

VOLUNTEER COURIER

UNC HEALTH CARE VOLUNTEER SERVICES

MARCH 2010

CLARA: THE THERAPIST WITH THE WET NOSE



With a system as vast as the UNC Healthcare system, therapists of all disciplines abound. Very few, however, have the distinct characteristics of a wet nose and a wagging tail. One such therapist, interviewed recently, is Clara. Clara is a magnificent Bernese Mountain dog that lives and works with her “assistant”, Carol Fenton. Clara is part of the relatively new pet therapy program at UNC. Her particular area of expertise lies in making children happy through play, showing them tricks, and providing opportunities for plain old hugs and cuddles. At the hospital, Clara and Carol work with Senior Child Life Recreational Therapist, Beth Bailey to develop a list of children wishing a visit. Parental permission is secured first and a schedule is made for Clara’s bi-monthly visits. Then the fun begins and the smiles emerge!

Clara has been a pet therapist for about 5 years. She began her training when she was living in New Hampshire when someone from her dog obedience classes noted her potential talent. Clara then went through a vigorous training program provided by the Delta Society, the national dog therapy training association. This consisted of 50% obedience training and 50% aptitude training that included developing the ability to function well in different situations such as crowds. Needless to say, our Clara came through with flying colors, but as part of her on-going certification,

she needs to be retested every 2 years. All pet therapists at UNC must be registered with the Delta Society in order to carry out their duties. In addition, all pet therapists at UNC must have health check-ups every 6 months with the results sent to the epidemiology department. This ensures the safety of both patient and therapist. The Delta Society also provides a million dollars in insurance coverage for all therapists.

Clara seems to enjoy her work thoroughly. She has a calm, patient demeanor with a rich, soft coat suitable for large hugs. We wanted to introduce you to Clara in this newsletter, because she is moving to live in England this summer, the home of Carol and her husband. She will be sorely missed, but if you have the chance, you can meet her the first and third Tuesdays of every month at UNC. In the future, we hope to introduce you to our other pet therapist duos: Waitman Beorn and “Loki”; Rita Bigham and “Pippin”; Deborah Drossman and “Ralph”. For now, we wish Clara continued success with her career.

Sue Kuveke

MARK YOUR CALENDAR

March 11	Finance Committee Meeting
March 17-19	NCSDVS Annual Conference
March 24-25	Retail Concepts Sale
March 24	Leadership Council Meeting
April 2	Good Friday—Office Closed
April 13-14	Candles & Linens Sale
April 18-24	National Volunteer week
April 22	Volunteer Appreciation Lunch
April 29-May 1	SDVSHO Education Conference—Atlanta
May 12	Finance Committee Budget Meeting
May 19-20	California Fashions Sale
May 26	Leadership Council Meeting
May 31	Memorial Day—Office Closed
June 14	Summer Junior Volunteers Begin
June 15-16	Scrubs and Shoes Sale
July 4	Independence Day—Office Closed



UNC Compassionate Friends No One Dies Alone

No One Dies Alone is a program that was begun by a nurse at Sacred Heart Medical Center in Eugene, Oregon. The program is a partnership between Volunteer Services and Pastoral Care training volunteers to sit with and support those patients experiencing the intensity of life as they face death. Last year 730 patients died at UNC and perhaps as many as one-third of these patients may have been alone. Volunteers will be notified when a patient is alone, perhaps waiting for family or friends to arrive, and would benefit from a Compassionate Friend to sit with them and play music, sing, read or hold the patient's hand.

Special training will be provided from several different departments for the Compassionate Friends volunteers on April 27. Volunteers will sign up for times during a month when they would be available if needed. This will not be a specific time and day volunteer assignment. The time you spend volunteering will also vary, however we hope that the same volunteer will be able to stay with the patient until no longer needed.

We are going to pilot the program for six months beginning May 2010 in the MICU/MPCU (Medical Intensive and Medical Progressive Care Units) and the inpatient Oncology unit in the North Carolina Cancer Hospital. We will track the cases and based on the results of this pilot we will develop the program to provide the service for the rest of the hospital.

