Welcome, Summer Teens!

The 2015 Summer Teen Volunteer Program is underway! Approximately sixty-seven new Summer Teen Program volunteers were interviewed, oriented and trained in May and June. In addition, twenty alumni Summer Teen Volunteers returned to participate in another summer of service. This eight-week program runs from July 1-August 31.

These high school volunteers will serve as Escorts providing the following services: Level Green wheelchair transport, delivering specimens, delivering flowers and mail to patients, rounds and cleaning wheelchairs, greeting and directing patients/visitors, and assisting with various projects around the medical center.

The Summer Teen Program this year includes participants from fifty-two different high schools/programs, both private and public throughout the Seattle/Puget Sound area. These schools include: Auburn Adventist Academy (Auburn), Auburn Riverside (Auburn), Bainbridge Island, Ballard (Seattle), Bellevue (Bellevue), Bellevue Christian (Bellevue), Big Picture School (Bellevue), Bishop Blanchet (Seattle), Bothell (Bothell), Chief Sealth (Seattle), Eastlake (Bellevue), Eastside Catholic (Sammamish), Edmonds-Woodway (Edmonds), Federal Way (Federal Way), Garfield (Seattle), Hazen (Renton), Henry M. Jackson (Mill Creek), Holy Names Academy (Seattle), Inglemoor (Kenmore), Ingraham (Seattle), Interlake (Bellevue), International Community School (Kirkland), International School (Bellevue), Issaquah (Issaquah), Kennedy Catholic (Burien), Kentridge (Kent), Kentwood (Covington), Lakeside (Seattle), Lynnwood (Lynnwood), Meadowdale (Lynnwood), Mercer Island (Mercer Island), Nathan Hale (Seattle), Newport (Bellevue), Raisbeck Aviation (Tukwila), Redmond (Redmond), Renton (Renton), Roosevelt (Seattle), Seattle Academy (Seattle), Seattle Preparatory (Seattle), Shorecrest (Shoreline), Shorewood (Shoreline), Skyline (Sammamish), TAF Academy (Federal Way), Tesla STEM (Redmond), The Bear Creek School (Redmond), The Northwest School (Seattle), Thomas Jefferson (Auburn), University Preparatory (Seattle), UW Academy (Seattle), Vashon (Vashon Island), West Seattle (Seattle), Woodinville (Woodinville).

Summer Teen Program volunteers build leadership skills, focus on teamwork, utilize customer service skills and gain valuable exposure to the environment of healthcare in our nationally recognized medical center. Many of these teens are interested in a future career in healthcare and wish to learn more about the healthcare system while providing service to our patient population.

As the program winds down to a close on August 31, 2015, we hope the Summer Teen Program volunteers will reflect upon their experience here and return to their academics newly inspired to both pursue their interest in healthcare and to continue serving their community.

Thank you for your service, 2015 UWMC Summer Teen Program participants!
A Word From Renée...

Our summer at UWMC is filled with joyful hellos and heartfelt goodbyes. We enthusiastically welcome summer teen volunteers, new adult recruits, and Service League Directors. We convey our sincerest farewell and thank yous to our student volunteers and student employees who have recently graduated; to our Volunteer Services Program Assistant, Chantelle Slayter, who will be traveling abroad to complete her graduate degree; to UWMC Executive Director, Stephen Zieniewicz, who is moving on to a new leadership opportunity; and to the Volunteer Services department’s Senior Associate Administrator, Helen Shawcroft, who is retiring after 35 years of outstanding service.

In this summer issue of the Volunteer Voice, we will learn more about these outstanding volunteers, employees and administrative leaders who have each made significant contributions to the growth and achievements of UWMC. We will also check in on the summer plans, extracurricular activities, and travel adventures of our volunteers - we at UWMC participate in life to the fullest!

In addition to expressing our thanks and gratitude to the UWMC Service League for its outstanding generosity this year, I would also like to recognize our community donors: quilters and knitters, HDR Engineering (who donated teddy bears), glassybaby for their funding support of our Living Well with Cancer Arts and Healing Program, and the University District Rotary for their gift of 207 Therapeutic Heart Pillows for cardiac patients.

As we transition into fall, our organization will continue to experience growth, changes and new leadership. As always, the strength of our spirit, support of our team and commitment to our purpose will see us through to success.

Thank You, Service League Board of Directors!

