

# VOLUNTEER COURIER

July 2008

## 2008 Elaine M. Hill Award for Distinguished Volunteer Service

Joan Shedd



Joan Shedd, at eighty seven years of age, has been a volunteer in the North Carolina Jaycee Burn Center at UNC Hospitals, since it opened in 1981. Joan is an example of UNC's culture, dedicated to service. She is a faithful and dependable volunteer who has given of her time and energy every Tuesday morning for the last twenty six years.

The Burn Center requires a unique volunteer; it is an intense work environment with families and patients coping with the most traumatic moments of their lives, and goes on for months. She has adopted the Burn Center staff and patients as her family. Joan recognizes the need for support and necessity of her role in assisting both staff and patients in the burn center.

Joan is an Occupational Therapist by profession and has volunteered with the Occupational Therapist in the Burn Center her entire tenure of twenty six years. Her contributions to Occupational Therapy and the patients treated by the Burn Center are immeasurable. Joan is inspiring to student interns through her dedication to the field of occupational therapy and the joy she receives in volunteering her precious time.

Every Tuesday morning she comes to the Occupational Therapy Office in the Burn Center with a smile on her face, ready to help with any task which includes, escorting patients/families to outpatient clinics, inventory of supplies and interacting with patients during treatments. Recently Joan's absence, due to a fall, has left a void felt by the staff and patients who know her well.

Thinking of Joan brings to mind a quote by Tracy Chapman:

*"I've seen and met angels wearing the disguise of ordinary people living ordinary lives."*

Congratulations Joan!

### Mark Your Calendar

- |                 |                                    |
|-----------------|------------------------------------|
| July 4          | Independence Day—Office Closed     |
| July 9          | Leadership Council Meeting         |
| July 15         | Phantasia Jewelry Sale             |
| August 12       | Scrubs Sale                        |
| September 11    | Finance Committee Meeting          |
| September 14-16 | NCHV Conference, Greensboro        |
| September 17-18 | Candle Sale                        |
| September 23    | Fundraising Committee Meeting      |
| October 1-4     | World Burn Congress—Raleigh        |
| October 16      | Health Careers Symposium           |
| October 30      | Finance Committee Meeting          |
| November 11-13  | Jewelry Sale                       |
| November 19     | Leadership Council Meeting         |
| November 20     | Children's Promise Radiothon       |
| November 27-28  | Thanksgiving Holiday—Office Closed |
| December 2-5    | Books and Discovery Toys Sale      |
| December 24-26  | Christmas Holiday—Office Closed    |

## VOLUNTEERING, GOOD FOR YOUR HEALTH

Volunteering helps others and boosts your own health at the same time. When you do good things for others, you do good things for your own health. You may also be doing good things for the health of your community, research now shows.

An Ontario, Canada study on the health benefits of volunteering reveals that it not only improves self esteem and combats social isolation, but also reduces the impact of stress on the body, lowering blood pressure and even bolstering the immune system. And in a review of volunteering and mortality among older adults, volunteering was linked to lower mortality rates among the elderly. Dr. Mark J. Yaffe of the Department of Family Medicine at McGill University states that volunteering appears to give new meaning to life, reducing anxiety and depression and increasing life satisfaction. Volunteering also helps people deal with the inevitable losses that occur with age. These include retirement, loss of social contacts, death of friends or relatives and geographic separation from adult children and grandchildren. Other potential benefits include enhanced image of older adults in society, improved personal self-regard, increased mental functioning and reduced self concern.

According to Harvard cardiologist Herbert Benson, the health benefits of doing good things for others are similar to those experienced by those who practice yoga, spirituality and meditation, namely a slowing down of the heart rate and decrease in blood pressure.

The key may lie in the sense of calmness that comes from helping others, also known as the "helper's high". These altruistic feelings reinforce the sense that one's life has a purpose. In turn, this enhances self-esteem, which then provides the motivation for a person to make better lifestyle choices.

Volunteering also helps keep groups of people strong by developing community ties, an important element of healthy, integrated and secure communities. By encouraging interaction between people living in a community, volunteering fosters trust, cooperation and cohesion in which members watch out for and support each other.

