Dakota Kelty-Floughton began his career path to nursing as a UWMC volunteer. When he was a high school junior in 2009, Dakota volunteered as an Escort. While in college he worked as a Student Assistant at the Lobby Information Desk and later joined the Resource Team in the roles of Patient Care Technician, Lift Team Technician and House Transporter. After receiving his Nursing degree from the University of Washington, Dakota became a Resource Team RN.

Although Dakota had long been interested in working in the healthcare field, he acknowledges his first year at UWMC as formative. “When I was a volunteer, I had the opportunity to work side by side with the Transport Team and learn about the hospital. I also had the opportunity to assist with the transport of patients when extra hands were needed. I saw intensive care units, nursing floors, and clinic areas. These experiences motivated me to get a Certified Nursing Assistant license and become further involved.

“Some of the experiences I’ve had as an Escort have given me niche skills as a Patient Care Technician, and later as an RN,” Dakota continues. “I often delivered samples to the micro lab, the main lab, and transfusion services. That, along with transporting patients, gave me a good knowledge of the areas of the hospital. Knowing the most efficient routes for transporting patients is a good skill for RNs to have.”

Dakota reflected further on his experiences as a volunteer. “When you’re volunteering to fulfill an academic or institutional requirement, it’s easy to complete your hours and be on your way without further reflection. At the time, volunteering was, for me, a means to an end. In retrospect, it opened a lot of doors, professionally and intellectually. Volunteering was my first real exposure to the American healthcare system.

“Volunteers interested in pursuing a medical career should be enthusiastic. The more a volunteer interacts with their supervising medical staff, or the more they offer to help, the more the staff will notice them. With that recognition, letters of recommendation, interview references, and other professional opportunities can follow. It’s also helpful to talk with patients and hear their stories. Learning how to empathize, to actively listen, and to reassure patients early on in one’s healthcare journey will give a valuable skill set and an opportunity to reflect on one’s own life.”
A Word From Renée...

As we roll back our clocks and prepare for the Northwest winter and celebrations of Thanksgiving, holiday gift-giving and gratitude, I contemplate the spirit of giving and service at UWMC. Our team of nurses, physicians and medical staff remain committed to providing outstanding care for our patients around the clock, 7 days a week. Every day our dedicated volunteers play an integral role in this team by assisting our medical professionals and enhancing the patient care experience through their selfless acts of kindness.

We are excited to welcome our new and returning UW and area college student volunteers. I am proud to announce that 100% of our active volunteers are compliant in receiving their flu vaccinations – a requirement for all UWMC staff.

We in the Volunteer Services department enjoy working with our new Administrator, Cindy Sayre, and through her leadership we look forward to strengthening our connection to our nurses and broadening our scope of service overall.

We welcomed four new Directors to our 15-member Service League board and have already begun the strategic work and planning to provide funding support and programs to UWMC again this year. The board is pleased to announce the newest addition of Music Therapy to the Arts in Healing Program to benefit our patients.

A special thank you to our knitting volunteers who share their talents to help keep our patients feeling comforted and warm.

Remember to visit our Gift Shop for your holiday shopping. Gini Staton and her staff will feature weekly special gift sale events throughout November and December. All profits from our Gift Shop, espresso bars and Tea Room are dedicated and allocated by the Service League for UWMC patient programs.

Happy Holidays volunteers, and thank you for your selfless dedication 365 days a year – regardless of the season!

Volunteers, don’t forget to stop by the Volunteer Services Office to pick up your holiday gift!

Renée DeRosier, Director

Rotary Heart Pillows

The UWMC Service League and the 5NE Cardiac Surgery Nursing Unit are grateful to Judy Lovelace and the University District Rotary for their partnership and gift of huggable heart pillows for patients who receive bypass surgeries, valves repair or replacements, ventricular assist devices, or transplants. Patients hug the pillows for therapeutic and curative purposes of their healing sternum. The pillow provides essential support for the patient to embrace, helping to make coughing more comfortable. When patients hug their pillows, it reminds them to protect their incisions to prevent reopening. The heart pillows also come equipped with a pen so that staff and family can autograph and write messages of encouragement. Leah Spacciante, 5NE Nurse Manager says, “Patients love the pillows! It is like their badge of courage.”

Leah Spacciante, Nurse Manager of 5NE, University District Rotary member Judy Lovelace, and Director of Volunteer Services and Community Based Services Renee DeRosier proudly hold new heart pillows thanks to the generous donation of the Rotary.
**Geoff Austin Named Interim Executive Director**

UWMC is proud to welcome Geoff Austin as the medical center’s Interim Executive Director.