During the past year, the Service League contributed over $290,000 in funding support, grants and special programs for patients and families at UWMC. Revenue generated from a successful year of sales in the Gift Shop and espresso bars enabled the Service League to expand its giving potential.

The Service League purchased artwork for the medical center, funded Arts in Healing bedside and group art activities, housing for patients and their families, wigs and head coverings for oncology patients, grieving support materials for Palliative Care, iPads and Spanish translations of education materials, tools for communication, rehabilitation and therapy, race participant fees for Team Transplant athletes, toys and games for pediatric and CHDD clinic patients, and skeleton and organ models for patient education, in addition to awarding grants to forty UWMC departments, clinics and nursing units.

The Medical Center hosted a spring luncheon, catered by the Plaza Cafe, to thank the Service League for its generosity to UWMC. Executive Director Stephen Zieniewicz, Medical Director Dr. Thomas Staiger, Chief Nursing Officer Grace Parker, and administrators Helen Shawcroft, Patty Riley, Geoff Austin, Cindy Angiulo and Cindy Sayre were in attendance and shared their words of gratitude.


Additional thanks for your leadership and guidance to our officers: Shawn Roth (President), Stuart Miner (Vice President), Katie Douglas (Treasurer), Barbara Scott (Secretary), and (Nominations Committee Chairwoman), Louise Leader.

Thank you to Janet Meister, who is leaving the board following three years of dedicated service. Welcome new FY16 Directors Richard Verver; Shelby Harrison; Anita Warmflash and Roy Hsu.
Stephen Zieniewicz to Join St. Barnabas

Stephen Zieniewicz, FACHE, Executive Director of UWMC, will be leaving UW Medicine on August 21st 2015 to accept the position of President and CEO of St. Barnabas Medical Center in Livingston, New Jersey.

UWMC has seen many important advancements under Stephen’s eight year leadership, including the opening of Montlake Tower, the Sports Medicine Clinic, the Eastside Specialty Center, the expanded maternal fetal medicine clinic services in Yakima and Arlington, and the new Men’s Health Program at Roosevelt Clinic. UWMC has also received approval to provide vascularized composite face and hand transplants by the United Network for Organ Sharing (UNOS).

Stephen has been instrumental in helping UWMC move toward meeting the UW Medicine Patients first goals, particularly the patient satisfaction goal. UWMC has received high honors, including the ranking of #1 hospital in Washington state from the U.S. News & World Report metropolitan area ratings. UWMC was also awarded The Joint Commission Ventricle Assist Device (VAD) and Advanced Palliative Care certifications. The hospital has been deemed a Gold Standard Fit Friendly company in the Puget Sound region by the American Heart Association, and it was rated as an Exemplar Hospital by the Institute for Patient and Family Centered Care. Stephen was also the recent recipient of the 2015 Maria Hall Special Award for Excellence in Patient and Family Centered Care.

In addition to his many complex roles at UWMC, Stephen served as Chair of the American Heart Association in Puget Sound, as well as Chair for the March of Dimes Walk for Babies. He was the elected Regent for Washington for the American College of Healthcare Executives, where he is also a board certified Fellow in Healthcare Management.

The Volunteer Services Department and Service League thank Stephen for his support and commitment to our programs and volunteers at UMWC!

We would like to extend a warm welcome to Geoff Austin, Associate Administrator, who will step into the role of Interim Executive Director of UWMC.

A celebration in Stephen’s honor will be held on the afternoon of Friday, August 21 from 2:00 - 4:00 p.m. in the Plaza Cafeteria.
A Fond Farewell to Helen Shawcroft

Senior Associate Administrator Helen Shawcroft will be retiring from the University of Washington Medical Center this month. Her last day in the office will be August 14.

Helen began her career at UWMC in 1980, as the hospital’s first Director of Planning. Today, as Senior Associate Administrator, Helen oversees the Regional Heart Center, Radiology, Vascular Imaging, Planning and Referral Development, Volunteer Services and Facility Design and Construction Management. In addition to leading the strategic planning for UWMC, she has provided leadership to all the major construction projects undertaken during her tenure. These include the Muilenburg Tower, Montlake Tower, Surgery Pavilion, Roosevelt Clinics, Eastside Specialty Center and the Sports Medicine Center at Husky Stadium. Helen has also played a major role in many of the major strategic moves of UW Medicine, including the creation of the neighborhood clinics and the development of the Seattle Cancer Care Alliance.