*Kristin Jenkins  
Canadian Health Network  
July 27, 2005*



## IT'S SCHOLARSHIP TIME!

Did you know that every year the UNC Hospitals Volunteer Association gives:

- Fifteen, two thousand dollar scholarships to outstanding junior and college volunteers;
- Five thousand dollars to Allied Health Sciences for educational support;
- Thirty thousand dollars to the Nurses' Scholarship Magnet Program;
- Five thousand dollars to Durham Technical College for scholarships awarded to UNC Hospitals employees who are students at the college;
- One thousand dollars to the Fran Ross Scholarship Fund.

That's \$71,000 a year to a very worthy cause all of which support UNC Hospitals employees and volunteers.

Give yourself a pat on the back if you have worked at one of our many sales, volunteered in the Gift Shop, (or shopped there) or bought coffee at the coffee bar in Neurosciences. YOU have helped to make these scholarships possible.

The UNC Volunteer Association's Scholarship Committee has recently awarded seven College Scholarships and eight Junior Scholarships. The college recipients are: Heather Anderson; Erika Beals; Daniel Goodman; David Irvin; Rebecca Omlor; Pranay Prabhakar; and, Heather Wetherell. The Junior recipients are: Stephanie Belhorn; Gwendolyn Bellinger; Meghan McBride; Peter Noone; Courtney Page; William Patrick; Rebecca Solomon; and Pamela Yamada.

Members of the Scholarship Committee are Priscilla Bevin, Amelia Carew, Armin Hagen, Bonnie Hobgood, June Kendall and Pat Norris.

**Amelia Carew**  
Scholarship Chair

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### UNC Hospitals Volunteer Memorials

The UNC Volunteer Association will make a contribution to the North Carolina Hospitals Volunteers Scholarship Fund in memory of volunteers who pass away. This scholarship fund benefits a student from across the state who has shown exceptional volunteer service. Our first contribution was made in memory of Lillian Safferman who volunteered from 1985—2004 serving as President of the Association and as an Elaine Hill Distinguished Volunteer Award winner.



## PARKING UPDATE

Beginning August 15, 2008 when the new parking year begins, all volunteers need to sign the back of their parking ticket before giving it to the attendant.

You must also sign in and out on the computer in either the Volunteer Services Office or at the new location at the Women's Hospital Information desk unless you have been directed by Suzanne to provide your hours in a different manner.

This new procedure will allow us to better track our parking charges as they relate to the number of hours donated.

Thank you in advance for your help.

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### Questions, Concerns, Comments

As a UNC Health Care volunteer I am sure there will be times when you have questions, concerns and comments about your assignment, new programs, administrative decisions, etc. This is an opportunity for us to have a discussion to better serve your needs as well as those of other volunteers. If we can't provide you with the information you need, we will be able to direct you to the appropriate person.

We, as staff, recognize that volunteers have a lot to offer about how to improve our services. Please share your ideas with us. My door is always open to chat.

Another venue that is great for these types of discussions is in your service area meetings. These meetings are designed to answer questions about your service area as well as the Volunteer Services Department and the hospitals in general. This is also a place where we can invite hospital staff to address issues you would like to discuss.

Our Volunteer Association meetings in the fall and spring are another opportunity to discuss issues with staff and other volunteers. We also try to invite members of administration or physicians to talk about subjects that are of interest to you the volunteer.

The members of the Leadership Council are also an excellent source of information. Volunteers are welcome to attend the Leadership Council meetings and address any issues. The members of the Leadership Council are listed on the back page of this newsletter and the meetings are listed in the Mark You Calendar section on the front page.

## NEW VOLUNTEER OPPORTUNITIES

[Volunteer Concierge Desk](#) is a new opportunity that will be available in September. There will be three volunteers at this desk who will escort patients and visitors to their destination throughout the hospital. They will have information on places to stay overnight, restaurants, laundry facilities, bus routes, a computer to check email and look up information. In addition they will provide an urn of fruited water during the hot months to offer people as they came in from the parking deck. During the winter months we will provide warm tea. This is a great area for people who want to volunteer with their friends or spouses. If you are a walker you will be able to get miles of walking since we will be covering the entire hospital which is over 2 million square feet.

