

March 2010

“Love cannot remain by itself—it has no meaning. Love has to be put into action, and that action is service.”

-Mother Theresa



Angela Cherene
Director
Volunteer Resources

In this Issue

Message from the Director	1
“Star” Volunteer	1
Tips on how to be ‘Ever Ready’	2
Update: New Visitor Policy & H1N1	2
Annual Updates	2
New Emergency Card	2
Guest Services	3
Things to Do & Places to Visit	3
Save the Date	3

Volunteer Newsletter

Stanford Hospital and Clinics
Volunteer Resources

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Message from the Director

Greetings to all of our dedicated volunteers! I hope you and your families are staying healthy and happy this winter season.

I am thrilled to announce that Stanford Hospital & Clinics volunteers dedicated over 75,000 hours in Fiscal Year 2009. What a wonderful achievement! A big “Thank You” to each and every one of you! You truly make a positive impact here at the hospital with every minute you volunteer.

Volunteer Resources has been busy with improvements for 2010. We tripled the size of our orientations to accommodate all those interested in joining our team. We have also streamlined our process to make it easier for

volunteers to complete training and start making a difference in their community.

Congratulations to those volunteers who have reached their required six month mark! We appreciate your time and devotion. We have many new volunteer opportunities throughout the hospital such as positions with our Food Services department, our Redwood City facility, and new nursing units who have opened their doors to volunteers. Please feel free to inquire about these exciting opportunities. Volunteer Resources is here to provide answers and guidance to any volunteer questions you may have.

As always, I would like to express my gratitude to all of you for the commitment you have made to the hospital,

our patients and families, and your community. SHC could not be the exceptional facility it is without the countless hours you dedicate to being here. You are greatly appreciated for all you do!

Remember, it’s still flu season, so be healthy and safe; always gel in and gel out. Take care of yourselves and your loved ones and I’ll look forward to seeing you here at Stanford Hospital!

-Angela Cherene, Director of Volunteer Resources

Congratulations to “Star Volunteer” Larry Moore!

We would like to thank our Stanford Hospital “Star Volunteer” – an outstanding individual who regularly goes above and beyond the call of duty.

Larry Moore has been a volunteer with Stanford Hospital & Clinics since March 2009. He has volunteered with Patient Admitting Services and is now volunteering in the Surgical Admitting Unit (SAU). His volun-

teer supervisor Pam Ponti said: “Larry has been great. He immediately understood what I wanted from someone in this role, and since the SAU is new to volunteers, he helped me develop the program. He is willing and able to do anything asked of him, and is very conscientious and thorough.”

Congratulations on being a Stanford Hospital “Star Volunteer” and thanks for all you do, Larry!



Larry Moore
SAU Volunteer

Tips on How to Be 'Ever Ready'

The Joint Commission accredits and certifies more than 17,000 health care organizations and programs in the United States. It is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. They will be visiting Stanford Hospital anytime between April and July 2010. Please follow these suggestions on how to be "Ever Ready" for their visit:

- Take pride in the great volunteer work you do here! Sing your own praises!
- Know where to access your National Patient Safety Goals, Infection Control Manuals, Safety Manuals, and Emergency Disaster Plan in your volunteer area (ask your volunteer supervisor for their locations)
- Make sure your name badge is clearly visible—top upper third of your body on the right-hand side ("Loud & Proud!")
- It is ok to say "I don't know the answer to that question—let me find someone who does."
- Don't panic or hide—you are all incredible volunteers and assets to the hospital. The Joint Commission will be glad to meet you!

If you'd like more information on the Joint Commission, their expectations and standards, please visit their website at: <http://www.jointcommission.org/>

"The best way to find yourself, is to lose yourself in the service of others."

-Ghandi

Did you know:

More than 50,000 bulbs are planted in the gardens surrounding the hospital!

Update: New Visitor Policy & H1N1

New Visitor Policy

Effective Saturday, March 6, Stanford Hospital & Clinics lifted the ban to allow people under the age of 16 years old to visit and/or volunteer in the hospital.