If you or anyone you know might be interested in volunteering for this program please call Linda at the Volunteer Services Office, 919-966-4793 or email at lbowles@unch.unc.edu and we will add you to the list and provide answers to any questions.

Linda Bowles, Director

Community Grief Recovery Group

If you or someone you know is struggling with grief, the next grief Recovery Group will meet at the United Church of Chapel Hill for seven (7) consecutive weeks from 6:30-8:00PM on Monday, April 5 and ending May 17.

For more information, please contact Heidi Gessner, UNC Bereavement Coordinator at 966-0716 or hgessner@unch.unc.edu.

CONGRATULATIONS!

DONNA DAVIS Promoted to Adult Coordinator Position

After months of waiting our own Donna Davis has been promoted to the second adult coordinator position. Now the search is on for a new office manager. Donna will assume responsibility for volunteer programs in the Memorial Hospital and Suzanne Davis will have responsibility for the North Carolina Cancer Hospital. In addition each of them will have various programs that are not affiliated with a particular hospital such as Lifeline and Health Careers. In addition they will each have service areas in Children's, Women's and Neurosciences.

Suzanne will move to the NCCH coordinator's office later this month. Donna will move into Suzanne's old office and Jodie and I will remain where we are. I am confident that this new arrangement will better serve the needs of all of our volunteers and staff. Both Donna and Suzanne will be able to get out and visit volunteers at work and provide additional support.

Both Suzanne and Donna will train and orient new volunteers. This will enable us to provide an additional orientation session in the evening for those who work or have other daytime obligations.

Please join me in welcoming Donna to her new position.

Linda Bowles, Director

HELP WANTED!!!



After years of doing a wonderful job, our Director, Linda Bowles, has passed the job of putting together The Courier, our volunteer newsletter, to US! That's right, we are now responsible for our own newsletter and for ensuring that it reflects our activities, interests and needs. Our main focus should be to establish and maintain connections among all of us. To do this, your **HELP** is needed!

If you are a Brenda Starr, ace reporter, or a Jimmy Olsen, roving reporter, we need you. If you are just interested in meeting and interviewing people and jotting down a few notes, we need you, too. This can be great fun and an opportunity to learn more about your Volunteer Association. If you are interested or want more information, please contact Sue Kuveke at lbowles@unch.unc.edu or call the office at 966-4793.

The History of the Volunteer Association Gains Recognition by UNC

Fifty-eight years ago when Memorial Hospital was being built, Dr. Robert Cadmus, hospital director, asked community leaders in Chapel Hill to organize a woman's service group for the hospital. This group became the Woman's Auxiliary of the North Carolina Memorial Hospital. The goals of the Auxiliary were to serve the hospital by "contributing to better patient care and interpreting the hospital to the community".

The Auxiliary and the Department of Volunteer Services were both in place for Memorial Hospital's opening in September 1952. Thus began the remarkable development of an organization that has gone from a small group of community leaders to over 1700 adult and student volunteers who support UNC Hospitals through many hours of service in all areas, sponsoring scholarships, and underwriting special projects and gifts.

The history of the Auxiliary, now the Volunteer Association, received recognition this fall when non-current records of its history were deposited into the official UNC Archives. Over sixteen linear feet of Board and Leadership Council minutes, photographs, slides, and publications were accessioned by Susan Ballinger, UNC Archivist. Documents will continue to be added to the UNC Archives annually including financial reports, membership lists and annual reports of committees and service areas.

The Association Archives will be inventoried, preserved and made accessible to researchers by the Archives staff. They will be available to historians, graduate students, and others. The documents and visual media may be of interest for woman's history, social services, hospital history and other disciplines.

The Southern Oral History Collection has agreed to conduct oral histories with early leaders of the Association. The interviews will be transcribed and also made available to researchers.

*Submitted by Barbara Irwin
Volunteer Association Archivist/Historian*

Did You Know? Some Facts about the Volunteer Association

The First Gift Shop, called a Hospitality Shop, opened three days before Memorial Hospital on August 30, 1952.

Cherry red won over Carolina blue as the color for volunteer smocks in 1952.

The first director of Volunteer Services was Viola Jacobs who was named while Memorial Hospital was under construction.