Prior to transitioning to his new role, Geoff served as Associate Administrator for Oncology, Organ Transplant & Care Lines, and Neurosciences. In addition to providing executive leadership for the medical center, he currently oversees the Regional Heart Center on an interim basis.

Geoff has been in the healthcare field for over 25 years and has been associated with UW Medicine for the past 10 years. He has also had experience as Senior Manager for ECG Management Consultants, leading major engagements for such academic medical centers as Emory University Health Sciences Center and Children’s Hospital in Atlanta, University of Cincinnati College of Medicine, Seattle Children’s Hospital, and the Clarian Health System.

Volunteer Services wishes Geoff every success!

**Welcome, Cindy Sayre**

Volunteer Services would like to extend a warm welcome to Associate Administrator Cindy Sayre, who has been named to provide oversight and leadership for the Volunteer Services department and the UWMC Service League.

Cindy has been involved in healthcare for over 30 years, and has done work in Critical Care and Oncology. She received her nursing degree in 1984 from Los Angeles County Medical Center School of Nursing, and recently completed a Ph.D. in Nursing Science at the University of Washington. She has been with UWMC for 15 years. As Associate Administrator, in addition to her work with Volunteer Services and the Service League, Cindy oversees Rehabilitation, Psychiatry, and the Emergency Department. She has also been instrumental in assuring UWMC’s designation as a Magnet Hospital (see our Magnet story on p. 3).

We look forward to working with you, Cindy!

**Meet Patricia Cervantes, Program Assistant**

Volunteer Services is happy to welcome our newest employee, Patty Cervantes, to the team! Patty spends her workday at the Lobby Information Desk, and in the front office of Volunteer Services.

Patty was born and raised in Los Angeles, California. She graduated from California State University Fullerton with a B.A. in History, with a focus on the Civil Rights Movement and British Imperialism. She is currently completing her thesis to earn her M.A. Patty hopes to eventually gain a position at a community college, teaching modern American History.

In addition to her studies, Patty has also had volunteer experience, working at Lambda Legal and for the Human Rights Campaign.

When asked what she likes best about her current role, she responded, “Greeting and helping people, and problem-solving. UWMC is a great working environment because the staff are so committed to helping patients and their families.”
The American Nurses Credentialing Center, in recognizing healthcare organizations for their nursing excellence and singular interdisciplinary patient care, created the Magnet Recognition Program for Excellence in Nursing Services. UWMC was the first hospital in the world to receive the Magnet designation, in 1994, and has maintained this high status for five consecutive terms. The medical center continues its aim of excellence in applying for redesignation for a sixth term this fall. As of early 2015, only 7% of hospitals nationwide are Magnet-designated.

In a UWMC Magnet environment, nurses shape professional nursing practice through encouraging nursing innovation, providing extensive education and professional support, and creating collaborative practice models. With its ANCC Magnet designation, UWMC remains a proven beneficial environment for nursing practice. This not only draws skilled professionals to the health care team, but also patients seeking high quality care.

Congratulations, Seattle Cancer Care Alliance!

The U.S. News & World Report recently released its list of the Best Hospitals for 2015-2016. In the area of Best Hospitals for Adult Cancer, Seattle Cancer Care Alliance ranked nationally in the top five!

In creating its rankings, the publication analyzed data of approximately 5,000 hospitals, and survey results of over 140,000 physicians.

Congratulations to SCCA, Fred Hutchinson Cancer Research Center, Seattle Children’s, and UW Medicine! This is not the first time that UW Medicine has been recognized by U.S. News & World Report. In 2014, UWMC was ranked as #1 hospital in Puget Sound, #1 hospital in Washington state, and #11 hospital in the U.S.
American Hospital Association Honors UWMC

The UWMC Environmental Services Department (EVS) has been recognized by the American Hospital Association with a certificate of merit, in recognition of their sustained high performance and innovative programs. UWMC, along with one other hospital in the 450+ bed category, has received this national honor based on the criteria of infection prevention, safety, use of technology, fiscal accountability and employee satisfaction.

Congratulations and thank you to the EVS Team for your great work!
Getting to Know the UWMC Service League

The UWMC Service League is a non-profit organization whose mission is to enhance care and support for patients and families at UWMC. Its members include the hundreds of volunteers who give so many hours of service to UWMC each year.

The Service League Board of Directors oversees the operations of the UWMC Gift Shop, Tea Room and three espresso stands. The revenues from these businesses are allocated to support many programs, including the Social Work Emergency Fund, which provides housing, food, and transportation for patients and families. The Service League funds the Beauty & Cancer and Arts in Healing programs, and awards grants each year to enrich patient care throughout UWMC. Board members also participate in community outreach projects such as quilt distributions to UWMC patients.

