UWMC Volunteers Host Dawg Daze Event

On Monday, September 22, Volunteer Services participated in the University of Washington’s longstanding community building event, Dawg Daze.

During this week of welcome, students discover fun new ways that they can become involved and connected on campus through over 250 events and more than 60 departments and student organizations.

Escort Team Leaders gathered in the Health Sciences lobby to speak with interested students about their volunteer experiences at UWMC, and to encourage participation in the UWMC volunteer program. At one point, the line for our table was five people deep and two people wide!

Lauren Berglind, Jack Mo, Rob Brittingham, Kim Tran, and David Mahoney were among the Team Leaders who helped to run the event. The interest in our program was inspiring, and our Team Leaders were instrumental in creating a successful recruitment opportunity.

Thank you, Team Leaders, for sharing your experiences and passion about volunteering at UWMC with new students at this exciting campus event!
Kristen Killian: From Volunteer to ICU Nurse

Kristen Killian’s long and meaningful history with UW Medical Center began as a nursing student and as an ICU volunteer. Kristen had been working in the field of human resources but was considering a career change.

Once accepted into the UW School of Nursing program, Kristen chose to supplement her studies with volunteer work at UWMC. After volunteering for three years on the Intensive Care Unit, 5 East, and graduating from nursing school, Kristen eventually ended up with the career of her dreams as an RN2 on the ICU! Now Kristen helps to train and manage the unit volunteers.

When asked to explain how her volunteer work led her to where she is today, Kristen’s answer was decisive. “It was a straight path,” she asserted. “It played a 100% role.”

Kristen credits staff nurse Desiree Wood with helping to make her volunteer experience more meaningful. “In addition to my duties assisting staff, stocking supplies and assisting wherever needed, she invited me to observe unit activities by asking, ‘Have you listened in on rounds, just to see what we do?’ She and the other nurses were proactive in my volunteering which really gave me some good insight into nursing.”

Now Kristen is in the role of leading and training the ICU volunteers.

“It’s just so rewarding seeing them come up to the unit. During the first month, there is so much to learn. I like to provide them with a chance to observe unit activities that they might not otherwise have the opportunity to see. Those experiences help the volunteers really understand their own goals and paths. After they have been volunteering for a little while, we can arrange for them to round with a nurse or one of the teams. That gives them such insight into what we do.

When asked to describe the most enjoyable part of her job, Kristen laughed. “Do you mean enjoyable or do you mean rewarding? They’re very different!”

She continued, “The most rewarding part of my job is when I have a patient who is sick and scared and they’re trying to be strong for their family.” An example: “I took care of a patient at the very end of her lifespan. It was 2:00 a.m. Her husband was lying on a cot beside the bed, asleep. I walked in and she was just staring at the ceiling, silently crying. I pulled up a chair, and I sat down and held her hand.

“I’ve developed further as a nurse now, but to me, that moment was so rewarding because she needed someone—but as close as she was to her family, she didn’t want them to see her crying that way. She never cried in front of her family. And that made me feel more like a nurse than any other moment, any dressing change, any code that I’ve been through. That is the most rewarding part of the job, when I can just be there.”

“The most enjoyable part of the job is the teamwork,” said Kristen. “It’s the reason I started to work on 5 East instead of becoming a public health nurse.

“I never saw teams work together like they do on 5 East. There’s such a culture of mutual respect. The nursing staff respect the physicians, even the brand new physicians, for their vast amount of education. They, in turn, have huge respect—and it’s very obvious—for our experience, knowledge, and our observations of each individual patient, because we’re with them for twelve hours and we only have two patients at the most. Our RTs, our PTs and OTs, they’re all just so outstanding. The most enjoyable part of my job is just working with the patients and families, drawing them into this team.”

“Maybe it’s also being able to show off a little,” added Kristen, with a smile. “Because we’ve had patients who’ve been at many other hospitals, and they’ve said, ‘I’ve never seen teamwork like this.’

“I love working with my colleagues, and I love working with the patients who I also consider part of the team—and their families. And it’s great being involved in helping these folks get out of the ICU and moving on.”

