

VOLUNTEER COURIER

UNC HEALTH CARE VOLUNTEER SERVICES

DECEMBER 2009

2009 HOLIDAY PARTY

The 2009 Holiday Party held in the new Cancer Hospital lobby was the largest gathering of volunteers to date. Over 125 volunteers and their guests gathered to meet new people, share stories and celebrate the holiday season.



COMPASSIONATE COMPANIONS

In early winter we will begin a new volunteer program to provide compassionate companionship for dying patients. This program originated at Sacred Heart Medical Center in Eugene, Oregon in 2001 as *No One Dies Alone*. The Volunteer Services Department, Pastoral Care, Clinical Care Management, Palliative Care and Nursing have teamed up to design a program for our patients.

This program is flexible in that volunteers will sign up to be on call at specific times and will be called according to need. There will be a special training program and continuing education for volunteers and staff to keep current with the needs of the patients and their families.

If you are interested in learning more about this program and becoming a Compassionate Companion please call or email Linda at 966-4793 or lbowles@unch.unc.edu.

MARK YOUR CALENDAR

- December 18 Santa Visits Adult Patients
- December 24-25 Office Closed—Christmas Holiday
- January 1 Happy New Year—Office Closed
- January 14 Finance Committee Meeting
- January 18 Martin Luther King Day—Office Closed
- January 19-20 Uniform Sale
- January 27 Leadership Council Meeting
- January 28 ED Volunteer Training
- February 9-10 Cline Classics Sale
- March 11 Finance Committee Meeting
- March 17-19 NCSDVS Annual Conference
- March 24-25 Retail Concepts Sale
- March 24 Leadership Council Meeting

PHILIPS LIFELINE

The Philips Lifeline Personal Response System is a service provided by the UNC Volunteer Association. This medical alert service helps independent older adults, and people with chronic medical conditions to continue living independently in the comfort of their own home. Additionally, this program is also recommended for those who live alone or latch key children.

Here are some questions to help you assess if a medical alert system is right for you.

- Are you alone for several hours during the day or night?
- In the past year, have you fallen or been afraid of falling in your home?
- Have you been hospitalized or been to the emergency room in the past year?
- Do you have at least one of these chronic ailments (heart disease, stroke, COPD, osteoporosis, diabetes, arthritis)?
- Do you use a cane, walker, wheelchair, stair climber or other assistive device to help with balance or walking?
- Are you required to take several daily medications?
- Do you require assistance with at least one of the following activities (bathing, toileting, dressing, meal preparation)?
- Would a medical alert service provide peace of mind for your loved ones?
- Is it important for you to continue living independently?

6—9 Yes Answers indicates there is a serious risk for a fall or other medical incident, suggesting that a medical alert service may be strongly advised.

3—5 Yes Answers indicates there is a risk for a fall or other incident, suggesting that a medical alert service would be helpful.

1—2 Yes Answers indicates a medical alert service could be an important step towards maintaining independent living. Ask your self two important questions:

- If you fell tonight, how would you get up?
- If you can't get up, how will you get help?

For additional information on the Lifeline Medical Alert service, please call Suzanne Davis in the Volunteer Services Office at 919-966-4793.



INTRODUCING THE MAGIC HAT READERS

The Magic Hat Readers are coming in 2010. This is a new program designed to entertain pediatric patients by reading to them in group and individual sessions. Our goal is to provide regularly scheduled reading times in designated areas on the pediatric floors and in the pediatric specialty clinics.

Volunteer readers will be easily spotted wearing their crazy, colorful Magic Hats.

Reading is a great escape from the daily hospital routine. Kids can take off on a fantasy adventure to Treasure Island or Hogwarts School, laugh along with Dr. Seuss, and forget about their medical problems for awhile. Bring fun, fantasy and a little learning to our patients through books and stories.

This is a wonderful opportunity to interact with our youngest patients. If you're interested in volunteering to be a Magic Hat Reader, please contact Linda Bowles at 966-4793.

Dare County Hands of Hope Volunteers

On November 1, over 50 volunteers from the Dare County community were oriented to help provide service to members of their community living through cancer. The volunteers are part of the new UNC Cancer Outreach Clinic in Manteo. These volunteers are dedicated to provide practical and emotional support for individuals and families facing a diagnosis of cancer.

While the needs are unique to the individual and their circumstances, a HOH volunteer will be there to provide the support needed such as transportation, meal preparation, respite for a care giver, running errands, picking up children from school or activities, lawn care and household maintenance. Additionally the HOH volunteer will have access to information about other community support and educational sources the patient can access.

For more information call Linda in the Volunteer Services Department at 919-966-4793.

Volunteers Rally to Meet the Needs of the North Carolina Cancer Hospital

On July 31, over 2,500 UNCH employees were welcomed by more than 50 volunteers and NCCH employees to a sneak preview of the new North Carolina Cancer Hospital. Amid tears of joy at seeing the long awaited hospital, employees marveled at the beautiful site where patients will now receive treatment in a state-of-the-art facility.

