Unit as a College Student Volunteer. In September of 2011 Tony switched to the Volunteer Services Office where he continues to volunteer.
- **Jeremy Marks** began his service in Physical Therapy Outpatients in the fall of 2013. He served here until the spring of 2015 when he was selected to join the College Student Leader Board. This past year Jeremy has served as our College Student Leader Board Chairperson and will graduate at the end of this academic year, and this fall he will begin the Masters in Health Systems Management program at Rush University.

Hospital News

Dr. Brennan recently shared that to support organizational alignment of the patient and family experience, the Guest Services Department will now be a division of the Office of the

Patient Experience. With this change, the Guest Services team, like Volunteer Services, will work closely with the Office of the Patient Experience to continue to enhance the health care experience for all of our patient and family members.



National Volunteer Week!

Thank you for joining us at our Open House events as a part of National Volunteer Week!

We appreciated the opportunity to celebrate YOU and the difference you make at UI Health Care. Click [here](#) to view photos from the Open House Events!

Also, thank you to everyone who participated in the National Volunteer Week Trivia Hunt! If you are curious, the answers to the trivia hunt questions were:

- The Rooftop Café sold over 10,000 bowls of soup in 2017
- Since July 2017, more than 5,000 DVD's have been checked out at the Janice and Bruce Ellig Children's Library
- There are 6 viewfinders on the large kaleidoscope located at Kaleidoscope Gift Shop and Safety Store
- The Fourth Floor Salon provided a total of 1,542 services last year

- Wild Rose Gifts sold 2,494 pieces of caramel last year

[Check out](#) some of our volunteers featured in the Noon News!

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Did you know...

Volunteer Services funded two reclining donor chairs for the DeGowin Blood Center. Laura Collins, RN, BSN, HP (ASCP), and Assistant Manager of the DeGowin Blood Center, requested funding for two new reclining chairs for their whole blood donors. Since it takes about 45

minutes to donate whole blood, it is essential that the chairs are able to accommodate the donors. When donors feel lightheaded, these chairs are critical in lowering the donor's head and raising their feet so they are able to recover more quickly.

Volunteer Events

Proceeds support programs that benefit patients and their families through Volunteer Services.

Modern Fairy Tale Event, Thursday, May 10, 9:00 AM to 4:00 PM, Fountain Lobby (Elevator C, Level 1) sponsored by the Fourth Floor Salon

Modern Fairy Tale event featuring new salon products and packaging. For every \$30 spent, an inpatient child will receive a free service. There will also be drawings and giveaways!

Wild Rose Gifts

Wild Rose Gift Shop is a one stop shop! The gift shop has garden products, gifts, cards, Mother's Day and Graduation gift ideas. Also, don't forget to visit the Kaleidoscope Gift Shop and Safety Store at the Stead Family Children's Hospital where you can purchase a gift card from a variety of vendors, including gas, retail stores, and local restaurants for both your graduate and your mom! Be sure to check out the newly opened playground located just outside of Kaleidoscope.

Patient and Family Stories

From Respiratory Specialty and Comprehensive Care Unit:

"Today I had a lot of patient interaction. I made coffee for one patient, talked about farming with another, and I listened and sang rock music during my last patient visit. **The little conversations while volunteering are so rewarding especially when you make patients smile.**"

From Short Stay Observation Unit:

"Today I helped bring a patient to their car after being discharged. When we got to their car, they decided that a trip to the bathroom would be a good idea so we went

right back into the hospital. Patients are often worried that they are taking up too much of your time and I always reassure them that they are my number one priority. They seem to feel better once I tell them that and I am always glad to help out!"

From Ambulatory Surgery Center:

"I had a very interesting experience taking someone to their car today! There was a Mexican family that spoke very little English (and I speak very little Spanish) who couldn't remember where they parked! We actually had a lot of fun and a lot of laughs trying to give hand signals to each other attempting to communicate. After some trial and error searching through Ramp 4, we finally found their car! Trying to communicate was definitely difficult, but we had a lot of laughs in the process."

From Neurological Specialties Inpatient and Clinic:

"Today I helped field calls at the front desk for the unit. I answered calls and redirected them and helped patients find their way around the unit. I even helped a nurse make an appointment for a patient in ultrasound! Overall it was a great day."

Hospital Events

May 6-12

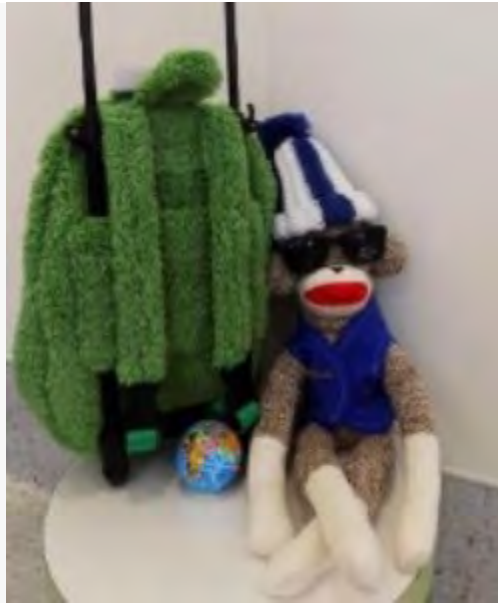
National Hospital Week. Stay tuned for more information!

May 17

Community Volunteer Information Session

May 21 & 24

Junior Volunteer Information Session



Vinny has his suitcase packed and is ready to travel the world!

Getting to Know You

The Volunteer Services Office team is a large group of individuals, with a significant role in supporting volunteers, staff, businesses, and patient and family programs. To keep the introductions rolling, we will pose a question each month to these full-time staff, hourly staff, and volunteers, as an opportunity for *YOU* to get to know *US* better.

This month's question is: *Where is your favorite place in the world?*

Tera Kringle, Assistant Director: "Still looking :)"

Tom Compton, Administrative Coordinator: "Southern France!"

Tanner Thompson, Volunteer Office Support Staff: "Walt Disney World!"

Josh Paxton, Volunteer Office Receptionist: "Okoboji, IA. Home sweet home!"

Volunteer Services Recipe Competition

Have a recipe to share? Submit your favorite recipe for May and if your recipe is chosen for the June First Friday Newsletter, you will win a Volunteer Services Gift Card!

Volunteer Services Recipe

Sally Kruse's Taco Soup



Ingredients:

Do not drain any cans

- 1 can of corn
- 1 small can of green chiles
- 1 can of hominy
- 1 can of Mexican tomatoes with chives
- 1 can of black beans
- 2 cans of tomato soup
- 2 pounds of beef (cooked and drained)
- 1 package taco seasoning
- 1 package dry ranch mix

Directions:

1. Mix all ingredients together in a pot
2. Simmer for 1 hour
3. Garnish with shredded cheese and crushed tortilla chips

Enjoy!



First Friday Newsletter

June 1, 2018

Volunteer Services - University of Iowa Hospital and Clinics

Volunteer Services Spotlight *Rooftop Café & Terrace*



The Rooftop Café is a Volunteer Services business that provides beverages, snacks, soups, and sandwiches to patients, visitors, and hospital staff. These items are made available for sale in partnership with local businesses such as:

- Bread Garden Market
- Cookies N' More
- Leaf Kitchen
- Molly's Cupcakes
- Oasis - The Falafel Joint
- Timmy Flynn's Red Pepper Deli & Grill

Located on the 8th floor off of Elevator D, the Rooftop Café provides a comfortable lounge atmosphere to patients, visitors, and staff. New tables and furniture will be arriving in the next few weeks, so be sure to stop by soon to check out our updated look!

Adjacent to the Café lounge space is the Rooftop terrace. This outdoor patio is open seasonally and has great view of Kinnick Stadium, the hospital campus, as well as Coralville. Every Wednesday during the summer months, you can attend a concert on the terrace, funded by the Rooftop Café and coordinated by Project Art. For a complete list of this year's eleven performances, [click here](#).

Interested in volunteering at the Rooftop Café? Contact [Tom Compton](#) to discuss training and to see if this placement would be a good fit. Volunteers that are interested in serving as a substitute are appreciated!

Volunteer Services, did you know...

Volunteer Services is able to make a significant impact on the patient and family experience at UIHC & SFCH because of YOU, our amazing volunteers. But are you aware of all the programs and services that are made possible because of your service? Proceeds from Wild Rose Gifts, Kaleidoscope Gift Shop & Safety Store, Fourth Floor Salon, and Rooftop Café & refreshment carts are used to benefit the patient and family experience.