Kristen’s plans for the future include further education. “I enjoy education,” she said. “I’d like to become either a nurse educator or a clinical nurse educator. There is definitely more education in my future!”
New Flu Shot Required and Available for Volunteers

All UW volunteers are required to renew their flu shots. Any flu shot received prior to August 1, 2013, is now expired and volunteers are required to receive the new 2013-14 dose.

100% compliance is required in order to protect our vulnerable patients and yourself.

All volunteers must receive their flu shot and provide a clearance form to Volunteer Services by October 31, 2013.

Flu shots will be available free to volunteers who are active and have a current badge!

On October 7, free flu shots will be available from 6:00 a.m. to 9:00 p.m. in the Plaza Café conference rooms.

After October 7, volunteers may drop in at the Employee Health office between 7:30 a.m. to 4:30 p.m. to receive the free flu shot.

Any volunteer who has not provided Volunteer Services with an Employee Health flu shot release form by this date will be resigned from the volunteer program.

Please note the following:

- Volunteers vaccinated outside of UW Medicine may provide written documentation as proof of vaccination. This documentation must be presented to Employee Health at UWMC.
- Volunteers with a medical reason not to be vaccinated are required to provide written documentation from their provider or be evaluated by Employee Health. Please request a form from Volunteer Services.
- Volunteers who are not vaccinated, or do not provide documentation of their medical contraindication to the flu vaccine, by October 31, 2013, will be considered noncompliant and will be resigned from the program.

Please help us keep our vulnerable patients safe from the flu this season.

If you have questions, please contact Employee Health at 206-598-4848.

AIDET for Communication

Volunteers serve a very important role at UWMC, not only in the work they perform, but also as ambassadors for the medical center. Volunteers can help to make patients and visitors feel welcome and supported by following the guidelines of AIDET.

The first step is to “acknowledge” by making eye contact and using a visitor’s preferred name. “Introduce” yourself by stating your own name and role, and give them a sense of “duration” when applicable (i.e. will there be a delay?).

Take the time to provide an “explanation” by describing the service you are providing and asking the patient or visitor if there is anything else you can do to help.

Finally, be sure to “thank” them for their interest, time, and/or cooperation.

By using these simple guidelines, we can all help to promote trust while serving patients and families at UWMC.
A Word From Renée...

One of my greatest joys in working with the volunteer program at UWMC is learning how the volunteer roles and experiences shape and influence the education, careers and futures of our volunteers. It is especially rewarding when our volunteers continue their education to become physicians or nurses, continuing in the field as medical professionals. I recently received a letter from one of our former volunteers and recent graduate of the UW School of Nursing, Michaela (photo at right), who wrote, “I am now officially a Registered Nurse! I was offered a job here at UWMC and at Swedish Medical Center. I will surely miss you and UWMC. I’ll never forget my first start as an escort embarking on my health care journey. It has been a pleasure!”

In our October/November issue of Volunteer Voice, we share the success stories of two of our former UWMC volunteers. Kristin Killian (cover story) is now a Registered Nurse in the ICU, and Matt Schultz is a Medical Assistant in the Emergency Department who just started medical school at the University of Washington. Both of these individuals began their rewarding journey in the environment of patient care as volunteers at UWMC. Their inspirational stories demonstrate the true mission and rewards of our program.

This issue also features the 15 dedicated members of the UWMC Service League Board, whose volunteer work embodies the spirit of giving as well as the oversight of financial support of programs and services for patients at UWMC. During our past fiscal year, over 700 individuals volunteered in over 100 different roles at UWMC, all of which enhanced our culture of service!

Although the motivations of our volunteers may be varied and diverse, from vocational to philanthropic, our volunteers know this to be true: the reward is always found in the giving.

Renée DeRosier, Director

Welcome to Chantelle Slayter, Program Assistant

Volunteer Services is thrilled to welcome our newest hire, Chantelle Slayter, to the team!

Chantelle was born in Honolulu, Hawaii and raised in Portland, Oregon. She recently graduated from the University of Washington with a major in Law, Societies, and Justice and a minor in Global Health. Chantelle hopes to eventually earn a masters in Public Health and work for a human rights organization. She also aspires to travel the world and teach English in Thailand for a year. But for now, she is excited about the learning opportunities to be found here at the medical center.