[Medical Intensive Care Waiting Room](#) is a new area that relocated from 2nd Floor Anderson to the 4th Floor of Memorial Hospital. This waiting room serves both the MICU and MPCU (Medical Progressive Care Unit). The nursing staff have requested that volunteers help in this area to provide continuity between the family members and the nursing staff, to explain to new families the visiting procedures and provide the other services that ICU patients and families need.

[Second Grade Tours](#) has been a volunteer program for more than 30 years. These volunteers provide a tour of certain hospital departments to second grade students from Chapel Hill-Carrboro Schools, Orange County Schools and CH Montessori Day School on Tuesdays and Thursdays from August to June. Volunteers are able to sign up for the days that fit their schedule and no one has to volunteer every week. It is a very rewarding program that allows children to visit and learn about the hospitals in a non-threatening way. This is a great area for people who have limited time to volunteer and for those who want exercise.

[Clinical Cancer Center](#) has several volunteer opportunities available. A **greeter** is needed for the clinics on the 2nd floor to escort people to the appropriate place and let the staff know the patient has arrived. **Playroom volunteers** are needed for the pediatric oncology clinic Monday—Friday to help the patients. **Art Program volunteers** are needed on Tuesday and Wednesday mornings to provide activities for the children. Both the playroom and art volunteers could also provide story time for the children.

**UNC HOSPITALS VOLUNTEER ASSOCIATION  
PROPOSED BUDGET  
July 1, 2008 - June 30, 2009**

*Estimated funds in hand, July 1, 2008* \$200,000

**SCHEDULE 1, SOURCE OF FUNDS**

Bank of America Interest	50	
Coffee Bar	50,000	
Contributions/Tributes	100	
General Sales	60,000	
Personal Response System, NET	16,500	
Miscellaneous	25	
Shop, NET	<u>124,800</u>	
<b>TOTAL INCOME</b>		<b>251,475</b>

**SCHEDULE 2, PERSONAL RESPONSE SYSTEM**

Income: Subscribers	63,000	
Expenses: Maintenance	(1,500)	
Monitoring	(45,000)	
<b>PERSONAL RESPONSE SYSTEM, NET</b>		<b>16,500</b>

**SCHEDULE 3, SHOP**

Income: Sales	760,000	
Interest	9,500	
Expenses: Merchandise	(434,000)	
Postage	(22,000)	
Expenditures	(188,200)	
Miscellaneous	(500)	
<b>SHOP, NET</b>		<b>124,800</b>

**USES OF FUNDS: ASSOCIATION**

**SCHEDULE A, ADMINISTRATION**

Administration	1,000	
Council & Committee	<u>500</u>	
<b>TOTAL - SCHEDULE A</b>		<b>1,500</b>

**SCHEDULE B, ASSOCIATION SUPPORT**

Gifts	500	
Junior Volunteers	3,300	
Program/Social	3,000	
Travel/Meetings	9,000	
UNC Student Volunteers	<u>500</u>	
<b>TOTAL - SCHEDULE B</b>		<b>16,300</b>
<b>TOTAL ASSOCIATION EXPENSES</b>		<b>17,800</b>

**USE OF FUNDS: HOSPITAL**

**SCHEDULE C, DEPARTMENTAL SUPPORT**

Neonatal Critical Care	4,000	
Pet Therapy	4,700	
Recreation Therapy	<u>8,550</u>	
<b>TOTAL, SCHEDULE C</b>		<b>17,250</b>

**SCHEDULE D, EDUCATIONAL ASSISTANCE**

Allied Health Science Education Assistance	15,000	
Burn Unit Support	2,000	
Child & Adolescent Inpatient Services	500	
College and JV Scholarships	30,000	
Durham Tech Scholarships	5,000	
Health Careers	500	
Hospital School	500	
Nurses Scholarships/Magnet Program	30,000	
Tours	<u>4,000</u>	
<b>TOTAL, SCHEDULE D</b>		<b>87,500</b>

