nursing units, visit patients as Eucharistic Ministers, provide pet therapy visits, and assist in the Physical Therapy gym. They perform clerical and reception in outpatient clinics, welcome patients and visitors, assist with way finding and provide support in countless other meaningful ways.

We give heartfelt thanks to all our volunteers for the service and help that they provide. Volunteers add value to UWMC’s Patients Are First initiative by demonstrating excellent service in their many valuable roles. Leslie Hampton, Associate Director of Professional Development and Patient/Family Centered Care commented, “UWMC volunteers make the medical center a better place to be. [They make] a huge difference every day!”

- Leslie Hampton

Volunteers (left to right) Fatoumatta Conteh, Sachin Santhosh, Shilpa Santhosh, and Carla Greene.

In honor of National Healthcare Volunteer Week, April 21 through 27, we would like to highlight and thank UWMC volunteers for the valuable services they provide to patients and visitors at the University of Washington Medical Center. In 2012, we had over 1,200 total active volunteers with an average of 550 active volunteers per month. UWMC volunteers contributed over 110,000 hours of service supporting our staff, patients and visitors, in one hundred different volunteer assignments in the main medical center and at the Roosevelt clinic.

Our volunteers consist of retirees, adults, college students, community groups, and high school students. Volunteers assist with a great variety of tasks: providing Level Green patient transport, delivering flowers and mail to patients, providing bedside art therapy, teaching knitting to inpatients, as well as supporting family members as liaisons in the surgery waiting room and ICU. Volunteers also participate on our Service League Board, assist staff on

“UWMC volunteers make the medical center a better place to be. [They make] a huge difference every day!”

- Leslie Hampton

Centered Care commented, “UWMC volunteers make the medical center a better place to be. The first person who greets you in the lobby is a friendly, knowledgeable volunteer who can decrease the stress of finding a destination. Volunteers help with work on the units, in the clinics and help us get ready for big events.

“The patients here benefit from the wonderful volunteer program we have—it makes a huge difference every day!”

(Continued on page 2)
To show our appreciation for your hours of dedication, the Volunteer Services office will be offering cookies, cider and other treats to all our volunteers from April 22 through 26 during National Healthcare Volunteer Week.

Please stop by the Volunteer Services Lounge to enjoy some treats from 10:00 a.m. to 3:00 p.m. and visit with your fellow volunteers.

Thank you for all that you do to make our hospital a warm and welcoming environment for our patients and their families!
A Word From Renée...

It is my absolute honor to return as Director of Volunteer and Community Based Services. After eighteen years at UWMC, it is a thrill to have the opportunity to do a job that I truly love with creative and dedicated people who inspire and challenge me. I feel very fortunate to work in this medical center with staff and volunteers who are passionate about their work and the patients they serve. I look forward to learning as much as I can while building and supporting our outstanding staff, volunteers, and great programs. Thank you all for welcoming me back to the role.

The Service League Grants Committee members have been hard at work reviewing and allocating funds for nineteen grants from UWMC Clinics and Patient Care Departments. Funds totaling $13,000 have been granted to provide sleeper chairs, patient education materials, devices for patient therapy and iPads for skill building. The board committee members were careful to honor each request and provide items that cannot be funded through general operating budgets. It is rewarding to be working with the Service League in its partnership with UWMC, providing financial assistance to areas of need.

During the week of April 22 through 26, I invite you to please stop by the Volunteer Services office, room NN-303 to enjoy a treat and to help us honor and celebrate our dedicated UWMC volunteers during National Health Care Volunteer Week. Volunteers and volunteer area supervisors are encouraged to join us.

Thank you to all of our UWMC staff members who mentor and lead volunteers in your areas. Thank you for being a positive influence and supporting our future nurses, doctors and medical professionals! Volunteers, thank you for your hard work, kindness and dedication to our programs and patients.

You are the very best!