Chantelle comes to us with a wealth of experience in delivering excellent service to our patients and families. She began volunteering in 2010 as a Patient Escort, moving on to roles of increasing responsibility as an Escort Team Leader and later as Escort Team Captain. Chantelle also volunteered in the ICU and served on the Service League Board.

“I like being able to welcome the guests as they come in to make sure that their experience at the medical center is a positive one,” said Chantelle. “Thank you for letting me be a part of this wonderful organization!”

Chantelle Slayter at the UWMC Information Desk
Art Exhibitions at UW Medical Center

Most people are familiar with art at the medical center. It has been a part of the landscape of UWMC for over 27 years! Purchasing and maintaining art for the medical center’s renowned collection is one of the more obvious aims of the Art Program. But another, and perhaps less known, is hosting temporary art exhibits of regional artists, art groups, and UW art classes.

Throughout the year, the UWMC Art Program hosts five or six exhibitions in our Sky Gallery, as well as on the second floor Surgery Pavilion link. The shows last between six weeks to six months, depending on the medium and the artist. Opening Receptions celebrate the arrival of each new exhibit. Everyone is invited to attend these, even for a short time, to view the new art and meet the artist (or artists). We encourage everyone—staff, patients and family members—to stop by and enjoy the art exhibitions. You will discover some amazing art! They are also a wonderful distraction during what is often a stressful and emotional time.

Currently, the UWMC Art Program is hosting two exhibitions.

- **Suze Woolf: Inspired by Zion**: This is a collection of 21 watercolor paintings that were created by artist Suze Woolf during the time that she was an artist in residence at Zion National Park in 2012. This exhibition will be on display through February 2014 in the Surgery Pavilion Link on the 2nd Floor. To view more of Suze Woolf’s work, visit her website at www.suzewoolf-fineart.com.

- **Class of 2013: UW Professional and Continuing Education Photography Certificate Program**: 12 artists present works from their year-long certificate program. This exhibit will be on display in the Sky Gallery through November 20, 2013.

Volunteer Services needs your magazines!

Our volunteers deliver them to waiting rooms throughout the medical center. Light subject matter is preferred.

Please deliver your gently used magazines (less than a year old) to the Volunteer Services office in NN-303.

Sports Medicine Center Open House - October 19

Sports medicine doctors help with injuries related to sports or activity. UW Medicine’s new Sports Medicine Center located in Husky Stadium offers integrated, multidisciplinary care in a state-of-the-art facility. The center houses a Biomechanics Lab and a Sports Performance Center.

Everyone is invited to attend the Open House on October 19, from 1:00 to 3:00 p.m. Visitors are encouraged to tour the beautiful new facility and meet the physicians. Parking for the event is free.
Matt Schultz is a former UWMC volunteer who has just started his first year of medical school at the University of Washington School of Medicine. Matt, like so many of our volunteers, started volunteering at UWMC because he wanted to gain insight and experience in the hospital environment before applying to medical school.

Volunteering, however, became much more than that for Matt. He was eventually hired as a Medical Assistant in the Emergency Department in which he had volunteered. Recently, Matt also played a big role in restructuring and reorganizing the Emergency Department’s volunteer program. Matt saw a need to renew the volunteer program which had given him such valuable insight and experience.

**Why did you start volunteering at UWMC?**

I started volunteering after hearing from a friend about the opportunity. I was finished with college and looking for new ways to plug in to my community, while at the same time considering a career change. When I began volunteering, I realized how amazing it was to work with the sick and suffering, and also what a humbling experience it was. I continued to volunteer at UWMC while beginning medical prerequisites, and as I got further into both science classes and volunteering, I realized that medicine was an amazing field in which to dedicate myself.

**Many volunteers start here because they need hours to apply to programs. Did you find that your volunteer experience led to more than just fulfilling a requirement?**

There are many reasons we all start volunteering, but the more important thing is what keeps us volunteering and what a person learns from the experience. For me, it became the best part of my week. Even though I was working full time and taking classes at night, I still looked forward to what I would see during my time volunteering. This was especially true when I got to the Emergency Department, where there was a much faster pace and much more patient interaction.

I started to explore my role in health care, and frequently spent my time not just assisting the staff, but also talking with patients. I recall a particularly meaningful conversation with a patient I was helping during the discharge process. This person was waiting for his family for over an hour and a half, and I was able to sit down and talk with him. It was an incredible conversation where this gentleman brought up a number of frustrations about his care and his life.