The Library was started in 1953 by volunteers who took a Book Cart to patients' rooms.

In 1954-55, 186 volunteers gave a total of 12,081 hours of service.

Junior volunteers, called Candy Strippers, were organized for high school students during 1960.

Elaine Hill, who was serving her second term as Auxiliary President, became the second Director of Volunteer Services in 1967.

When men joined as volunteers, the word "women" was dropped from the name of the Auxiliary in 1967.

In 1967, volunteers started sewing stuffed Sock Monkeys which continue to be popular today.

The first Health Careers Fair was held in 1970.

The Auxiliary and Volunteer Services were the recipients of the UNC School of Medicine's Distinguished Service Award in 1972.

The Auxiliary changed its name in 1981 to North Carolina Memorial Hospital Volunteer Association.

Volunteer Services Department receives governor's Award for "Outstanding Volunteer Services."

1987 NCSHV/A Community Program Award for Health Careers Symposium.

Submitted by Barbara Irwin, Volunteer Association



Go to The Source!



In this age of amazing information accessibility, the UNC volunteers are fortunate to have their very own source at our fingertips. If you haven't visited it recently, you really should take a few minutes to explore. You will find it at <http://www.unchealthcare.org/site/volunteers> or just go to the blank space in Yahoo or Google and begin by typing in "UNC hospital volunteers".

As you probably know, but may want to refresh your memory, there are information sites for adult, college, high school, group and Cancer Hospital volunteers. These sites are very informative and may include the following.

- Important dates and deadlines
- Requirements
- Attendance
- Volunteer opportunities
- Application process and required forms
- Contact information

Issues of the Volunteer Courier are also available going back to July 2008.

In addition, on the side bar, you can find links to such interesting and important information such as:

- Classes and events including such topics as mall walking and support groups
- Health information
- A directory to locate doctors
- Information on the many hospital departments
- Health and patient care
- UNC Health Scene Archives

So save yourself a trip to the Volunteer Services Office or a phone call, and visit the website. You may be surprised!

Health Careers Symposium

In the fall of each school year, the UNC Health Care Volunteer Association holds a daylong symposium for high school students and their instructors from all around North Carolina. This symposium is aimed at highlighting the many health career paths available to the students as they prepare to enter their college programs. This year's topic is "The Many Faces of Cancer Care". We are dedicating this event to Mrs. Priscilla Bevin, a faithful volunteer who recently passed away. She had been involved with Health Careers for the past 20 plus years. This Symposium will be held on Thursday, October 21, 2010

The students are offered tours of the hospital that included the Emergency Department, the Pharmacy, CORE Laboratory, Cancer Hospital Departments and several other areas of the hospital. While one group is touring, another is discovering what the various departments are doing to assist in the care of a

vulnerable patient population coming to our hospital from all over the state.

We need several new members to our committee. If you are a retired school teacher, a nurse, enjoy young people and can help during the year we will welcome you to join us for our next meeting on Tuesday, April 6, 2010 at 1:00 pm in the Volunteer Conference Room. We meet about 6 times a year and then on the day of the Symposium

Rachel Orstad, Chairperson
Health Careers Symposium

THE ART PEDIATRIC CART



One of the joys of childhood is the opportunity to engage in play. Unfortunately, this can be a problem if you are a child who is in the hospital. Thanks to some dedicated volunteers, however, a solution may just roll into your room! It's called the pediatric art cart and it's loaded with crayons, markers, colored pencils, stickers, playdoh, coloring books, game books, and small crafts. All designed to engage, entertain, support and/or soothe.

Presently the art cart is managed by 8 dedicated volunteers who roll down the halls of the Children's Hospital knocking on doors. If the child (or parent) is interested, then the volunteers begin to work their magic. Deanne Bradley really enjoys the flexibility that the art cart allows. She explained that she can walk into a room and assess the role she can best serve. It might be to have a supportive conversation with a parent, stay and paint a picture with a child, or have the child select the supplies they would like to play with later. Recently, she encountered a little guy who had not been talking during the entire four days he was in the hospital. Deanne was able to get him to paint a picture using the art cart materials and suddenly he was talking up a storm! Needless to say, his mother was thrilled to see him talking and playing again.

