

# Auxiliary and Volunteer NEWS

Spring 2008

UCLA Center for the Health Sciences

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## Making the Move to the Ronald Reagan UCLA Medical Center



January and February were perhaps the busiest months the Volunteer Office has ever had. In the course of two months, staff and volunteer trainers oriented over 600 volunteers to the new Ronald Reagan UCLA Medical Center. Each day, both morning and afternoon, the “champion” trainers led groups on a physical tour of the new facility, pointing out new safety guidelines and sharing new information.

Volunteers, along with all Medical Center staff, were required to be oriented into the new hospital. In many ways, volunteer services is starting from scratch – new offices, new computers, new volunteer uniforms, and even a new cafeteria. “It really brings people together,” states Carey McCarthy, Special Services Coordinator in the Volunteer Office. “We are all working tirelessly to make this move, and are all here for the same purpose.”

Over 15 volunteers attended a “Champion” training and became eligible to train other volunteers. “This was a huge help,” states Kathy Sipes, Director of Volunteers. “We are the largest group of people to orient to the new hospital, and it’s a monumental task” states Sipes.

Tours consisted of a walk-through of the first two floors, education about life safety, and updates regarding the volunteer program. Many of the volunteers will be attending additional and more specialized training from their own department.

Our move date is quickly approaching, and the excitement is building. The next issue of this newsletter will be published after we make the move, which makes it feel all that much more real.

Thank you to all our volunteers who have supported the hospital in this process. We truly could not have done it without you. We look forward to an exciting future ahead!

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## Message From the President

*Looking Back at the  
UCLA Medical Center Auxiliary*



UCLA Medical Center Auxiliary - (left to right) Mrs. Chester Hoover, Mrs. Randolph A. Hearst, Mrs. John McClure, Mrs. Ronald Reagan, Mrs. Maurice E. Adler, Jimmy McHugh, Mrs. David W. Hearst, Mrs. Raymond Allen, Mrs. Vern Knudsen, Mrs. Franklin Ashley

Spring has come early for the Board of Directors of the UCLA Medical Center's Auxiliary. As we prepare for the exciting move to the new Reagan building, we have been cleaning, sorting and packing up our offices. We have enjoyed discovering lots of historic treasures from our old files. Photographs from the past, invitations to long ago events and even a gorgeous, vintage silver tea service have been uncovered as we prepare for our new offices.

To keep in touch with our rich and storied past, the Board maintains Honorary and Advisory Committees which consist of past presidents, distinguished community leaders and notable past Board members.

We are pleased to present our 2008 Honorary Committee: Carol Block, Robin Carnesale, Dr. Andrea Feinberg, Senator Diane Feinstein, Dr. Barbara Levey, Mrs. Sherman Mellinkoff, Mrs. Simon Ramo, and Nancy Reagan. Our 2008 Advisory Committee includes JoAnn Busuttill, Gail Conway, Mrs. Mitchel Covell, Denise W. Friedman, Kay Handler, Mary Holmes, Anne Jones, Suzanne Labiner, Ormie Lamson, Mrs. Hoyt B. Leisure, Carolyn S. Lynch, Phyllis Massing, Ph.D., Mrs. James McAdam, Trudy McCulley, Ruth Moss, Anne-Merelie Murell, Deborah Mount Osterholt, Mimi Perloff,

Mrs. Martin Pops, Mrs. Walter Richman, Mrs. Herman Saunders, Mrs. Gordon Sausser, Suzanne Tompkins, Eleanor Wasson, and Joan E. Wight.

Each of our three retail entities (the gift shop, the thrift shop and the newsstand) are enjoying great success. Each have a plan to grow and prosper in the near future. It is the support of each of you that has contributed to the many years of the Auxiliary's ability to fund many significant patient services.

If you are not currently volunteering at the hospital, consider helping out occasionally at the gift shop, thrift shop or newsstand. We can always use more helping hands, and you are guaranteed a worthwhile experience. As other non-profits struggle to retain and attract volunteers, our Auxiliary has strengthened and grown as a result of all of your hard work. While we don't get paid in currency, I personally believe the camaraderie, the personal development and the benefit of helping others are rich rewards for our service, and I thank you all so very much for your many hours of help.

*Helen Levin*

President, UCLA Medical Center Auxiliary

## Language Interpreting & Caretaking Volunteers Provide Valuable Service

**H**aving surgery or any medical procedure can lead to feelings of anxiety and apprehension. Many patients experience an even greater fear when they cannot speak the language and must undergo treatment without knowing what is really happening.