I realized that my role on his health care team wasn’t to solve problems or provide solutions, but simply to listen to what he had to say and relate in places where I was able. It really changed how I relate to people who are going through very difficult, challenging situations.

There have been countless times when I have been impressed and even amazed at people’s strength and perseverance. I knew from these interactions that medicine would be a field where I would always be able to grow personally, even while helping others.

**When were you hired in the Emergency Department? How long had you been volunteering when you were hired?**

I was hired in January 2012 after volunteering there for about a year and, prior to that, as an Escort for around a year. I tried to treat my time as a volunteer just like I would a job, taking my attendance seriously and calling in when I wasn’t available. In addition, I tried my best to work as hard or harder than the paid staff—after all, I was only there for four hours a week while some of them were doing consecutive 12 hour shifts! I think the professionalism with which I approached the volunteer position originated in the feeling that I was a very useful part of the team in the Emergency Department. Subsequently, that ap-

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Volunteer Voice

From UWMC Volunteer to UW Medical Student (continued)

proach allowed the staff in the Emergency Department to count on me as a team member.

Did your volunteer service prepare you for your paid position?

My volunteer position prepared me wonderfully for my staff position in the Emergency Department. The same techniques that I had used to relate to patients and comfort people were tremendously helpful in my role as a Medical Assistant. Not only that, I was very familiar with staff and the department, which let me plug right in and be effective early on in my employment. Volunteering is an amazing way to showcase your character and work ethic, and many departments hire solely from their volunteer bank for that reason.

You have been instrumental in rebuilding the Emergency Department volunteer program. What motivated you? What value does the program bring to the unit?

I have always thought that great patient care began at the very bottom and worked its way up, from volunteers to administrative staff to support staff. Every task that we can take off the plate of someone higher up on the care team saves them time, and more importantly, allows them to give even better care than they could otherwise.

I really appreciated this as a volunteer, and I knew the department was in need of more volunteers to elevate the level of care we were providing. Everyone in the ED, especially the leadership, had the same mindset, and getting the volunteer program running again was high priority. To say nothing for the value that it gives the volunteers in the wealth of experience available, the program greatly increases our ability to care for people both medically and emotionally.

Paid staff have an endless task to perform in caring for people and, of course, a limited time in which to accomplish it. Volunteers provide a way for our department to listen to, and communicate with, our patients which is efficient and effective. They provide an absolutely vital role in the Emergency Department and other departments throughout the hospital, and are very highly appreciated for their service.

Volunteering was the foundation for everything that I’m able to do at this point in my career. Every day working in the Emergency Department, and now in interacting with patients as a medical student, I have fallen back on things I learned as a volunteer. There is an incredible amount of knowledge and experience available to volunteers in the medical community, all a person needs is an open mind and willingness to learn. Whether it’s how to communicate with someone in a dire medical situation or how to navigate cultural differences, the skills that will serve medical professionals can be gained through volunteering at UWMC.

Do you have any advice for our pre-med volunteers?

My strongest desire for volunteers is that they try to learn something every time they come to the hospital. It’s very possible and very simple; one just has to be open to what’s around them. Secondly, I hope our pre-med volunteers begin to hold themselves accountable for exactly what they are: a vital part of the care team. Volunteers can have a huge impact on someone’s stay in the hospital and it’s essential they know that. They should take responsibility for everything they do, and be known for their qualities and work ethic—because the sooner they act like members of the team, the sooner they’ll be treated like one.
Quilt Donation Deliveries at UWMC

Thanks to the generosity of local quilting groups, UWMC Service League Directors Jane Anderson and Shawn Roth regularly deliver quilts to oncology, palliative, and other long-term patients at UWMC.

Community volunteer quilting groups—including Stone Soup, Quilters on the Rock, Whidbey Treasures, Senior Bees, Creative Kindness, Vashon Island Quilters, Maple Park Quilters, and Crafty Ladies of Queen Anne—create and donate about 175 lovely and comforting handmade treasures to UWMC each month.

The Volunteer Services office frequently receives thank you notes from patients and their family members:

“Thank you so much for the beautiful quilt. Your generous gift has warmed our hearts and helped my husband through some difficult days. With much love, D.”

