

Auxiliary and Volunteer NEWS

Fall 2008

Ronald Reagan UCLA Medical Center

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Volunteers Participate in the Los Angeles County Heart Walk



Photo by Reed Hutchinson

More than 40 volunteers from the Ronald Reagan UCLA Medical Center participated in the 18th annual Los Angeles County Heart Walk on Saturday, September 27th benefiting the American Heart Association. Volunteers helped raise more than \$2000 to help in the fight against heart disease. Teresa Sanchez, volunteer coordinator, and Irma Lopez, office manager, helped coordinate the volunteers for the event and recruit students from our program.

Several of the volunteers had experienced heart problems themselves during their lifetime, and wanted to give back to the cause, feeling fortunate they had overcome their own medical conditions. Other volunteers, many students, joined the Heart Walk to create a team spirit and be part of the UCLA healthcare team. Kathy Sipes, Director of Volunteers, was on site at the Heart Walk which took place in Exposition Park. "We were thrilled to have exceeded both our goal of participants as well as donations thanks to the diligence of Irma, Teresa and all the volunteers," states Kathy.

The volunteers enjoyed coming together as a group outside the hospital. The event gave people the chance to practice physical fitness, support the Heart Association, and give back to the community.

Message From the President

Dear Members of the UCLA Medical Center Auxiliary,

Despite historic financial upheavals, and the many recent economic catastrophes, I am so grateful to have excellent news to report on the state of the Auxiliary's retail outlets.

First, under the amazing leadership of our **Gift Shop** manager, **Juanita Lewis**, we were able to make a very successful move to the new **Ronald Reagan UCLA Medical Center**. Our new store is simply marvelous. We have added lots of merchandise, upgraded our inventory, and I'm delighted to report that each week we are breaking sales records. With the help of Auxiliary Board members Gwenn Sayer and Amy Jackson, we are even developing an online catalog for our store. It should be ready by December.

Meanwhile, our **Thrift Shop** is enjoying a great deal of success as well. In these troubled times, our customers appreciate the great quality of merchandise we have available and the ability to stretch their budgets. Additionally, donors to the Thrift Shop appreciate the opportunity to receive tax credits for the furniture, jewelry, art, antiques, and designer clothing that are regularly given. Be sure and save the date for our big December reopening sale **on Saturday, December 6th**. Your friends, family, and coworkers will appreciate the unique treasures you can find for holiday gifts, and you'll appreciate the deals.

Our **Newsstand** in the 200 Peter Morton Medical Plaza is enjoying the increased traffic flow that the new hospital has afforded it. Staff parking leads many employees and visitors right by our little first floor shop.

And I feel like a proud parent introducing our newest retail entity. On September 15, 2008, the **Santa Monica UCLA Gift Shop** reopened under the management of the Auxiliary. Our own Gift Shop manager, **Juanita Lewis**, worked night and day to transform the space into an attractive, wonderful store. Unbelievably, the transformation took only three weeks! In an institution that is all too familiar with remodeling delays, Juanita's renovation of the store seems practically miraculous. Come visit the Santa Monica store. We need volunteers, and it is such a warm and welcoming place to be. You will surely, as I have, love getting to know our UCLA family at Santa Monica.

Thank you so very much to all of the volunteers who have made the Auxiliary a healthy and vibrant organization. Especially, in these tumultuous times, your dedication and commitment is extremely appreciated.

Sincerely,

Helen H. Levin

President, UCLA Medical Center Auxiliary

Adopt-A-Family

Celebrate Giving

For many, the holiday season conjures up expectations of joyous family gatherings, special foods, and wonderful gifts.

However, for some – especially those with a severely ill family member – the holiday season can be a cruel reminder of personal loss and deprivation. These particular hardships make it difficult for families to bear the cost of a traditional holiday meal or a small gift for the children.

Each year the UCLA Medical Auxiliary coordinates the Adopt-A-Family Program where families of UCLA patients who are experiencing extraordinary challenges may be chosen to receive at least the basic essentials and perhaps a few unexpected extras to make the holidays a little brighter.

We encourage departments, offices, and individuals on the campus to sponsor a family. This usually entails "adopting" a family unit; the sponsors learn what the family needs are and then undertake the task of providing as much as possible. This is not purchasing big gifts, but instead it means the simplest needs at the holiday time. It is an extremely rewarding project which culminates in the actual delivery to the families who are tremendously grateful. In truth, the sponsors get much more out of the experience through their acts of giving.