Requests funded through the 2017 Contributions and Donations process by the Volunteer Services Advisory Board are posted on our website. Each month we will feature a patient

and family service or program that was made possible because of YOU.

Did you know...

Volunteer Services funded education binders and "Welcome Baby" baskets to be utilized by Fetal Cardiology and the Fetal Heart Program.

Brenda Haag, RN, Fetal Heart Coordinator shared that the binders are provided to the families at the time their unborn baby is diagnosed with a severe heart defect. The binders help families organize heart diagrams and informational books provided over the course of the pregnancy.

The "Welcome Baby" baskets are given to families after the birth of the baby. The baskets aim to give families a little happiness in their day despite uncertain and challenging medical situations.



Volunteer Special Project
Activity Mats



Activity mats are designed to provide a low stimulus activity to soothe patients with dementia that are fidgeting and feeling agitated. These mats help patients focus their attention, stimulate senses, exercise hands, and entertain the users. Activity mats are made by volunteers, and every mat is different depending on how volunteers customize the mats. [Click here](#) for detailed instructions on how to make your own activity mat to donate!

Volunteer Events

Proceeds support programs that benefit patients and their families through Volunteer Services.

Monday, June 11 in Kaleidoscope Gift Shop and Safety Store

Dog Days of Summer: Staff will be highlighting dog plush, giving away Paw Patrol Stickers, as well as fliers on animal safety

Sunday, June 17 in Wild Rose Gifts & Kaleidoscope Gift Shop and Safety Store

Father's Day! Stop by Wild Rose Gifts and Kaleidoscope now to pick out the perfect gift for Father's Day

Tuesday, June 19 from 8 a.m. to 6 p.m. and Wednesday, June 20 from 6 a.m. to 4 p.m., in the Fountain Lobby sponsored by the Fourth Floor Salon

Best Sellers Event! Visit the Fountain Lobby for great deals on our best sellers. 10% off

Aveda, Kenra, OPI, and Biolage!

Thursday, June 21 in Kaleidoscope Gift Shop and Safety Store

Take Me Out to the Ball Game! It's Red, White and Blue in Kaleidoscope! Stop on by to enter a contest for your favorite Midwest baseball team and win a prize



Congratulations to College Student Leader Board member Anya Kim, a recipient of a Fulbright U.S. Student Program grant!

Anya served on both the 2016-2017 and the 2017-2018 College Student Leader Board and volunteered over 490 hours at UIHC. She graduated this May with a BS in biology (neurobiology track), a BA in Spanish, and a clinical and translational science certificate. With her Fulbright Study/Research Award in Medical Sciences to Spain, Anya will work with a neurochemistry group in Barcelona in order to investigate how the activity of the immune cells of the brain can affect amyotrophic lateral sclerosis (ALS), commonly known as Lou Gehrig's Disease. [Click here](#) to see the other Fulbright recipients from the University of Iowa!
Congratulations and best wishes, Anya!

Patient and Family Stories

From Educational Services:

"I played board games with one of the patients which she enjoyed a lot. She doesn't really have people to play with and I could tell it made a big difference in her day."

From Respiratory Specialty and Comprehensive Care Unit:

"Today I had a lot of patient interaction. I made coffee for one patient, talked about farming with another, and I listened and sang rock music during my last patient visit. The little conversations while volunteering are so rewarding, especially when you make patients smile."

From Neonatal Intensive Care Unit:

"I have been able to have a lot of interactions with all of the NICU clerks, and getting to know them has been a lot of fun! We always have a really fun time together and make each other laugh. I get so excited to go to volunteer because I know I will always have a great time interacting with the staff at the hospital."

Hospital Events

June 10, Volunteer Services

College Student Volunteer Summer Reorientation/Orientation

June 11, Volunteer Services

Community Volunteer Information Session

June 14, Volunteer Services

Junior Volunteer Program Begins



Vinny practices his climbing skills on the wall at the Stead Family Children's Hospital Playground

Getting to Know You

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This month's question is: *What is your favorite summer activity?*

Jean Reed, Director: 'I eagerly look forward to the first summer meal of sweet corn and BLT's with fresh from the vine tomatoes!'

Tera Kringle, Assistant Director: 'Bonfires and watching fireflies'

Tom Compton, Administrative Coordinator: 'Enjoying a nice meal on a restaurant patio or on my deck!'

Barb Aultman, Volunteer Office Receptionist: 'Watching my grandchildren play sports and gardening'

Volunteer Services Recipe Competition

Have a recipe to share? Submit your favorite recipe for June and if your recipe is chosen for the July First Friday Newsletter, you will win a Volunteer Services Gift Card!

Volunteer Services Recipe

Brown Butter Toffee Cookies from BJ Wetherell



Ingredients

1 cup unsalted butter

1 cup brown sugar

2/3 cup white sugar

2 eggs room temperature preferred
1 ½ teaspoon vanilla extract
2 ¾ cups all-purpose flour
1 teaspoon cornstarch
1 teaspoon baking powder
1 teaspoon baking soda
¾ teaspoon salt
1 cup milk chocolate toffee pieces (Like Heath Milk Chocolate Toffee Pieces)
sea salt for sprinkling

Instructions

Preheat oven to 350F and line cookie sheets with parchment paper. Set aside.
Cut your butter into Tablespoon-sized pieces and place in a medium-sized saucepan. Melt over medium-low heat.

To Brown the Butter (It's easy, I promise!)

Once butter has melted, increase heat to just above medium heat.

Swirl and scrape the sides of the pan frequently with a wooden spoon or heatproof spatula - the butter will bubble and pop. Once the bubbling/popping slows, the butter will begin to turn brown.

Watch the butter very carefully at this point, and once it begins to brown and you smell the nutty aroma of browned butter, remove from heat quickly and pour into a large, heatproof bowl.

Allow butter to cool for 25-30 minutes before proceeding with the recipe.

Cookie Dough

Add sugars into cooled browned butter, stir well.

Stir in eggs, one at a time, stirring well after each addition.

Add vanilla extract and stir.

In a separate, medium-sized bowl, whisk together flour, cornstarch, baking powder, baking soda and salt.

Gradually add flour mixture to butter mixture, stirring until ingredients are nearly

completely combined.

Add milk chocolate toffee bits and stir until ingredients are well-incorporated.

Drop by heaping, rounded 1 1/2-Tbsp scoops onto prepared cookie sheets, placing at least 2" apart.

Bake on 350F for 10-12 minutes or until edges are just beginning to turn golden brown (cookies should still be quite soft when you remove them from the oven, and may even appear slightly underbaked in center).

Sprinkle lightly with sea salt.

Allow cookies to cool on baking pan for about 3 minutes and then use a spatula to gently scoop beneath them and carefully wiggle them free from the parchment paper, as the toffee tends to stick.

Allow to cool several more minutes and then transfer to cooling rack to cool completely and enjoy!



First Friday Newsletter

July 6, 2018

Volunteer Services - University of Iowa Health Care



Volunteers recognized at 1,000 Hour Luncheon

Pictured from Left:

Back row: Audrey VanRoekel (1,000 Hours), Chief Medical Officer Teri Brennan, Ellen LaGrange (1,000 Hours)

Front row: Medora Hopp (35,000 Hours), and Miriam Canter (15,000 Hours)

The following volunteers were recognized at the Volunteer Services 1,000 Hour+ Luncheon on May 29:

Medora Hopp was recognized for 35,000 hours of service. Medora began creating baby hats for UIHC in 1999 and is also a member of the Monkey Makers group.

Miriam Canter reached an hour milestone of 15,000 hours of volunteer service. Miriam has been a baby hat knitter for UIHC since she joined the volunteer team in 1984. She has also been a baker for Student Leader Board care packages every semester for 10+ years.

The following volunteers were recognized for contributing 1,000+ volunteer hours:

- **Audrey VanRoekel** joined Volunteer Services in September of 2004 as a Volunteer Service Office and Refreshment Cart volunteer. In 2009 Audrey joined the Holden Comprehensive Cancer Center volunteer team in a variety of roles where she continued to serve until June of 2016.
- **Ellen LaGrange** began recording hours in July 2017 as a baby hat knitter.

Volunteer Services, did you know...

