UWMC Recreation Therapist Buffy Collier helps patients who are adjusting to a new disability improve their quality of life. She works with them to build confidence, remove barriers to enjoying meaningful leisure activities, improve their motor skills, and use adaptive resources in order to become as independent as possible when they return home.

Animal Assisted Therapy is one of the ways that Buffy helps her patients cope with hospitalization and reach their rehab goals. The program’s two volunteers, Jean Tolfree and Kathy Hobson, bring their personal pets to the hospital to provide therapy to patients.

Jean and her dog Katie, and Kathy and her dog Mason, are certified therapy animal teams. Therapy animals are different from service dogs. A service dog is a companion trained to help an individual with daily functioning such as guiding a person with a visual impairment. In contrast, Animal Assisted Therapy is a goal-directed intervention in which the animal is an integral part of the treatment process.

Buffy explained that numerous scientific research studies have proven that interaction with animals:

- Reduces blood pressure.
- Lowers stress levels.
- Brightens mood.
- Encourages exercise.
- Leads to a more independent and fulfilling life.
- Increases sense of community.

There are two types of visits: a casual “meet and greet” versus a visit that includes a treatment goal.

Therapy dog Mason works with his owner, volunteer Kathy Hobson.

Buffy told a story about a recent successful “meet and greet” involving Kathy and Mason. In prior sessions, the patient demonstrated poor eye contact, limited participation and the inability to sustain a conversation. The occupational therapist mentioned that the patient might be interested in a visit. So Buffy peeked into the patient’s room, to find him resting with his eyes closed.

“So I knocked on the door and asked the patient if he would like a visit from the therapy dog,” said Buffy. “And before we knew it, he was sitting up at the edge of the bed with his eyes wide open and a big smile! “We had never seen a patient jump out of bed like he did,” added Buffy.

(Continued on page 2)
While the patient petted Mason, he engaged in conversation, sharing that his wife allows him to snuggle with his son’s dog on a designated couch in the basement. This visit clearly was a huge success, encouraging initiation and social interaction, brightening the patient’s mood and affect, and bringing him a sense of joy.

“The patient continued to speak of his visit with Mason for days to follow,” said Buffy. “What these teams bring to the patients is pretty powerful.”

The other type of Animal Therapy visit involves a more specific treatment goal. For example, if a patient has suffered from a stroke, Buffy may place Katie or Mason on the affected side of the body in order to increase awareness to that side. Or the patient may work on increasing their range of motion through fun activities such as grooming the dog with a brush.

Buffy shared the story of a recent patient with impaired trunk control who worked on building her trunk strength by leaning forward to pet Katie. She also worked on her balance and fine motor functioning by using a piece of rope to play tug of war with the dog. This same patient had impaired speech and worked on improving her vocal clarity by giving the dog commands.

Buffy told the story of another patient with mild cognitive defects and impaired vision and balance. In a session with Physical Therapy, the patient worked on his mobility and balance while walking Mason using a double leash. The physical therapist was on hand as a “stand by assist” to ensure that the patient did not fall. The patient’s session with Mason offered distraction, as well as a sense of purpose and enjoyment while working towards his rehab goals. He later enthused, “My session with Mason the therapy dog was the best part of my rehab stay.”

In order to volunteer in the program, therapy animal teams must receive extensive training and proper certification. Both Jean and Kathy and their dogs are certified through Pet Partners, formerly known as Delta Society. “Jean and Kathy assure me that when their pets are at home, they are regular dogs,” said Buffy. “Once Katie and Mason have their jackets on, they know they are at work!”

For the patient’s protection, a physician’s order is required before they can receive a visit from a therapy dog. Patients with recent transplants or those in contact isolation due to an infection are not eligible. Those with allergies or phobias are also not included. The therapy animal teams take care to observe all required infection control procedures, such as proper hand washing, hand sanitizer before and after each visit, and the use of towels as a barrier to prevent the spread of germs (for example, when paws are on the bed).

“This program also provides therapy to staff,” laughed Buffy. “I am very popular on Fridays...because of Katie and Mason!”
A Word From Renée...

Congratulations to all of our graduating UW students, area college and high school student volunteers!

We are so honored that you chose UWMC and made time in your busy academic and work schedules to dedicate yourselves to our medical center and our patients. We hope that the experiences you gained in your volunteer work will resonate with a positive, empowering impact throughout your lives and careers! We wish you well in your next adventure and we are always so proud to see our graduates return as nurses, doctors and staff.