Renée DeRosier
Director, Volunteer & Community Services

Service Culture Guidelines

UWMC’s Service Culture Guidelines remind us to put the needs of patients and families first. One of the most important guidelines involves accountability. Here are some ideas for ways to model this important value in your volunteer role at UWMC:

- Offer assistance to people who are lost or trying to find their way by escorting them to their destination or taking them to someone who can help.
- Practice consistent hand hygiene to prevent the spread of infection.
- Take personal responsibility for keeping the work environment clean and safe by cleaning up litter and spills or promptly contacting the appropriate resource.
- Help those in need until the issue is resolved or until a peer or staff member has assumed responsibility.

UWMC Service League Board

The Service League Board is currently recruiting new members for the term beginning September 2013. Serving on the board is a great opportunity to participate and learn more about how the Service League supports patients and families at the University of Washington Medical Center.

Service League Board members serve on committees, attend monthly meetings, participate in recognition activities for UWMC volunteers, serve as advisors for our staff and programs, and represent the Service League to the surrounding community. Ideal candidates should possess a commitment to the mission and values of UWMC as well as the ability to attend monthly meetings during the weekday. Applicants with financial management and business backgrounds and expertise are particularly welcome, but this is not a requirement.

If you are interested in learning more about this opportunity, please contact Renée DeRosier at 598-4218.
Volunteer Profile: Jack Roberts

Volunteer Jack Roberts recently visited a Service League Board meeting to share his experiences at UWMC. Jack has been a volunteer at UWMC for sixteen years; he is also a former Service League Board member and heart transplant patient. Currently, Jack volunteers Monday and Thursday mornings at the Information Desk. He also volunteers as a Patient Visitor and in the Cardiac Cath Lab / ICRU.

Jack warmly thanked the board for funding the party for heart transplant patients which is held annually at the Horticulture Center. “It has been a wonderful experience,” said Jack, adding that heart transplant patients also get together for a holiday party in December. These events are attended by about a hundred and twenty-five heart transplant patients and their family members.

Jack explained that he started volunteering when a social worker asked if he would meet with patients to talk with them about his heart transplant. Jack estimates that by now he has met with close to 800 people including 528 heart transplant patients—this makes up eighty-five percent of all people who have had heart transplants at UWMC.

“It’s the greatest thing I’ve ever done and it’s something I thought I could never do,” said Jack. “To go into the room of someone who is deathly ill and tell them that I have lived with a heart transplant for eighteen, nineteen years—their faces light up.”

He added, “It’s a tremendous feeling. The doctors can tell you about the medication but they can’t tell you what it’s like to go through it.”

Jack has seen a lot of patient care history in his years at UWMC, including a father and son who both received heart transplants, as well as a brother and sister. He told an amazing story of two friends who had served together in Vietnam but went their separate ways after the war and never saw each other again—until they discovered they were both transplant patients only two doors away from one another at UWMC.

“You want to walk in and say it’s a piece of cake but you don’t say that,” said Jack. “But what a feeling it is, to feel like you’ve done something good for someone.”

He continued, “When I got my transplant, they gave me seven to ten years. I’m looking forward to doubling my warranty!”

“If you have a heart problem, come to UWMC,” added Jack. “They’re the greatest!”

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UWMC Service League Board (left to right): Greg Shaw, Shawn Roth, Ceola Peoples, Greg Bakke, Chantelle Slayter, Louise Leader, Phelan Trinh, Jane Anderson, Janet Meister, Cliff Louie, Judy Lovelace. Not pictured: Ethan Hwang, Paul Jeganathan, Barbara Scott.
UWMC Staff Profile: Sandra Larsen, Retail Lead

“Working with college kids brings great joy to my day,” explained Sandra. “They are full of energy and ideas.”

One of Sandra’s many roles involves purchasing. Sandra is responsible for keeping the buyer aware of fast-selling items for reorder purposes. She is also in charge of our weekly delivery orders of balloons, coffee beans, beverages, condiments and bakery items for both the Gift Shop and the Tea Room. When merchandise comes in, Sandra makes sure that it is exactly what was ordered and checks the shipment for damages. She prices the merchandise—and then the magic happens. Sandra is able to use her interior design background and artistic skills to display products in a way that invites customers to browse, enjoy and buy.