The motto of the UWMC Service League is, “We Provide the Extras.”

Eileen Askew says, “I am interested in broadening my non-profit leadership experience as well as serving my community.” Eileen has been a member of the Junior League of Seattle since 1999. She has served on the Board of Directors, and has taken on chair roles in a number of projects. She also volunteers at St. Anne School in Seattle, where her children attend. Through her volunteer and work history Eileen has strong experience in finance, budgeting and fundraising.

Connie Chen was raised in Hong Kong. She moved to the United States in 1972 to attend graduate school, where she received a doctorate degree in counseling. Connie has 35 years of experience in the Behavioral Health field, both administratively and clinically, working with individuals with acute and chronic mental illness. She has also served in the American Red Cross. In addition to serving on the Service League Board, Connie volunteers in UWMC’s Department of Social Work, at the Collegiana. She has a passion for healthcare and offers a rich understanding of the creation of optimal healing environments.

Katie Douglas is a Washington native who retired from Seattle Central College after 25 years of working as the Director of an employment program. She also has extensive experience as a volunteer. She has served as a Patient Advocate on the committees for Reducing Readmissions 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).

Shelby Harrison, a student at the University of Washington, has volunteered at UWMC as an Escort and is currently a nursing unit assistant on the 5S Post-Partum/Newborns Unit. Through her volunteer work she has become familiar with the programs that the Board supports. “I have seen firsthand how much of a difference these programs have made in patients’ lives, she states. In the future, Shelby hopes to work as a physician or physician’s assistant.

(Continued on page 7)
Roy Hsu is a graduate of the University of Washington, where he earned a Bachelor of Science Degree in Molecular, Cellular, and Developmental Biology. He also volunteers at UWMC as both an Escort and a Maternal and Infant Care Center assistant. His strengths include the ability to effectively listen and communicate ideas, and to cooperate with a team to develop ideas and solutions. His goal is to become a pediatrician.

Louise Leader was born and raised in Rochester, New York, where she volunteered as a Junior nurses’ aid at Strong Memorial Hospital during World War II. Her current volunteer work includes the UWMC Service League Board, the University District Rotary Club (Community Service Committee; Vocational Scholarship Committee) and the University House Scholarship Committee. She has also volunteered for seven years at Virginia Mason Hospital.

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,” says 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.”

Toni Pulikas is a retiree from the University of Washington system. She has 36 years of patient experience working at Harborview Medical Center, Seattle Children’s Hospital, Regional Medical Center, and the University of Washington Medical Center, with additional experience at three other hospitals in Chicago. She currently volunteers as a Surgery Waiting Room Liaison and a High School Tour Guide at UWMC.

Lydia Rand’s interest in the Service League Board peaked when she was made aware of the activity and the work being accomplished at the UWMC by dedicated individuals in the community. She adds, “I would like to again be a part of a Board that has an ongoing presence in the community.” Currently an employee with H&R Block, Lydia has also volunteered with (among other groups), Mothers March of Dimes, Aid Walk Project and Elizabeth House.
Kathy Schoenbaum worked as a Project Manager at Alaska Airlines and Danbury Hospital. She currently has a consulting business that provides retirement coaching. Kathy performs multiple volunteer roles at UWMC, including Surgery Liaison, ICU Liaison and Art Collection Volunteer. “I’ve worked in hospitals much of my life and greatly appreciate the work that goes into making a hospital stay the best it can be. I’d like to be a part of making it better in whatever way I can,” she says. Kathy also volunteers for Senior Services.

Barbara Scott was raised in Mt. Pleasant, Iowa. She retired from UWMC in 2004. She then began volunteering at UWMC in 2008 in Employee Health, transferring to the Information Desk. She has volunteered as a reading tutor with the Seattle Public Schools, as a doula labor and delivery coach (since 1981), as a Block Watch Captain (since 1991), as a PTA Vice President, and as an International Travel Companion for people who have rare terminal diseases. She has also volunteered as a Wedding Coordinator and, since 2008, she has served as a Barista for Street Bean.

Richard Verver is a retired Social Studies teacher. He serves as a volunteer at UWMC’s Health Information Resource Center and on the Inpatient Advisory Council. Richard says, “I respect and appreciate the work of UWMC and the volunteers who help make it great. I value the work of the Service League.”

As a 2014 graduate of the University of Washington, Natalie Wang began her professional career as a Business Analyst for the largest physician group in Washington state. Later, she transitioned to join the Finance and Strategy team at Providence Health & Services working on large scale projects impacting growth and building new service lines. Outside of work, Natalie plays in competitive volleyball leagues in Seattle and volunteers her time serving the American Red Cross as a Government Liaison.