I would also like to extend a warm welcome to our incoming Summer Teen volunteers. We look forward to a hardworking and fulfilling summer.

As our 2012/13 fiscal year comes to a close, I wish to thank our Service League Board Executive Committee members: President, Barbara Scott; Vice President, Jane Anderson; Treasurer, Judy Lovelace; Secretary, Ethan Hwang and Service League Board members: Greg Bakke, Paul Jeganathan, Louise Leader, Janet Meister, Ceola Peoples, Jack Roberts, Shawn Roth, Greg Shaw, Chantelle Slayter, and Phelan Trinh.

Thank you for your patience, vision, and guidance during a year of transition. I am excited about our future projects and the success we will accomplish together.

Renée DeRosier
Director, Volunteer & Community Services

UWMC Service League News

In thanks and recognition, we reflect on the significant contributions the Service League has provided to the medical center through its programs for patients and families, and its financial contributions to UWMC. The successful retail sales from our five businesses (Gift Shop, Tea Room, and Espresso Bars at UWMC and Roosevelt) allowed us to once again "provide the extras" for UWMC.

The Service League Board of Directors honors its commitment to UWMC patients and families by overseeing and directing funds to patient services, and healing and education programs which include:

- Purchase of car seats for newborns.
- Wigs, hats, and scarves for oncology patients.
- Bedside Arts in Healing activities and art therapy groups.
- Knitting classes provided through our Living Well With Cancer series.
- Umbrellas to keep patients dry during discharges.
- Heart Pillows for cardiology patients.
- Funding for the Social Work department used to assist with emergency needs, including housing.
- Funding for recognition events and gifts for our valued UWMC volunteers.
- Purchase of artwork for UWMC.

In addition, we were pleased to provide $12,700 in grant money to 19 departments and programs in order to enhance healing, patient comfort, and patient education.

We are grateful for the generous donations from glassybaby in support of our Living Well With Cancer programs and for the handmade quilts, blankets, hats and clothing from our many community partners.

A special note of thanks to each of our dedicated, insightful and passionate Service League Board Directors.

If you would like to learn more about the Service League, or to become involved, please contact Renée DeRosier.
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 is the fourth in a series of six profiles which highlight the contributions of these very important employees.

Nathan Ganas spent the first part of his life in Spokane. When he was fourteen, his family moved to the beautiful mountain town of Leavenworth in order to start a “create your own teddy bear” company called Friends In the Making Bear Factory. This was Nathan’s first job, which he affectionately describes as “stuffing bears.”

After graduating from Cascade High in 2007, Nathan moved to Seattle to attend UW. In his sophomore year, he started work at UWMC as a Barista for the Service League espresso bars, juggling class loads and part-time work. Nathan completed his education in 2011 with a major in Journalism. He is now a full-time Service League employee with the main responsibility of ensuring that the Lobby and Pavilion espresso bar customers are well taken care of. And he’s very good at it.

“Nathan is all about customer service,” said Gini Staton, Program Manager. “It is such a joy working with Nathan. When it comes to food and drink menus, he’s extremely creative. Nathan is the mastermind behind the daily specials at Lobby Espresso as well as the monthly drink promotions.”

Nathan is also responsible for maintaining food and pastry standing orders, training new baristas, and keeping the café equipment running at its best.

Nathan says that he enjoys getting to know patients and their families during their stay at the medical center. “I like being a part of their experience and being a bright spot in their day,” Nathan said. He laughed and added, “I like giving that cup of coffee to the customer who hasn’t been able to have one for three months.”

In his free time, Nathan enjoys collecting Marvel Comic characters—and is a huge fan of anything Spiderman!

“I like being a part of their experience and being a bright spot in their day.”
~Nathan Ganas, on serving UWMC patients and families
What is the best part about volunteering at UWMC?

“There is never ceases to amaze me, the compassion that UWMC staff members have for their patients. I am proud to be a part of UWMC.”

~Chris Kocher, Physical Therapy

“Being able to interact one-on-one with patients and gaining hands-on experience.”

~Kensen Hirohata, Nuclear Medicine

“Learning to always be ready to think about patient needs. I try to understand how patients are feeling and put myself in their shoes.”

~Maria Merakov, Patient Escort

UWMC Service League Espresso Café - Roosevelt

Recently, the espresso café located in Roosevelt-2 clinic had a makeover. In mid-March, the entire space was cleared out, power cleaned, and sanitized. It was then freshly painted in appetizing coffee colors.

