

THE INSIDE SCOPE

IMPORTANT DATES



November

11/5: DCA Applications Open
11/10: New Rotation Starts
11/14: DCA Applications Close

December

12/2: Staff Applications Open
12/3: ATC Application Opens
12/9: Shadowing Application Opens
12/14: Staff Applications Close
12/16: Preferences Sign-up Open
12/19: ATC Applications Close
12/20: Preferences Sign-up Closes
12/23: Shadowing Application Closes

February

2/15: Rotation Ends



A Message From Program Management

Dear Care Extenders,

We'd like to extend a warm welcome to all of our Care Extenders. Thank you for choosing to dedicate your time and energy to helping others in our community. Your generosity and compassion will make a positive impact on the lives of many, and we are grateful for your support. As a Care Extender, you are part of a team of volunteers who provide a variety of services and support to those in need. Whether you are assisting patients, families, or staff, your contributions are invaluable and greatly appreciated. We recognize that volunteering can be a demanding role, but it is also a rewarding one. Your commitment to making a difference in the lives of others is an inspiration to us all, and we look forward to working alongside you to create positive change in our community.

Thank you again for your dedication to our organization, and we are thrilled to have you as part of our team.

Sincerely,

Silva Thomas & Annie Guemidjian



Care Extenders of the Rotation!



ZARA BARIKYAN
RRH POSTPARTUM



PHILIP HOBORO
BOWYER CLINIC



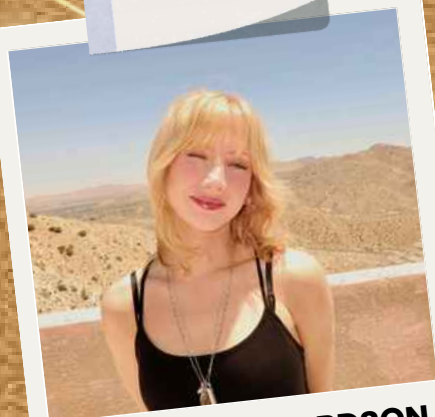
ALYAH TOLENTINO
8N RRH

**GREAT
JOB!**

CALL for VOLUNTEERS



AMELIA YBARRA
SMH 4NW



KAITLYN RICHARDSON
SMH RADIOLOGY



AMANDA DEL CID
RRH GREETERS B

Advice from CEs of the Rotation

It never hurts to ask to tag along with a tech or nurse to observe a procedure, after all, the worst thing they can do is say no. Also, introducing yourself to people and greeting the staff is a great way to start off your shift so they can keep you in mind for any tasks or just to chat with.

- Kaitlyn Richardson

It's important to always be looking for small ways to help both staff and patients. Even the smallest act can make a big difference, especially when supporting staff who are juggling many patients. Also, don't be afraid to let staff know you're interested in observing procedures, they won't know unless you make it known!

- Amelia Ybarra

Hello new Care Extenders! This program has taught me so much about patient care. Make connections with the medical staff and do not be shy to ask questions. Treat every shift as an opportunity to learn something new.

- Alyah Tolentino

It's important to be aware and proactive. The needs of patients and hospital staff may change moment to moment, so it's important to be aware of what's going on and how you can help. Don't be afraid to ask questions or take initiative in talking to nurses or care partners. They have a lot of knowledge to give that they're willing to share. It will help you get to know them better and increase your knowledge as well. A small greeting or offer to help goes a long way with both patients and fellow hospital staff members. Good luck and wish you all the best in your rotation!

- Philip Hobobo

Walk into every shift as if it's someone's hardest day, because to patients, it often is. Your uniform isn't just clothes, it represents compassion and hope the moment you step into a room. Treat each encounter like it matters, because it does. And remember, long after the shift ends, people will carry how you made them feel. Remember to always be proud of yourself!!

- Amanda Del Cid

Be on time, stay off your phone, and stay aware of your surroundings. Pay attention to what nurses and care partners are discussing, you can learn a lot just by listening. Don't wait to be invited to observe procedures; show initiative by kindly asking if you can watch or assist. Be kind and respectful to everyone, especially patients. A little patience and compassion can go a long way. Everyone, from the Greeter staff to the care partners, is kind and supportive, so don't be afraid to engage and learn. The more effort you put in, the more meaningful and rewarding your experience will be.