“I just made it through the toughest day of my stem cell transplant when a lovely lady came to my room and asked if I would like to have a quilt. She asked my favorite color and I said yellow. I now have the most beautiful quilt. Please tell the ladies behind all of this how they touched my heart on a very special day. I will treasure the quilt and someday pay this forward to someone else. Thank you from my heart, M.”

UWMC Comfort Care invites you to join us in making quilts for patients! People of all levels of experience are welcome. We will be making beautiful quilts from simple patterns to give to patients and their families when they choose comfort care. For more information, please contact Carol Kummet, UWMC Palliative Care Social Worker, at cmk9@uw.edu.

Donation: Vashon Island Quilters

Thanks once again to our community partners, the Vashon Island Quilters for their recent giant donation of beautiful handmade quilts.

A special thanks to June Langland and Susie Hill who made the trip from Vashon Island to personally deliver the quilts right to our door.

These quilts will be gifted to long-term oncology patients as well as those in Palliative Care.

“It softens the medical environment,” explained UWMC Palliative Care Social Worker Carol Kummet. “It means a lot to the patients that someone—a stranger—cared enough to create this beautiful gift. It really strengthens their sense of community.”
Thanks to generous donations of funding from glassybaby to the White Light Fund, UWMC oncology patients have the opportunity to create lovely, meaningful, reflective and even whimsical art. Art Therapist Zandi Salstrom works with patients at their bedside and also with patients and families in group activities on the unit. Here she shares the story of one family’s experience creating art together.

Last week a family joined our Living Well with Cancer Arts in Healing group. One of the family members was a patient, and had been treated for a brain tumor and some other complications.

The Art Therapy project that evening was collaging glass votive holders with various tissue papers. Most of the family was reluctant to join the group, but they agreed to for the sake of the patient.

After going through introductions and directions, we all worked on our votive holders. Most of the family worked individually, and I worked with the patient to act as their “right hand.”

At the beginning of the group, the family joked about their lack of artistic skill, but as we continued to work, their focus increased and the room grew very quiet. As in most cases when this happens, a sense of safety brushed over the room, and the family began to share their hopes and fears for the future.

As the votive holders were finished, we took turns “lighting” a flameless LED candle in each holder. We watched the lights playfully flicker, and all three family members talked about how impressed they were with their creations. The family thanked me for the group and promised to return the following week.

There is something very special about candles. They represent the comfort and coziness of home, and to be able to recreate those feelings in a hospital setting is priceless.

This family has a long road ahead of them, and to make it through this stressful and ambiguous time, they will benefit from having positive moment-to-moment experiences, such as this one. Art Therapy offers families and patients positive experiences in the midst of treatment, and though it may not “cure” their diseases, it can provide powerful moments of togetherness, self-discovery, and creative expression.

Local company glassybaby helps UWMC patients through the White Light Fund, which provides funding to support the Living Well with Cancer series and housing for oncology patients and their families at the Collegiana. To learn more about the good work and philanthropy of glassybaby, visit their website at www.glassybaby.com.

To learn more about the Living Well with Cancer series, which provides arts and healing activities, wigs, scarves and head coverings, and knitting classes for oncology patients, contact Volunteer Services at 206-598-4218.

“Dear Beauty and Cancer Program,

“I can’t thank you enough for the wonderful selection of chemo hats you gave me and the assistance of your amazing staff member, Joy. The whole process made me feel very pampered, a rare event in the life of a cancer patient who is also caregiver to a dementia patient. Keep up the good work! ~M.”
Meet the UWMC Service League Board of Directors

The UWMC Service League is a nonprofit organization that advances and promotes UWMC programs and patient care services through fund allocation, volunteer program enhancement and community outreach. Its members are the hundreds of volunteers who give more than 110,000 hours of service to UWMC each year.

The Service League Board of Directors oversees the UWMC Gift Shop and espresso stands, allocating revenues from these businesses to support funding for emergency food, housing and transportation of patients and families, annual grants which enhance patient care in clinics throughout UWMC as well as funding for Living Well with Cancer which includes Beauty & Cancer, Arts in Healing, and many more Service League programs designed to enhance patient care at UWMC.