Anita Warmflash is a retired social worker whose history of volunteering includes work on an advisory board for the Office for Children in Bergen County, New Jersey. She was also Chair of the Board of Directors for the Bergen Family Center in Hackensack, New Jersey. Her interest in the Service League comes from, “a desire to support a service which brings comfort to individuals and families when they are in need.”
Autumn Yoke is a Director of Instructional Services in the Sociology Department at the University of Washington. She has also volunteered with such diverse groups as the Municipal League of King County (a non-partisan organization), the UW Advisor Education Program, the Washington State Achievers Program, and Fremont Wine. She says of volunteering, “My favorite part is meeting new people and doing work that directly benefits, supports, and/or encourages others.”

Service League Now Accepting Grant Applications

The Service League is pleased to offer $1,200 grants to UWMC clinics, nursing units, and patient programs. Applications are available on the UWMC and Volunteer Services Intranet pages, or in the Volunteer Services office. The application deadline is Friday, February 12, 2016.

Funding is allocated to support patient programs and activities not covered by departmental budgets. Last year, the Service League awarded nearly $40,000 to UWMC programs and services. Recipients included the 5NE Medical-Surgical Unit, who purchased blood pressure monitors and a digital “talking” scale; Dialysis and Pheresis Services, who purchased kidney early education program books; Otolaryngology, who purchased an S-Supra M300 Counter (Hearing) Loop; and 8NE, who purchased a Chester Chest with a new advanced arm to train long-term chemotherapy and bone marrow transplant patients in the care of home infusion equipment.

If you have questions about the Service League Grants Program, please contact Renee DeRosier, Director of Volunteer and Community Based Services, at derosier@uw.edu.

UWMC Service League: “We Provide the Extras”

The Arts in Healing Program, which offers both bedside and group art activities, along with the music program, is just one of the many examples of how the Service League enhances the patient care experience at UWMC!
Position Spotlight: Anesthesia Technician Assistant Volunteer

Anesthesia technicians play a key role in the safe delivery of anesthesia, from ensuring surfaces are properly disinfected to help minimize potential for cross-contamination between patients, to managing life-saving equipment in the Operating Room during surgical cases.

The technician is the first point of contact if there are any issues related to anesthesia equipment that need to be addressed. His or her expertise is used to assist anesthesia providers during emergent or critical situations. It is a fast-paced and rewarding field that actively involves caring for the sickest and most vulnerable people of our community.

Anesthesia techs need to be prepared, and as a volunteer you can help! Some of your tasks may include:

♦ **Cleaning rooms between cases**

Surgical case throughput is an important concern in any Operating Room. Volunteers can help minimize turnover times between patients by assisting in cleaning the rooms. With fast and efficient preparation, technicians have the opportunity to provide the maximum amount of time to set up vital equipment so that the next patient can receive care sooner—a benefit for patients, their families, and the facility.

♦ **Distributing equipment**

Anesthesia is provided in many locations outside of an operating room, but typically the same equipment is required as a standard of care. Volunteers will be able to help move this equipment to where it is most needed.

♦ **Stocking**

Stocking and maintaining adequate par levels is a large part of what we do daily. Anesthesia cannot be safely administered if the providers don’t have what they need, in the quantities that they need, when they need it.

♦ **Assembly of supplies and equipment**

Under the supervision of a senior technician, you may have a chance to assemble some of the supplies or equipment that we use to administer anesthesia to patients. Careful attention to detail is paramount; an error could lead to equipment malfunction, or a supply not working as expected due to improper set up.

**Interested?**

If you are interested in becoming an Anesthesia Technician Assistant volunteer, please contact Volunteer Program Manager Cynnie Foss at fossc@uw.edu.
What is the best part about volunteering at UWMC?

“I love how grateful the patients and staff are with any little task I do. Even if it is the smallest thing, it is a rewarding feeling to know that it is greatly appreciated.”
~Julie Hansen, 5S Mother-Baby Unit

“When I hear ‘thanks’ and see patients smile, it makes my day. Volunteering at UWMC gives me a glimpse of how healthcare professionals work together to help patients. That motivates me to be a part of health sciences and to one day be more than a volunteer.”
~Ben Lee, Escort

“I love being a part of the Inpatient Pharmacy team. Working in a friendly environment with dedicated and hardworking people encourages me to pursue a future in a place that provides excellent healthcare for patients.”
~Eunice Kim, Inpatient Pharmacy