- Zara Barikyan

The CE Perspective

Q: When did you join the Care Extender Program?

A: I joined the CE Program in the Winter 2023 rotation. It was during my second quarter as a freshman at UCLA!

Q: What have been your favorite departments?

A: Some of my favorite departments have been the Emergency Department, the NICU, and Pediatrics. From fast-paced clinical exposure to opportunities for more personal patient interaction, each of these departments offers something unique and has allowed me to see different facets of patient care.

Q: How has Care Extenders helped you reach your future goals?

A: Care Extenders has given me hands-on experience in a clinical environment, helped me build confidence in patient interaction, and exposed me to a variety of medical specialties. The mentorship I have received from nurses, care partners, physicians, and fellow volunteers has shaped my perspective on healthcare and strengthened my motivation to pursue a future in medicine as a physician. The program has taught me professionalism, communication, and teamwork, skills I know I will carry with me throughout my career.

Q: What advice do you have for those who are considering applying for the program?

A: Be open to learning, every shift is an opportunity to grow! Don't be afraid to ask questions, introduce yourself to nurses and staff, or step up when help is needed. The more you put into the program, the more you will get out of it. Care Extenders is truly a unique environment where you can challenge yourself, make meaningful and lasting connections, and discover what areas of healthcare inspire you. Be proactive, professional, and positive, because you never know how much someone may need it. And remember, it's okay not to know everything right away; everyone starts somewhere. What matters most is your willingness to learn, to show up with a good attitude, and to make the most of every shift.



Q: How long have you been a Staff Member?

A: About 2.5 years in total! My first rotation as a Staff Member was Summer 2023, and I was the Department Coordinator of Ronald Reagan's Greeters C department. A year later, Summer 2024, I transitioned into my current role as Department Coordinator Lead at Ronald Reagan.

Q: What experiences have you had as a Staff Member that you wouldn't have gotten as a general care extender?

A: Serving on Staff has allowed me to take on greater leadership responsibilities and support volunteers in a way I couldn't as a general CE. I've had the chance to train and mentor new Department Coordinators, communicate directly with hospital staff to ensure efficient operations, and help build a strong sense of community among volunteers. Being on Staff has also given me a broader perspective on how volunteer programs function behind the scenes and how teamwork and organization play a crucial role in patient care.

Q: What has been a particular shift/event that has been memorable to you?

A: One shift that has always been memorable was in the NICU. I remember walking in and hearing the soft beeping of monitors, watching nurses move quickly and calmly between incubators, and seeing parents sitting quietly beside their babies. There was one father I noticed who wasn't saying a word, just gently holding his newborn's arm. You could feel how much love and worry he carried in that moment. I had been helping restock supplies when a nurse asked if I could hold a baby who was being monitored for reflux. She was only a month old and still incredibly tiny. As soon as she was placed in my arms, she fell asleep, and I ended up holding her for nearly three hours. It gave me a lot of time to reflect on how resilient these infants are. Despite everything she had been through since birth, she was finally well enough to go home soon. It was a simple interaction, but it reminded me how meaningful even small acts, like holding a baby, can be in a hospital setting. Sometimes just being there, quietly and gently, can make a difference. Moments like that ground me, and they remind me both of the value of volunteering, and of how at its core, healthcare starts by simply being present for someone in need.

Jordan Johnson is a senior at UCLA and serves as the Department Coordinator Lead for Ronald Reagan Hospital

Department Highlights

SMH- 4 SW (Oncology)



All first rotation Care Extenders may volunteer in the **Oncology** department at UCLA Santa Monica Hospital. This department is primarily dedicated to delivering care to cancer patients and their families. Care Extenders can gain experience to a unique environment of patient care while simultaneously partaking in a valuable learning opportunity. Throughout the course of their rotation, there are a multitude of ways to assist others and ensure a meaningful impact is being made across the department.

UCLA Oncology strives to provide a compassionate and safe healing environment supported by **cutting-edge science**, advanced technology, and dedicated staff and volunteers.

Care Extenders' primary role will be to assist the nursing staff as they perform their daily routines, run errands, provide attention to patients and their families, and perform some clerical work. Through this aid, they can directly contribute to improving the experience of staff, patients, and visitors alike.