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Lindsey Clifford, Clinical Coordinator, and Justin Kahler, Program Coordinator, both with the Holden Comprehensive Cancer Center, hold a booklet for adolescents and young adults diagnosed with cancer.

This booklet is designed to help younger patients get the best care plan by explaining which cancer tests and treatments are recommended by adolescent and young adult cancer experts. Newly diagnosed patients meet with a nurse coordinator to review critical aspects of cancer care. During this face to face meeting the nurse coordinator gives the patient the National Comprehensive Cancer Network Cancer Booklet and

discusses how patients, caregivers, family, and friends, can utilize this resource.

Lindsey shared 'patient and parent feedback so far has been great! Patients' reported that they felt the information was really designed just for them.'

Thank you volunteers for making this special resource available to support our youngest cancer patients!

Hospital News ***S-T-I-C-K***

There is now a faster, easier process for any UI employee or volunteer with a sharps injury or blood/body fluid exposure. Simply dial "S-T-I-C-K" (319-467-8425) to connect with an RN 24/7 who will guide you through the expedited process.

Volunteer Events

Proceeds support programs that benefit patients and their families through Volunteer Services.

Tuesday, July 10 in the Fourth Floor Salon

OPI Sale: One day only: buy 2 OPI Polish and receive 20% off! Be sure to stop by the Fourth Floor Salon today!

Tuesday, July 10 from 9:30 a.m. to 5 p.m., Wednesday, July 11 from 7 a.m. to 5 p.m., and Thursday, July 12 from 7 a.m. to 4 p.m. in the Fountain Lobby, sponsored by Wild Rose Gifts

Lionne Jewelry Sale! Shop 600+ items featuring women and men's jewelry styles. Lionne Designs jewelry is handcrafted in genuine metals, gems and natural stones, all backed by a lifetime guarantee

Tuesday, July 24 from 10 a.m. to 1 p.m. in the Fourth Floor Salon

Tool Event! Fourth Floor Salon will be hosting a tool event demonstrating flat irons and curling tools. There will also be specials on thermal heat protection products.

Patient and Family Stories

From Bone Marrow Transplant:

"Today was my last volunteer shift of the semester. It was a very interesting one! I got to take one patient up to the rooftop for some air, and we had a very good conversation. It felt really good to be able to make her so happy, and I know she was very appreciative. I look forward to returning in the fall."

From Medical Intensive Care Unit:

"Today was a good day! A few patients left or got moved to a different unit, so I helped the CNA strip and clean the rooms. Since I started volunteering, I have gained so much respect and admiration for the nurses and CNAs on the floor. Watching how hard they work with smiles on their faces is so inspiring!"

From Short Stay Unit-OOU:

"Today was a great morning in the unit. I was able to get patient interaction and share stories. One patient felt comfortable enough to tell me personal stories that brought tears. I was able to provide support and comfort to the patient which made them feel very happy. It feels good to be able to make a difference in someone's day; always bring your best qualities to volunteering!"

Hospital Events

July 17, Volunteer Services

Community Volunteer Information Session



Vinny gets an extra-large serving of his favorite ice cream from the Kaleidoscope Gift Shop and Safety Store!

Getting to Know You

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This month's question is: *What is your favorite ice cream flavor?*

Jean Reed, Director: 'Mint Chocolate Chip'

Tera Kringle, Assistant Director: 'Lemon Poppy seed from Dan & Debbie's'

Tom Compton, Administrative Coordinator: 'Cookies & Cream'

Dave Frantz, Volunteer Services Receptionist: 'Vanilla with toppings'

Volunteer Services Recipe Competition

Have a recipe to share? Submit your favorite recipe for June and if your recipe is chosen for the July First Friday Newsletter, you will win a Volunteer Services Gift Card!

Volunteer Services Recipe

Rhubarb Dumplings from Louise Carpenter



Instructions

In a 2 quart microwave safe casserole dish combine and mix well:

- 1 1/4 c water
- 3/4 c brown sugar
- 3 tablespoons butter
- 1/4 c/ sugar
- Add: 3 cups sliced rhubarb

Microwave uncovered on 100% power high for 7-9 minutes or until thickened and bubbly. Stir after every minute.

In a bowl combine:

- 1 1/4 c flour
- 1/4 c sugar
- 1/4 teaspoon salt
- 1 1/2 teaspoon baking powder
- Add: 1/4 cup melted butter and 1/3 cups milk to dry ingredients

Mix well until blended. Drop batter by rounded tablespoons onto the hot rhubarb mixture. Cover with saran wrap and cook 5-6 minutes in the microwave, or until dumplings are done.

Topping to sprinkle over dumplings:

Stir together:

- 2 t sugar
- 2 t cinnamon



First Friday Newsletter

August 3, 2018

Volunteer Services - University of Iowa Health Care



Meet our 2018 Kid Captains

The University of Iowa Stead Family Children's Hospital has unveiled its team of kid captains for the 2018 Iowa football season.

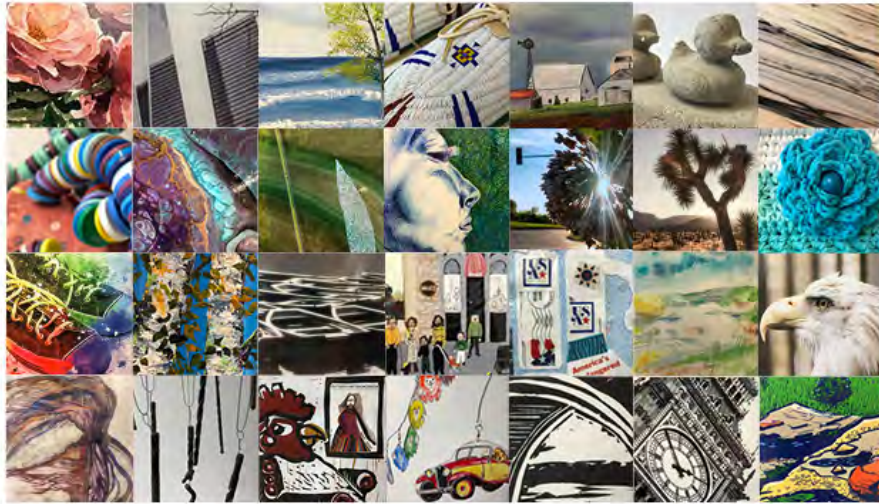
13 former and current hospital patients will captain the Hawkeyes home and away.

This is the 10th year for the program.

"As we celebrate the 10th anniversary of the inspirational Kid Captain program, we are proud to announce the current complement of Kid Captains, all of whom represent

remarkable strength and courage,” says Amy O’Deen, interim executive director of UI Stead Family Children’s Hospital. “We have been privileged to care for these amazing children and their families and congratulate them on their selection as our 2018 Kid Captains.”

You can read more about each Kid Captain [here!](#)



40th Annual STAFF ART SHOW

Project Art | Gallery I + IV

August 2-30, 2018

Project Art presents 40th Annual Staff Art Show

Project Art announces the opening of the 40th Annual Staff Art Show at UI Hospitals and Clinics. The artwork is on exhibit in Gallery I (Elevator F, Level 8) and Gallery IV in the Fountain Lobby (Elevator C, Level 1).

This year's exhibit features a diverse range of artwork ranging from pastels, acrylics, photography, and relief printing to works utilizing unconventional materials such as concrete, found objects, shrinky-dinks, etc., created by our very own staff and volunteers who work for UI Health Care.

The 40th Annual Staff Art Show is on display through Thursday, August 30.

For more information, visit the link [here!](#)

Volunteer Services Spotlight

Pediatric Intensive Care Unit (PICU) Family Room Food Pantries

The PICU Family Room has distributed **30,089** food items to the 6 Stead Family Children's Hospital food pantries so far in 2018. That is a HUGE number, and getting pantry items out on time was largely in part due to the PICU volunteers. Thank you, PICU volunteers, for your continued service and for lending a helping hand!



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Requests funded through the 2017 Contributions and Donations process by the Volunteer Services Advisory Board are posted on our website. Each month we will feature a patient and family service or program that was made possible because of YOU.



Did you know...