Helen has provided leadership to many of our clinical programs. Under her leadership, the Regional Heart Center has grown significantly, now providing the newest and emerging cardiac treatment technologies. Radiology has also grown under Helen’s leadership, now providing services in four sites, the newest being the Eastside Specialty Center and the Sports Medicine Center at Husky Stadium.

Throughout her career at UWMC, Helen has been a strong supporter of Volunteer and Community Based Services and the UWMC Service League. In 1995, Helen took on administrative responsibility for the Volunteer Services program and became an ex-officio member of the Service League Board. In the 1980s, Helen helped develop the Art Program and hire its first director. Over the years, she has supported the Service League’s gifts of art to UWMC by ensuring the preservation and representation of the collection throughout construction and expansion projects. Helen has been an advocate for patient and family housing and has worked tirelessly to find temporary economical housing for UWMC’s patients who travel long distances for their care. Through her collaborative work with the UW Real Estate Office and the Service League in 2006 she was able to procure the Collegiana for use for patient and family housing.

We in Volunteer Services and the Service League express our heartfelt thanks and deepest appreciation to Helen for her dedication, support and guidance to our program during the past 20 years.

A celebration in Helen’s honor will be held on the afternoon of Friday, August 14, from 3:00 to 5:00pm in the Plaza Café.
Goodbye and Thank You to Chantelle Slayter!

Chantelle Slayter joined the Volunteer Services team as a Program Assistant in August 2013 after volunteering as an Escort, Escort Team Leader, 5E ICU Nursing Unit Assistant, Anatomical Pathology Assistant and serving on the Service League Board of Directors. She currently volunteers as an Arts in Healing Volunteer. Most of you know Chantelle: it is her warm, welcoming smile that patients, visitors, and volunteers most often first see when they come to the medical center Lobby Information Desk.

As a Program Assistant for Volunteer Services, in her work at the Lobby Information Desk, Chantelle has helped thousands of patients and visitors to their destinations and with their various inquiries. Her command and knowledge of the medical center has made her an invaluable resource for patients, visitors and staff. Chantelle works closely with all the Lobby Ambassador volunteers to make sure they are trained and up-to-date in knowledge of their roles. She writes a monthly newsletter for Lobby Ambassador volunteers and Information Desk staff to aid in sharing important updates and announcements. Chantelle also developed a streamlined file system to manage all the maps and handouts requested at the Information Desk. She is a natural leader, and her skills and fantastic customer service have been instrumental in building a sustainable Information Desk staff and volunteers team.

Chantelle is moving on to pursue her long-term career goals. She will be attending graduate school to earn her Masters in Health Sciences in International Health from the University of Tampere in Tampere, Finland. With her degree Chantelle hopes to improve health equality in underserved populations while protecting individual cultural health practices.

We are saddened to see Chantelle go, but excited to see her fulfill her career goals and find future success in International Health.

Fellow Lobby Ambassador Diane Rismoen says, “She's more than a fantastic coworker, and my personal UWMC phone directory; she's my friend for life!"

Please stop by the Information Desk on Friday, August 14 to wish her well. Onnea ja turvallista matkustaa, Chantelle! (Finnish for, “Good luck and safe travels, Chantelle!”)

UWMC Construction News

Exciting developments are happening in the Montlake Tower Phase II expansion project, with the current construction of brand new, state of the art operating rooms.

Seven operating rooms are currently being built and will be completed in late August 2015. Their first use for direct patient care will take place in November 2015.

All seven ORs will be fully integrated. Two will have Philips FD20 Fluoroscopy units that make them Hybrid ORs (operating rooms with imaging). One operating room will be specially designed to house the Mobetron (a mobile, linear accelerator that delivers intra-operative radiation therapy), and will also accommodate complex brain surgeries.

Eventually, UWMC will have eleven new ORs. The other new ORs, which will be fully universal, are expected to be completed in 2017. Seven of the hospital’s original ORs will be taken out of service.
Volunteers: What Are Your Summer Plans?

Summer is a season for fun, travel and, at times, hard work. We asked our volunteers how they are spending these hotter months — here is what they had to say!

I'm going to be taking Certified Nursing Assistant classes this summer. I'm also going to California with my sister for two weeks and I'm going to Las Vegas, where I'll be sky diving for the first time.