Sandra has fond memories of many UWMC patients and their families, and she has developed wonderful relationships over the years. One special memory involved a family that had been visiting their loved one regularly for an extended period of time. They often visited the Gift Shop and Sandra was almost always on hand to assist them.

When the family member finally passed away, the family sought out Sandra’s help in ordering a large quantity of a specific angel pin. They asked if she could order eleven pins for each family member as a way to share a lasting memory of their loved one and the time they had spent together at UWMC. Naturally, Sandra was happy to honor this request!

In 1982, the UWMC Service League was formed. One of its top priorities was to lease the Gift Shop from the hospital in order to raise money for patient care programs. Since then, the retail program has grown to five locations including a tea room and three espresso bars. These locations are staffed primarily by UW students as well as by six staff members who are considered “key” employees. These six people boast a combined total of sixty-two years experience supporting the UWMC Service League.

This article is the third in a series of six profiles which highlight the contributions of these very important employees.

Sandra Larsen, UWMC Retail Operations’ Lead for the Gift Shop and Tea Room, grew up in Eastern Washington in the Wenatchee valley. She moved to Bellingham to attend college at Western Washington University where she majored in Art. After graduation, Sandra remained in Bellingham, going to work for a small interior design firm for a year before venturing out to start her own design business.

Sandra moved her business to Seattle and continued to grow it for a decade before settling down to start a family. When her daughter started second grade, Sandra reentered the work force, accepting a Retail Clerk position for the Gift Shop in 2012. One year later, she became the Lead.

Sandra wears many hats in her role as Retail Lead. First and foremost, she is responsible for leading the work of the student hourly staff, training them and keeping them informed about policy and procedures, new merchandise and customer service needs.
UWMC Service League Special Sales for April

If you missed some of our March sales, have no fear—we have plenty of exciting events coming up this spring!

Elles Beads returns on Wednesday, April 10, from 9:30 a.m. to 4:30 p.m. at the Gift Shop offering home essentials that are beautifully and artistically handcrafted. Each glass bead is made individually through a process called “lampworking” in which a small torch is used to melt the glass. The beads are then attached to a variety of tools such as cheese knives, bottle openers, salad servers, magnifying glasses, letter openers and more. If you are looking for a one-of-a-kind gift, this is the perfect opportunity!

On Monday and Tuesday, April 22 – 23, in the Plaza Café, rooms C&D, A.J. Floral Farms Orchid Sale is back! This sale offers one of the largest selection of orchids in the region. Don’t miss your chance to celebrate spring with your own potted orchid.

Finally, you can save up to 70 to 90 percent on certificates that make great gifts for loved ones, family, friends, and co-workers at the Seattle Appreciation Events held on Wednesday and Thursday, April 24 and 25 at the UWMC Gift Shop and Friday, April 26, at the Roosevelt Clinic.

Profits from these sales are used to support programs at UWMC through grants and funding provided by the Service League.

Happy spring!

Help Wanted: Volunteer Opportunities

Nursing Units: There are several nursing unit assistant opportunities for pre-nursing student volunteers who have completed their Escort pre-requisite. Nursing unit volunteers will assist nursing staff with Level Green patient transport, patient comfort tasks, stocking, errands and clerical duties.

Physical Therapy: Pre-physical therapy students are needed in the Physical Therapy Department! Volunteers assist with group classes, Level Green transports, phone calls, equipment clean-up, and observing and assisting therapists.

Center on Human Development and Disability (CHDD): Volunteers are needed with a variety of clerical duties including stocking, filing, collating patient packets, telephoning patients, and interacting with children and assisting with the supervision of children in the CHDD playroom.

Clinic Assistant: A variety of clinics need volunteer support to help with filing, collating packets, answering phones, photocopying, appointment reminders, running errands, and Level Green patient transport. Current clinics seeking volunteers include Anatomical Pathology, Cardiovascular Clinic, Center for Pain Relief, Diabetes Care Center, ECHO Lab, Neurosurgery, Nuclear Medicine, Pre-Anesthesia Clinic, Radiation Oncology, Surgical Specialties, Urology, and Women’s Clinic.