While most of the materials are for younger children, the art cart does stock some games and supplies for teen-agers. A few years back, Bonnie Hobgood, a retired reading teacher, became concerned that there was no activity for and with infants. Thanks to her leadership, board books are now purchased to be read to the babies. Bonnie encourages the parents to do the reading themselves, and will model the behavior if they are interested. The program is so successful it is now being funded.

While the art activities are always fun, Sara Witherspoon believes the parental support may actually be the major contribution of the volunteers. She said that at times the gratitude from the parents and staff is overwhelming. Couple that with a smile or squeal of delight from a child, and the volunteer time has been well spent.

DO YOU KNOW WHERE VOLUNTEER ASSOCIATION FUNDS GO?



Each year members of the Volunteer Association work very hard to raise funds to support projects and opportunities within the UNC Healthcare System and the community. In this section of the newsletter, we will provide feedback from three such projects.

1. Helping Cancer Patients: One Sip at a Time

When most people think of cancer, they probably don't think of being unable to swallow or take normal, solid foods. Unfortunately, for many patients at the North Carolina Cancer Hospital, the simple act of eating - an act that was once taken for granted - can become quite a challenge. Many times, when eating gets tough, patients turn to oral nutrition supplements, a.k.a. Ensure®, Boost®, Carnation Instant Breakfast®, or similar products, for nutritional support. As the Outpatient Oncology Dietitian at UNC, I often work with patients who rely on these products to meet 50% or more of their nutritional needs for an extended period of time. These days, it is all too common for patients to comment on the extremely prohibitive costs of these products. In fact, many patients are unable to afford these products regularly enough to maintain nutritional health. To help meet this need, I started the UNC Oncology Nutrition Supplement Program in the summer of 2008. Through this program, we are able to purchase oral nutrition supplements at very low costs and provide them free of charge to any patient dealing with a diagnosis of cancer.

When I first decided to pilot this program in 2008, I was given limited funding and immediately became concerned about its sustainability. Unfortunately, by early the following year, I wasn't sure how long we would be able to continue this much-needed program. To my great relief, in the summer of 2009, the UNC Oncology Nutrition Supplement Program received a generous gift from the UNCH Volunteer Association. As a result of this gift, we have been able to continue this wonderful program and help numerous patients at the North Carolina Cancer Hospital. Using funds provided by the Volunteer Association, we have been able to purchase and distribute **480 cases** of oral nutrition supplement since last June. To put this in perspective, a case of these products typically retails for about \$40 - in other words, with the help of UNC's Volunteer Association, we have been able to purchase **almost \$20,000 worth** of nutrition supplements.

Over the past year and a half, I can't tell you how many patients have been immensely grateful for the products that we are able to provide through the UNC Oncology Nutrition Supplement Program and with the help of the Volunteer Association. Many of the patients I work with have cancer of the head and neck region, i.e. tongue cancer, tonsil cancer, throat cancer, etc. As you can imagine, swallowing normal foods is quite challenging for these patients, and they often spend many weeks taking an all liquid diet. Without oral nutrition supplements, many of these patients would have an

extremely difficult time maintaining their nutritional status during and after treatment. Over half of the cases distributed through the supplement program go to patients dealing with a diagnosis of head and neck cancer. I can say with 100% certainty that without this program, these patients would suffer from tremendous nutritional deterioration and ultimately significant impairment in functional status and quality of life. Thanks to the Volunteer Association, patients at the North Carolina Cancer Hospital are getting through treatment with the nutritional support that they so greatly need.

Aimee M. Shea, MPH, RD, CSO, LDN
Outpatient Oncology Dietitian

2. Bone Marrow Transplant Unit

In the summer of 2009, we submitted a request for several Play Station 3 game systems for the Pediatric Hematology/Oncology and Bone Marrow Transplant Clinic in the new NC Cancer Hospital. Your generous donation has been a great benefit for the patients seen in this clinic. Many of the medications administered during the clinic stay require that the children remain in a bed or chair. The game systems allow the children a therapeutic distraction while they receive their treatment. The previous clinic located in Gravelly had one shared Play Station 3 in the treatment room. It was often a disappointment to those children who wanted to play a game but the system was already in use. It also made it more difficult on the parents and staff members who tried to keep the children confined to a chair for a long period of time. Your donation has allowed us to give each child the opportunity to use a system and select one of the many games we now have to offer. Thank you so much for your generous donation.