When asked about her experience in working in SMH's Oncology Department, registered nurse Alicia Goldszer stated, "We're **like a family**, and we get to really know the patients. We're with people from their initial diagnosis to throughout the treatment process."

The unit's specialized nurses are **nationally certified** through the Oncology Nursing Society to care for oncology patients and administer chemotherapy medications. Team members also coordinate radiation treatments for patients.

UCLA SMH offers world-class medical oncology services to patients, as well as support for their loved ones — all powered by ongoing research, the latest technology and a **comprehensive, team-based, whole-person approach**.

Care Extenders can help make a profound impact within the oncology department. To any interested, they may select SMH 4 SW for their next round of preferences.

All Care Extenders on their 1st rotation may volunteer in SMH 4 SW Oncology. It consists of weekly four-hour shifts with variable days and times.

UCLA Health | it begins with U

Oncology

4 Southwest Wing

NEONATOLOGY

WHAT IS IT?

A DIVISION OF PEDIATRICS THAT SPECIALIZES IN NEWBORN INFANTS, PARTICULARLY THOSE WHO ARE SICK OR PREMATURE

CAREERS

- NEONATOLOGIST
- NEONATAL NURSE
- RESPIRATORY THERAPIST
- INFANT DIETICIAN
- NEONATAL PHYSICAL THERAPIST



FIELD HISTORY

MODERN NEONATOLOGY EMERGED AROUND 1960 ALONGSIDE THE DEVELOPMENT OF THE FIRST NEONATAL INTENSIVE CARE UNITS (NICUS)

ADVANCES

- MODERN INCUBATOR
- PRENATAL SCREENING
- POINT-OF-CARE ULTRASOUND
- GENOME SEQUENCING

Physician Q&A



Dr. De Beritto is a neonatologist, medical director of Newborn Nurseries at UCLA Health, and serves on the editorial board of NeoReviews

How long have you been a Neonatologist?

After fellowship, this is my sixth year. Time really doesn't slow down; before you know it, you're an attending! So enjoy all the little moments along the way.

What kind of education and training did you go through to get to where you are today?

I did four years in medical school, a three year pediatric residency, and a three year neonatology fellowship.

What was it about Neonatology that made you choose to pursue it?

It's something about taking care of kids, especially newborn babies, who can't really tell you what's wrong or explain what they need. It's something about being good at diagnosing illnesses and being able to take care of them. Neonatologists start even before the babies are born, planning all the way through their admission and even after. It's one of those specialties where we get to see them through pretty much their entire life. There's lots of procedures as well, so it's a good balance of a very intense environment, with this longitudinal ability to see these babies from start to finish.

What is the most rewarding aspect of your job?

I think knowing that we've made a difference- the impact of our decisions can last a lifetime, which is not something that any of us take lightly. It's important to remember that everything that we do has its rewards and consequences, so you can't slip up or lose concentration. You have to really think about each patient and each condition, and be very thoughtful in everything you do. I think that applies to every specialty- and even beyond medicine- I think that is an important thing to remember.

What does a typical day in your job look like?

I get there around 7am, to take sign-out from the night shift attending. Then from 7:00-8:00, we do pre-rounding: looking over the labs, making sure I'm up-to-date on notes, and if there are any emergencies, we're running to those. At 8:00, we start rounds, which takes anywhere from an hour and a half, to longer. We establish our plans for the day to make sure the nurses, care team, and families are all on the same page. After rounds, all the procedures, therapies, discharging, and admitting gets done. Because we have a delivery room attached, we can get an admission at any time. We also accept transfers from outside hospitals who need a little more support. So it's really non-stop.

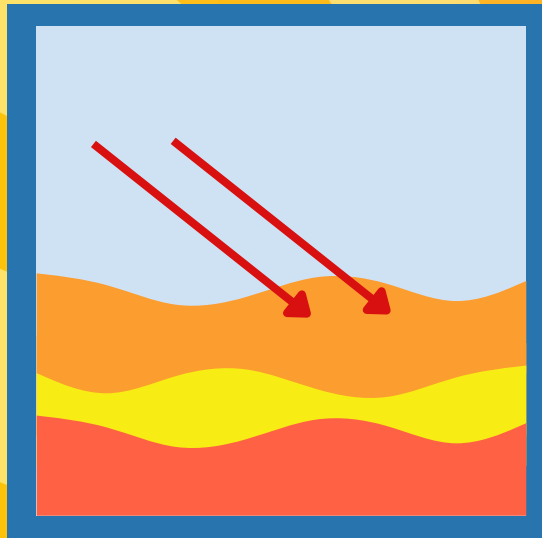
How has Neonatology evolved over the last five years, and how do you think it will progress?