**SCHEDULE E, PATIENT SUPPORT**

Baby Photo Program	6,000	
Cancer Hospital Support	15,000	
Children's Surgery Waiting Room	500	
Christmas	6,500	
Clothing Closet	2,500	
DooR to DooR	2,500	
Eating Disorder Support	1,000	
Emergency Department	2,000	
GI Surgery Pillows	400	
Hats with Heart Program	2,500	
Health Watch Subscription	250	
ICU & Surgery Waiting Rooms	2,500	
Infant Care Projects	1,000	
Library Subscriptions	4,000	
NC Children's Promise	1,000	
Neurosciences Resource Room	600	
Pediatric Art Cart	4,000	
Pediatric Clinics	500	
Pediatric Parents' Dinners	10,000	
Pediatric Parent-to-Parent Support Program	4,000	
Pediatric Toys	1,000	
Special Volunteers Services/Art Cart	2,000	
Women's Hospital	<u>1,000</u>	
<b>TOTAL, SCHEDULE E</b>		<b>70,750</b>

**SCHEDULE F, MISCELLANEOUS**

Special Requested Gifts/Department	50,000	
Special Requested Gifts/Hospital	<u>10,000</u>	
<b>TOTAL, SCHEDULE F</b>		<b>60,000</b>

**TOTAL HOSPITAL EXPENSES** **235,500**

**TOTAL EXPENSES** **253,300**

**INCOME LESS EXPENSES** **(1,825)**

*Estimated funds in hand June 30, 2009*

*\$198,175 \*\**

\*\* This balance includes \$40,000 for Shop reserve and \$3,270 in Tributes.

**THANKS VOLUNTEERS FOR  
"CARING FOR GENERATIONS"**

On Thursday, May 1, volunteers and staff joined to celebrate another successful year of volunteers providing service to the patients and staff at UNC Health Care. Last year 1,434 volunteers donated over 78,870 hours of service in over 70 departments.



Pat Clarke visits with Suzanne Davis.



Ann Kennedy & Anne Wright—25 years volunteering



Volunteers with over 10 years of service.



Louise Drogos 20 year volunteer



15 year volunteers Kathy Clemmons, Marcy Lesesne and Caroline Resnick



Judy Riggsbee, Linda Smithwick and Crystal Hughes 5 years volunteering



Pat Jacoway and Joan Shedd 30 years volunteering



Rita Bigham and Pippin 2 years as pet partners

## Healing and Hope Through Science

This is a program of the Sarah P. Duke Gardens that brings natural science to school-age patients at the Hospital School of Duke Medical Center and UNC Hospitals. Funded by a grant from the Oak Foundation, the program is in its second year of bringing engaging, hands-on lessons and activities to patients served by the UNC Hospital School. We're honored by the gift from the Volunteer Special Gifts Fund that has allowed us to greatly enhance this program and are thrilled to announce that we have purchased eight microscopes for use by our students. We have also purchased a microscope-compatible digital camera, so that the students can take pictures of and video their microscopic studies. In addition, the Special Gifts Fund has provided a large number of natural objects and lifelike replicas of natural objects for the school. The natural objects, according to Katie Vogel, Healing and Hope director, "can help connect hospitalized children to less stressful times and root them in the actual living world."

Ms. Vogel, a former UNC Hospitals volunteer, provides instruction to small-group classes and one-on-one instruction to students with her "science on a cart". All the students seem to really enjoy the science lessons and often ask their regular teacher here, "Are we doing science today?"

For a five year old student, the story of a monarch butterfly's migration came to life when he was handed a monarch replica. After a quick examination of the butterfly, he began flying it around the room singing "I'm going to Mexico!" which, as he learned with Ms. Vogel, is where monarchs go during their yearly migration. Another student, while learning about black bear tracks exclaimed, "This is more like fun than like school!"

One student became crazy about volcanoes. After week after week of making simple volcanoes (with many variations), he and Ms. Vogel decided they needed a more powerful eruption than the slimy fizz of baking soda and vinegar. With wide eyes the student watched as the Mentos she released fell into a 2 liter bottle of diet soda, causing a geyser of coke that was so forceful that it hit the bathtub ceiling and fanned out around his bathroom. Through his laughter, the student exclaimed "Wow, I didn't know it would be that huge!" For the moment, he was transported away from his hospital room, his medicines, and his IV pole, into the greater world of volcanoes and discovery.

The science lessons are usually quite fun for the students, and they often offer a chance for stress release and sometimes even a connection to home. One high school student wrote, "Drawing this [whelk shell] took me back to my home on the beaches of the NC Outer banks, sitting on the cold, grainy textures of the sand, looking out at the endless sea that crashes with soothing, calming whispers."