That's where LINC steps in and becomes a true care partner to the patients and their families. Language Interpreting and Caretaking "LINC" is operated out of the Patient Affairs office by managers, Hala Fam and Virgie Mosley. "LINC is a fundamental component of the Patient Affairs mission" states Fam. "Our role is to serve our patients, and providing language interpretation is a critical part of their healthcare treatment and experience at UCLA."

Over 45 volunteers are members of the LINC program, many of them are students from our own UCLA campus. LINC volunteers must pass an oral exam and demonstrate proficiency in medical terminology. While Spanish is the most requested language for interpretation, many other languages are offered, including Farsi, Korean and Cantonese.

Language interpretation has become increasingly important over the years, since family involvement is so critical and doctors must often communicate critical information regarding the patient's care. LINC volunteers bridge this most important relationship between a patient, their family members and their physician.

The caretaking component of LINC is also demonstrated through patient visiting. Some of the LINC volunteers are designated as

"Patient Liaison Volunteers". They practice great customer service by letting patients and families know that staff is concerned about their needs as well as finding solutions to their problems. They provide a comforting presence at the bedside by greeting patients enthusiastically, providing information, assisting on small requests and above all being a great listener. They provide a "high touch" to customer service.

LINC is overseen by a Board of volunteers which meets regularly and helps to administer the program. The Board interviews all volunteers and makes decisions regarding future plans and development of the program.

Last year the LINC program received 11,711 requests for language interpretation. In any given month, there are over 800 calls for patients needing assistance with interpretation.

Although the program has a large number of volunteers, they are always recruiting more people given the high demands. Some languages are more difficult to find interpreters for such as Japanese. LINC provides services not only to the hospital, but to the Medical Plaza and Jules Stein Eye Institute.

The LINC volunteers are looking forward to the move to the Ronald Reagan UCLA Medical Center where they can continue their mission of patient-centered care in the finest medical institution. For further information on the LINC program or interpreting services, please call the Patient Affairs office at (310) 825-7271.

## Rukhsana Khan Shares Her Experiences About LINC



Rukhsana Khan is a fourth-year UCLA psychobiology student applying to medical school this June. She shares her experiences about LINC.

"I really cannot begin to express what an amazing and rewarding experience it has been to volunteer for the LINC program. As a LINC volunteer, I interpret for Spanish-speaking patients. My goal as a volunteer has been to facilitate the patient's visit so that they may feel comfortable in expressing their concerns and needs to their doctors. There are so many patients who are unable to communicate with their doctors because of the language barrier, and it is so rewarding to be able to assure them that I am here to help and make sure the doctor understands what they need. There's a great deal of responsibility that comes with our services, because we have to accurately interpret the words of our patients and their doctors. It is really important that no word gets lost in translation, a skill that has helped me become a better communicator. This service goes beyond communication, entailing a lot of listening, patience, and understanding; assets that I believe are essential in becoming a doctor. Being a LINC volunteer, has helped me learn so many valuable lessons that will allow me to practice medicine more effectively in the future. LINC has been more than a valuable experience, it has been an inspiration for me to pursue a career in medicine and be of service to my community."

## Volunteer Services New Uniform Dress Code

**V**olunteer Services will be changing to a new uniform with the opening of the Ronald Reagan UCLA Medical Center. We are excited and pleased to have a new, more updated look for our volunteers. Please read carefully the information provided below that outlines the new uniform dress code. Each of you represents not only the volunteer program, but more importantly, the hospital. Please take pride in your appearance and your new uniform. We know our volunteers will be the shining stars in the new hospital.

If you have any questions regarding the uniform, please call Volunteer Services at (310) 825-6001.



### WOMEN'S UNIFORMS

- ✓ Blue-striped button-down uniform shirt with hospital logo.
  - Uniforms must be buttoned up at all times. No colored t-shirts allowed under uniform shirt.
  - Navy Blue cardigan sweater or vest (worn over the uniform shirt) is optional and may be purchased from the health science store.
- ✓ KHAKI pants only – white and navy blue slacks are NO LONGER PERMITTED
  - “Khaki” should be a light-beige or tan color. No olive or camouflage colors permitted
  - Capri style pants are not permitted
- ✓ KHAKI skirts may be worn, but must be at least knee-length
- ✓ SHORTS ARE NOT ALLOWED
- ✓ Closed-toed shoes only – no sandals, flip-flops, high-heeled shoes, or shoes with no back.