Neonatology is a very young field, it's been around for only a few decades, and changed tremendously with technology. From the research and clinical trials, they are able to create these therapies that we can then apply at the bedside. And I think that will keep happening, just as everything evolves. We now use these tools to help us better identify which infants are at higher risk or which moms need more attention, and then we provide that attention and create protocols to apply the technology. I think that's going to give us better and better outcomes, which is the ultimate goal.

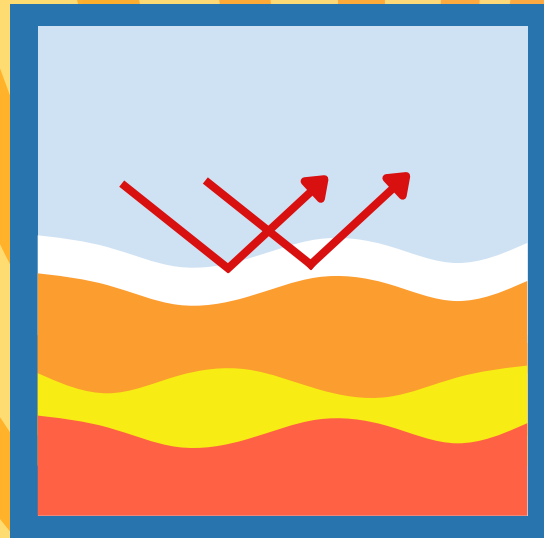
What advice would you give to current volunteers?

First of all, I was a volunteer too. We love and appreciate all the work you guys do. I remember when I was a pre-med walking down these hallways, I thought "When am I going to practice medicine here?" Then my first day as an attending, I walked down the same hallway and it was quite emotional. I'd dreamt of this moment 10 years ago, and it finally happened. There's going to be so many moments in your life when you feel it's not worth it, or you can't do it, or those middle-of-the-night study sessions, or you find yourself thinking "This is really hard." Pushing through those moments not only makes you a stronger person- stronger physician- but it also builds your character. It reminds you that what we get to do is a privilege. My other big piece of advice is that nobody does this alone. You have mentors, family, and friends- it's important to recognize who your team is and rely on your support system.

SUN SAFETY



NO SUNSCREEN



WITH SUNSCREEN

OF RAYS
80% PASS
THROUGH
CLOUD

SUN IS
STRONGEST
BETWEEN
10AM-4PM

APPLY
1 OZ
FOR ENTIRE
BODY

- **SPF STANDS FOR SUN PROTECTION FACTOR
CHOOSE AN SPF OF 30 OR HIGHER**
- **PROTECT AGAINST UVA RAYS (SKIN AGING) &
UVB RAYS (SUNBURNS)**

Medical Ethics



4 Pillars:

1. Autonomy: patient's right to make decisions
2. Beneficence: promoting patient's well-being
3. Non-maleficence: avoiding harm
4. Justice: ensuring fair and equitable treatment

CE Duty:

- Actively listen to patients
- Respect others' confidentiality
- Exude positivity
- Be proactive about offering help
- Follow all safety & hygiene rules
- Treat everyone with equal respect

CONNECTIONS

CREATE GROUPS OF FOUR!

HEAL	SLEEP	ATTACK	NERVOUS
DIGESTIVE	PULMONARY	EXERCISE	VALVE
RATE	DISEASE	CIRCULATORY	CARE
NUTRITION	CURE	HYDRATION	TREAT

ANSWERS:

HEALTHY HABITS: HYDRATION, EXERCISE, NUTRITION, & SLEEP

PHYSIOLOGICAL SYSTEMS: CIRCULATORY, NERVOUS, PULMONARY, & DIGESTIVE

EXTENDING HELP: CARE, CURE, TREAT, & HEAL

HEART -----: RATE, DISEASE, ATTACK, & VALVE