Barbara Scott is the President of the Service League Board. She was raised in Iowa by loving adoptive parents and an extended family. Barbara earned an AA as a Medical Assistant and worked for a family practice doctor for five years, where she met and married her husband Gary. Together they have raised 17 foster children, as well as one biological son.

Barbara began volunteering at UWMC in 2008 in Employee Health and at the Information Desk. She has also volunteered as a reading tutor with the Seattle Public Schools, as a doula labor and delivery coach, as a Block Watch Captain, a PTA Vice President, and as an International Travel Companion for people who have rare terminal diseases. Barbara also serves as a barista for Street Bean, an organization which employs youth who are making the transition from street life to becoming contributing members of society.

Vice President Shawn Roth is a retired elementary schoolteacher with Seattle Public Schools. She has also worked as an ESL teacher. Her volunteer experience includes tutoring and fundraising for the PTA, acting as a Pioneer Square tourist guide, working with elderly shelter / rescue dogs, and serving as a Surgery Liaison at UWMC.

Shawn loves to interact with different people, finding new ways to help others. “Volunteering at UWMC is very rewarding and inspiring,” shares Shawn. “My assets are enthusiasm and energy to spare!”

Secretary Louise Leader was born and raised in Rochester, New York, where she volunteered as a junior nurses’ aide at Strong Memorial Hospital during World War II. Her other volunteer work includes the University District Rotary Club, the International Service Committee (co-chair), the Community Service Committee, the Service Fund (Board Secretary), the Vocational Scholarship Committee, and seven years at Virginia Mason Medical Center, primarily handling the desk in Surgery Waiting.

Louise enjoys reading, travel, antique shops, art galleries, museums, and theater.

Judy Lovelace serves as Treasurer for the Service League Board. Judy was born in Los Angeles and grew up in Portland, Oregon and Bellevue, Washington. She is a long-time volunteer at UWMC as a Baby Cuddler. She is also a member of the Rotary Club in the University District and is retired from a career in banking.

Judy has served on the Grants, Nominations, and Volunteer Liaison Committees. Her favorite aspects of volunteering are “the patient interaction and comforting the babies in NICU.”

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Greg Bakke, born and raised in Missoula, Montana, found a passion for theater during his time at university. After leaving Missoula, Greg spent 22 years involved in many different productions across the country. Settling in Seattle in 1993, Greg continued to build and design scenery for movies and television, and moved into corporate events as a production designer until his illness in 2006. He is skilled in drafting, welding, carpentry, graphics, and many computer programs, and enjoys walking, yoga, and photography.

Greg has served as a Transplant Counselor for pre- and post- liver and kidney transplant patients, as an ICU Patient Family Liaison, and as co-lead on the ICU Advisory Council. He is currently a Patient Advisor for the PFAC Steering, WPBR, and Welcoming Committees. Greg also volunteers at the UWMC Information Desk as a Lobby Ambassador.

Jane Anderson volunteers at UWMC in the Health Information Resource Center. She was born and raised in LaGrande, Oregon. Jane worked for 21 years for the VA Medical Center in Seattle and has volunteered for Head Start and at the Thomas School as a teacher assistant. She also owns a tea catering business called TeBach.

Jane has served on the Community Relations, Grants, Nominating, and Volunteer Liaison Committees and is the recipient of a 2010 Golden Eddy Award.

Connie Chen was born in Macau, a former Portuguese colony near Hong Kong. She moved to the United States in 1972 to attend graduate school, where she received a doctorate degree in counseling. Connie is a Clinical Manager in Adult Behavioral Health at ACRS (Asian Counseling and Referral Services). She has 30 years of experience in the field of health care, both administratively and clinically.

Connie has worked for the Eastside Mental Health Center in Bellevue and for Valley Cities Counseling and Consultation. She has also volunteered for the American Red Cross. She offers a rich understanding of optimal healing environments and a passion for healthcare.

Tiffany Do is a student at the University of Washington. She has volunteered for UWMC beginning in 2009, as a Patient Escort, Escort Team Leader, and most recently, in the Beauty & Cancer Program. Tiffany has worked as a student assistant and has served on the Seattle Youth Commission to help organize events such as the Youth Town Hall with Seattle’s mayor and City Council.

Tiffany’s skills include event planning, communication, and the ability to work effectively under stressful conditions.

