

THE HEART OF THE MATTER

The Newsletter of the UVA Health System Auxiliary Volunteers

Auxiliary Officers

Maggie Van Winkle, President ('11)
 Jane McLaughlin, President Elect ('11)
 Julia Kindred, Vice-President ('11)
 Lynda Dunn, Second Vice-President ('13)
 Pat Perolat, Third Vice-President ('14)
 Ted Verhagen, Treasurer ('12)
 Sarah Tesoriere, Corresponding Secretary ('12)
 Susan Zinser, Recording Secretary ('13)

Auxiliary Board Members

Clark Blight, Bedside Services ('11)
 Kim Carson, Children's Hospital ('14)
 Robin Cloth, Member At-Large ('14)
 Liz Courain, Director of Volunteer Services
 (ex-officio)
 Winnie DiSandro, Member-at-Large
 (Vendor Sales) ('13)
 Marlene Herakovich, Vendor Sales ('13)
 Lillian Inge, Emergency Department ('13)
 Sandy Johnson, Credentials Required ('12)
 Sally Kauder, Assistant Treasurer
 Julia Kindred, Communications (Webmaster &
 Newsletter) ('12)
 Bobby Laverty, Madison House ('12)
 Peyton Ledford, Inpatient Support ('11)
 Marla McGaugh, KCRC & Special Events ('13)
 Cal Nichols, Venture Awards ('14)
 Anson Parker, Historian ('14)
 Pollie Parkhurst, Cancer Center ('14)
 Meg Riechman, Past President ('12)
 Anne Roorbach, Hospitality House &
 Ambulatory Care ('14)
 Sara Templeman, Member-at-Large
 (Scholarships) ('14)
 Joyce Vaughn, Crafters ('13)
 Martha Weiss, Cancer Center Board Rep. ('13)
 Cindy Westley, RN Staff Representative ('12)
 Judy White, Junior Volunteer ('13)
 (Term expires in May of indicated year)

Honorary Advisors:

Robert Campbell
 Shirley Lindsay
 Sandra Wagaman

Volunteer Services Staff

Liz Courain, Director
 Kim Garofalo, Volunteer Coordinator
 Maureen Oswald, Volunteer Coordinator
 Jody Maynard, Office Assistant

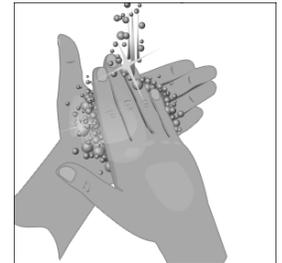
*The highest reward
 for a person's toil
 is not
 what they GET
 for it,*

*but what they
 BECOME by it.*

- John Ruskin

"Foam In—Foam Out" Becomes A New UVA Hand Cleansing Standard

All UVA volunteers know that **hand washing** is the most important way to stop the spread of infection in the hospital, so we know you'll want this up-to-the-minute news.



The Department of Infection Prevention and Control has announced that a new hand cleansing product will be used at UVA. The new product is a Purell foam with a manual dispenser, whose installation will begin in August.

In addition, there is a standard for when to cleanse your hands that will be new to some volunteers:

Foam In—Foam Out

Foam In—Foam Out means that each time a volunteer or employee goes into, or out of, a patient room, treatment room, cubicle, or other patient care area, the employee or volunteer must cleanse their hands by foaming. Foaming is not dependent on why they enter the room, or whether they touch anything.

According to **Darla Low, RN**, of Hospital Epidemiology, "The goal is to create a new culture, so that cleansing our hands is not something we must remember to do — for patient safety, for good health for all — cleansing our hands must be something we do every time, automatically."

Junior Volunteers Light Up the Summer!



Junior Volunteers Wellesley Cardwell, left, and Hannah Korn, serving at the MERCI program. This summer 56 Junior Volunteers are participating in the program, representing 14 high schools from all over the region. The JVs together will give 5,000 hours of service during the 8 week program.

From the President, Maggie Van Winkle

Throughout the summer Junior Volunteers have provided volunteer support to the hospital. I want to extend a special thanks to these young volunteers for devoting part of their summer vacation to volunteering at the UVA Medical Center.

June was busy, with three fundraisers and a successful Father's Day Book Signing.

- Whole Foods' June "Nickels for Non- Profits" netted \$637 for UVA Hospital Auxiliary Hospitality House.
- Whole Foods' Giving Grill provided \$388 for the Healthcare Scholarship Fund.
- The Wine Tasting on Carter's Mountain also supported the Healthcare Scholarship Fund.