Michelle Dinh, 5E ICU Nursing Unit Assistant

I graduated this year and am applying to medical school. In the meantime, I am working at Seattle Children’s Hospital as a Simulation Technician. Thank you for such a great volunteering experience at UWMC.

Will Gerull, ISIS Simulation Center

I'm looking forward to hearing Temple Grandin's keynote speech at the national American Art Therapy Association conference in Minneapolis, Minnesota in July.

Gwendolyn Wilson, Arts in Healing

I graduated from the University of Washington in June. I will be finding either a job or an internship. I also plan on going to Panama to visit some of my relatives.

Gianna Woodruff, Sports Medicine Clinic Assistant

Following my summer classes, I will be traveling to Australia alone and spending a couple of weeks on the eastern coast. I will then fly to New Zealand where I will spend a week traveling with my younger sister. Most of my trip is unplanned thus far, except for the plane tickets! The hostel experience should be interesting.

Jonathan Pendleton, Escort

I graduated this year from the University of Washington with a Biochemistry degree and Chemistry minor. I am going to spend time with my family traveling in Washington. I will be working as an AmeriCorps Volunteer Program Coordinator at the American Red Cross this fall. I am very excited to serve the mission of building a better-prepared community.

Yongmin Ko, Pharmacy Assistant

“I am going to Munich this summer!”

Marcella San Martini, Lobby Ambassador and Oncology Guest Services volunteer
Volunteers: What Are Your Summer Plans? (cont.)

I will be doing the early start for the UW Nursing School BSN program this summer. I'll also be working as a CNA at an assisted living facility. For the first week of September, I'm going to rural villages in Nicaragua and run clinics with a student organization called UW Global Medical Brigades.

**Alice Evered**, NICU Nursing Unit Assistant

I'll be working with the Baker Lab in the Molecular Engineering and Sciences Institute here on UW campus.

**Garreck Lenz**, Escort

I graduated from the UW School of Nursing with Honors. I plan to vacation in Italy during the summer and will continue working as a Hospice Nurse in the Seattle area.

**Robin Tarter**, former volunteer and recent UW School of Nursing graduate

Over the summer, I am (hopefully) working at a daycare center in my hometown! I'm also going to be spending a lot of quality time with my family and friends before starting nursing school in the fall.

**Karen Lee**, ICU Nursing Unit Assistant

I graduated this June and am headed to Tulane University School of Medicine in August to get my MD. I'm also backpacking through Europe this summer in order to enjoy some of my last free time before medical school. I'm excited to say I won't be working this summer!

**Nick Scherzer**, ISIS Simulation Center

During the month of July I will be traveling to Italy with my Grandma. I'm especially excited to see the historical remnants in Pompeii and the Coliseum!

**Natalie Pearlman**, Escort

At Bellevue College I'm taking a Sociology course and a Nutrition course online, as well as a Nursing Assistant Certification class. Also, my family and I may be going to Lake Chelan at the end of the summer.

**Andrea Yi**, Escort
Volunteers: What Are Your Summer Plans? (cont.)

I am planning on going to Lake Chelan for three or four days towards the end of August, and then I’m going to California and Oregon for a week each in the beginning of September. I have also been applying for research positions for labs on campus.

Ashton Samuelson, Escort

I graduated from Bellevue College with an Associates degree in Arts and Science this Spring. I was accepted into the University of Washington’s Nursing program. Volunteering with UWMC as a doula gave me the opportunity to solidify my interest in nursing and to gain experience that I can take forward in my nursing career.

Aminah Coleman, Doula

I am going to be transferring to the Exercise Training Clinic this summer to work with the occupational therapists there. I will be taking the GRE in preparation for applying to OT school next Fall, and working as a care provider for children with special needs.

Maddie McBroom, Escort

I graduated this year and will continue to work as a Medical Scribe at the Providence Regional Medical Center Emergency Room in Everett. I will also continue to volunteer in the ICU. I’m applying to medical school, and I was recently accepted to join the Africa Mercy (part of Mercy Ships) in Madagascar from mid-August to the beginning of October of this year.

Logan McColl, ICU Nursing Unit Assistant

I will continue working as a CNA this summer back home, and will be starting nursing school at UW this fall.

Carly Hoisington, General Medicine Nursing Unit Assistant
Profile: Megan Fu, teen volunteer

We spoke with volunteer Megan Fu, who recently graduated from Holy Names Academy with plans to attend Massachusetts Institute of Technology in the fall. Megan has been a teen volunteer in the Escort role for the past three years.