### MEN'S UNIFORMS

- ✓ Blue-striped button down shirt with hospital logo. Men's uniforms must be tucked in with a belt.
  - No colored t-shirts are allowed under the uniform shirt.
  - KHAKI pants only – white and navy blue are NO LONGER PERMITTED
- ✓ SHORTS ARE NOT ALLOWED
- ✓ No hats permitted inside the hospital
- ✓ Closed-toed shoes only – no sandals, flip-flops, or backless shoes permitted

## Meet Our Auxiliary Board...

# Nancee Weinstein, Executive Vice-President



**T**he Auxiliary Board at UCLA Health System is fortunate to have so many talented and spirited people assisting in its operation. Nancee Weinstein, Executive Vice-President, is a true asset to the board, contributing in many different ways.

Along with providing financial support to fund special programs for patients, the Auxiliary also works closely with the Clinical Social Work Department to offer assistance on an emergency-type basis as well as our holiday Adopt-A-Family project. Nancee works regularly with the Board to ensure these goals are met, and to research new avenues to support the hospital.

Nancee has been with the Board since 2000, when she was recommended by fellow Board member, Gail Conway. She had recently been

retired from the retail business and was looking to possibly volunteer. Many of you may be familiar with Nancee's boutique shops called "Nancee G" located in various malls throughout the city. "My father was a doctor," states Nancee "and I have always felt comfortable in a health-care setting." Since 2000, Nancee has held numerous board positions for the Auxiliary including program chair, evaluation chair, and special projects. Now as Executive Vice-President, Nancee works closely with Helen Levin, Auxiliary President, to make many critical decisions regarding the future of the Auxiliary.

"We're hoping to expand the financial resources of the Auxiliary states Nancee. "We are hopeful to acquire more retail outlets which will add to our financial strength and ultimately benefit the hospital.

Although Nancee spends a significant amount of time maintaining her board position, she also finds time to volunteer in the hospital as a patient liaison, as well as a volunteer champion trainer. "I love my job," states Nancee. "It's great to interface with the patients and be able to communicate with them on an individual level." Nancee gets a completely different view while walking on the floors fulfilling her volunteer work. She can see firsthand the contributions and the difference in people's lives the Auxiliary and volunteers make.

Nancee enjoys leisure time as well with husband Jerry. Together they spend the summers fly-fishing in Minnesota and lead an active

healthy life. Nancee is a cancer survivor which also gives her an added sense of compassion to interact with the patients.

Along with regular exercise, Nancee enjoys calligraphy and staying active in her book club. Keep up the good work, Nancee!

## Important Announcements for the Transition Move

*Volunteer Services will begin moving its office*

*on April 22*



Please remember to continue to log in and out while volunteering at the new hospital. Computers will be located at the East and West entrance of the building on the first floor.

If computers are not yet working, sign in and out on the volunteer log sheet.

Make sure you have ordered your new uniform and be aware of up coming uniform changes.

Call us if you have any questions pertaining to the move (310) 825-6001.

## Director's Corner

### Kathy Sipes, Director of Volunteers

**W**e're in the final countdown for the move to the new hospital, and many changes are happening almost daily. This past year has been spent in countless meetings, committee groups, training programs and brain-storming sessions, all with the purpose of planning our transition.

I would like to thank the individuals who worked so hard with our transition, especially those who helped to orient all of our volunteers to the new hospital. We could not have done it without you, and this shows us yet again, the value and dedication of our volunteers.

First and foremost, I would like to thank Carey McCarthy and her intern Kim Le, who coordinated the training and orientation of the volunteers into the new hospital. This was a monumental task, consuming much of Carey's time over the past few months. We conducted about 50 training sessions in the span of eight weeks.

I would also like to thank the other Volunteer Office staff — Lisa Harden, our non-student coordinator, Teresa Sanchez, student coordinator, and Irma Lopez who assisted in the transition process and helped to conduct many of the tours. Jack Barron, Jr., and Vivian Cho from our People Animal Connection also oriented their entire group, as well as pitching in to assist with tours in our office. A great big THANK YOU to all.

Finally, I would like to personally thank our volunteer champion trainers who really were at the core of our training process. Over 15 volunteers became "Champion" trainers, attending a special training in order that they could train other volunteers. Over the past few months they walked many miles back and forth to the new hospital, leading groups and collecting all the paperwork. These individuals rose to the occasion and made this whole transition possible.