We want to thank Whole Foods and Prince Michel Vineyard & Winery for their charitable activities that so generously support the Auxiliary.

The Auxiliary is moving forward with its plans for another productive year:

- We had one Vendor Sale in July and are planning three more for the remainder of the year.
- The Venture Awards Committee is reviewing applications and will award \$25,000 in grants in October.
- Volunteers will receive regular updates from your Auxiliary Board Liaison about Auxiliary Volunteers' news. The latest information is always available on the web (healthsystem.virginia.edu/volunteer).

We are recruiting volunteers, especially to staff the Gift Shop. This is a happy place to volunteer! You can run the cash register, restock, and help a patient, patient visitor, or staff member find something they need. Maybe you know people who would enjoy this opportunity. Let them know how personally rewarding volunteering at UVA can be, and ask them to call 924-5251 to express interest.

Thank you for all the time you give to support the Medical Center, its patients, and their families. Your efforts are much appreciated.

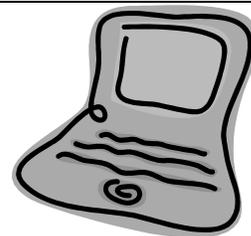
Maggie Van Winkle, President

Why Should I Sign in?

Overheard in the locker room... "Why do they care so much about volunteers signing in and out? I'm not volunteering for praise or recognition."

Reply: Tracking volunteer hours is done for many reasons:

- 1. The hospital needs a record of who is here**, where they are, and what role they are doing. This is similar to an employee "clocking in" so that the supervisor knows that a certain role is covered during a certain time period. (By the way... Volunteers who are using the new computer sign in, LOVE it.)
- 2. Volunteer Services is benchmarked** with other Volunteer departments at similarly sized hospitals nationwide. This is done for most hospital departments, to improve services and ensure productivity and wise stewardship of funds. Our benchmark measure is volunteer service hours. If you are volunteering for the UVA Medical Center, on site, at a satellite, at home, or at a special event or meeting, your volunteer coordinator wants to know about the time you have given — reported by email, by phone, on paper — whatever works for you.
- 3. Volunteer hours can be used as "match" in grant proposals.** Having volunteers support an activity can help to secure needed funding.
- 4. And finally, we do want to say thank you!** Reading the lists of volunteers' names in the Newsletter, or seeing the "2,000 hours" or other recognition pin on a uniform is inspiring for all of us. The contributions of volunteers to the UVA Medical Center are enormous, and we want to be sure that yours are counted.



Liz Courain, Director of Volunteer Services

Peds Patients Can Collect Them All

For nearly 20 years our pet therapy dogs have provided their own special therapeutic treatment for our pediatric patients—taking their minds off illness, reminding them of home, and distracting them from painful injuries. Specially trained dogs visit most days of the week in both the Children’s Hospital and KCRC.

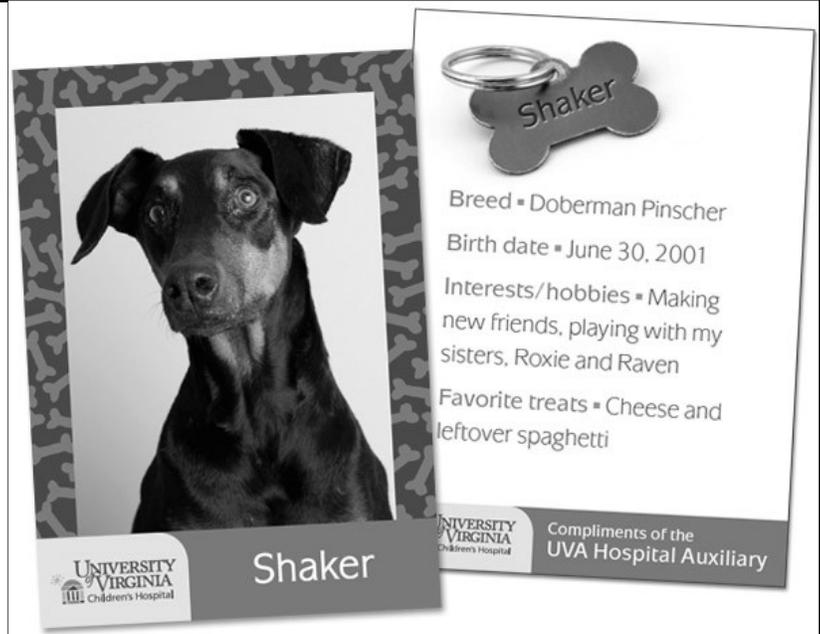
Kim Garofalo, Children’s Hospital Volunteer Coordinator, and **Karen Johnson, RN**, coordinate this program.