This summer Megan will be a high school intern at Microsoft, and she will also be traveling to China!

What are your career goals?

Currently, I’m not entirely sure but I hope to be either in the medical field, or in design, with computer science mixed in.

What have you learned in your time as a teen volunteer at UWMC?

I’ve learned the importance and impact of smiling, how small differences are really big differences, and how gratifying volunteering is.

How do you think volunteering at UWMC has helped you prepare for college?

Volunteering has taught me that there’s so much more to life beyond myself. It also taught me discipline, and to take initiative.

What advice do you have for your fellow teen volunteers?

Enjoy your time, and talk to other volunteers! Everyone here is so friendly. I've made lasting friendships at UWMC.

Shout Outs!

Alice Chang, Heart Transplant Social Worker, gave kudos to Ron Adkins and Stewart Lavigne. “Both of my volunteers are outstanding! They come and visit our patients weekly to provide support to them and their families, with their unique perspectives as organ recipients. Family members give me feedback about how much they appreciate the support they received while their loved ones were in the hospital.”

“Thank you for allowing Frances Foody and Emily Heng to come to the University Reproductive Clinic last week,” says Judy Stead, Pediatric Care Center Manager and Interim Manager of the University Reproductive Clinic. “They came so energized and willing to help us in any way they could. Both had smiles, were cheerful, kind and enthusiastic. What a treat to meet them and have them help us in the clinic!”

Dori Khakpour, Research Dietitian in Endocrine & Diabetes, says, “We have a fairly new volunteer working with us, Andrea Toulouse. Without her, we could not be doing our current research. She has been our right and left arm with all the technology that the study requires!”
Best Wishes to Our Student Hourly Team

This winter and spring, four of the Volunteer Services Student Assistant staff members graduated from the University of Washington. All of these students started as UWMC volunteers and were then hired to work at the Information Desk to assist and direct our patients and visitors. It is always sad to see our student staff move on, but we are so proud of them and all of their accomplishments. We wish them all well in their future endeavors and thank them for all their good work at UW Medical Center.

Hong Ha (Audrey) Hoang

**Majors:** Neurobiology B.S. & Psychology B.S.

**Minor:** Bioethics & Humanities with Honors

**Immediate plans:** I will be a science instructor (focusing on Biology, Chemistry and Physics) for Teach for America in Four Corners, New Mexico. In the future, I will either work towards education equity as an administrator, or apply for medical school to become a rural physician.

**What I have learned at UWMC:** Being able to communicate effectively with others, and not being afraid to approach people, whether it be to ask if they need help or to seek out a new learning opportunity. This was my first job, which I had since the start of my college career. It has allowed me to meet so many new people, to really reflect on who I am and what I want to do in the future, and to solidify my love for education and medicine.

**What I will miss most:** I will miss the wonderful volunteers, patients, and staff members at UWMC. I felt a part of the UWMC family. Everyone I met has impacted me in some way and I am grateful for this experience helping me become the person I am today.

Tyler Caulkins

**Major:** B.S. in Cell, Molecular, and Developmental Biology

**Immediate plans:** I was just hired at Boeing, so I expect to spend the next few years there. I will be working in procurement and supply chain management for their commercial line of aircraft. I would like to go to Grad School sometime within the next five years or so, possibly to pursue an MBA. Also, one of my career goals is to work internationally for a few years.

**What I have learned at UWMC:** The most valuable lesson was learning how to interact with people of different backgrounds. UWMC has a widely diverse set of patients and staff, so each experience was different and a new challenge.

**What I will miss most:** I will miss the staff and volunteers, especially those in Volunteer Services and at the Information Desk. They are an amazing group of people who work hard each day to make UWMC a better place. They truly care about each and every person that walks through those front doors. I'm lucky to have worked alongside them.

(continued on p. 11)
**Breanne Yamamoto**

**Majors:** B.S. in Biology, with an emphasis in Physiology

**Immediate plans:** I will look for a laboratory job and enjoy the summer weather in Seattle. Eventually I plan on going back to school to study Clinical Laboratory Science, or to become a Physicians Assistant.

**What I have learned at UWMC:** The most valuable skill I learned from working at UWMC is the ability to multitask, since it could get pretty busy at the Information Desk!