“I always look forward to volunteering at UWMC because of the energetic volunteer team and the impact I’m able to make on the patients I serve. I have also learned a lot about myself as an individual in the process.”
~Justin Seymour, Escort Team Leader

Holiday Office Closures: November-January

The Volunteer Services office will be closed on the following holidays:

* **Veterans Day:** Wednesday, November 11, 2015
* **Thanksgiving:** Thursday, November 26 & Friday, November 27, 2015
* **Christmas:** Friday, December 25, 2015
* **New Year’s Day:** Friday, January 1, 2016
* **Martin Luther King Jr. Day:** Monday, January 18, 2016

Escorts may volunteer on Veteran’s Day, New Year’s Day and Martin Luther King Jr. Day (not on Thanksgiving and Christmas) between the hours of 9:00 a.m. and 5:00 p.m.

Volunteers in other areas should check with their supervisor to see if their assistance is needed during the holidays.
Shout Outs!

Marshall Hickman, Charge Nurse in Radiology, gave special recognition to volunteer Sherry Hilsman. “She has been an amazing help to us here. I cannot say enough good things about her dedication to her position. She has always shown up on time, and from the moment she arrives she is ready to help. She often will take the initiative to find things to do. She is the epitome of the dutiful, diligent volunteer.”

“Britney Crabb has done a wonderful job of helping welcome family members on the unit. She always greets them with a kind face and caring attitude,” says Renée Paquet, Assistant Nurse Manager in 5SE Cardiothoracic ICU.

Maylea Li, Youji Hong and Diane Cheung, three volunteers in Otolaryngology, garnered praise from staff members on the Oto team.

“All three volunteers are very enthusiastic and happy to do anything we ask of them. They are proactive and require less supervision when it comes to clinic tasks. I enjoy working with each of them because of their happy attitude and energy,” says Heather Oswald, Medical Assistant Lead.

Penny Ringstad in the Otology and Audiology Department states, “I am so proud of all three of our clinic volunteers! Their positive attitude is refreshing. Thanks to them for their willingness to jump in and help out!”

Candace Melendez, Laryngeal Medical Assistant, adds, “They have been probably the best volunteers that I have worked with. If there is nothing for them to assist with at the current time, they are turning our rooms without hesitation, cleaning the BP machines, and much more. I am thrilled that they enjoy volunteering here.”

A Special Thank You from Employee Health

Employee Health would like to take a moment to thank all of our volunteers who helped during the kick-off week of the 2015 Flu Campaign.

The volunteers assisted in making the process as efficient as possible by ensuring everything was ready and the nurses were supplied with the necessary materials. Their kind manner and positive attitude were appreciated by everyone. Our amazing volunteers helped—and continue to help—make the 2015 Flu Campaign a success!

Dominic Aulisio  Nicole Cho  Mark Choi  Johanna Eck  Braden Hirasawa
Xitong Li  Sharon Pan  Natalie Pearlman  Lydia Rand  Jennifer Song  Yuxing Sun
Jnq Lng Tan  Kanwarabijit Thind  Donovan Tran  Chunchun Zhang

Donate your magazines to UWMC patients!

Our volunteers deliver them to waiting rooms throughout the Medical Center. By request, nurses and volunteers also personally deliver magazines to patients in their rooms.

Light subject matter is preferred. Especially popular are People, Sports Illustrated, Sunset, Time, Newsweek and The New Yorker. Magazines should not be older than six months.

Please deliver your gently used magazines to the Volunteer Services office, NN-303.
UWMC Celebrates Its Knitting Community

Volunteer Services is very grateful to our talented knitters for their colorful contributions which comfort and cheer our UWMC patients.

We receive approximately 21 donations throughout the year that include baby hats, adult hats, as well as adult and baby blankets. Our knitted gifts come from groups and individuals in the Seattle area. We thank one and all!

Betty Larsen, a Seattle native and a UWMC volunteer for more than twenty years says, “Over the years I’ve watched donated quilts come to UWMC from various groups, and I love to knit and crochet, so I started doing it for relaxation.

“It makes me feel good to be helping to make someone’s day a little brighter, and adding a bit of color and warmth to them. Besides, it keeps me warm working on the afghans during the winter months!”

Judy Shaw says, “I grew up in Wisconsin. My husband Dick used to be on the Service League board, and one day he came home and said, ‘They need someone to teach knitting at the hospital, and I think you should do it.’ That was eight years ago.

“I love working with the Antepartum patients (and nurses). It’s fun to pass on an ancient craft, and it’s also fun to provide patients with something useful to do while they are waiting for their baby to arrive. I learn as much from the patients as they do from me and I look forward to coming every week.”