Kim says, “It is not unusual to find several children sitting, petting, and practically lying on top of the dogs when they visit. It is a sight to behold for sure!”

Recently, Gracie, a patient with limited mobility, stretched her arms out to pet Abby, a pet therapy dog. This is a motion physical therapists would ask of Gracie, but didn’t have to because she wanted to pet the dog. It’s a less stressful way to provide therapy.

Children often want to know more about these special friends and ask lots of questions. To help meet that need, the program received a Venture Award from the UVA Hospital Auxiliary to fund Pet Therapy Trading Cards, pictured above. The cards, premiering this month, contain information about the dogs, including their breed, birth date, interests, and their favorite treat.

-Reprinted with permission, from the LINK



Congratulations to Our Auxiliary Volunteers Who Have Recently Reached Landmark Achievements!

Clark Blight
1,000 Hours
4 Years of Service

Joyce Colony
670 Hours
8 Years of Service

Project Linus
6,000 Hours
6 Years of Service

Anne Raque
5,000 Hours
20 Years of Service

Roy W. Schurmann
500 Hours
6 Years of Service

Shenandoah Valley Decorative Painters
1,500 Hours
6 Years of Service

Welcome Back Madison House Volunteers!

UVA students begin to sign up for the Madison House Medical Services Program on August 29, the second week of classes. Students interested in medicine can sign up to volunteer at the Free Clinic, Martha Jefferson Hospital, and here at UVA.

Volunteer Services will host approximately 350 UVA Student volunteers for the academic year! They serve in 20 different areas of the Medical Center. These smart, energetic UVA students are a huge boost to our efforts — please join in welcoming them.

University of Virginia Health System
Department of Volunteer Services & UVA Hospital Auxiliary
Box 800668
Charlottesville, VA 22908

Non-Profit
Organization
US Postage
PAID
Permit Number 164
Charlottesville, VA

Address Correction Requested

Heart of the Matter

Editors: Julia Kindred &
Liz Courain. Contact us
with story ideas.

Ph: (434) 924-5251
Fax: (434) 982-4379
<http://healthsystem.virginia.edu/volunteer/>

For more information or
to help with events &
activities listed in this
newsletter, call the
Auxiliary &
Volunteer Office,
(434) 924-5251

Mark Your Calendars!

- | | |
|-------------------------------------|--|
| August 5, Friday: | Venture Awards Proposals Due by 5:00 P.M. |
| August 12, Friday: | Junior Volunteer Program Ends |
| August 15, Monday: | Volunteers who have been off for summer are needed back this week! |
| September 8, Thursday: | New Board Orientation, 9:30 AM-11:30 AM, Dining Conference Room #3 |
| September 8 & 9: Thursday & Friday: | Special Sale of Choice Books (distributor of inspirational titles):
Discontinued titles, overstock, slightly worn or irregular books, sponsored by
the Gift Shop, sale will be in front of the shop. |
| September 15, Thursday: | Auxiliary Board Meeting, 10:00—Noon, Dining Conference Rms. 1 & 2 |
| October 20, Thursday: | Auxiliary Board Meeting, 10:00—Noon, Dining Conference Rms. 1 & 2 with
Presentation of Venture Awards. |
| October 10-12: | VAHAV State Auxiliary Conference, Fredericksburg, VA |

Heads Up Volunteers!

The Joint Commission, which accredits hospitals nationwide, will be making an **unannounced** visit to UVA soon. This visit brings nine surveyors for five days who will "trace" patients' paths through the hospital, and will go everywhere, check on everything and everyone who has contact with a traced patient.

What can you do to help ensure a successful visit?

- Wear your ID badge on upper left or right chest, with name showing;
- Cleanse your hands — Foam in—Foam out;
- Make sure your TB screen and Annual Orientation are current (within 12 months — check with Jody at 924-5251 if unsure), and update if needed;
- Locate the safety card behind your ID to review the emergency number and codes;
- If you are asked a question by a surveyor, pause a second to collect your thoughts; answer as simply and directly as possible. If you don't know the answer, say what you would do to find out ("I would ask my supervisor (or the charge nurse).").