If you are interested in any of these positions, please contact Cynnie Foss at 598-4453 or stop by Volunteer Services (NN-303) during her office hours, Monday through Friday, 12:00 noon through 1:00 p.m.
Valentine’s Day Card Project Meets Its Goals

Thank you to everyone that helped us to make Valentine’s Day cards this year! We asked for more cards than ever before due to the opening of Montlake Tower—and you all poured your hearts (no pun intended!) into this project. Thanks to the generous and enthusiastic participation of UWMC staff members and volunteers, we easily met our goal of four hundred and fifty cards. We even received emails and phone calls from people ready and willing to jump in and help in the eleventh hour if needed!

The Plaza Café graciously offered to assist with delivering the cards to our patients—and we couldn’t have done it without their help. Many thanks go to all of you for making this Valentine’s Day a special day for our patients!

UWMC Art Collection: Rachel Illingworth

These two recently acquired pieces (53.6 and 53.7, pictured above) by local artist Rachel Illingworth are framed together to form a “diptych.” A diptych is a work made up of two matching parts. Although less common today, this very old style of art was popular in the fifteenth and sixteenth centuries.

Artist Rachel Illingworth explains (in her artist’s statement for the Catherine Person Gallery): “My work stems from a response to recurring shapes and patterns in the natural world. I am interested in environments with an ambiguous sense of scale; cellular, cosmic, aquatic, geometric.

“I print from plates made of heavy card coated with layers of shellac. Due to its low grade nature, the surface of the plate decays and evolves as it is continually printed. The print becomes a palimpsest recording the passage of time through layering and concealment.”

If you are interested in viewing these breathtaking works for yourself, 53.6 and 53.7 are currently installed at the Multiple Sclerosis Clinic at Northwest Hospital.

Join the UWMC Art Selection Committee!

Have you ever wondered how the artwork is selected for UWMC’s art collection? Have you wondered who gets to participate in this process?

Now is your chance to find out! The UWMC Art Program invites you to participate by joining the Art Selection Committee. There is no “homework” or preparation needed, just an interest in shaping the environment at UWMC while learning more about art.

The Art Selection Committee is open to all UWMC staff, faculty, and volunteers interested in participating in the review and selection of artwork. If you are interested in art and in UWMC’s art collection, please consider joining this committee.

Contact Karen Neuhard-Forsythe at 598-6308 or email neuhardk@uw.edu if interested.
Teddy Bear Donation Spreads Smiles at UWMC

On March 20, Brett Stark and Maggie Whaley from HDR Engineering, Inc. in Bellevue, delivered a giant shipment of adorable stuffed teddy bears to Volunteer Services. These bears will be delivered to clinics and departments throughout UWMC to cheer up our youngest patients and family members.

We would like to express our deepest thanks to Brett, Maggie, and everyone at HDR for your thoughtfulness and generosity. We cannot thank you enough for your continued support. Your kind donations help us to spread smiles at joy at UWMC every single day!

Left to right: Volunteer Josh Kessack, Brett Stark of HDR, Maggie Whaley of HDR, volunteer Betty Larsen, Program Assistant Jess Morales, and volunteer Greg Bakke.

Welcome New Volunteers

Volunteer Services recently interviewed, placed, and trained fifty-six new volunteers.

The following volunteers have begun work in their chosen volunteer roles. We are delighted to have you with us! You are already making a difference for our patients, families, visitors and staff.

A BIG welcome to:

Volunteer Services Office Hours:
Monday – Friday, 8:00 a.m. – 4:00 p.m.

Holiday Hours:
May 27: Closed for Memorial Day

Important: Patient Escorts may volunteer on holidays within the hours of 9:00 a.m. and 5:00 p.m.

Do you have a story idea or photo to submit to the Volunteer Voice? Send it to bbott@uw.edu. Submissions are welcome!

The Volunteer Voice newsletter is published quarterly. Contributors this issue include: Betsy Bott, Renée DeRosier, Cynnie Foss, Karen Neuhard-Forsythe, and Gini Staton. Edited by: Betsy Bott.