

Auxiliary and Volunteer NEWS

Winter 2008

Ronald Reagan UCLA Medical Center

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Happy Holidays 2008



Dear Volunteers and Auxiliary Members:

This has been the most extraordinary year since the opening of the Westwood hospital in 1955. After years of preparation and planning we moved to the Ronald Reagan UCLA Medical Center at the end of June. We continue well on our way to completing reconstruction of the Santa Monica-UCLA Medical Center & Orthopaedic Hospital with the opening of the new Emergency Room and the southwest tower there.

You have played an important part in both of these events. We aimed to achieve improvements in our patients' experience even before we moved to our new facilities, and our goal is to sustain and build upon these improvements. With your help, we have made incredible strides forward, achieving patient satisfaction scores in the 90th percentile in Westwood, and above the 75th percentile in Santa Monica. These are unprecedented scores and reflect the commitment of everyone who works here, including you, our dedicated volunteers, to the highest levels of professionalism in support of our patients.

I also am delighted to recognize the early successes of the new gift shops in both RRUCLAMC and SMUCLAMC&OH. The work being done by our Auxiliary members is a wonderful gift to both our patients, through the funds that are raised, and to our staff and visitors too, who have a convenient place to shop.

Thank you all for your continuing support and dedication to our patients and our mission of service. My best wishes to each of you and your families for a safe and happy holiday season and a wonderful 2009.

Sincerely,

A handwritten signature in black ink that reads "David T. Feinberg MD, MBA". The signature is written in a cursive style.

David T. Feinberg, MD, MBA
CEO, UCLA Hospital System
Associate Vice Chancellor

Message From the President

As I reflect on the close of 2008, I am amazed by the many accomplishments of our Auxiliary this year.

We moved into the new hospital, and our Gift Shop continues to make record sales. We opened a new store in Santa Monica, and it is beginning to thrive. We hired new management for our Thrift Store, and they successfully lead three phenomenal sales events. We increased Auxiliary memberships. And most importantly, we are increasing the funds that will be available to support the many increased grant requests that we are receiving in these troubled times.

It is a pleasure to walk the halls of our gorgeous new facility and receive the many accolades for our achievements, but the praise was earned by and rightly belongs to you, all of our exceptional volunteers.

I'd like to share some of the comments I've received in the halls:

"The new store is ...(stunning, beautiful, a treat in my scary time

here, so nice, so fun, friendly, clean, so much hipper, much appreciated, muy bueno, Open, Yeah!) (from Reagan and at Santa Monica)

"I needed party favors for our department event, and Juanita came up with the perfect item, and wrapped it gorgeously too." (at Reagan)

"There was an incredibly vibrant volunteer from your Thrift Store in my care at the ICU, and I wanted to stop in and ask how she was doing?" (an incredibly compassionate and caring nurse who came into the Thrift Shop to check on an incredibly wonderful and thankfully recovering volunteer)

"I don't know what our family would have done without your assistance. Thank you and God Bless all the Auxiliary." "Your help is deeply appreciated." (from the letters of appreciation we have received).

I want to say a special thank you to Hanna Fairchild, our Auxiliary's

Office Manager, who daily keeps our organization in order.

Finally, pride in our accomplishments was chastened by profound losses that remind us of our fragility. We celebrated the lives and mourned the deaths this year of one of the Auxiliary's founding members, Eleanor Wasson, and members, Carmela Speroni and Donna Egle.

Here's hoping 2009 will be healthy, happy and successful for all of us in the Auxiliary and throughout the UCLA Health System.

Sincerely,

Helen Levin

President

UCLA Medical Center Auxiliary

*Happy Holidays from
The Levin Family*

Friends from People Animal Connection

Volunteers from the People Animal Connection celebrated Halloween by dressing in style and making their rounds at the Ronald Reagan UCLA Medical Center. The annual event brings countless smiles and cheer to hospital patients and staff. Currently the program has over 50 teams that volunteer their time in the hospital.



Volunteers Honored at Fall Luncheon



Tony Padilla, pictured here with Sylvia Epstein, who has been a volunteer at UCLA Medical Center for over 30 years.

UCLA Medical Center volunteers were honored for their dedication and service at a luncheon held at the Four Seasons Hotel on October 24th. The annual event, sponsored by the UCLA Medical Center Auxiliary, is a time for volunteers to come together and celebrate their own "gift of self."

More than 200 volunteers attended the event, as well as representatives from administration and key areas where volunteers work. Helen Levin, UCLA Medical Center Auxiliary President, opened the luncheon with a warm welcome and explanation of the role the Auxiliary plays in the welfare of the patients at UCLA. Dr. David Feinberg, CEO and Associate Vice Chancellor, UCLA Hospital System, addressed the group of volunteers and said how valuable each and every person is to the organization. Each year, the Auxiliary contributes over \$300,000 towards patient pro-

grams and grants needed by the hospital.

The top award winner this year again is Rona Goldstein, who volunteers FIVE days a week in the Bridge Gift Shop. That is true dedication! Following her lead, were Jacquelin Cathcart and Steve Knafel, both long-term UCLA volunteers earning 14,000 hours award pins.

Sylvia Epstein, who volunteered at UCLA Medical center for over 30 years, was also honored during the ceremony. She just recently retired at 97 years young!

After enjoying a delicious lunch, the volunteers were treated to delightful entertainment from the Kevin R. Blanford Pipe Memorial Band, who played the bagpipes and drum. It was a great way to kick off the award presentation and honor our special volunteers.

Thank you again to the UCLA Medical Center Auxiliary for sponsoring this lovely event. It was truly enjoyed by all.

Director's Corner

Kathy Sipes,
Director of Volunteers

Hello Everyone,

Happy Holidays to one and all. As we move into the holiday season, we are again reminded of the importance of your contribution to our patients, families and staff. From the volunteers who work in our public areas, to those of you who work in our shops, up on the floors, and in our research areas, we thank you for your special personal touch to everyone you encounter in your volunteering.

You are part of a group that sees the potential all around and are ready to work for it. Individuals like you are role models, mentors, leaders, teachers and friends. So please accept our thanks for being part of our team. If more people across this country gave of their time as generously as you do, we would all be able to work together to build something better. Happy Holidays and a very Happy and Healthy New Year.

Fondly,

Kathy Sipes
*Director of Volunteer Services,
UCLA Health System*

Memorials and Tributes

The UCLA Medical Center Auxiliary thanks the following friends who have donated to our Memorial and Tribute Fund from October 2008 – December 2008.

MEMORIAL AND TRIBUTE FUND

In Memory of:	Donor:	In Tribute to:	Donor:
The Honorable Julius Title	Bruce and Barbara Speiser	Mr. & Mrs. R. Kirschner	Louise and Dick Kirschner
George Henderson	Madeleine Grafton	Erna Hart	Shirley Larsen
Rose Shandro (mother of Margaret Churchill)	Judy Riley Gail Conway Anne Wayne Dr. and Mrs. Walter Coulson Mary Ellen Schlegel		
Donna Egle	Rita Pico Gail Conway Trudy McCulley Charles Mosman Amy Jackson Murphy Litvack Diane Taylor Carol Stabler		

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