Claudia Tarlyn, from Texas, learned about UWMC’s need for knitted donations from friend Judy Shaw. She adds, “All my knitting and quilting is for charity. I just enjoy creating useful items for those who need it!”

Linda Hunnell, originally from L.A., recently moved to Seattle from Bellevue. She and friend Judy Shaw participate in a small quilting/knitting group. “Judy was knitting hats and booties for the babies at UWMC, and I thought they would be fun to do. She taught me how to make them, shared patterns and even gave me some yarn to work with.” Linda adds, “I find it very satisfying to make things that will give comfort to the littlest patients at UWMC, and their parents, too!”

Janet Jamison, who hails from New Jersey, became a UWMC volunteer with friend Betty Larsen. She began by knitting sweaters for patients, and then switched to hats and booties when she heard of the need for them. Janet says, “I love to do something worthwhile for others, and I thoroughly enjoy knitting. You can do it while in a car, on a cruise ship, anywhere!”

Thank you also to Shirley Nielson, another of our volunteer knitters, for your contributions to UWMC patients!
Volunteers Practice Compliance at UWMC

UW Medicine is committed to compliance: following the rules, regulations and policies that direct the work we do in helping our patients and their families. Each year, UWMC volunteers are required to complete a tuberculosis screening, get a flu shot, and fulfill their competency training requirements (UWMC Annual Competencies on Safety and Compliance).

Test yourself: Can you correctly name the answers to the following questions on hand hygiene?

1. The #1 way to keep patients and staff healthy is:
   a. Come to work when sick
   b. Only wear gloves and change them often
   c. Practice hand hygiene only when leaving the room
   d. Wash hands with soap and water often, or use waterless hand sanitizer often between assisting patients

2. I need to perform hand hygiene prior to performing which tasks:
   a. When putting on a pair of gloves
   b. When moving from a dirty task to a clean task on the same patient
   c. When moving from one patient to the next
   d. All of the above
   e. B and C only

3. How can I prevent germs from spreading when someone is coughing?
   a. Mask the person who is coughing, if they can tolerate it
   b. Ask the cougher to cover their cough with tissue and then clean their hands
   c. Wear a mask while within coughing range (usually 6 feet) of someone who is coughing
   d. All of the above

Safety First!

It is our responsibility to ensure a safe environment for our patients by preventing falls from occurring. Falls cause injury to patients, complicate their condition and prolong their hospital stays.

Here are some ways in which volunteers and staff can help prevent patient falls:

- When walking with a patient, go slowly and at the pace set by the patient
- Be aware that the patient may have visual impairments
- Use elevators when escorting patients and avoid stairs
- Only transport patients in wheelchairs that have foot rests
- Set breaks on wheelchairs to prevent rolling, and to stabilize when the patient is getting out of the chair
- Be observant of the patients around you
- If a patient tells you he/she is dizzy, offer them to sit in a chair and alert staff for assistance
- Do not lift a patient that has fallen
- Call 222, Code Urgent Help for immediate assistance when you observe a fall, or request staff to do so
**Music Therapy Program Debuts in Arts in Healing**

We are excited to add music therapy as our newest “Arts in Healing” offering. This September, UWMC’s Arts in Healing was the recipient of a grant from the Wilson Trust. Working in partnership with the UWMC Service League over the next two years, the Trust will be co-funding the addition of a music therapist to create a vital music therapy program here at the medical center. Music Therapist Gayle Cloud has recently joined us and will work with UWMC patients and family members in both group and individual settings.

Gayle is nationally board certified and has a degree in music therapy from Seattle Pacific University. She has worked extensively with clients in memory care and with those who have neurological disorders. She also spent many years as an international performing and recording artist. You can contact Gayle at cloudg@uw.edu.

Music therapy is the intentional use of music by an accredited music therapist to support, maintain and restore mental, physical, cognitive, emotional, and spiritual health. The creative, structural and emotional qualities of music are used in a therapeutic relationship to enhance mood; reduce pain, stress and anxiety; improve flexibility, movement and gait; stimulate cognition, support social connections; enhance self-awareness, self-expression and communication, and encourage personal development.

Most importantly, music is fun and one does not need to be a musician to enjoy and benefit from the music therapy experience!

The Wilson Trust Music Therapy Project is a legacy gift from Eleanor and Raymond Wilson, who resided in the Puget Sound region. The Trust was founded to educate and assist in the establishment of Music Therapy here in the Northwest.