H1N1

January 29th was the deadline for all hospital staff, including volunteers, to be in compliance with the H1N1 vaccination. Volunteers must have either received the vaccination for free at SHC, refused the vaccination by completing a HealthStream module, or provided proof that they had received the vaccination elsewhere and signed an 'alternate site' form.

If you still need to achieve compliance, please contact Occupational Health Services at

occhealth@stanfordmed.org

Martha Marsh, President and Chief Executive Officer of Stanford Hospital & Clinics, has announced her retirement effective August 31, 2010.

Annual Requirements

For those volunteers who continue past their one year anniversary, remember you are required to:

- Complete HealthStream modules annually
- Update health clearance process through OHS
- Extend badge after expiration date (in order to continue to receive free parking)

Emergency Information Card

The 2010 Emergency Information Card is now available in the Photo ID office (H0258C), next door to Security.

The Emergency Information Card is part of your badge and it houses important information for immediate access. This card contains all of the codes in the hospital, important phone numbers, National Patient Safety Goals, and explains

what to do in cases of emergency.

Please make sure to pick up this important updated card at your earliest convenience.

Marsh has held the position as CEO since April 2002.

The Stanford Hospital & Clinics Board of Directors will conduct a national search for Marsh's successor.

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**[http://
stanfordhospital.org/
employment/
volunteering/](http://stanfordhospital.org/employment/volunteering/)**

Did you Know:

**Guest Services' PAWS
program has 19 dogs
that are trained to visit
patients through out the
hospital?**



Guest Services, Stanford Hospital & Clinics

Guest Services offers a comprehensive array of programs and services that are dedicated to making sure our patients' experience at Stanford Hospital & Clinics is as comfortable as we can make it. Whatever patients and their families need, we will respond as quickly as we can, and always with a smile. **No request is too large for our staff to address or too small for our patients to mention.**

Our programs include: Adult Aging Services, Art Program, Cancer Concierge Services, Stanford Hospital Gift Shop, Interpreter Services, Massage Therapy, Music Program, Smoking Cessation, and Pet Assisted Wellness Program (PAWS). More detailed information about each program is available online at <http://stanfordhospital.org/>.

As a volunteer, you can refer patients to our Guest Services programs so they can get the best care possible. Please make sure you have your Volunteer Supervisor's approval first. Volunteers, patients, staff and families can call 8-3333 from within the hospital to put in a request.

Things to Do, Places to Visit

The Bing Music Series holds free concerts in the Hospital Atrium every Wednesday and Friday afternoon from 12:30pm—1:30pm, performed by professional quality musicians. Come enjoy a concert! A detailed concert schedule is available at <http://stanfordhospital.org/forPatients/patientServices/bingweekly.html>.

Cantor Arts Center – Open Wednesday – Sunday, 11 am – 5 pm, Thursday 11 am – 8pm, closed Monday/Tuesday; Cantor Arts Center, 328 Lomita Drive, a beautiful museum and grounds, free admission, also free lectures/events/docent tours.

The **Stanford Health Library** website is a wonderful resource for medical research and to learn about free lectures presented by doctors and professors throughout the Stanford community.

Save the Date—Volunteer Recognition Event

National Volunteer Week is right around the corner! April 18th through the 24th signifies the exemplary dedication of volunteers around the country.

“National Volunteer Week was established in 1974 by former President Richard Nixon and has grown exponentially each subsequent year, with literally thousands of volunteer projects and special events scheduled throughout the week. And with President Obama's recent endorsement of the Serve America Act (www.bethechangeinc.org) and his call on Congress to support this vital piece of legislation, this year

will be even more energizing and inspiring.” (Points of Light Institute website).

Stanford Hospital & Clinics will be holding our annual High Tea in the Bing Dining Room on **Wednesday, May 12 from 4pm—5:30pm.**

The Sixth Annual Jeanne D. Kennedy Volunteer of the Year award will be presented. The lucky winner will be honored with a plaque and will also enjoy a free monthly lunch in the Bing Dining Room for a year.

Please make sure to 'Save the Date' as we look forward to seeing you at the event!