Ashley Farmer, RN, BSN, OCN
Assistant Nurse Manager, CN IV

3. Gerritson Trust Fund

In mid 2009 a young man was admitted to UNC Hospitals with an undiagnosed illness. He was soon in the ICU with an untreatable cancer. The patient had no health insurance since he was young and healthy and self-employed. Our team of healthcare providers from clinicians to volunteers provided very good care for the patient. His mother came to Chapel Hill to stay with him. She told the staff many times how grateful she was for the great care he was receiving, especially in light of his inability to pay. After several months of treatment the patient died.

Then several months later the patient's mother called to say that she wanted to start a trust fund, from an inheritance she had just received, to help treat other patients who don't have the ability to pay. Thus the Gerritson Trust Fund for indigent care was established.

In staying with our mission to provide resources for UNC Health Care, the Leadership Council of the UNCH Volunteer Association, with the Finance Committee's recommendation, donated \$10,000 to this fund in November 2009.



THE TRIANGLE VILLAGE That Helped the Haitian Burn Patients



On January 26, UNC Health Care admitted three Haitian patients to the N.C. Jaycee Burn Center as a result of injuries sustained in the earthquake. The patients arrived with no knowledge of North Carolina, did not speak English and were still in shock over the destruction done by the earthquake and their burns.

I was asked to see if we could find any volunteers who could speak French, Creole or Haitian Creole to provide some socialization for these patients. Within 24 hours we had several people from our local communities who said they could not only speak Creole but had lived in Haiti for many years. One of our first volunteers was Nadege Morton, a nursing assistant, who quickly went to the Burn Unit to help assure the patients that they would be well cared for and that there were people here who could speak their language and knew their customs. The next volunteer was a medical student, Michele, who was also Haitian.

One of the first applications from outside the hospital was from Betty Turnbull, who lives in Durham. She and her husband had been missionaries and educators in Haiti for 30 years. The first day Betty came to meet with the patients, she brought us a Creole/English dictionary her husband had written. This was very helpful for the Burn Center staff. She spent 6 hours visiting each of the patients and two caregivers to again reassure them that they were in good hands and would have visitors who spoke their language.

The next volunteer to enter the picture was Laura Wagner, a UNC-CH graduate student, who was doing research for her Ph.D. in Haiti at the time of the earthquake and was also injured. She was able to relate to them from the survivor perspective, and brought a few Haitian videos for the patients to watch during down time.

Then we connected with Paulette Bekolo, a friend of Betty's, who has Haitian roots and was able to help build the network of volunteers. She knew of a Haitian minister, Rev. Erilus St. Sauveur. She contacted the minister and some friends in the church, and now the patients had the religious affiliation they needed. Rev. Sauveur came to the hospital to provide Sunday services to the patients. This meant three separate services since burn patients can't visit each other.

When Betty found out that one of the family members was anxious to return to high school, she let me know and we started networking with the Hospital School. Betty was able to get his school records from a friend who was still in Haiti, and then worked with the Chapel Hill-Carrboro schools to get him properly placed.

And then we got the greatest volunteer gift of all. The Mills family donated a house for the patients to use after discharge so it would be easy for them to return to the hospital for aftercare. One of the patients said, "Now I will be able to take care of my child."

In addition to what the volunteers were providing for the patients here, they were also trying to help with family members who were still in Haiti. One patient has two daughters in Port-au-Prince who were struggling to find food and shelter. The Haitian friend of our volunteer was able to make contact with them and provide them with some clothing and blankets and a financial donation from a church in Durham. Another friend of our volunteer located the husband of one of the patients. She found out they had lost their home, and he was now taking care of a 6 year old nephew whose parents were killed. She was able to provide him with a tent and some clothing. The only thing the husband was able to salvage from their home was their wedding picture. He offered it as a gift to the Haitian friend for helping him. The friend emailed it to our volunteer who printed and framed it and brought it to his wife in the burn center. She was so very grateful! She does not know when she may see her husband again.