Volunteer Services funded patient/family pagers for the Pediatric Specialty Clinic (PSC). Sarah DeJong, MSN RN and Assistant Nurse Manager of the PSC, shared that these pagers will be utilized by Cystic Fibrosis patients, who are a part of the PSC patient population. It is recommended that Cystic Fibrosis patients not be in close proximity to each other in order to prevent sharing of potentially life-threatening infections, which can limit the ability of the patients to be in the waiting room at the same time. In an event that exam rooms are not readily available, patients are sent outside of the waiting room in order to protect this vulnerable population. With the new volunteer-funded pagers, patients and families can receive timely communication that a room is ready upon their return to the clinic.

Thank you volunteers for helping us provide the best care possible for patients and their families!

Hospital News



UI Health Care's first Urgent Care opened July 10

Located just off Scott Boulevard at 3640 Middlebury Road on the east side of Iowa City, Urgent Care will offer expanded acute care services and extended hours, including most holidays. Urgent Care will feature all of the same services available at UI QuickCare locations, plus on-site X-ray and lab services, IV fluids, and supplies for treating conditions such as broken bones, sprains, cuts, and scrapes. [Click here](#) to read more!

Mischief as Therapy



Sometimes, even mischief is good therapy.

Encouraged by several nurses, a 7-year-old boy who is recovering from severe burns to his hands recently “TP’d” the offices of our occupational and physical therapists as a method of rehabilitation.

Several “Wanted” posters were designed and posted around the Burn Unit by one of our physical therapy assistants. One by one, the youngster pulled them off the wall, crumpled them up, and threw them away—another good way to heal those hands.

Our therapists were touched by a handwritten thank-you note the boy left last week. It was placed atop a pan covered with foil. “Made brownies,” the note concluded. Another prank.

Another playful grin.

To see all the pictures of the boy's mischief around the unit, click on the link [here!](#)

Volunteer Events

Proceeds support programs that benefit patients and their families through Volunteer Services.

Back to School event featuring liters of shampoo and conditioner, Kenra, Aveda, OPI, and other miscellaneous products!

Wednesday, August 8 from 8:00 a.m. to 4:00 p.m. in the Fountain Lobby (Elevator C, Level 1), sponsored by the Fourth Floor Salon

Let's Go Hawks! Come and check out new Hawkeye apparel, t-shirts, sweatshirts, hoodies, and accessories.

Wednesday, August 29 from 9:00 a.m. to 2:30 p.m. in the Fountain Lobby (Elevator C, Level 1), sponsored by Wild Rose Gifts

Patient and Family Stories

From Rehabilitation Therapies:

"Last week was so busy! I love having the opportunity to see the PT's and OT's working together with patients. I got to help move a patient with the lift from the bed to the chair, which was so cool to watch! Even though the therapy usually is exhausting for the patients, it is amazing to see how much they can improve in such a short time."

From Wild Rose Gifts:

"Today I had the pleasure of helping a family pull together a wedding for a patient and their fiancé. We made a floral bouquet for the bride, a boutonniere for the groom, and the family found a dress for the bride. We sent them off to the wedding with best wishes!"

From Geriatric Psychiatry:

“This morning I helped the nursing assistants at breakfast. After that I went into different rooms to help clean. I really enjoyed the time I was able to spend on the unit today and can’t wait for more opportunities to help!”

Hospital Events

August 7, DeGowin Blood Drive

Get a free T-shirt by donating blood from 10:00 a.m. to 2:00 p.m. in the Pappajohn Pavilion Lobby (Elevator I, Level 1). Appointments are encouraged, but walk-ins are welcome! Sign up for an appointment at uihc.org/degowin or call the DeGowin Blood Center at 319-356-2058.

August 10, Volunteer Services

Community Volunteer Information Session

August 18, University of Iowa Dance Marathon

3rd Annual Fore the Kids Golf Outing, Brown Deere Golf Course, Coralville. [Click here](#) to register!

August 19, Volunteer Services

Fall College Student Volunteer Information Session

September 3, University Holiday

Volunteer Services Office will be closed in observance of Labor Day



Vinny's favorite fresh produce are apples and bananas!

Getting to Know You

The Volunteer Services Office team is a large group of individuals, with a significant role in supporting volunteers, staff, businesses, and patient and family programs. To keep the introductions rolling, we will pose a question each month to these full-time staff, hourly staff, and volunteers, as an opportunity for *YOU* to get to know *US* better.

This month's question is: *What is your favorite fresh produce to eat during the summer?*

Susan Newton, Volunteer Office Receptionist: "I love cucumbers and tomatoes from the garden--there's nothing better!"

Tom Compton, Administrative Coordinator: "Tomatoes right off the vine!"

Jean Reed, Director: "Tomatoes or sweet corn"

Charles Woods, Volunteer Office Support Staff: "Pineapple!"

Tera Kringle, Assistant Director: "Sugar snap peas"

Volunteer Services Recipe Competition

Have a recipe to share? Submit your favorite recipe for August and if your recipe is chosen for the September First Friday Newsletter, you will win a Volunteer Services Gift Card!

Volunteer Services Recipe Barb Duncan's Shrimp Dip



Ingredients

- 2, 4oz cans tiny shrimp
- 8oz package of cream cheese, softened
- 1/2 cup finely chopped celery
- 3 tablespoons finely chopped onion
- 1 cup Hellman's mayonnaise

Directions

- Mix cream cheese and mayonnaise together
- Mix in the remaining ingredients

Serve with Ruffles chips or crackers

(Best to prepare at least a few hours before serving so the flavors can blend)



First Friday Newsletter

September 7, 2018

Volunteer Services - University of Iowa Health Care



Pictured from left:

Chief Medical Officer Teri Brennan, Kay Seagren (1,000 hours), Anne Edwards (1,000 hours), Florence Martinson (20,000 hours), and Shams Ghoneim (1,000 hours)

The following volunteers were recognized at the Volunteer Services 1,000 Hour+ Luncheon on July 31:

Florence Martinson was recognized for her service of 20,000 hours. Florence began creating baby hats for UIHC in January of 2001 and is also a member of the Merry Monkey Makers group.

The following volunteers were recognized for contributing 1,000+ volunteer hours:

- Anne Edwards joined Volunteer Services in 2015 as a SNICU volunteer. In 2017, she became a member of the College Student Leader Board and recently was named the College Student Leaderboard Chairperson for the 2018-2019 school year.
- Shams Ghoneim began volunteering in the Volunteer Services Office and the Neonatal Intensive Care Unit (NICU) in 2008 shortly after her retirement. Shams continues to volunteer in our NICU as well as our Pediatric Inpatient Unit.
- Kay Seagren began volunteering in 2009 as a volunteer in the Volunteer Services Office. She provided a variety of administrative and office support through her volunteer work and most recently contributed hours by creating baby hats.



Volunteers Recognized at the Governor's Volunteer Awards by Governor Reynolds on Monday, July 30

Pictured from left:

Carl Christensen, Jan Christensen, Kathy Meisner, Jaison Marks, Ellen and Alysia Haman, Emma Fox-Gatica, and Linda Steburg.

The Governor's Volunteer Award program recognizes the dedicated people who volunteer

their time and talent to help fulfill the missions of Iowa nonprofits, charitable organizations, and government entities. Congratulations to the following UIHC Volunteers for receiving this prestigious, state-level award!

- **Carl Christensen** has served over 5,000 hours on-site as a volunteer at the University of Iowa Hospitals and Clinics since 1996. He has served on the Volunteer Services Advisory Board, in the Day of Surgery Lounge, on our refreshment carts, at the Main Information Desk and through the Volunteer Services office.
- **Jan Christensen** has served over 4,400 hours on-site at the University of Iowa Hospitals and Clinics since 2000. She contributed most of her hours serving families in the Surgical and Neurosciences Intensive Care Unit Family Lounge and as a Patient Representative.
- **Kathy Meisner** has served over 1,250 hours since 2008. She has volunteered at the Rooftop Café, on our refreshment carts, in Wild Rose Gifts, and as a receptionist in our Fourth Floor Salon. She has served on the Volunteer Services Advisory Board and was selected to serve as Chairperson of 2016-17 Board, the highest leadership position in our program.
- **Jaison Marks** has served over 1,000 hours as a volunteer at the University of Iowa Hospitals and Clinics since 2012. As an undergraduate student at the University of Iowa, he established a tremendous record of service leadership with us, serving in the Neurology inpatient unit, on our College Student Leader Board, and eventually as Chairperson of the student program. He currently serves on the Volunteer Services Advisory Board, another of the highest leadership positions in our program.
- **Ellen and Alysia (seated) Haman** has served over 5,300 hours on-site with her daughter Alysia at the University of Iowa Hospitals and Clinics since 2001. She has served in the Patients' Library, the Center for Disabilities and Development and in support of Spiritual Services.
- **Emma Fox-Gatica** has served over 1,400 hours since 2008. She has served through the Volunteer Services office, but most of her hours have been spent supporting patients and families as a Stroke Peer Visitor. She currently serves on the Volunteer Services Advisory Board, one of the highest leadership positions in our program.
- **Linda Steburg** has served over 2,800 hours since 2011. She has supported our

Spiritual Services and Palliative Care teams and provides service leadership as the Community Volunteer Lead for the Palliative Care volunteers. She currently serves on the Volunteer Services Advisory Board, one of the highest leadership positions in our program.