Katie Douglas is a Washington native with extensive experience as a volunteer. She has served as a Patient Advocate on the committees for Reducing Readmittance and for Patient Friendly Discharge, and as a Volunteer Advisor on the Rehab Advisory Council. Katie is also on the Board of Directors for SCIAW (Spinal Cord Injury Association of Washington).

“My passion is patients and their families,” she shares. “And how important it is to have family with you to heal.”

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David Mahoney is a pre-medical student at UW. He volunteers as an Escort Team Leader at UWMC. David has also volunteered for a transitional housing facility for single mothers and at a youth homeless shelter. One of David’s primary goals as a physician will be to provide an understanding of disease to patients so that they can be really involved with their care. He explains, “I love volunteering because I have the chance to encourage and inspire other volunteers to take advantage of this incredible opportunity to assist the medical community.”

David hopes to bring to the board his enthusiasm, passion for patient well-being, and insider knowledge of the volunteer perspective.

Paul Jeganathan is a polio survivor with extensive volunteer experience including work with Bridge Disabilities Ministries, Seattle Children’s Hospital & Regional Medical Center, American Leprosy Missions, Trinity Lutheran College, Compass Center, Cross of Christ Lutheran Church, and more. Paul is retired from a career in finance, audit and administration at UW. In his free time, he enjoys listening to jazz and gospel music, playing harmonica, and woodworking.

Paul’s goals are to assist with community outreach and to contribute to a stress-free, comfortable environment for families of patients at UWMC.

Janet Meister was born in Seattle, Washington. She worked as the Human Resource Director for Greenbaum Home Furnishings from 1991 to 2003. Janet has been very involved in volunteer work, serving as the Board Chairman of the YMCA in Encinitas, California; as Treasurer and President for the Children’s Home Society in Rancho Santa Fe; as Treasurer for the Beach and Country Guild for Cerebral Palsy; and at Children’s Hospital Camp.

Janet’s hobbies are working with people, skiing, walking, traveling, playing bridge, and spending time with her family and grandchildren.

Stuart Miner is a Managing Broker for the Windermere Real Estate Company who has volunteered for many charitable groups and projects including Seattle’s Livestrong Foundation Ride and Run, Outreach to the Homebound, and Rebuild It Seattle. His skills include marketing communications, problem solving, and traffic generation, as well as recruitment and retention.

“Giving back to the community has always been an important aspect of my life,” shares Stuart. “We are lucky to have an organization such as the UWMC Service League. It’s a very worthy cause to provide services and programs to enhance the patient experience and make a challenging situation just a little better.”

Jack Mo is a UW student who also works at the Van Voorhis Lab (UW). Jack started volunteering at UWMC in 2012 and is currently an Escort Team Leader. “My favorite aspect of volunteering is interacting with other volunteers, staff, and patients and their families,” he says. “This has allowed me to get to know many unique individuals and hear their stories.”

Jack’s skills include Adobe Photoshop, video editing, conversational Mandarin Chinese and Spanish, as well as teaching and mentoring younger students.

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What is the best part about volunteering at UWMC?

“Volunteers gain both a realistic hospital experience as well as the ability to help people. This is a wonderful opportunity to make other people and yourself happy by being a positive embodiment of the hospital. Being a volunteer is one of the most rewarding experiences I’ve had at UW.”

~James Gendreau, Patient Escort

“Volunteering means a joyful smile and a welcoming hand. It means being positive from the time they enter until the time they leave. I love getting the opportunity to be a helping hand because it can make a person’s day.”

~Lauren Berglind, Escort Team Leader

“Being a volunteer at UWMC gives me a good look into the world of medicine. But it is also a great opportunity to meet all sorts of people interested in medicine as well. From the quiet days to the very hectic days, it’s nice to take a break from whatever is going on and just give my time to help out any way I can.”

~Joyce-Christie Le, Assistant, 5E ICU

Ceola Peoples was born in Pineville, Louisiana and raised in Seattle. She is retired from a career in Human Resources. Since her retirement, Ceola has served as a volunteer in the Health Information Resource Center at UWMC. Ceola has also volunteered for over 20 years with the Special Olympics (coaching baseball, softball, and track and field) as well as with other organizations that support the mentally challenged. Her hobbies include walking 5K races and half marathons.