**What I will miss most:** I will miss the staff. Working at UWMC gave me the opportunity to meet the most amazing people who were always friendly, and had a genuine passion for helping others.

**Danielle Bojorquez**

**Majors:** B.S. in Public Health (Pre-med)

**Immediate plans:** I will be a Community Health Volunteer in the Peace Corps, in Peru. After this, I am going to apply for medical school and pursue my dream of becoming a physician.

**What I have learned at UWMC:** I learned to be patient and respectful of every person that entered the hospital. We do not know why they are at UWMC, but I can try my best to help them in whatever way I can.

**What I will miss most:** I will definitely miss the staff and volunteers. I loved coming to work and seeing so many smiling faces. Everyone cared about my schooling and future plans and I developed a lot of amazing relationships. Working as a student assistant was the perfect job as I was attending the university and I learned so many things that I will take with me on my next adventures.

**Community Events: Teddy Bear & Quilt Donations**

Volunteer Services would like to sincerely thank our community partners for their donations throughout the year, which are delivered to clinics and departments throughout UMWC, bringing joy and comfort to our patients and their families.

We received a donation of adorable teddy bears from HDR Engineering, Inc., in Bellevue, WA. Pictured are Executive Director Stephen Zieniewicz, Nurse Manager Gigi Jurich, Nurse Manager Debi Grace, Deborah Cobb-Hanson and Judy Hines of HDR, and Volunteer Services Program Coordinator Joy Murphy.

In July, Stone Soup Quilters delivered many colorful quilts. Volunteer Services Director Renee DeRosier accepts this generous donation from Patty Federighi.
Volunteers: You Can Help Support Our Pillar Goals!

At UW Medicine, our mission is best described by our four Pillar Goals. They are:

- Focus on Serving the Patient/Family
- Provide the Highest Quality Care
- Become the Employer of Choice
- Practice Fiscal Responsibility

Volunteers, you can play an important role in helping us achieve our pillar goals. Here are suggestions on how to positively model our service culture at UWMC.

- Know your role. Gather the tools and information you will need to have to best serve the patient population.

- Be courteous and respectful to patients. Remember, medical treatments can be a stressful experience for many. Practice helpfulness and supportive listening.

- Offer assistance to those who are lost by escorting them to their destination or bringing them to someone who can help.

- Practice consistent hand hygiene to prevent the spread of infection.

Thank you, volunteers, for all you do!

Holiday Office Closures

The Volunteer Services office will be closed on Monday, September 7, for Labor Day.

Escorts may volunteer on holidays between the hours of 9:00 a.m. and 5:00 p.m. Please report to staff at the Information Desk.

Volunteers in other areas should check with their supervisor to see if their assistance is needed during the holidays.
Art News

The UWMC Service League is a marvelous supporter of UWMC’s Art Program. In addition to funding Arts in Healing, the Service League generously donated funds to purchase art for the enjoyment of our patients and staff. Thanks to this kind gift, the Art Collection welcomes eleven artists and fifteen new pieces to the collection this year. Six of these artists, all from the Northwest, are new to our collection: Richard Hutter, Etsuko Ichikawa, Mindi Katzman, Michael Kenna, Nina Tichava and Suze Woolf.

The installation of new art will begin this summer.

We encourage you to stop by our two UMWC gallery spaces to see the current shows. In the Sky Gallery there is Double Vision. Photographers John Armstrong and David Johnson share both black & white and color photos with found visual juxtapositions. Many of these pictures will make you look twice. The show runs through August 20th.

Also, the 2nd floor Surgery Pavilion Link Gallery is hosting a second show by artist Suze Woolf. Suze will transport you to the beautiful Southwest with her amazing watercolor paintings. Suze’s show will run into 2016. A final date has not yet been set.

Spending just a few minutes in our galleries can be a great diversion, or a time to catch your breath. Just what the doctor ordered!