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**8th Annual Valentine Card Making Event**

For the eighth year, UWMC’s Arts in Healing program will be hosting Valentine card making events during the months of January and early February of 2016! Please see details below:

**Wednesday, January 13, 2016, 11:00 a.m. - 4:30 p.m., Plaza Café conference rooms C&D**
**Tuesday, January 19, 2016, 8:30 a.m. - 3:00 p.m., Plaza Café conference rooms A&B**
**Monday, January 25, 2016, 9:30 a.m. - 4:30 p.m., Plaza Café conference rooms A&B**
**Wednesday, February 3, 2016, 11:00 a.m. - 5:00 p.m., Plaza Café conference rooms C&D**

Reminders and further information will be posted in early January. Check the UW Medicine/UWMC Intranet Home page and the UW Today. Volunteers, watch your e-mail for information.

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**New Art at UWMC**

Thanks to the generosity of the Service League, the UWMC Art Collection welcomed eleven artists and fifteen new pieces to the collection this year.

Six of these artists are new to our collection. Richard Hutter, Etsuko Ichikawa, Mindi Katzman, Michael Kenna, Nina Tichava and Suze Woolf, all Pacific Northwest artists, join the ranks of UWMC’s incredible art collection. Over the next few Volunteer Voice editions we would like to introduce the new artists and their art work to you.

*Nina Tichava, Vancouver in Orange, 24” x 48”, mixed media on wood panel. Vancouver in Orange is currently installed on 7NE.*
UWMC Photo Contest

UWMC’s Art Program is accepting submissions for the ICU Patient Room photo contest. All UWMC staff and volunteers are invited to participate regardless of whether you consider yourself an amateur, professional, or something in between. We are looking for color images of scenes that are peaceful, calming, and/or uplifting. **Selected photos will be incorporated into the patient information boards located in the new ICU patient rooms in the Montlake Tower!**

**Criteria:**
- Must be an employee or volunteer at UWMC
- Maximum of 3 submissions per person
- Image(s) must be calming, peaceful and/or uplifting
- No people should be included in the images
- All images must be submitted as jpegs:
  - 18” x 24” @ 150 dpi minimum
  - 2700 x 3600 pixels
  - approximately 13.5 MB
- All images must be in color
- Deliver images on a CD or flash drive; please include:
  - Your full name and contact information
  - Title or identifying information for each submitted image

**Review Criteria:**
- Images will be selected for the artistic strength of work
- Appropriateness of subject matter for ICU

Photos will be selected by UWMC’s Art Program Manager and a committee of ICU staff.

**Submission Deadline:** Monday November 2nd, 2015 through Tuesday, December 1st, 2015, 4:00 p.m.

Submissions may be **hand-delivered or postmarked by no later than Tuesday, December 1st 2015 at 4:00 p.m.** A maximum of three images per person may be submitted to Karen Neuhard-Forsythe.

By participating in this contest, you give permission to the UWMC Art Program to display your work and to use it in future publications, on our website and elsewhere. Selected images will be displayed in a temporary exhibition hosted by UWMC and the Art Program in the Sky Gallery, located on the 3rd floor near Admitting. There will be a reception for all UWMC participants and their guests, which will be announced in early January.

**Submissions can be mailed, or hand-delivered to:**
Karen Neuhard-Forsythe
Art Program Manager, Volunteer Services
Volunteer Services, NN303
1959 NE Pacific St, Box 356144
Seattle, WA  98195

**Questions?** Please contact Karen Neuhard-Forsythe, Art Program Manager, at 206-598-6308, or at neuhardk@uw.edu.
Retail Holiday Events

The holiday season is here, and with that comes yummy seasonal beverages, holiday decor and great gift ideas.

Beginning November 2nd the Espresso Bars will be serving an all-time favorite – Eggnog Lattes! Fall and winter specialty drip coffees will include Pumpkin Spice (aromas of pumpkin, cinnamon and nutmeg) and Jack Frost (aromas of sweet rum and creamy vanilla).

The Tea Room and Roosevelt Espresso will be offering Spiced Apple Chai Tea and a cinnamon/clove Christmas Tea.

This season the Gift Shop can be a one-stop-shop! Check out the large selection of holiday greeting cards, decorations to make your home festive for the holiday season, and gift ideas for that special someone.

We will be featuring new items on “Show and Tell Tuesdays” from 10:00 a.m. - 3:00 p.m. in front of the Gift Shop.

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Show and Tell Tuesdays

November 3

**Corkys Footwear**

A comfortable and feather light ribbon shoe.

November 10

**OXO Tot, L’oved Baby, Earth Mamma Angel Baby**

Baby products featuring feeding items, clothing and lotions/balms for baby and nursing moms.

November 17

**Vim & Vigor**

High-function and fashionable compression legwear for men and women.