Thank you all for your continued helping hands to the patients and families at UIHC!



Save the Date
for the

VOLUNTEER AUTUMN APPRECIATION EVENT

Evening of Thursday, October 25

Watch for your electronic invitation and RSVP in the coming weeks.



Volunteer Services Spotlight: Junior Volunteer Program



This competitive eight-week program focuses on exposing students to careers in healthcare as well as fostering service values. The 14-18-year-old Junior Volunteers rotate through various clinics, attend career seminars in medical fields, and learn more about how a hospital operates through tours of hospital facilities.

Before each volunteer shift, the Junior Volunteers gather tightly in the Volunteer Services Office to receive their placement for the day. The goal is to have a placement in an area they have not been to, with another Junior Volunteer they haven't worked with. Junior Volunteers serve alongside college and community volunteers, and report to many staff volunteer supervisors that oversee community volunteers. At the end of their shift the Junior Volunteers come back to the Volunteer Services Office chatting about their shift while filling out their placement evaluations.

This summer's Career Seminars taught Junior Volunteers about careers in electrophysiology at Boston Scientific, neonatology, physical therapy, and occupational therapy. They also

toured the Campus Wellness & Recreation Center, procedural skills and simulation lab, several radiation modalities, and Emergency Medicine which included the HazMat room, pediatric ambulance, and Emergency Department AirCare.

Overall, the Junior Volunteers contributed over **2,500** hours this summer!

Thank you, Junior Volunteers, for your time, dedication, and service. We hope to see you back next summer!

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Did you know...

Volunteer Services funded new furniture for the Rooftop Café lounge on the 8th floor. Tom Compton, manager of the Rooftop Café, explained that the furniture had not been updated

in a very long time and it was run down. There is now slightly more seating at the café and the furniture has created a more comfortable environment. The lounge in the Joyce P. Summerwill Patient & Visitor Activity Center is a great place to relax and forget your are in a hospital!

Hospital News
***Suresh Gunasekaran named new
CEO of UI Hospitals & Clinics***



Suresh Gunasekaran, MBA, currently the chief operations officer for the University of Texas Southwestern Health System in Dallas, Texas, has been selected to become the new associate vice president of UI Health Care and chief executive officer of UI Hospitals & Clinics, pending approval by the Board of Regents, State of Iowa. He will begin at Iowa November 15, 2018. Gunasekaran is "excited to join a nationally recognized health care organization and work alongside world-class faculty, caring clinicians, and dedicated staff

to make a difference in the lives of all Iowans." [Click here](#) to read more about Suresh Gunasekaran!

Volunteer Events

Proceeds support programs that benefit patients and their families through Volunteer Services.

Masquerade \$5 Trunk Show--Don't miss the collection of accessories and jewelry for only \$5.00!

Tuesday, September 18, from 10 a.m. to 4:30 p.m., and Wednesday, September 19, from 8:00 a.m. to 4:30 p.m. in the Fountain Lobby (Elevator C, Level 1), sponsored by Wild Rose Gifts

Sale in the Fourth Floor Salon featuring the new OPI Peru collection and Infinite Shine favorites and a table with 40% off items.

Thursday, September 20 from 9 a.m. to 4 p.m. in the Fourth Floor Salon (Elevator BE, Level 4)

Volunteer Safety Segment



Each month we will highlight a safety or patient visiting reminder

Are volunteers allowed to feed patients?

Volunteers should never feed patients. Providing companionship and encouragement during mealtime is an important volunteer activity, but never put a bottle or spoon to a patient's mouth to feed the patient. Feeding is a choking risk and requires specific, documented

training for patient safety. Please consult our [Volunteer Handbook](#) (pg. 15) for more information.

Patient and Family Stories

"Today someone in the elevator thanked me for volunteering and dedicating my time for a good cause. I also had a chance to talk to patients' family members in my native language. It really felt great because they were so grateful they got to talk to someone while waiting."

"The most rewarding thing I did today was to go down to the cafeteria with a patient's wife and helped her get a meal in the cafeteria to take back up to her room. All in all, another great week of volunteering."

"Today I took two patients on walks outside. They were both really looking forward to getting some fresh air. It was nice to have a good conversation and learn more about their lives. It's really rewarding to hear the stories of others and it really puts things into perspective."

Hospital Events

September 18, Volunteer Services

Community Volunteer Information Session

Getting to Know You

The Volunteer Services Office team is a large group of individuals, with a significant role in supporting volunteers, staff, businesses, and patient and family programs. To keep the introductions rolling, we will pose a question each month to these full-time staff, hourly staff, and volunteers, as an opportunity for *YOU* to get to know *US* better.

This month's question is: *The first day of fall is Saturday, September 22! What are you*

looking forward to most this fall season?

Cole Zahn, Volunteer Services Support Staff: 'Chunky sweaters and bonfires!'

Jean Reed, Director: 'I look forward to making a big pot of chili and enjoying it by the first fire of the season in the fireplace!'

Tera Kringle, Assistant Director: 'I always look forward to the leaves changing colors.'

Tom Compton, Administrative Coordinator: 'The return of football!'

Volunteer Services Recipe Competition

Have a recipe to share? Submit your favorite recipe for September and if your recipe is chosen for the October First Friday Newsletter, you will win a Volunteer Services Gift Card!

Volunteer Services Recipe Kathy Burkle's Chocolate Chip Oatmeal Cookies



Ingredients

1 ½ cups white sugar

1 ½ cups brown sugar

2 Cups Crisco Butter Shortening

4 eggs
2 t vanilla
3 cups flour
1 t salt
2 t baking soda
3 Cups Quick Oatmeal
1 pkg chocolate chips
1 pkg butterscotch chips

Directions

1. Cream sugars with Crisco Butter until smooth.
2. Add eggs and vanilla and beat well.
3. Sift together flour, soda and salt and then gradually add to creamed mixture. Mix until well blended.
4. Stir in oatmeal and chips (you can use only chocolate chips, about 3 cups total).
5. Drop on to ungreased cookie sheets lined with parchment paper. Bake at 350 degrees for 10-11 minutes. Remove from oven and let sit for about 2 minutes and then move to wire racks to cool.

This makes about 6 dozen cookies, so the recipe can be halved for a smaller batch. These cookies freeze very well if sealed in a tight container.



First Friday Newsletter

October 5, 2018

Volunteer Services - University of Iowa Health Care

Volunteer Services Spotlight: The Impact of Therapy Animals



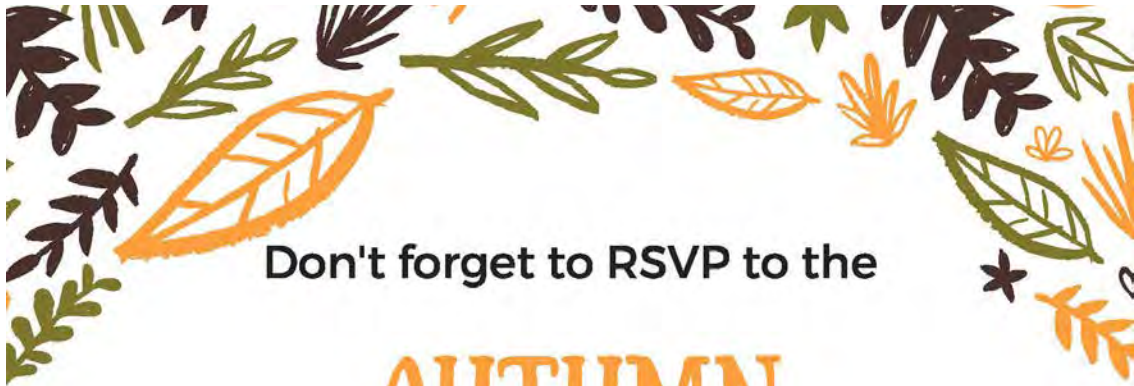
Sue Braverman and her English setter, Maggie, shared a wonderful story, published in the *Pet Partners Annual Report*, about how one of their visits impacted a patient. Sue and Maggie

visited Dr. Kelley Donham while he was in the hospital due to a personal health setback. Dr. Donham, a veterinarian who attended the University of Iowa, is one of the founders of Delta Society, now known as Pet Partners.