Each day I came to work, from January 26 until now, was a day of amazement. I could not believe what these community volunteers were doing for these patients and their family members who had accompanied them to Chapel Hill. It did take a village to help these patients and their family members.

Thank you to the community, the hospital staff, and the volunteers who have helped these patients and shown them what makes us the great hospital we are in a great country. I feel I am one of the luckiest people in the world to have the privilege to work with so many wonderful people in the world of volunteerism.

Linda Bowles, Director

Patient Satisfaction Surpasses Goal

As you know, we use Press Ganey to survey our patients after hospitalization and clinic visits. The goal for UNC Health Care is to continue to improve the experience of each patient at UNCH and maintain our inpatient satisfaction at or above the 65th percentile of hospitals included in the survey at a given time. Our **2nd quarter** inpatient scores were 86.3% which is the **74th percentile**. This is the accomplishment of every one working together to provide our patients with the best possible care from the greeters at the front door to the staff and volunteers on the nursing units to the parking attendant who wishes them well as they leave the parking deck. Clearly we all make a difference to our patients and family members. Thank you for all you do to make our patients and family members have the best experience possible.

Hospital Consumer Assessment of Healthcare Provider Systems (HCAHPS) Scores Remain High

In addition to the patient satisfaction scores, we have the HCAHPS scores that I have shared with you previously. This survey measures the patient’s rating of their hospital experience. UNCH scored the highest in all but three categories as compared to our neighboring hospitals. The best measure is that **84%** said they would **recommend** UNC Health Care to friends and family.

	UNC	Duke	Durham Regional	Wake-Med	NC Avg.	Nat. Avg
% Patients who overall rate the hospital highly	76	74	61	70	68	65
% Patients who would recommend hospital to friends & family	84	81	67	78	71	68
% Patients given information about what to do during recovery	86	87	77	86	82	80
% Doctors who communicated well with patients	85	81	80	84	83	80
% Nurses who communicated well with patients	80	75	72	77	78	74
% Patients who received help quickly from hospital staff	64	59	54	64	66	62
% Staff who explained medicines before giving them to patients	69	62	58	60	62	59
% Patients whose pain was well controlled	71	69	66	73	71	68
% Patients whose rooms were kept quiet at night	68	53	47	60	62	56
% Patients rooms and bathrooms kept clean	66	52	63	63	69	70

LEADERSHIP COUNCIL NOMINATIONS

You will soon receive a request asking for nominations for Recording Secretary, Member at Large and Nominations Committee members for the 2010-2011 Volunteer Association Leadership Council.

Recording Secretary is responsible for taking minutes at the Leadership Council meetings (6 per year) and two general membership meetings. The secretary puts the approved minutes in a binder in the Volunteer Conference room.

The Member at Large attends the Leadership Council to represent the general membership. The Member at large also serves on the Finance Committee.

The Nominating Committee meets as necessary to provide nominations for the positions to be filled. They consult with the Director of Volunteer Services and Adult Coordinators to identify potential candidates. The committee compiles a short biography of each candidate to be mailed to the membership at the time of election.

Please consider either nominating yourself or someone else.



THE ELAINE HILL AWARD FOR THE VOLUNTEER OF THE YEAR

Don't forget to pick up your nomination form in the Volunteer Office. This is a wonderful opportunity to honor someone you feel is doing an exceptional job! The award will be given at the Volunteer Luncheon in April.

**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
Newsletter Editor Sue Kuveke
Scholarship Chair Amelia Carew

Ex-officio — Linda Bowles, Director



GRACIAS to the Volunteers

I would like to take this opportunity to thank all the volunteers and staff of the volunteer office that are doing such wonderful work. In my program, extra hands are very important, not only for the staff, but for the patients as well.

Thank you very much for your support. It is because of you that we can accomplish so much..

*Claudia Rojas
UNC Center for Latino Health*

UNC Volunteer Services Department
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Chapel Hill, NC 27514

The Volunteer Services Department Mission is to assist UNC Health Care 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.

Visit our website at www.unchealthcare.org/site/volunteers.