In April, we installed a new grab-and-go refrigerator, allowing for a larger variety of food choices. We chose new food vendors, and we taste tested sandwiches and salads at our open house on April 29.

Customers love the new selection of food and we are getting a good response to the quality of products from Little Rae’s, Gretchen’s and Mel’s.

Stop by and say hello to the terrific crew who are more than happy to help you!

Roosevelt Café is open every weekday from 7:00 a.m. to 5:30 p.m.
Annual Volunteer Awards Luncheon

On Friday, April 19, volunteers who have dedicated 350 hours or more to UWMC were honored at the Annual Volunteer Awards Luncheon at the Seattle Yacht Club. UWMC Executive Director Steve Zieniewicz attended to personally thank the volunteers and give a presentation about the hospital. Administrators Helen Shawcroft, Thomas Staiger, Patty Riley, Grace Parker and Geoff Austin also thanked the volunteers for their many hours of hard work.

Guest speaker and UWMC Recreation Therapist Buffy Collier treated guests to an overview of the Animal Assisted Therapy program, in which she shared slides and stories of the myriad ways that animals assist in healing at UWMC. (See pages 1-2 for more about Buffy’s great work with this program.)

Buffy was followed by guest speaker and Service League Board member Greg Bakke who described his experiences both as a volunteer and as a patient at UWMC. Greg movingly discussed the ways that volunteering helped in his own recovery from life-threatening illness.

A big thank you to the Service League Board for hosting this enjoyable and successful event!
Community Partners: Quilts and More

Members of the Maple Park Lutheran Church in Lynnwood, formed by Rebekah Karlen in 2007, have been creating beautifully handmade quilts and blankets for newborns on UWMC’s Labor and Delivery Unit (5 South). Twenty Maple Park volunteers contributed over 200 hours of time sewing 41 baby quilts, 41 baby blankets, 18 knitted hats, as well as baby clothing and socks to be given to our smallest patients. Children ages 2-12 from the church’s Sunday School classes held a clothing drive which provides the most important clothing essentials for newborns.

We are also very grateful to the Creative Kindness Sewing Group from St. John’s Catholic Church in Covington who provides custom, handmade hats for UWMC oncology patients. Each of these groups provides donations to the medical center three times a year.

We thank our community partners for your kindness and generosity in bringing comforting essentials to our patients at UWMC.

Volunteer Feedback From UWMC Patients and Staff

Surgery Liaison Frank Zellner recently received this glowing feedback from a family member at UWMC:

“My mother and I spent several hours in the main OR waiting area with Frank on Thursday, March 21. Frank kept multiple families updated on the status and health of their loved ones, remembering all of our faces and names. He would sweetly check on our loved ones when we grew concerned and reassured us that things were going well. He was eager to help all of us, even providing directions.”

Thank you, Frank, for your great work!

Becky Rusnak, Director of Administrative Operations, provided us with rave reviews of some of the volunteers who have recently started volunteering for UWMC Administration. Becky shared her thoughts with us:

“Natalie Wang joined our Administration Team several months ago and began primarily supporting the Executive Director’s program. She has tremendous follow-through, excellent communication, and superior administrative and support skills.

“Natalie has grown into an integral part of our team and we are lucky to have her.”

Becky also praised volunteer Audrey Hoang:

“Audrey recently joined our Administration Team and immediately proved to be an asset to our operation.

“A majority of her time is spent supporting our Patient Care Service program which rolls up to the Chief Nursing Officer.

“Audrey’s administrative and support skills are excellent and we appreciate all she does for us!”
Student Assistants: Meet Our Team

As patients, visitors and employees of the University of Washington Medical Center already know, our volunteers are the most compassionate and dedicated in the Northwest! Fortunately, some of these great volunteers have become Student Assistants at the Lobby Information Desk. Each one brings their unique perspective and excellent customer service skills to the front lines of the Medical Center. Our current team includes David Santos, Audrey Huang, Tyler Caulkins, Kenzie Nix, Ryan Carlson and Tiffany Do.

David Santos is our team’s longest standing member. Before joining the Information Desk, he had a long record of stellar volunteer service at UWMC. David started volunteering as an Escort. When the Escort Team Leader role was created, David was one of the first to be selected. He went on to an assignment in 5E ICU, where he continues to volunteer. David is graduating this June and plans to apply to medical school.