The Department of Clinical Social Work is responsible for identifying these needy families. Through the collaboration of the social workers, the Auxiliary, and

generous donors within the medical center and the Los Angeles community-at-large great joy is brought to these families in need. There are two ways to work with this program: 1) adopt/shop/deliver or 2) sending a generous check to help us help others. It's an incredi-

ble give-give situation where everyone feels good about what they do.

The Auxiliary invites everyone in the UCLA Healthcare system to join in this most worthwhile holiday project. Please say "yes" and join us this year in a program more

than worth your while.

This year's campaign is ready to launch. You can begin your involvement NOW.

To get involved, please contact Rachel Dourec (aaf2008rd@verizon.net) or Murphy Litvack (aaf2008@aol.com).

Volunteer Reminders...

Now that we have moved into our beautiful new facility, we would like to give you a few reminders regarding the volunteer program. One of the most important representations of the volunteer department is our uniform and how we present ourselves. Please keep in mind that our uniform dress code changed when we moved to the new hospital. Here again is the revised dress code:

- Official volunteer jacket, buttoned up with a white collared shirt underneath. Light khaki (not olive or brown) pants with no holes or tears. **NO JEANS OR SHORTS ALLOWED AT ANY TIME IN ANY AREA.**
- Scrubs or lab coats are acceptable IF required in your area. Please check with your supervisor.
- Footwear – Closed-toed, soft-soled white tennis shoes. No backless shoes. Stockings or socks must be worn at all times. Shoes must be tied. Thongs, beach shoes, deck shoes, high heels, and slippers are unacceptable.
- ID badges issued by Volunteer Services and the Security Department must be worn at all times, displayed above the waist, picture facing forward.

Thank you to everyone for following these guidelines. If you have any questions, please contact the Volunteer Office (310) 267-8180.



Volunteer Barbara McGuinness shows off proper uniform attire.

Meet Our Auxiliary Board... **Anne Wayne**



Anne Wayne came to UCLA just four years ago to volunteer – and since that time has made a huge difference to our program. She devotes herself to several of our key programs in the Volunteer Office, including the Ambassador program and the Surgical Waiting Area. She also works in the hospital gift shop one morning a week. Her volunteer work does not stop there though – she serves on our Auxiliary Board as a co-treasurer and, with guidance from her husband Larry who is a CPA, helps oversee the financial operations of our gift shops and Thrift Store.

The Auxiliary and Volunteer Office are very fortunate to have such a devoted and skilled person like Anne

who takes an interest in the hospital and the Auxiliary. Formerly an employee with the Beverly Hills Unified School District where she worked for 11 years, Anne retired in 2004 and was looking for volunteer opportunities. Her good friend and Auxiliary board member Nan Goodman felt Anne would be a great addition to the Ambassador program at UCLA and recommended her to the interview committee. Anne started her volunteer work as an Ambassador in the lobby of the “old” medical center where she worked alongside the volunteers in the surgical waiting area. She decided that this area was meaningful also and soon volunteered for a shift.

Anne’s service did not stop there. After serving as an Ambassador for a while, she was approached to join the Auxiliary Board and was asked to help oversee the finances of the Auxiliary and its gift shops and Thrift Shop as a co-treasurer. Graciously, Anne agreed to take on this responsibility. Given that public service has always been an integral part of her family, Anne asked her husband Larry if he would assist in the process. Together they have refined the accounting procedures

of the Auxiliary, made changes to ensure efficient bookkeeping, and generally help ensure that our financial records are in good shape.

Anne volunteers two days per week, plus attends Auxiliary and Ambassador meetings on other days. Both she and Larry are UCLA alumnae and enjoy attending football and basketball games and cheering for the Bruins. They have two grown sons and recently celebrated their 36th wedding anniversary. Anne spends as much time as she can with her grandchildren who live in Northern California – Ella, age 7 and Cole, age 4, whom she describes as the “loves of her life!” In her “spare” time, she enjoys trips to Las Vegas, reading, going to movies and, most of all, spending time with friends and family.

Anne has related that the overriding feeling she gets from volunteering at UCLA is one of gratitude. After witnessing the tremendous health problems and other hardships faced by so many of the people who come to UCLA, she is so thankful for her family’s health and well-being and feels privileged to be able to help others.

Thanks, Anne for a job well done!

Letter of Appreciation

This kind letter was recently sent to the administration at Ronald Reagan UCLA Medical Center. The family member makes reference to the many people who helped make her husband’s stay a pleasant experience, including our own volunteers. It’s nice to know we truly make a difference!



