Volunteers pictured (l-r) Deb Kinney, Bruce Scheff, Jaison Marks, Hannah Duncan, Barbara Badovinac, Anne Edwards, and front row: Alysia and Ellen Haman deliver Norfolk Pines to patients.
On Friday, December 21st, volunteers made over 800 deliveries of socks to our behavioral health patients and Norfolk Island Pines to inpatients at our hospital on behalf of the UI Health Care Holiday Committee!

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.
Abby, a student intern in rehabilitation Therapies, shows off the keyboard funded by Volunteer Services.

*Did you know…*
Volunteer Services funded the purchase of musical instruments, a piano bench and a Macbook laptop for the Holden Comprehensive Cancer Center. Volunteer Services reached out to Kimberly Hawkins, Musical Therapist and Clinical Specialist in the Department of Rehabilitation Therapies, for more information about the power of musical therapy and its impact on the patient experience here at the hospital. Kimberly Hawkins states, “We are
grateful for the generous grants from Volunteer Services. And we also benefit from our Recreational Music Volunteers who perform live music in the lobby of the HCCC and in the lobby of the SFCH. We were inspired to request funding for the instruments to promote the beauty of music making throughout the hospital. We wish to make music more accessible to our patients, families, visitors, and staff. Having instruments such as the ukuleles allows us to share them with patients. Having the high quality duet bench in the HCCC allows 1 or even 2 people the opportunity to sit comfortably at the grand piano to play it. Thank you for all the support you provide music therapy. We greatly appreciate it!"
University of Iowa Stead Family Children’s Hospital has been nationally recognized as an approved NPF Center by the National Pancreas Foundation—one of only 11 official pediatric centers in the country. SFCH treats patients like Tanner Onstot, who is diagnosed with pancreatitis. NPF Centers are awarded after a rigorous audit review to determine that an institution’s focus is on multidisciplinary treatment of pancreatitis, treating the “whole patient” with a focus on the best possible outcomes and an improved quality of life.

Read more [here](#)!

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**Volunteer Events**

*Fourth Floor Salon Event* -- Great package deals on sale and awesome deals on Redken, Hempz, Kenra, Biolage, OPI, and Amika! Thursday, January 24th, 8:30 a.m. to 4 p.m. in the First Floor Fountain Lobby, sponsored by the Fourth Floor Salon.

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**Volunteer Safety Segment**

*Each month we will highlight a safety or patient visiting reminder*

**What do I do if an emergency situation happens while I’m volunteering?**

ACTION: All volunteers are responsible for notifying their assignment supervisor in the event of a violent act at the work site. In the event that the assignment supervisor is not
immediately available, dial “195” for Safety & Security Emergency Response, dial “192” for violent patient assistance (Code Green Team), dial “199” to report a code blue. These emergency numbers are all located on the back of your photo ID badge, which should be worn at all times while on duty. All volunteers should begin immediate action by dialing “195” upon discovery of a fire emergency. Check with your assignment supervisor for instructions specific to your work area.

Please consult our Volunteer Handbook (page 31) here for more information.

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**Patient and Family Stories**

Kimberly Hawkins, Music Therapist featured in this newsletter, also gave us a few patient stories related to the musical instruments funded by Volunteer Services!

"We've had wonderful patient stories in the use of music therapy and the musical resources we have for them. In the SNICU our music therapist worked with the family of a patient who was dying. One son of the patient was struggling with this difficult event. The music therapist learned he liked to play guitar and ukulele. She offered a ukulele to the son, who was able to play it for his Dad (the patient). It comforted the son, the patient, and the entire family."

"Another story is that of a teenager in the SFCH. She enjoys playing piano. The music therapist helped her to seek out the HCCC to play the piano there, making a more normalized environment for the teenager to play piano. This too, brought the patient and her family great comfort."

Thank you Volunteers!

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**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. Volunteer hours may be recorded for this activity!

Please bring finished prayer shawls to Concierge Services for distribution. 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**

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 New Years’ Resolution?**

**Tom Compton**, Administrative Coordinator: "Read twice as many books as I did in 2018"

**Cindy Forbes**, Daychair Volunteer: "To keep traveling more!"

**Cole Zahn**, Volunteer Services Student Staff "Learn the guitar, gain 10 pounds of muscle, and eat like an adult."

**Volunteer Services Recipe Competition**

Have a recipe to share? Submit your favorite recipe for January and if your recipe is chosen for the February First Friday Newsletter, you will win a Volunteer Services Gift Card!
Volunteer Services Recipe
Trader Joe’s Bruschetta Feta Party Dip!

Congratulations to volunteer Madison Sabbag for her winning submission earning her a $10 Volunteer Services gift card!

Ingredients

1 package Trader Joe’s Steamed & Fully Cooked Lentils, rinsed to remove extra sodium
1 package Trader Joe’s Mediterranean feta cheese
1 container (7.25 oz) Trader Joe’s bruschetta Sauce

Directions

In a medium bowl, combine steamed lentils, Mediterranean feta and bruschetta sauce, then stir. Serve cold with pita or plantain chips.