Student Awards Luncheon

On May 7th 2014, the UCLA Health Auxiliary recognized many volunteers and students for their hard work and dedication at the Student Awards Luncheon at the UCLA Faculty Center. The UCLA Health System Auxiliary sponsors this event for those who have made amazing contributions to UCLA Health as students and volunteers. The Auxiliary funds many projects like Adopt-A-Family, People-Animal Connection, the Bloodmobile, Critical Care Unit Ambulance and these Financial Awards for exemplary students and volunteers.

The event began with an opening by Joyce Canning, the Auxiliary President, and the introduction of the Auxiliary Board. Also, a presentation was given by Becky Mancuso-Winding, who spoke about the successful work done at the UCLA Teen and Young Adult Cancer Center in Santa Monica and their developments in the future.

Lost? Our Greeters Can Help

BY KATHERINE DIEP

Being lost is never fun. Neither is being sick. But being both sick and lost can be even worse. This is the situation many patients find themselves in when trying to navigate through the labyrinthine corridors and hallways of hospitals. Medical centers are attempting to solve this issue by addressing the concern, known as wayfinding. Wayfinding includes an individual's spatial orientation within an environment and his or her ability to get to the target destination. In hospitals, especially those that often undergo renovations and building additions, wayfinding can prove to be a challenge. Patients can become confused and frustrated if they waste time and energy trying to find a specific department rather than receiving the treatment for which they came.
**Volunteer Director’s Corner**

**Dear Volunteers,**

I hope you are all enjoying the summer and finding time to do what you love most. In the Volunteer Office, it is our busiest time, as so many students want to volunteer at UCLA Health over the summer. On average, we process over 100 students each month during the summer. My own twin boys have reached teenage years, and will be volunteering very soon.

We have started several new programs that have impacted the patient experience, including our Living History program, No One Dies Alone and our new parking garage wayfinding program. People-Animal Connection has added new teams as well as a new patient/pet visitation area. Needless to say, every day brings something new and exciting. Our Information Desks are in desperate need, so please pass the word on to your friends in case anyone might be interested.

Finally, please mark Friday, October 17th, on your calendar for our upcoming awards luncheon. This wonderful event will be at the Four Seasons Hotel again, and we are all looking forward to it. In the meantime, thank you for making a difference each and every day in the lives of our patients.

Warmly,

_Carey McCarthy, M.P.H._
Director of Volunteers

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**Auxiliary Board Members 2014-2015**

Marina Aronoff                      Elaine Mendes
Elizabeth Ballmer                   Lori Mendez
Lesley Barbour                      Bobbi Nastro
Paula Bernstein                    Bunny Pappas-Markowitz
Joyce Canning (President)          Myra Porter
Margaret Churchill                 Dawn-Elyse Portner
Joan Curtis Weber                   Nancy Riley
Rachel Dourec                      Mary Ellen Schlegel
Judy Feig                           Shirlee Sevin
Elinor Green                       Barbara Speiser
Amy Jackson                        Sandra Stillwater
Andrea Jackson                     Clare Suomi
Natalie Kravec                     Lisa Waltz Morroco
Arthith Laessig                    Anne Wayne
Julie Liker                         Irene Weinrot
Rita Loew                          Cindy Zapel
Diane Mandell

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**No One Dies Alone (NODA)**

NODA is a new volunteer program at both Ronald Reagan UCLA Medical Center and UCLA Medical Center, Santa Monica. We have had four trainings so far, and have over 30 volunteers (and a few staff). The volunteer is a compassionate companion to the patient when death is imminent in 24-to-72 hours and the patient has no loved ones available to be with him or her. They sit at the bedside with the patient and can hold patient’s hand, read, sing, bring their PAC dog or meditate with the patient. The volunteer is present with the patient for approximately two hours. The program launched in Santa Monica in June and we have helped six patients so far. We will launch Westwood service the last week of July. Our goal is to have 24/7 coverage by the end of the year. We will have more training sessions in the fall (dates not yet established). For inquiries, please contact Elaine Eastwood at eastwood@mednet.ucla.edu or (424) 259-8176.

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**Lost? continued from page 1**

While some hospitals have opted to update their signs or add landmarks such as eateries or sculptures in their facilities to aid in the wayfinding process, UCLA Health has taken a more personal approach through its Greeter Concierge. Thanks to our Care Extender volunteers, patients and families who enter the hospital are immediately welcomed with a friendly smile and a personal escort to their destination. These volunteers understand the vital role our patients play as a part of the hospital community and take the time to ensure that each patient has a wonderful experience at the hospital from the moment they walk through the door.
The Nursing Awards were presented by Dr. Suzette Cardin, Assistant Dean, School of Nursing. Five students received awards, and the Lucia Kagan Nursing Award was presented to Hafifa Siddiq.

