First Friday Newsletter
July 1st, 2019**: We wanted to get you this newsletter before the holiday!

Volunteer Services - University of Iowa Health Care

New Volunteer Hour Milestones

From left to right: Cheri Cilek (10,000 hours), Jackie Gibbs (10,000 hours), Mary Litwiller (1,000 hours), Teresa Cox (5,000 hours), Linda Compton (1,000 hours), and Dr. Theresa Brennan (Chief Medical Officer)

At our first 1,000+ Hour Recognition luncheon this year, we celebrated five volunteers for their beyond impressive dedication to our staff, patients, and families! On Thursday, June 13th, we honored and recognized Mary Litwiller and Linda Compton for 1,000 hours of service, Teresa Cox for 5,000 hours, and Cheri Cilek and Jackie Gibbs for an incredible 10,000 hours of service! These milestone are truly amazing.

Thank you for your remarkable contributions!

Special VSO Update!

Our Administrative Coordinator, Tom Compton, and his wife, Jocelyn, welcomed their daughter, Remi Harper, on Friday, June 21! Remi weighs 4 lbs 10 oz and is doing well.

Feel free to send Tom, Jocelyn, and Remi a congratulations message through our "Email a Patient" program by clicking here!
The Joint Commission could visit the hospital at any time. Our Volunteer Handbook goes over hospital safety (the handbook can be found here). The Joint Commission's Patient Safety Goals for 2019 can be found here. Here are a few things to keep in mind:

- **Hand hygiene is extremely important.** Remember to always *Foam In Foam Out*. More information can be found on page 27 of the handbook.

- **Always wear your photo ID badge.** IDs are NOT allowed to be worn on lanyards. Remember the hospital emergency numbers (195 for fire/security emergencies or 199 for a Code Blue). These numbers are listed on the back of your badge. More information can be found on page 31 of the handbook.

- **A NOD & A Thanks** every time you enter a patient’s room. More information can be found on page 17 of the handbook.

- **Review fire and safety procedures** (more information can be found pages 30-33).

- **RACE:** Rescue the patient, Alarm (dial 195 or pull the nearest pull station), Confine the fire (close the door), Evacuate as appropriate.
• **PASS:** Pull the pin on the fire extinguisher, **Aim** the nozzle at the base of the fire, **Squeeze** or press the handle, **Sweep** from side to side

• Know the location of your nearest fire extinguisher

• **If you are approached with a question** and you don’t know the answer, it’s OK to say “I don’t know but I can find out”. Know your resources and policies. You can always ask your supervisor or staff, check reference cards, etc...

• Be polite and confident in your answers. Only answer questions asked to you, do not offer more information than necessary

• Know where the eyewash station(s) is for your unit

• Know where the Automated External Defibrillator (AED) is located in your unit

• Protect PHI. Limit paper PHI and ensure it is face down in any staff areas such as the nurses’ station

• Nothing can be stored under sinks (except cleaning materials) and keep items off the floor

• Halls are free from clutter

• Ensure there are no expired supplies on your unit

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**Volunteer Events**

A friendly reminder the VSO, Rooftop Cafe, Wild Rose Gifts, and Fourth Floor Salon will all be closed on July 4th.

Wild Rose Gifts will sponsor the Lionne Designs Jewelry Event the beginning of July (dates and times below). Shop 600+ items featuring jewelry styles for men and women. Lionne Designs jewelry is handcrafted with genuine metals, gems, and natural stones. All jewelry is backed by a lifetime guarantee. Proceeds from the event will support program benefiting our patients and their families.

- **Tuesday, July 9:** 9:30 a.m. - 5:00 p.m.
- **Wednesday, July 10:** 7:00 a.m. - 5:00 p.m.
- **Thursday, July 11:** 7:00 a.m. - 4:00 p.m.

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**Volunteer Safety Segment**

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

Tornado Watch: A tornado watch means conditions are right for a tornado. Staff and volunteers should be alert to weather conditions.

Tornado Warning: A tornado warning means a tornado has been sighted.

- Hospital operator will initiate an audible tone over the public address system. An announcement will be made advising staff and public of the tornado warning.
- The hospital will next initiate the tornado warning notification system, alerting departments by telephone and pager.

General Guidelines:

1. Remain calm, avoid panic, and offer reassurance to patients. Instruct everyone to remain indoors and away from windows and doors.

2. Transfer all ambulatory patients to areas of safety.
   - **Areas of safety** - rooms and corridors without windows, especially rooms and corridors that do not border on an outside wall, (e.g. patient’s bathroom)
   - **Areas to avoid** - stay clear of all windows, corridors with windows, or large, free-standing expanses.

3. Patients who cannot be moved should be covered with pillows, blankets, or mattresses.

4. Close all doors, including corridor doors, so that they latch

5. Close all drapes, curtains, or blinds as time permits.

6. Crouch near the floor or under heavy, well-supported objects and cover your head.

7. Do not attempt to utilize elevators due to the possibility of power failure.

8. Do not touch any loose or dangling wires.

9. Be alert for fire. In the event of fire, the hospital fire plan will be activated.

10. Should a tornado strike the hospital, the "Emergency Operations Plan" will be implemented.

When the tornado warning period expires, the hospital operator will announce over the public address system, "The Tornado Warning time has expired. The Tornado Warning is no longer in effect." If the National Weather Service extends the Tornado Warning for any reason, a notification to this effect will also be sent out, indicating that the “Tornado Warning time has been extended.”
ACTION: Check and protect patients, seek refuge in areas away from windows.

Please consult our Volunteer Handbook (page 32) here for more information.

**Getting to Know You**

The VSO 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’s your favorite food to have at a barbecue?*

Pam Buethe, New Daychair Volunteer subbing on Tuesday afternoons: Ribs made by my husband. He makes the best ones.

Kathy Burkle, Daychair Volunteer on Monday mornings: Baked beans, but they have to be good baked beans, can't just be from the can!

Tom Compton, Administrative Coordinator: Cornbread!

Marsha Hamer, Office Volunteer on Wednesday mornings: Burgers!

**Miss our First Friday Newsletter recipes? Submit yours and have a chance to win!**

Submit your favorite recipe(s) to volunteerservices@uiowa.edu and if your recipe is chosen to be featured in next month’s newsletter, you could win a $10 Volunteer Services gift card!