Thank you to the following volunteer trainers:

<i>Marina Aronoff</i>	<i>Nan Goodman</i>	<i>Gwenn Sayer</i>
<i>Gloria Baker</i>	<i>Shirley Graner</i>	<i>Shirlee Sevin</i>
<i>Peggy Caballero</i>	<i>Kim Le</i>	<i>Barbara Speiser</i>
<i>Margaret Churchill</i>	<i>Rita Loew</i>	<i>Anne Wayne</i>
<i>Judy Feig</i>	<i>Maxine Marcher</i>	<i>Nancee Weinstein</i>
<i>Lucia Gomez</i>	<i>Trudy McCulley</i>	<i>Louise Ziff</i>

We are looking forward to a great future ahead in the Ronald Reagan UCLA Medical Center. There will be many new and exciting opportunities for volunteers, and more than ever, you will be needed.

Thanks for doing a great job and we look forward to a bright future ahead.

Fondly,

*Kathy Sipes*

Director of Volunteer Services, UCLA Healthcare

## NEWS from the **UCLA Thrift Shop**

*Five days a week doors open at 10 am at the Thrift Shop, and the bustle begins.*



Thrift Shop team members photo from left to right...front row: Jose Hernandez; Noel Wittnebel; Gloria Acosta; Patty Canales, Manager; Pablo Acetun  
back row: Darlene Storms; Erna Hart; Tammi Fasold; Kay Grigsby, Asst. Manager

**T**here is always some excitement and anticipation of what will happen today at our Thrift Shop.

Many regular customers come to the store frequently to check out our designer clothes area as it is updated frequently. Some customers search for particular items to add to their collections from fine porcelains to comic books, old cameras, sporting goods, pipes, paintings, jewelry, antiques, and many other things.

Did you know we have an annex across the street from the Thrift Shop? You will find children's clothes and toys, beautiful linens and interior accessories.

Then there are some very important people passing through our front door every day – our donors. They are the sole source of our merchandise. Without their

loyal support there would be no “business as usual.” Nothing is too good for our store! We have experts to help us appraise antiques and receive a fair value for them. We offer tax forms on all donations, and we will give you the best possible allowance. For furniture pickup, call 310-478-1793.

The Thrift Shop is under new management. Come by and meet Patty Canales, manager, and Kay Grigsby, assistant manager, and our great staff, and many wonderful volunteers. The UCLA Thriftshop is located at **11271 Massachusetts Avenue** (corner of Sawtelle Blvd., one block north of Santa Monica Blvd.) West Los Angeles. Hours are Tuesday through Saturday, 10 a.m. to 4 p.m.

**DON'T MISS THE GREAT SALE**  
on **APRIL 5, 2008** from **10am – 4pm**

## Memorials and Tributes

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

### MEMORIAL AND TRIBUTE FUND

#### In Memory of:

Fran Berger  
Morris Maler

#### Donor:

Kay Handler  
Ron and Maddie Katz

#### In Tribute to:

Amy Jackson  
"Speedy Recovery"

#### Donor:

Anne Wayne

Sid Goldstein  
Wishing you daily recovery

Gail Conway

Nan Goodman  
"Happy Birthday"

Anne Wayne

Rita Pico  
"Happy belated Birthday"

Hanna Fairchild

The Auxiliary  
Board of Directors

Michael Richards

Anne Wayne, for a  
"Fabulous Birthday Party  
Celebration for husband  
Larry Wayne"

Nan and Jamie Goodman  
Sandy and Bernie Fischbach

### Child Life/Child Development

#### In Memory of:

David

#### Donor:

Terrie Gerber

The People Animal Connection program graciously acknowledges the following individuals for their generosity to the program:

- Mr. & Mrs. Robert Campbell made a generous donation in honor of "Holly" who was a PAC therapy dog at UCLA belonging to Dr. & Mrs. Ronald Rich.
- Dr. Ronald Rich also made a generous donation to PAC in honor of volunteer, Linda Rich, for her birthday.

## National Volunteer Week

April 27th – May 3rd

Volunteer Services wishes all of our volunteers a "Happy National Volunteer Week." Each of you adds an element of warmth and compassion to our patients, families and visitors. Volunteers will always be a special part of our healthcare team at UCLA Health System, and a vital part of our overall mission.

Due to the upcoming move, our regular April luncheon during National Volunteer Week will be postponed. Please look for a special thank you card and meal ticket coming your way through the mail.

On behalf of all employees, staff and patients, a big THANK YOU for your "gift of self."

## SPECIAL THANKS

Volunteer Services wishes to thank Gwenn Sayer for her assistance in organizing the student scholarship award program. The following people have graciously volunteered to serve on the committee:

Helen Levin	Teresa Sanchez
Murphy Litvack	Kathy Sipes
Virgie Mosley	Barbara Speiser

**UCLA** Health System

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