The Auxiliary Student Volunteer Awards were presented by Dr. David Feinberg, President, UCLA Health. Thirteen volunteers were recognized for the time and effort they contributed to the hospital. Of the many volunteers, four volunteers were given memorial and honorary awards. The Auxiliary Memorial Award in Honor of Irene Marlow was given to Cynthia Wang; the Maddie Katz Memorial Award was given to Laura Banashek; the Mary K. Holmes and Kay Handler Honorary Award was given to Chelsea Jones; and the DGSOM Humanism Award was given to Elizabeth Batman.

The Medical Student Awards were presented by Dr. A. Eugene Washington, Vice Chancellor, UCLA Health Sciences, Dean, David Geffen School of Medicine at UCLA; and Dr. Theodore Hall, Professor of Clinical Radiology and Director of Medical Students. Azim Laiwalla received the Dr. Sherman Mellinkoff Award; Trish Hubbard received the Barbara and Bruce Speiser Award; Michael Ngumi received the Barbara and Martin Pops Award; and the Dr. Gerald S. Levey Award was presented to Hannah Bechtold. The Medical Students for Clinical Radiology had three awards: the Ormie and Baldwin Lamson Award received by Johana Rodriguez; the Ann Bauman Emergency Memorial Award given to Stephanie Young; and the Martin B. Covel, M.D., Memorial Award was given to Michelle Brugger.

From their varying personal experiences and talents, the nurses, volunteers and students have changed the UCLA healthcare system for the better. We appreciate their hard work and the dedication they have given to the UCLA hospitals.

In Memory of Our Special PAC Friends

Daisy (Chrisann Verges)  Penelope (Lisa Wojo)  Daisy and Paco (Jane Tomlinson)  Sasha (Joni Vernars)

All of us in volunteer services extend our heartfelt sympathy to the PAC volunteers who have recently lost their dogs. We will always remember the joy they brought our patients, families and staff.
Every Thursday morning, Betty Cohen reports for her shift in the Ronald Reagan UCLA Medical Center Gift Shop ready to work. At 93 years old, nothing has slowed her down. Even more amazing, Betty has been a volunteer for almost 40 years!

Betty began her work in the Child Life Department after a friend told her about the volunteer program. She loved working with the children in the hospital, often thinking about particular patients years later. One young patient stood out in her mind for many years: a boy with Down Syndrome who was “so sweet and special. Later he passed on – I will never forget him,” Betty said.

After her early work in Child Life, Betty went on to volunteer in the Surgical Waiting Area, which she found very rewarding. She was one of the first volunteers to work in this area, which was developed over 30 years ago. She now volunteers weekly in the gift shop where she helps sell merchandise and assists the customers.

Even more remarkable than her volunteer work is Betty’s life story. Betty was born in Amsterdam in 1921. She is a Holocaust survivor and spent two years in hiding with her family before being taken to a prison camp by the Gestapo. Betty spent time in several concentration camps, including Auschwitz, where she endured horrible atrocities. Betty lost her entire immediate family but somehow managed to stay alive and endure the daily life. She had met her husband, Al Cohen, prior to things getting bad, and the two clung to each other for hope and support. Al went into hiding with the family but ended up being separated from her when they were sent to the camps. Fortunately, Al also survived his time in the camps during the war and the two ended up being married. After losing her parents and two brothers during the war, Betty found out that her nephew, Louis, a baby at the time of war breaking out, was sent to live with a family for safety. Betty and her husband were re-united with her nephew following the war and helped raise him. They are all very close to this day. Betty and Al had two children of their own, Jerry and Hedy. Betty now lives with her daughter close to UCLA.

Betty vowed to share her life’s story with others as a way for people to understand and never forget what took place during those years. She volunteers regularly at the Museum of Tolerance and the Los Angeles Museum of the Holocaust, where she speaks to people of all ages about her experiences.

Aside from her volunteer work, Betty enjoys being active, and regularly exercises. She also enjoys reading, puzzles and playing cards. When asked what her secret is to health and longevity, Betty smiles and says, “I really don’t know. I eat whatever I want and enjoy my sweets.”