To check in on the goings-on of this project, and hear more about what our students are doing visit us at [www.healingandhopethroughscience.org](http://www.healingandhopethroughscience.org).

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## 2008 WORLD BURN CONGRESS RETURNS TO NORTH CAROLINA

Raleigh will be the site of the Phoenix Society's 20th World Burn Congress October 1-4, 2008 at the new Raleigh Convention Center. Once again we will need lots of volunteers to help with this event. We will need volunteers to register attendees, help escort people to workshops, help serve meals, give out t-shirts, and run errands.

We will once again WOW the attendees with our famous North Carolina Pig Pickin' BBQ which will be cooked by Firefighters from across the state on Thursday October 2. We will need about 60 volunteers to help with this event. The jobs will include set-up, escorting attendees to the banquet hall, greeting attendees and taking meal tickets at the door, serving and cleanup.

Volunteers who participated in the event in 2004 are still talking about what a great experience this was. They met people from all over the world who had either been burned or were with someone who had been burned. The people were warm and friendly and the speakers very inspiring to everyone.

We will be mailing out information and an application in the next several weeks. Please look at your calendar and be ready to help out. You can volunteer as much or as little as you want.

The UNC Volunteer Association provides scholarships for our patients who might otherwise be unable to attend this event. The opportunity for patients to meet others who were burned and now living a productive life is invaluable.

You can go on line at [www.phoenix-society.org](http://www.phoenix-society.org) and read more information about the Congress.

**UNC VOLUNTEER ASSOCIATION  
LEADERSHIP COUNCIL 2008-09**

**Elected Members**

**Recording Secretary** — Barbara Irwin  
**Corresponding Secretary** — Faye Martin  
**Treasurer** — Sue Mattern  
**Member at Large** — Greg Chuga

**Appointed Members**

**Service Component**

Marnie Cox  
Judi Lilley  
Wanda Wooten

**Financial Component**

Jessie Fiedler  
Rachel Orstad

**Community Component**

Amelia Carew  
John Soltys

**Component Leadership**

**Service Component**

**Membership** — Marnie Cox

**Nominating Committee**

Stuart Jeske  
Marilyn Koplik  
Rachel Orstad  
Dee Vigh  
Susan Williams

**Policies and Procedures**

Jane Steenstra

**Service Area Chairs**

**Oncology** — Wanda Wooten  
**Emergency Department** — Dee Vigh, Bill Witherspoon  
**Gift Shop** — Nancy Robinson  
**ICU Waiting Room** — Barbara Layton  
**Library** — Barbara Irwin  
**Patient Relations** —  
**Pediatric Services**—Deanne Bradley  
**Sewing** — Johnsie Wilkins  
**Surgery Waiting Rooms**— Judi Lilley

**Fiscal Component**

**Finance Committee Chair** — Jessie Fiedler  
**Gift Shop Chair**—Mary Godwin  
**Personal Response System Chair**—Dick Leach  
**Fundraising Chair**—Rachel Orstad

**Community Component**

**Health Careers Chair**— Rachel Orstad  
**Historian/Archivist**—  
**Legislative Chair**— John Soltys  
**Newsletter/Publicity Chair**  
**Scholarship Chair**— Amelia Carew

**Ex-officio** — Linda Bowles, Director

**NCHV 25th ANNIVERSARY  
EDUCATIONAL CONFERENCE**

The North Carolina Hospital Volunteers (NCHV) will celebrate its 25th anniversary at the annual Educational Conference, September 14-16 at the Sheraton Four Seasons in Greensboro. This conference will be a celebration of 25 years of volunteer service to hospitals throughout our state. A new website is available for additional information at [www.nchospitalvolunteers.org](http://www.nchospitalvolunteers.org).

The conference will begin Sunday night with an after dinner reception. Monday's schedule includes the opening ceremony, workshops led by nationally recognized speakers, a vendor fair and the President's Dinner. Tuesday the workshops continue and the conference ends with a festive luncheon. There will also be opportunities to network with volunteers from other hospitals—a great way to share ideas, learn, and make new friends.

If you would like more information about this conference contact Amelia Carew at [Acarew@nc.rr.com](mailto:Acarew@nc.rr.com) or 545-0297.

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