To UCLA Medical Center Staff,

I want to thank the many people

my husband and I encountered at UCLA. My husband had prostate surgery on July 30th and was in the hospital until August 1st. (Room 8311) From the moment we entered the facility we were treated well and everything ran smoothly. I waited in Maddie’s Room after my husband’s surgery started. I felt comforted that they would inform me when he left recovery. It was very well run and

organized. The volunteers were kind and supportive. **Mr. “I Care”** was very friendly and informative.

The large private hospital room was spotless and “state-of-the-art.” The registered nurse was kind enough to give me a sheet, blanket, and pillow after I informed her that I would be staying with my husband. I slept on the long couch and for a few nights, it was quite comfortable.

(continued on next page)

(Letter continued from page 4)

My husband was a long time in recovery and the nurse explained to me why it had taken so long.

I (we) want to thank some very special nurses that took care of Jim.

Danielle Lemon (RN) was Jim's night nurse 7/30 and 7/31. She checked on him consistently and brought the doctor in when I had concerns. She was pleasant, constantly monitoring Jim during the night and attentive to his comfort (and mine as well). She would explain any procedure I had questions about.

Jane Brewer (RN) was Jim's day nurse on 7/31. Like Danielle, Jane was efficient, sensitive, kind, professional, gentle, cheerful and answered all questions.

Throughout our stay, it was evident that UCLA and the nurses draw attention to detail. They were checking and cross-checking before drugs, medicines or procedures were started. I mention this as my husband almost got another patient's meds at another hospital.

Mary Anne Miranda was Jim's nurse on 8/1 when he was discharged. She made certain that both Jim and I understood how to care for Jim's wound when we got home. She was very patient and exhibited all the virtues mentioned for Danielle and Jane.

In addition, the "roamers" poked their faces in and asked what they could do to help. They were all so kind and supportive. A young **volunteer, Celine** wheeled Jim to my car and was very sweet.

We were astonished as to the wonderful food. We have been on many cruises and that is how we compare the menu at UCLA.

We want to thank everyone mentioned above and are very grateful for the care my husband received at UCLA. We are very impressed with every aspect and have been telling our friends and family.

Director's Corner

Kathy Sipes, Director of Volunteers

From time to time volunteers share with us very fascinating and interesting articles on volunteerism. Listed below is one such article.

...

"Tis Healthier to Give than to Receive"

According to Johns Hopkins Medical Letter, volunteering doesn't just help others — it may also benefit your health. Reviewers from the Corporation for National and Community Service reviewed two decades of data from over 30 studies and found that volunteers had less depression, reported greater satisfaction with life and lived longer than those who did not volunteer.

One two-year study found that adults over 75 who volunteered or worked for over 100 hours a year were one-third less likely to report bad health and two-thirds less likely to die over the course of the study. And according to other data in the review, people over 65 seemed to benefit more from volunteering than younger participants! In other words, "Doing good leads to feeling good." For older people, volunteer activities are also a way to stay active and involved with their communities.

Furthermore, according to an eight-year study of 1,137 adults, volunteering after the death of a spouse was associated with a decline in depression. And people who volunteered before their spouses died were less depressed after losing a spouse than those who hadn't volunteered before. According to Johns Hopkins, "volunteering is associated with increased blood flow in certain areas of the brain, which might indicate more connections between brain cells in these areas." Their research also shows that volunteer work with children improved mood and morale.

Research has established that depression makes it harder both to recover from illness and to do things that are good for you, like exercise and eating well. Thus, the improved mental well-being that results from volunteering may also have an indirect impact on physical health. So, when you come to UCLA, you are not only assisting others, you are helping your health as well.

...

We hope you enjoyed this article and would like to invite anyone who experiences articles of interest to our volunteer group, to share with us.

Fondly,

Kathy Sipes

Director of Volunteer Services

UCLA Health System

Bill Sears ~ L.A. Pearls Recipient



The Los Angeles City Attorney's Office held its fifth annual L.A. Pearls Senior Citizens of the Year Awards on September 9th at Pico House in Downtown Los Angeles. City Attorney Rocky Delgadillo presented awards to each recipient of Los Angeles' nineteen districts. L.A. Pearls publicly honors older Los Angeles residents, recognizes their contributions that improve Los Angeles residents' quality of life, and promotes a positive and productive image of senior citizens.

After receiving his heart, Bill actively worked as a volunteer at UCLA Medical Center with the Adult Heart Transplant program, and five years ago began volunteering with the UCLA Medical Center Pediatric Heart Transplant program. For the last six years, Bill has visited with every heart transplant patient, whether they are infants or adults, from all over the world. Bill makes sure every patient and family member is attended to and comforted. He spends every day over 8 hours listening to their concerns and walking them through each step of the transplant process. With the children, he takes them to sporting events, out for a bite to eat, the beach or the zoo. He encourages and mentors the patients during their hospital stay and he keeps in touch with them during their recovery process, and beyond.