The dedication of the NCCH on Tuesday, September 15, again found over 50 happy volunteers helping our visitors tour this beautiful new facility.

We currently have over 82 full time volunteers providing service to patients in the North Carolina Cancer Hospital. They provide services in pediatric oncology, breast imagery, radiation oncology, BMT, in-patient unit, greeters, C-Pals, gift shop and the tea service. Additionally, we have volunteers who deliver newspapers, magazines and books to the patients. If you or someone you know is interested in volunteering or need additional information, please call the Volunteer Office at 966-4793 or go on line at www.unchealthcare.org and click on volunteer opportunities.

In addition to providing volunteers the Volunteer Association has budgeted \$20,000 in financial support for various programs in the Cancer Hospital such as Hats with Heart. Pizza lunches for the pediatric oncology clinic, and the tea service. In addition we are supporting a program to supply nutritional supplements for patients who need help with this expense.

IN MEMORY OF PRISCILLA BEVIN

Priscilla Bevin became a volunteer in September 1979 serving in many capacities including the Patient Television program, Health Careers Program and for the last 19 years in the Cranberry Corner Gift Shop. She served as a Board member for many years and as President of the UNC Volunteer Association from 2001-2003 and was the Elaine Hill Volunteer of the Year recipient in 2003. She was instrumental in getting the student volunteer scholarship program instituted.

A memorial service will be held at 11:00am on Saturday, December 19 at University Presbyterian Church, 209 East Franklin Street, Chapel Hill.

GIFT SHOPS NEWS

The Cranberry Corner had a great year last year in spite of the economic downturn. The shop exceeded their expected profit by over \$26,000. A great big thank you to Teresa Stout and her staff, Nancy Eland, Lillie Adjei, Vicki Byrd, Karen Franke, Beverly Smith and Matthew York, and all the volunteers who provide this service to our patients, visitors and staff.

The Butterfly Boutique has opened in the new North Carolina Cancer Hospital. It is a beautiful shop offering items of interest to oncology patients such as cancer ribbon jewelry, t-shirts, caps, and lotions. It also carries many of the same items that are found in the Cranberry Corner. Please visit the new shop the next time you are here to volunteer. If you or a friend would like to volunteer in the Boutique, please call Suzanne Davis at 966-0313.



The Butterfly Boutique is decorated for the holidays and has that special gift for that special person on your list .



**UNC HEALTH CARE
VOLUNTEER ASSOCIATION
LEADERSHIP COUNCIL**

Elected Members

Recording Secretary Barbara Irwin
Corresponding Secretary Uma Chugha
Treasurer Sue Mattern
Member at Large Greg Chuga
Membership Judi Lilley

Appointed Members

Service Component

Nancy Robinson
Barbara Irwin

Financial Component

Wanda Wooten
Rachel Orstad

Community Component

Amelia Carew
John Soltys

Component Leadership

Service Component

Membership Committee

Judi Lilley
Caroline Talbot

Nominating Committee

Chuck Goins
Marilyn Koplik
Dorothy Lebeau
Faye Martin
Dee Vigh

Policies & Procedures Committee

Amelia Carew
Sue Mattern
Barbara Irwin

Service Area Chairs

Oncology Wanda Wooten

Emergency Department Dee Vigh

Gift Shop Nancy Robinson

ICU Waiting Room Jane Steenstra

Library Services Barbara Irwin

Patient Relations

Pediatric Services Deanne Bradley

Sewing Johnsie Wilkins

Surgery Waiting Rooms Judy Riggsbee

Fiscal Component

Finance Committee Chair Wanda Wooten

Gift Shop Chair Mary Godwin

Fundraising Chair Rachel Orstad

Community Component

Health Careers Chair Rachel Orstad

Historian/Archivist Barbara Irwin

Legislative Chair John Soltys

Scholarship Chair Amelia Carew

Ex-officio — Linda Bowles, Director



**Special Help
Needed in the
Volunteer
Office**

College student registration will be held **Monday, January 11** thru **Wednesday, January 13**. All the staff will be busy registering the students and we would like to have help answering the phones, getting the patient mail coded and greeting people who walk in the office. If you can help between **8:00AM and 4:00PM** we would love to have you.

The North Carolina Directors of Volunteer Services Annual Educational Conference will be **March 17-19**. Donna will be in the office by herself and could really use some help between the hours of 8:00AM and 4:00PM.

The nominating committee will be looking for volunteers to serve in leadership positions on the Leadership Council and as committee members. If you are interested in serving or have any questions, please call Linda at 919-966-4793 or email at lbowles@unch.unc.edu.

UNC Health Care
Volunteer Services Department
101 Manning Drive
Chapel Hill, NC 27514

Volunteer Services Department Mission is to assist the hospital in its endeavors to provide comprehensive health care to the communities it serves, and provide a meaningful outlet for the human need to be of service to others.