Sue and Maggie have been a registered therapy animal team with Pet Partners since 2008. Dr. Donham began opening up to Sue while visiting with Maggie about his dog Dusty, Delta Society, Pet Partners, and how Pet Partners has helped countless people. This was a unique experience for Dr. Donham because he was able to see first-hand how Pet Partners has helped so many-- "I think what it did for me was to look at the positive side and the help that others have received from those efforts, taking away somewhat the current pain I was feeling for myself." [Click here](#) to read more about this impactful experience, found on page

8!

Maggie is now 11 years old, and Sue has announced their upcoming retirement from the Furry Friends program by the end of this year. We will miss them very much! We never have enough dog/handler teams to meet patient demand. Have you ever considered volunteering with your dog through this program? The first step is taking a handler course and passing a dog/handler evaluation through Pet Partners, and great information is available on [their website](#). You can also [watch their webinar](#) featuring information from a current volunteer.



Don't forget to RSVP to the

AUTUMN APPRECIATION

UI Hospitals and Clinics
Joyce P. Summerwill Patient & Visitor Activities Center
in the John W. Colloton Pavilion

Thursday, October 25
5:00pm - 6:30pm
Remarks at 5:45pm
Hors d'oeuvres and dessert buffet

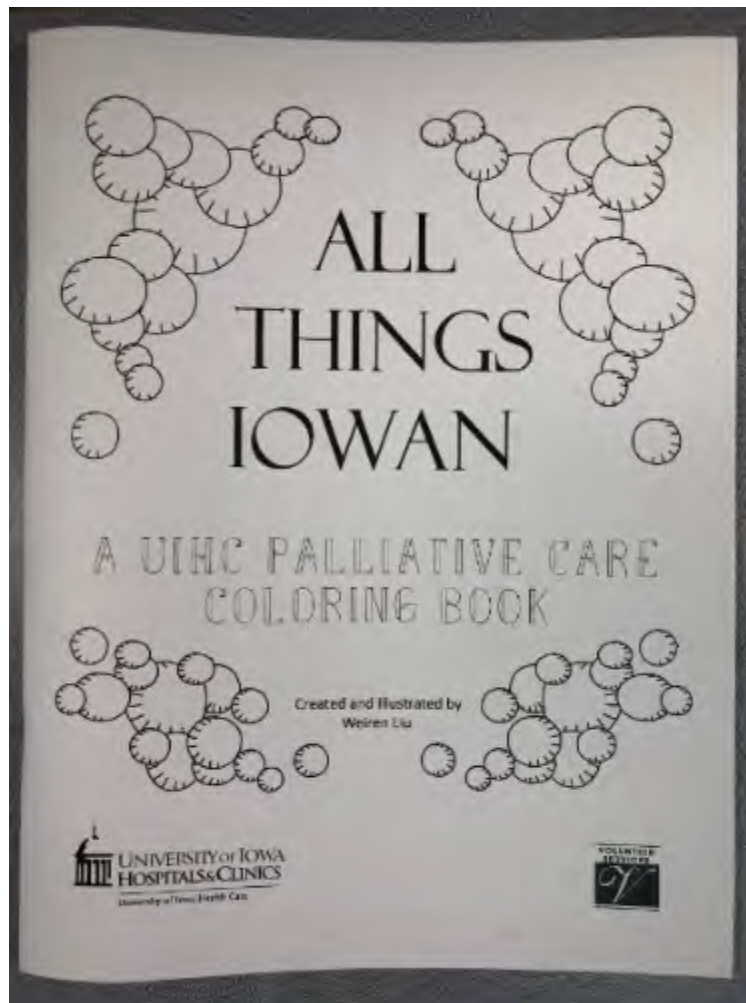
RSVP by October 8 to [this link](#) with your name
and guest information.



Volunteer Services, did you know...

Volunteer Services is able to make a significant impact on the patient and family experience at UIHC & SFCH because of YOU, our amazing volunteers. But are you aware of all the programs and services that are made possible because of your service? Proceeds from Wild Rose Gifts, Kaleidoscope Gift Shop & Safety Store, Fourth Floor Salon, and Rooftop Café & refreshment carts are used to benefit the patient and family experience.

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Did you know...

Volunteer Services funded 150 "All Things Iowan" volunteer-designed adult coloring books for Supportive and Palliative Care. Linda Steburg, the Support and Palliative Care Volunteer Coordinator, expresses that the "'All Things Iowan' coloring books are a wonderful addition to the resources Supportive & Palliative Care Volunteers can offer as they visit with patients. This Palliative Care Coloring Book was created and designed by UIHC Volunteer Weiren Liu. They often provide an opening for conversations that can lead to positive connections between the patients, guests, and volunteers and staff at the hospital. Many patients and families have spent long hours in the hospital, so their coloring books provide a positive remembrance. We appreciate them very much and know patients and family do as well." In addition, Carla Pies, DNP, ARNP, ACHPN in Supportive and Palliative Care states that the coloring books are a great distraction and represent all of Iowa, which can be comforting to people away from their home community.

Here are just a few of the many positive comments from Volunteers that have given the coloring books to patients and their families:

- *We offered him a coloring book and colored pencils and he seemed excited and eager about it.*
 - *I offered the children the coloring book and they gladly accepted.*
 - *[She] was working on the last page of her coloring book. She ... happily showed me every page in the book. She has terrific color combinations.*
-

Hospital News
UI Hospitals & Clinics earns fourth Magnet designation for nursing excellence



UI Hospitals & Clinics has been re-designated with Magnet[®] Program Recognition. As the first hospital in Iowa to receive recognition as a Magnet hospital in 2004 by the American Nurses Credentialing Center (ANCC), UI Hospitals & Clinics was also the first in the state to be re-designated twice (2008 and 2013). Less than 10 percent of hospitals in the United States have earned Magnet status, and far fewer have received it this many consecutive times. [Click here](#) to read more about this amazing achievement!



UI Psychiatry to open innovative Crisis Stabilization Unit

The Department of Psychiatry is opening a 24-hour Crisis Stabilization Unit (CSU) specifically designed for people experiencing an emotional crisis or psychiatric emergency. The calm, comfortable, and inviting space will feature reclining chairs instead of hospital beds and a care team dedicated to providing immediate, specialized care. Patient amenities in the Crisis Stabilization Unit are funded by Volunteer Services.

“Our emergency room is at capacity pretty much all the time, and people with a mental illness are there waiting for a psychiatric bed or treatment,” says Jodi Tate, MD, vice chair for clinical services in psychiatry, who has been leading the effort to create the CSU.

There are typically 10 people experiencing a psychiatric issue waiting in the University of Iowa Hospitals & Clinics Emergency Department at any given time. And as the number of state-funded psychiatric beds has shrunk, some patients are staying in the emergency room for extended periods of time, says Paul Van Heukelom, MD, clinical medical director of the Emergency Department.

“The intense environment of the Emergency Department is not an ideal environment for patients in crisis,” he says. “The new space will allow patients to move to a different, more therapeutic environment with more specialized and dedicated care available.”

Please join us for the Crisis Stabilization Unit Open House!

When: Noon to 4:30 p.m., Friday, Oct. 12

Where: University of Iowa Hospitals & Clinics 7710 JPP (Elevator Level 7)

For more information on the new unit, check out the article [here!](#)

Volunteer Events

Annual Jewelry Event--See the newest jewelry designs from Anne Koplik, Rain, and Anju, along with new apparel from Coco & Carmen, Vision, Easel, and much more! Spend \$50 and receive a gift with purchase (while supplies last)

Wednesday, October 18, in Wild Rose Gifts

Let There Be Light Holiday Event--Come see all the new lighted home décor: pictures, globes, finials, and much more!