Audrey Hoang has always brought a bright smile and can-do attitude to her role at the Information Desk. She began as an Escort volunteer, quickly pursuing an assignment in Administration. While volunteering for UWMC administrators, Audrey worked alongside Cynnie Foss to assist with the implementation of the new Lobby Ambassador program. She also helps with the training of new volunteers and volunteers in 5E ICU. Audrey is a junior at UW with plans to pursue a career in hospital administration.

Tyler Caulkins is a junior at UW. He began at UWMC as an Escort volunteer, soon transitioning into the role of Lobby Ambassador. Tyler has a talent for making patients and visitors feel at ease when they enter the medical center. He also possesses natural leadership abilities, helping to direct Escort volunteers in their work. Tyler plans to pursue a medical career.

Kenzie Nix started at UWMC as a Physical Therapy volunteer, assisting the department as they offered prospective Physical Therapy candidates a close-up look at the profession. She later volunteered at the Information Desk. Her commitment and excellent customer service skills led to a job as Student Assistant. Kenzie is a junior at UW who plans to enter a Physical Therapy program after graduation.

Ryan Carlson began at UWMC as an Escort, walking patients to their destinations and taking the time to engage them in conversation. It was this attention to detail and commitment to UWMC’s “Patients Are First” guidelines that first made him stand out to our staff. Ryan is a junior with plans to apply to medical school after graduation.

Tiffany Do originally joined UWMC as a Summer Teen volunteer, continuing as a student at UW. She became one of the very first Team Leaders and helped to define the role. In her role as Student Assistant, Tiffany helps train new volunteers at Escort Training Intensive workshops. She is interested in a career in medicine.
Meet Our 2013 Team Leaders

The Escort Team Leaders, also known as “the Red Shirts,” are a hand-selected group of volunteers with demonstrated excellence in both leadership and customer service skills. Their primary duties are to provide mentorship and guidance to Escort volunteers and perform as role models for outstanding service.

In addition, Escort Team Leaders now participate in Volunteer Orientations by sharing their frontline patient experiences and assisting with customer service and wheelchair trainings.

Our Team Leaders are extremely dedicated to the “Patients Are First” initiative and they exemplify service excellence for all UWMC volunteers.


**Andy Park:** Certified Nursing Assistant. Career Goal: Work as a CNA in a medical center.


**Greg Paulson:** Starting nursing school at Seattle University, Fall 2013. Career Goal: RN / Nurse Practitioner.

**Kim Tran:** UW Freshman. Major: Neurobiology. Career Goal: OB/GYN.


**Nicole Denney:** Finished pre-requisites for Licensed Practical Nurse program. Career Goal: Family Behavioral Psychiatric Nurse Practitioner.

Help Wanted

**Nursing Units:** 6NE and 6SE General Medicine, 4NE Medical Surgery, 4SE Transplant and Regional Heart Center all have openings for nursing unit assistants. This assignment provides great 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 help with group classes, Level Green transports, phone calls, equipment clean-up, and observing and assisting therapists.

**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, Cardiac Cath ICRU, Cardiovascular Clinic, Center for Pain Relief, Diabetes Care Center, ECHO Lab, Neurosurgery, Nuclear Medicine, Pre-Anesthesia Clinic, Radiation Oncology, Risk Management, Surgical Specialties, Urology, and Women’s Healthcare Clinic.

*If you are interested in any of these positions, please contact Cynnlie Foss at 598-4453 or stop by Volunteer Services (NN-303) during her office hours, M - F 12:00 noon - 1:00 p.m.*
Thank You, UWMC Volunteers!

National Healthcare Volunteer Week was a big hit this year, with staff members throughout UWMC expressing their appreciation for our volunteers. Our program offers over one hundred different volunteer assignments throughout the main medical center and the Roosevelt Clinic. Every day at UWMC, volunteers add value to our “Patients Are First” initiative by demonstrating excellent service in their many roles.

Staff members in the Neurological Surgery Clinic thanked our volunteers with their signatures on this card (pictured at left).

Thanks to all our volunteers for your great work!

Welcome New Volunteers

Volunteer Services recently interviewed, placed, and trained fifty 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:

Do you have a story idea or photo to submit to the Volunteer Voice? Send it to bbot@uw.edu. Submissions are welcome!
The Volunteer Voice newsletter is published bimonthly.
Contributors this issue: Betsy Bott, Renée DeRosier, Cynnie Foss, Jess Morales, and Gini Staton. Edited by: Betsy Bott.