Bill volunteers to give back to his community. His passion is making sure every transplant patient's quality of life is lived to the fullest.

Bill volunteers to give back to his community.

His passion is making sure every transplant patient's quality of life is lived to the fullest.

Because of Bill's love and motivation, the transplant department has recognized the importance of volunteers and the success patients have with their recovery while interacting with a volunteer like Bill. The transplant physicians are amazed how the human touch affects a patient's longevity.

Aside from volunteering at UCLA Medical Center, Bill is involved with two medical mission teams. Hearts with Hope is an organization whose mission is to "provide medical and humanitarian assistance to children in Latin America with congenital heart disease." This impressive team is made up of transplant surgeons, dentists, nurses, and volunteers who spend several weeks in Peru performing cardiac and dental surgeries. Bill travels with the team every year to lend support to these remarkable Peruvian families. Hearts with Hope has received a certificate

from the Mayor and the Department of the Interior. Given his condition, Bill needs to take extra precautions. Arequipa, Peru is 7000 feet above sea level. Bill recently became a member of the Peruvian American Medical Society.

Bill is the only heart transplant recipient volunteer. He is determined to see that every patient and family member is taken care of in a positive, loving, and caring manner. Bill not only visits with patients – he is part of the transplant team of world-renowned surgeons and practitioners. He is well regarded at UCLA Medical Center and part of the transplant family. Bills says "At 69 years old, I live a pretty active life thanks to the wonderful, amazing family who gave me the "Gift of Life". My responsibility to them is to make sure they know my amigo (their son's heart) and I are living every moment to pay it forward."

News from the Gift Shops



Teresa Herrera, assistant manager and volunteer Lucia Kagan enjoy assisting customers.

There's a new condition going around the hospital and it seems to have infected everyone. It's a shopping fever!

Need a unique gift? Party favors? Or just a nice respite from the hospital?

Be sure to stop by the Auxiliary's gorgeous new Gift Shop on the first floor of Ronald Reagan UCLA Medical Center. Juanita Lewis, the busy Auxiliary Gift Shop Manager, has many talents. Chief among them is the ability to set a stage. With the inspiration of I.M. Pei's stunning interior, she set up the store for the opening of the new hospital to complement the design. The merchandise itself is marvelous and very popular with hospital staff, visitors, and patients. "I love a gift challenge," says Juanita. "Just tell me a little bit of information about the recipient you need to find a gift for, and I can help you find the perfect thing." On a recent visit, Juanita was wrapping a wedding shower gift for a customer and recommending an activity book for a young patient. The store is staffed by students and volunteers and many customers stop by simply for the pleasant, welcoming hospitality. The laughter and cheeriness of the store's staff is pleasantly infectious.

Address: 1115 Hospital Lobby
 Ronald Reagan UCLA Medical Center
 Los Angeles, CA 90095

Phone: 310-267-9522

Monday-Friday 9:00 am - 7:15 pm
 Saturday 11:00 am - 5:00 pm



With much pride, the UCLA Medical Center Auxiliary announces the opening of our newest retail entity: The Santa Monica-UCLA Medical Center Gift Shop. We are especially grateful for the hard work of Manager, Juanita Lewis and Assistant Manager, Margaret Cromartie whose efforts brought about this extraordinary transformation in just three short weeks. On September 15, 2008, the Auxiliary's new Gift Shop in Santa Monica opened its door, and we invite you all to stop by and check it out!

Address: 1250 16th Street, Santa Monica, CA 90404
 Phone: 310-319-4438
 Hours: Monday-Friday, 9 a.m. – 5 a.m.
 Manager: Juanita Lewis
 Asst. Manager: Margaret Cromartie



Margaret Cromartie, assistant manager and Juanita Lewis, manager have been busy redesigning the Santa Monica gift shop.

Memorials and Tributes

The UCLA Medical Center Auxiliary thanks the following friends who have donated to our Memorial and Tribute Fund to September, 2008.

MEMORIAL AND TRIBUTE FUND

In Memory of:

Carmela Speroni

Elsie Fogelman

Bill Browne

Max Wunderman

Clay Thomas Whitehead

Donor:

Murphy Litvack

Trudy McCulley

Judy Riley

Nancee Weinstein

Rita Pico

Dorothy Imai

Sarane Grossman

Barbara DePrano

Kathleen Hartry

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Terrie Gerber

Terrie Gerber

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