Wednesday, October 31, from 9:00 a.m. to 2:30 p.m. in the Fountain Lobby (Elevator C, Level 1), sponsored by Wild Rose Gifts

Volunteer Safety Segment



Each month we will highlight a safety or patient visiting reminder

Are volunteers allowed to accompany patients on walks?

Yes, volunteers are allowed to accompany patients on walks! In fact, several areas educate new volunteers on safe patient ambulation in their unit trainings. Always check with the patient's nurse before offering to walk with a patient to ensure walking independently is safe, and never escort a patient off the unit without permission from the nursing station.

Patient and Family Stories

"Today I was asked by a nurse to assist her with a 6-minute walking test. My job was to hold the oximeter (the machine connected to the patient to monitor oxygen levels and heart rate). After the patient walked 6 minutes, she began to cry because she was able to breathe! **I got goosebumps because it was such a moving experience for the patient and I'm glad I was a part of it.**"

"Today was an awesome day. I played chess with a patient for about an hour. He had a lot of fun playing with someone who knew the game. **He thanked me multiple times for not making his stay as boring.**"

Hospital Events

October 17, Volunteer Services

Community Volunteer Information Session

October 25, Volunteer Services

Autumn Appreciation Event

Getting to Know You

The Volunteer Services Office team is a large group of individuals, with a significant role in supporting volunteers, staff, businesses, and patient and family programs. To keep the introductions rolling, we will pose a question each month to these full-time staff, hourly staff, and volunteers, as an opportunity for *YOU* to get to know *US* better.

This month's question is: *What is your favorite autumn treat?*

Jean Reed, Director: *'Chili!'*

Tom Compton, Administrative Coordinator: *"A mug of mulled apple cider!"*

Tanner Thompson, Volunteer Service Support Staff: *'I love my grandpa's apple crisp made from his own freshly picked apples!'*

Volunteer Services Recipe Competition

Have a recipe to share? Submit your favorite recipe for October and if your recipe is chosen for the November First Friday Newsletter, you will win a Volunteer Services Gift Card!

Volunteer Services Recipe Cindy Forbes' Apple Crunch



Ingredients

Sliced apples (enough to fill a baking dish 2/3 full)

1 cup sugar (split into 2 half cups)

1/2 cup soft butter

1 cup flour

1 teaspoon cinnamon

1/2 cup water

Directions

1. Fill a baking dish 2/3 full with sliced apples mixed with 1/2 cup sugar and sprinkled with cinnamon

2. Mix together 1/2 cup soft butter, 1/2 cup sugar, 1 cup flour, and 1 teaspoon cinnamon
3. Add to the baking dish 1/2 cup of water and top with the mixture
4. Bake at 350 degrees for 45 minutes



First Friday Newsletter

November 2, 2018

Volunteer Services - University of Iowa Health Care

Volunteer Services Spotlight: Autumn Appreciation



It was terrific seeing so many of you last week at the appreciation event hosted by UIHC Leadership at our hospital, celebrating the wonderful service our volunteers provide

throughout the year! The event, full of food and festivity, is just one way our hospital shows appreciation for all you do.

View pictures from the event at our [Shutterfly page](#)

Volunteer Services, did you know...

Volunteer Services is able to make a significant impact on the patient and family experience at UIHC & SFCH because of YOU, our amazing volunteers. But are you aware of all the programs and services that are made possible because of your service? Proceeds from Wild Rose Gifts, Kaleidoscope Gift Shop & Safety Store, Fourth Floor Salon, and Rooftop Café & refreshment carts are used to benefit the patient and family experience.

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Did you know...

Volunteer Services funded safe sleep environments for families to reduce the risk of Sudden Infant Death Syndrome for the Stead Family Children's Hospital. Volunteer Services reached

out to Janet Geyer MSN RN CPNP, and Nursing Practice Leader CWS for more information about the impact that the safe sleep environments have had on patients at families at UIHC. Janet Geyer states, "Our Safe Sleep Team in the Stead Family Children's Hospital for the past 5 years has been working on ways to improve modeling to parents of safe sleep practices for patients less than 1 year of age. We have done a number of things to help decrease the risk for Sudden Infant Death Syndrome (SIDS) when infants are discharged home. One important intervention has been providing parents with a safe sleep environment for their infant when they are discharged home. For families that do not have a crib or pack n play for their infant to sleep in, these babies may end up sleeping with their parents in a bed or on a couch, both of which would be unsafe environments and may increase the risk for SIDS. Through the generous funds from the Volunteer grants for the past two years, we have been able to purchase and provide almost 50 pack n plays to families that otherwise would not have the money to purchase a crib for their discharged infant. This has been such an important intervention and we are very grateful for Volunteer Services' generous grant."

Hospital News ***Celebrating 10 Years of Kid Captain***



Over the last decade, 134 children from 89 cities in seven states have represented the

University of Iowa as Kid Captains. This partnership began in 2009 between UI Stead Family Children's Hospital and the Iowa Hawkeyes to honor pediatric patients and celebrate their inspirational stories. On October 20th, more than 100 of the strongest and bravest Hawkeyes returned to Kinnick Stadium to celebrate homecoming and 10 seasons of the Kid Captain program. Watch the video [here!](#)

Volunteer Events

Carol Young Event--Shop for necklaces, bracelets, earrings and rings-- everything is just \$5, \$10, or \$15!

Thursday, November 1, from 9:00 a.m. to 5:00 p.m. and Friday, November 2, from 8:00 a.m. to 4:00 p.m. in the First Floor Fountain Lobby, sponsored by Wild Rose Gifts. Proceeds support programs that benefit our patients and their families.

Masquerade 2-Day Event--Collection of accessories and jewelry for only \$5!

Monday, November 19, from 10:00 a.m. to 4:30 p.m. and Tuesday, November 20, from 8:00 a.m. to 3:00 p.m. in the First Floor Fountain Lobby, sponsored by Wild Rose Gifts. Proceeds support programs that benefit our patients and their families.

Lionne Designs Jewelry Event--Shop 600+ items featuring women and men's jewelry styles. Lionne Designs jewelry is handcrafted in genuine metals, gems and natural stones, all backed by a lifetime guarantee

Monday November 26, from 9:30 a.m. to 5:00 p.m. and Tuesday, November 27, from 7:00 a.m. to 4:00 p.m. in the First Floor Fountain Lobby, sponsored by Wild Rose Gifts. Proceeds support programs that benefit our patients and their families.

Fourth Floor Salon Holiday Fair--Special pricing and package deals on all products including Redken, OPI, Matrix, Aveda, Kenra, and much more!

From Wednesday, November 28, through Thursday, November 29, in the First Floor Fountain Lobby, sponsored by the Fourth Floor Salon

Volunteer Safety Segment



Each month we will highlight a safety or patient visiting reminder

Do volunteers need to perform hand hygiene if no patient contact has occurred?

Yes, volunteers must always perform hand hygiene before and after patient contact, and every time the threshold of a patient room is crossed. Use alcohol-based handrub in the following situations: before and after contact with patients, before and after contact with the patient's environment, after removing gloves, before and after touching your eyes, nose, and mouth, and after blowing your nose, coughing or sneezing. Wash hands with soap and water in the following situations: before eating or preparing food, after using the restroom, and when your hands are dirty. Please consult our Volunteer Handbook (page 27) [here](#) for more information.

Patient and Family Stories

"Today, I went into the mothers' rooms to check on them and see if they needed anything. **One mom did not have any family to visit her, so she asked me to hold her son so I could be his first visitor.** This moment made my day of volunteering so worthwhile. She opened up to me about her family life and I was so happy that I could talk with her during this time. I also played with a toddler who was going to be a big sister. I think this helped the family have time to get ready for the mom's C-section."

"I was able to comfort a patient while she waited for her children to show up and

spend time with her, and **I held her hand and offered support while she had an IV sheath removed from her thigh.** We also had some lively conversations about the Green Bay Packers and her favorite soap operas. This offered me a wonderful volunteering opportunity and allowed me to be an active participant in bettering the patient environment here!"