Arts In Healing has been graced with three wonderful Art Therapy interns this year: Kim Kingston, Amie Woo and Gwen Wilson. As we moved into late spring each intern began expanding their experiences by stepping into more independent roles. Our program has benefited greatly by being able to provide more hours of patient services at the bedside and additional art group offerings on inpatient units. It is wonderful to reach more patients and we are so thankful to have these interns working with us!
Service League Retail Updates

**Espresso Bars and Tea Room**

- Earlier this summer the Tea Room introduced a tasty blender drink by Dr. Smoothie and customers love how refreshing it is!
- Fit-Lyte is a fresh fruit tasting smoothie made with stevia and white tea-coconut water infusion. Less sugar, less calories. Flavors include Strawberry, Mango-Orange and Pineapple Paradise. This fall, Peach Harvest will replace Pineapple. Don’t miss it!
- If you like mixing veggies with your fruit try the new 100% fruit and vegetable BEETROOT & BERRIES smoothie. It’s a refreshing fusion of sweet, earthy beets, tart berries, savory vegetables and a hint of ginger all wrapped up in an apple and lemon juice blend.
- Need an extra boost in your day? Try one of our five boost additives available in Whey Protein, Antioxidant Blend, Energy Blend, Multi-Vitamin and Trim & Fit. They’re great in smoothies, yogurt, and our Umpqua Oatmeal.
- Beginning in August the Tea Room and Roosevelt Espresso will be serving up a very popular and frequently requested cold brew coffee. The softer, less acidic characteristics of cold brew are due to its extraction process of coarsely ground beans steeped in cold water for twelve hours. Since the grounds never come in contact with heated water, cold-brew coffee has a different chemical profile than other conventional brew methods, making it naturally sweeter.

**Gift Shop News**

- It’s hard to believe but holiday merchandise begins arriving to our Gift Shop in July (maybe that’s why there are “Christmas in July” sales)! Later in the year, check out our great home décor items, from contemporary to whimsical styles. The selection is fun and exciting, and there’s something for everyone!
- Since the expansion of the Gift Shop, our clothing and accessories area has taken off. This fall we are featuring a new clothing line by Bobeau: a stylish collection of tops and sweaters, all at affordable prices.
- During the week of October 19th, don’t miss a daily introduction to a new shoe line from Corkys Footwear, the comfortable and feather light ribbon shoe.

Please remember that when you purchase from the UWMC Gift Shop, Lobby Espresso, Pavilion Espresso, Roosevelt Espresso and the Tea Room at the Pavilion, you are supporting the Service League that funds several Patient Care programs here at the UWMC!
Help Wanted: Volunteer Opportunities

Nursing Units: Open to adult/college volunteers. These nursing unit assignments provide great opportunities for pre-nursing student volunteers who have completed their Escort prerequisite. Nursing unit volunteers will assist nursing staff with Level Green patient transport, patient comfort tasks, stocking, errands and clerical duties. 4S (Special Procedures), 4NE (Medical Surgery), 4SE (Transplant Surgery), 5E ICU (30 hr. minimum to be considered), 5S (Postpartum/Newborns), 5NE (Cardiothoracic Surgery, Telemetry), 6S (Antepartum Services), 6E (Labor & Delivery), 6NE (General/Family Medicine), 6SE (Orthopaedics/Ophthalmology), Emergency Department (30 hr. minimum to be considered), ICRU (Interventional Cardiac Recovery Unit), Otolaryngology (Ear, Nose, and Throat), Radiology, Surgery Center (Post-Anesthetic Care Unit).

UW Institute for Simulation and Interprofessional Studies (UWMC): UW-ISIS is the simulation center for UW Medicine and provides communication training, skills training, and simulation-based training for UW Medicine healthcare professionals as well as paramedics and students in the schools of medicine, nursing, pharmacy, and the MEDEX PA program.

Volunteers with UW-ISIS can expect to have varied duties that include assisting with preparations for larger training events, maintaining certain electronic records, performing general site upkeep, working on collaborative projects, and becoming involved with regular course offerings over time.

Outpatient Clinics: Open to adult/college volunteers. Do you want to learn more about how a medical clinic operates while assisting staff and patients? All the following clinics are seeking volunteer support with a variety of operational tasks such as file management, patient handout / paperwork support, patient escorting, running errands, and other tasks as requested.

Bone & Joint Clinic Surgery Center, Center for Pain Relief, CHDD (Center on Human Development & Disability), Dermatology, ECHO/EKG Lab, Maternity & Infant Care Clinic, Medical Specialties, Pediatric Care Center, Pre-Anesthesia Clinic, Radiation Oncology, Regional Heart Center, Surgical Specialties, Transplant Services, University Reproductive Clinic and Women’s Healthcare Clinic.

If you are interested in any of these positions, please contact Cynnie Foss by visiting Volunteer Services (NN-303) during her office hours, M - F 12:00 noon - 2:00 p.m. or by appointment: fossc@uw.edu. An in-person meeting is required.