November 24

**Ellumination Fashions**

A special purchase of easy to wear and fashionable ladies clothing.

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Retail Holiday Events (cont.)

Show and Tell Tuesdays - continued!

December 1

_Glamour Rings_
Fun, fashion-forward costume jewelry.

December 8

_Wet-it!
Eco-friendly and super absorbent reusable sponge cloth.

The holiday season would not be complete without the return of Jewels of Hope. These young ladies lovingly hand-make bracelets, necklaces and ornaments, with 100% of the proceeds benefiting UWMC cancer research and Service League programs.

They will be joining us on December 15 and 16, from 9:30 a.m. - 5:00 p.m. at the Gift Shop.

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!
Happy Holidays UWMC Volunteers!

To show our appreciation for all that you do, we invite all active UWMC Volunteers to pick up a special Holiday Gift Card between November 2 and December 31, 2015. The gift card can be redeemed at any of our UWMC and Roosevelt Espresso Bars and in the UWMC Gift Shop or Tea Room. It is good towards the purchase of any item at these locations. (*Expires January 31, 2016. One card per volunteer.*)

**How to pick up:**

**UWMC Volunteers:** Please come to the Volunteer Services Office between 8:00 a.m.-4:00 p.m. Monday-Friday, or request a card from our Information Desk staff between 9:00 a.m.-5:00 p.m. Saturdays, Sundays and holidays. *Must be in active status and show current UWMC Volunteer badge.*

**Roosevelt Volunteers:** Please visit the Roosevelt Administration office between 8:00 a.m.-4:00 p.m. Monday-Friday. *Must show current UWMC Volunteer badge.*

This generous gift is brought to you by the UWMC Service League.
Help Wanted: Volunteer Opportunities

Nursing Units/Departments: Open to adult/college volunteers. These nursing unit assignments provide great opportunities for pre-nursing/pre-med 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.

4S (Special Procedures), 4NE (Medical Surgery), 4SE (Transplant Surgery), 5E ICU (30 hr. minimum to be considered), 5NE (Cardiothoracic Surgery, Telemetry), 5SE (Cardiothoracic ICU), 6S (Antepartum Services), 6E (Labor & Delivery), 6NE (General/Family Medicine), 7SE/8SE (Oncology Infusion), Emergency Department (30 hr. minimum to be considered), ICRU (Interventional Cardiac Recovery Unit), Otolaryngology (Ear, Nose, and Throat), Nuclear Medicine/PET (Positron Emission Tomography), Radiology, Surgery Center (Post Anesthetic Care Unit), Anesthesia Technician Assistant

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 par- medics 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/department operates while assisting staff and patients? All of the following specialty departments are seeking volunteer support with a variety of operational tasks such as file management, patient handout/paperwork support, patient escorting, clinic operations support, running errands, and other tasks as requested.

Anatomical Pathology, Bone & Joint Clinic Surgery Center, Cardiac Transplant, Center for Pain Relief, CHDD (Center on Human Development & Disability), Dermatology, ECHO/EKG Lab, Maternity & Infant Care Clinic, Medical Specialties, Neurology/Headache Clinic, Pediatric Care Center, Pre-Anesthesia Clinic, Radiation Oncology, Regional Heart Center, Surgical Specialties, University Reproductive Clinic, 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!

From July through September 2015, UWMC Volunteer Services placed and trained 53 new volunteers. We are delighted to have you with us! A BIG welcome to:

Melissa Biderbost, Ryan Bishop, Marjonie Camarda, Ansley Caulkins, Bhavya Chhabra, Mark Joon Choi, Arthur Choi, Kevin Chu, Jessica Cooper, Madeleine Deem, Portia Domingo, Eqraa Dubad, Johanna Eck, Mariajesus Elgueta, Rachel Ellis, Maria Felix, Ben Flyer, Nicholas Fong, Eyeruselam Gebregziabher, Harkaran Hans, Devon Hayes, Sharon Heung, Aliya Hollier, Sarah Ibrahimiyi, Maya Ismach, Colton Kray, Christine Kwok, Savannah Langworthy, Julie Lawrence, Jason Lin, Samantha Mayes, Jaclyn McCartin, Elaha Mirpour, Norma Nili, Luis Ortega-Arellano, Monica Postor, Jaycie Quinto-Tila, Krista Rhoton, Tamana Sarway, Madysen Schum, Ashley Sonneborn, Sarah Symonds, Yuxing Sun, Nicholas Tan, Tuan Tran, Adithya Vegaraju, Bonnie Walchuk, He Wang, Katherine Wang, Penghan Yang, Claire Young, Lisa Zeppieri, Jiahua Zhang