Hospital Events

Wednesday, November 7

2018 Health Fair for UI faculty and staff from 7:30 a.m. to 4:00 p.m. at the UI Field House

Monday, November 12, Volunteer Services

Community Volunteer Information Session

Getting to Know You

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This month's question is: *What is the best book you've ever read?*

Tom Compton, Administrative Coordinator: '*The Great Gatsby* by F. Scott Fitzgerald'

Haley Laughlin, Volunteer Services Support Staff: '*Leaving Time* by Jodi Picoult'

Charles Woods, Volunteer Services Support Staff: '*Harry Potter and the Order of the Phoenix* by J.K. Rowling. I am a huge Harry Potter fan!'

Volunteer Services Recipe Competition

Have a recipe to share? Submit your favorite recipe for November and if your recipe is chosen for the December First Friday Newsletter, you will win a Volunteer Services Gift Card!

Volunteer Services Recipe

Autumn Chili



Ingredients

2 pounds ground beef
2 cloves garlic, chopped
One 8-ounce can tomato sauce
2 tablespoons chili powder
1 teaspoon ground cumin
1 teaspoon ground oregano
1 teaspoon salt
1/4 teaspoon cayenne pepper
1/4 cup masa harina
One 15-ounce can kidney beans, drained and rinsed
One 15-ounce can pinto beans, drained and rinsed
Shredded cheese, for serving
Chopped onions, for serving
Tortilla chips, for serving

Directions

1. Place ground beef in large pot and add in garlic--cook over medium heat until browned
2. Drain excess fat and pour in tomato sauce, chili powder, cumin, oregano, salt and

cayenne--stir together well, cover, and then reduce heat to low

3. Simmer for one hour, stirring occasionally (if mixture becomes overly dry, add 1/2 cup water at a time if needed)

4. After the one hour, place masa harina in a small bowl and add 1/2 cup water--stir together

5. Dump masa mixture into the chili and stir well (add more masa paste and/or water to get the chili to preferred consistency)

6. Add beans and simmer for 10 minutes

7. Serve and enjoy!



First Friday Newsletter

December 7, 2018

Volunteer Services - University of Iowa Health Care

New Volunteer Hours Milestones



Volunteer Services celebrated four volunteers Tuesday, October 30th, for their beyond impressive dedication to our patients and families here at UIHC. Two volunteers were recognized for reaching 1,000 hours of service: Pamela Kutschke and Rick Simpson. Tim Clancy was recognized for 5,000 hours of service and Jean Whiting was recognized for 10,000 hours of service. Thank you, from your friends in Volunteer Services, for your incredible service!

Volunteer Services, did you know...

Volunteer Services is able to make a significant impact on the patient and family experience at UIHC & SFCH because of YOU, our amazing volunteers. But are you aware of all the programs and services that are made possible because of your service? Proceeds from Wild Rose Gifts, Kaleidoscope Gift Shop & Safety Store, Fourth Floor Salon, and Rooftop Café & refreshment carts are used to benefit the patient and family experience.

Requests funded through the 2017 Contributions and Donations process by the Volunteer Services Advisory Board are posted on our website. Each month we will feature a patient and family service or program that was made possible because of YOU.



Did you know...

Volunteer Services funded DVDs and DVD players, CD players, magazines, drop boxes, and more to the Patients' Library. Volunteer Services reached out to Mindy Egeland, Director of

the Patients' Library, for more information about the impact the materials have had on patients and families at UIHC. Mindy Egeland states, "Thank you so much for everything – these library materials make a patient's day brighter! The patients say that the new larger DVD players really make a difference for watching DVDs. The CD players help patients to relax in the hospital when they need some comfort. They really enjoy getting the newer DVDs and books to check out. The Volunteers and Staff in the Children's and Patients' Library love support from Volunteer Services! It allows the Patients' Library and Children's Library to meet patient needs and exceed their expectations every day."

Hospital News

Dance Marathon commits \$2.2 million for Child Life position



University of Iowa Dance Marathon has committed \$2.2 million to endow a child life specialist position in the UI Dance Marathon Pediatric Cancer Center at UI Stead Family Children's Hospital. The UIHC child life program was the first program of its kind in Iowa, and it helps pediatric patients and their families cope with the stress and uncertainty of illness, injury, and treatment. Read more [here!](#)

Volunteer Events

Fourth Floor Salon Event -- Holiday package deals and stocking stuffers from all of your favorite salon retail lines including: Aveda, Redken, OPI, Kenra, Matrix, and much more! Thursday, December 13, 8 a.m. to 4 p.m. and Friday, December 14, 8 a.m. to 4 p.m. in the First Floor Fountain Lobby, sponsored by the Fourth Floor Salon.

Volunteer Safety Segment



Each month we will highlight a safety or patient visiting reminder

What is a No-Pass Zone?

Unit hallways are No-Pass Zones! Never walk past a patient's call light without stopping in to see what is needed. On inpatient units, no one is to walk past a patient's call light. It is important to remember to perform hand hygiene with hand sanitizer when entering the room to answer a call light.

When stopping for a call light:

1. Perform hand hygiene
 2. A NOD
 3. Silence the call light
 4. Try to meet the patient's request
- If you can meet the request, say: "*Sure, I can do that for you.*"
 - If it is something only the nursing staff should do, say: "*For your safety, let me find a*

qualified person who can help you with that. I will be back to let you know how long it will take." (Contact nursing staff via Voalte phone if able.)

- If no Voalte phone number, respond: *"Let me find a person who can help you. I will be back to tell you how long that person will be."*

5....and A Thanks. Is there anything else I can do for you?

6. Perform hand hygiene

Please consult our Volunteer Handbook (page 34) [here](#) for more information.

Patient and Family Stories

"Today was the third time I got to work with a patient. He and his wife are so sweet and I've enjoyed getting to know them better. Today I walked in front of him with the mirror so he could try and look at himself as he walked instead of at the ground. It was amazing to see how focused he was at trying to improve his balance and walking skills! **Days like today make me excited to develop relationships with my own patients one day and watch their improvements week by week.** Plus, they are avid Hawkeye fans, so it was fun to talk to them about the upcoming football games."

"Today while I was returning wheelchairs to the skywalk, I noticed a baby with her grandpa. They were looking at Herky and the flowers. I tried to say hi to the baby but she was shy at first. When I was walking back to the elevator, I stopped and talked to them and the grandpa was so sweet, kind, and loving. **I played with the baby for awhile as she tried to say "flowers", "colors", and "balloons". My heart melted. Those two made my day.**"

Special Project-Spiritual Services Needs your Help!

From the Department of Spiritual Services-

We have an ongoing need for knitted or crocheted prayer shawls for some of our patients in the most frail health or having medical crises. These shawls do not require more than the most basic level of skill to make. Instructions can be found on the [Prayer Shawl Ministry website](#) as well as the Volunteer

Services [Special Project website](#).

Please bring finished prayer shawls to the Concierge Office and a member of our staff will present it to the patient. If you have further questions, call 356-2523.

Without exception, these compassionate gifts are of great comfort to our patients and their families in their most difficult times.

Getting to Know You

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This month's question is: *What is your favorite holiday tradition?*

Jean Reed, Director, : "Delivering Norfolk pines to the patients"

Tom Compton, Administrative Coordinator: "Watching National Lampoon's Christmas Vacation"

Tanner Thompson, Volunteer Services Student Staff : "My family and I bake hundreds of cookies as presents for my mom's large family."

Jia Ern Ong, College Student Leader Board member: "Driving around the city to see the lights and Christmas decorations"

Volunteer Services Recipe Competition

Have a recipe to share? Submit your favorite recipe for December and if your recipe is chosen for the January First Friday Newsletter, you will win a Volunteer Services Gift Card!

Volunteer Services Recipe

Soft Christmas Cookies



Ingredients

- 3 3/4 cups all-purpose flour
- 1 teaspoon baking powder
- 1/2 teaspoon salt
- 1 cup margarine, softened
- 1 1/2 cups white sugar
- 2 eggs
- 2 teaspoons vanilla extract

Directions

1. Sift flour, baking powder, and salt together, set aside. In a large bowl, cream together the margarine and sugar until light and fluffy. Beat in the eggs one at a time, then stir in the vanilla. Gradually blend in the sifted ingredients until fully absorbed. Cover dough, and chill for 2 hours.
2. Preheat oven to 400 degrees F (200 degrees C). Grease cookie sheets. On a clean floured surface, roll out small portions of chilled dough to 1/4 inch thickness. Cut out shapes using cookie cutters.

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-
3. Bake 6 to 8 minutes in the preheated oven, or until edges are barely brown. Remove from cookie sheets to cool on wire racks.