Welcome New Volunteers!

During March through June 2015, UWMC Volunteer Services placed and trained 167 new volunteers. A BIG welcome to:

Sojung Ahn, Aaron Azose, Anais Baneyx, Eva Barth, Nell Baumgarten, Sara Bellan, Brooke Bennett, Emma Benson, Kimberly Benz, Mary Baumann, Heather Borror, Yuge Bryner, Brandi Campbell, Mackenzie Campbell, Jordan Carranza, Jason Chan, Julia Chang, Kevin Chang, Sahil Chawla, Lucas Chen, David Cho, Ji Yoon Chon, Anastasia Christ, Taya Christianson, Margaret Concepcion, Britney Crabb, Jamie Cronin, Eleni Cross, Sterling Daily, Caitlin Davis, Anne De Vries, Dina Dinh, Zachary Duarte, John Ehni, Grace Elliott, Daniel Eun, David Fernando, Frances Foody, Rolanda Fu, Natalie Fuller, Amit Gallitzy, Meron Girma, Joneva Guiao, Saina Hamidi, Camille Hattwig, Matthew Hawkins, Melanie Hayes, Emily Heng, Braden Hirasawa, Dan Ho, Seok Hu Hong, Justin Hsie, Chung Chen Huang, AoI Hunsaker, Jason Hwang, Nathaniel Hwang, Josephine Hyder, Nicole Jacobson, Nish N Jain, Hibah Jared, Jennifer Jesse, Katherine Kaiser, Adelle Kanan, Emily Karmy, Winta Kassaye, Ebony Kennedy, Wali Khan, Ohnshin Kim, Peter Kim, Charles Kistler, Justina Lang, Son Le, Michelle Leary-Chang, Heng Tung Lee, Idess Lee, Jason Lee, Jennifer Lee, Jung-Min Lee, Seung Lee, Vivian Lee, Alexandra Leegwater, Heleena Leifer, Garreck Lenz, Jill Leszynski, Tina Liao, Justin Lowe, Fiona Madden, Yohairah Malabat, Merric Malley, Leslie Mares, Danane Matsusalem, Madeline McBroome, Jackie McVay, Sarah Mead-Smith, Alex Men, Nasim Meraban, Elizabeth Moore, Kylee Morris, Shane Mullins, Kevin Neuzil, Alexis Nguyen, Jennifer Nguyen, Michelle Nguyen, Tien Nguyen, Juliana Olde, Maria Ojaca, Keito Omokawa, Victoria Orfaly, Francis Paoli, Elaine Park, Aarthi Parvathaneni, Kari Patterson, Natalie Pearlman, Jonathan Pendleton, Niki Petrakos, Julia Phan, Phuong Pham, Pat Pookun, Catalina Raggi, Nkikhil Raman, Caleb Ren, Sarah Reuter, Bridgette Robertson, Melinda Rohrback, Thuphen Sakya, Ashton Samuelson, Monika Santos, Sara Sarmiento Ruiz, Willa Serling, Fionna Seung, Susan Scanlon, Aubrey Scheffel, Chin Wu Shen, Natasha Smerekanych, Feli ciand Smidt, Shon Soosman, Shon Stammen, Kaelyn Stanton, Alexandra Storm, Kaysea Studioso, Nannat Sukhja, Angelie Teng, Kate Terrado, Kanwar Thind, Htet Thu, Robert Tiscareno, Martin Tran, Tiffany Tran, Vivian Tran, Michael Trask, Jessica Truong, Noelle Tuay, Anna Unutzer, Nicole Wall, Emily Walter, Grace Wang, Xin-Mei Wang, Bonnie Weatherill, Melissa Wenzel, Calla Westcott, Judith Wong, Lillian Wood, Emily Worrall, Aaron Wu, JiYao Xie, Sarah Yaghmaee, Ava Yaghmae, Angela Yang, Grant Yang, Miles Yanick, Hannah Yu

We are delighted to have you with us!

Do you have a story idea or photo to submit to the Volunteer Voice? Send it to howelv@uw.edu. Submissions are welcome! The Volunteer Voice newsletter is published quarterly. Contributors to this issue: Renée DeRosier, Cynnie Foss, Veronica Howell, Gini Staton and Karen Neuhard-Forsythe. Edited by: Veronica Howell.