In addition to volunteering at UWMC and attending UW, Natalie Wang works as Lead Manager at her family’s restaurant, the Golden Chopsticks. She has studied Operations Management and Information Systems at the Foster School of Business. Natalie’s career aspirations are to work in health administration, biotechnology, or consulting at a firm with clients involved in healthcare.

Natalie is skilled at verbal and written communication, organization, decision-making, and innovation. When asked what she likes best about volunteering, she replied simply, “Every day is an inspiration.”
For all you bloggers and vloggers out there, a very cool thing happened recently at the UWMC Service League Roosevelt Espresso Bar.

First, the back story. There is a very popular YouTube couple who started vlogging three years ago. The wife, Judy, talks about beauty and makeup while Benji, the husband, has a health and fitness site. Most recently, they talk about their 10-month-old daughter and Benji has a weekly contribution that he calls #CoFFeeMonday where he visits espresso stands. Their site boasts over 450,000 subscribers, with most of their vlogs reaching at least 150,000 views.

Recently, Billy Broome, full-time barista at Roosevelt Espresso, attended a concert where he recognized Benji. Billy told him where he worked and explained our mission, inviting him to pay a visit. To Billy’s surprise, Benji popped into the espresso bar on Monday, August 26.

Billy said, “My Monday was filled with my usual tasks. I did my food and supply orders, worked on the deposit and took my break—and to my surprise, when I returned, there was Benji talking to two of my coworkers! My (pictured in photo on left) watches the vlog and was in full fan girl mode. Benji and I discussed life as a barista and I gave him a mini “Espresso 101” class where I made him a latte. He loved it!”

Benji posted the photo at left to Instagram where it received over 6,000 likes! Billy was thrilled that Benji took the time to visit. Billy went on to say, “It was great advertising and the best part of his visit was that he asked if we had gift cards. He bought 20 five dollar cards—and as he was leaving, he gave them to me and asked me to hand them out to customers!”

View the vlog at the 3:22 minute mark at: http://youtube/up2EQcMBJ0c

UWMC Gift Shop - October Sales Events

The fall season is here and with that comes new merchandise to the UWMC Service League Gift Shop and Tea Room! You will find fun Halloween merchandise and fall home décor items to spruce up your home. Check out our large selection of jewelry and scarves as well as seasonal gift cards and candy.

Don’t miss upcoming sales events—and remember that a purchase at any of our five Service League locations helps support patient care programs at UWMC.

**October 10 & 11:** A pop-up boutique by Chic Essentials will be taking special orders, representing great clothing companies like Pure, Neon Buddha, Nick & Mo, and much more. Gift Shop.

**October 16:** Lisa Gleason, creator of Face Food Moisturizing Cream, will be discussing the benefits of this all-natural product. Gift Shop.

**October 17:** New product demonstrations featuring cork handbags, sand pictures and more.

**October 23 - 25:** Appreciation Events is back with fantastic savings on certificates for local restaurants, fun centers and more. Roosevelt Lobby on the 23rd / Gift Shop 24 - 25.

**October 30 - 31:** Handbags and More is a first-time event offering a large variety of handbags and various accessories.
Welcome New Volunteers

Volunteer Services recently interviewed, placed, and trained 38 new volunteers. We are delighted to have you with us! You are already making a difference for patients, families, visitors and staff members at UWMC.

A BIG welcome to:

Katelynn Anderson, Olivia Arakawa, Susannah Balestracci, Anna Bode, Stacie Chan, Prescott Cheong, Yada Chulakham, Yoshimitsu Denison, Carissa Erzen, Justin Etzel, Julie Hansen, Kehinde Jeremiah, Greta Karlholm, Hon Ching Lai, Brian Lam, Derek Lee, Michael Lee, Sara Levy, Alexander Ma, Mutile Musee, Adam Nakatsu, Christine Namgoung, Patrick Nixon, Binhan Pham, John Purcell, John Soren Reyes, David Ryan, Starla Sage, Eun Ji Sim, Sarah Shin, Lacresha Sullivan, Alissa Swank, Tracy Ta, Elizabeth Thorn, Bestis Wasef, Deborah Xi, Wenbin Wang, and Yao-Fu Yang.