Betty is not only a living legend but an amazing and inspiring individual. She survived the unthinkable and lived to tell her story and benefit others. Thank you, Betty, for your years of dedication and support to UCLA Health and the many ways you have given to others.
Dear Friends, Colleagues and Staff,

It's hard to believe that another semester has come and gone, and summer is here. Many students have left for home, but some on campus for summer school. The campus is bustling as usual, but perhaps in a more relaxed manner.

The Auxiliary remains active, especially our evaluations team, which reviews grant requests and receives requests for food and gas cards for indigent patients and their families throughout the year, including the summer. These cards allow families to purchase food and gas, which makes it possible for them to visit their loved ones in the hospital. The requests for grants for various hospital needs, such as equipment of some type that the hospital cannot afford, are carefully reviewed and then presented to the executive board for approval; sometimes the requests are sent back to the requestor for more information. We are proud to be able to serve the patients, their families, and the hospital through this program.

In May, the Spring General Meeting and Awards Luncheon were held at the UCLA Faculty Center. The first order of business was to present the slate of Auxiliary officers for fiscal year 2014-2015. Barbara Rosenstein, Chair of the Nominating Committee, introduced the new officers, who were recognized when their names were called. A motion was made to approve the slate of officers, and the motion carried. (I will be happily serving for one more year.) Phyllis Massing, the Auxiliary Parliamentarian, proposed an amendment to the By-Laws to adopt a Code of Ethics and Conflict of Interest Policy, which was passed by the Board. Next, Becky Mancuso-Winding gave a brief presentation about the Teen and Young Adult Cancer Center at UCLA Medical Center, Santa Monica. Two of the patients being treated at the center expressed their gratitude that there is a facility for their specific age group. This concept was started in England and is championed by Roger Daltrey of The Who, who met with Dr. David Feinberg, President, UCLA Health, to discuss the concept. Dr. Feinberg followed through, and the rest is history.

The next portion of the program was the presentation of Auxiliary awards to 16 Student Volunteers. These students have given many hours in various volunteer positions throughout the hospital system, and have managed to achieve academically as well. As their names were called, Dr. David Feinberg had the pleasure of meeting each one of them as he presented each award. One of the students received an award in honor of the late Irene Marlow, an Auxiliary member for many years, who passed away this December. Irene's daughter was in attendance, and together with Dr. Feinberg, she presented the award in honor of her mother.

Next came the Nursing Student awards, presented by Dr. Suzette Cardin, Assistant Dean of Student Affairs. Then the Medical Student awards were presented by Dr. Jonathan Hiatt, Vice Dean for Faculty, David Geffen School of Medicine at UCLA, and a special DGSOM (David Geffen School of Medicine) award presented by Gil Weintraub and Kris Roberts. The awards presentations were followed by a delicious luncheon and spirited conversation at each table.

Finally, just a reminder to frequent our Thrift Shop (and donations are always accepted, and are tax-deductible) and three gift shops. Our Thrift Shop Truck is available to pick up large donations. The revenue from these shops supports Student Awards, grant requests, as well as special projects, the purchase of gas and food cards, and payment for funerals when no other source of funding is available. The gift shops are in Ronald Reagan Hospital, 200 UCLA Medical Plaza, and UCLA Medical Center, Santa Monica. The Thrift Shop is at 11271 Massachusetts Avenue, at the corner of Sawtelle and Massachusetts. Our next sale is on Saturday, August 23. Hope to see you there!

Respectfully,

Joyce Canning
UCLA Health Auxiliary President
Joshua Morris is an administrative intern in Volunteer Services at UCLA Health. He is currently a masters student at the UCLA School of Public Health, studying health policy and management. He is engaged in a number of different projects with Volunteer Services such as program development for living history, and he helped create a performance board for Volunteer Services at UCLA Medical Center, Santa Monica. The main thing that Joshua enjoys about volunteering at UCLA Health is the chance to talk to patients and contribute positively to their overall patient experience.

Stephanie Tran is answering questions from new volunteer applicants for the month of June. For over a year, she has been working with Elaine Eastwood as an intern at the UCLA Medical Center, Santa Monica Volunteer Services office. Stephanie majored in anthropology and her interests lie in healthcare administration. She has finally graduated from UCLA, and with sadness is leaving her internship.

As an intern exposed to a non-clinical setting of the hospital, Stephanie has found the experience rewarding. Her work at the Volunteer Services office allowed her to meet different volunteers and watch new applicants and volunteers go through the process of becoming a volunteer. By taking part in the new volunteer orientations, writing articles for the newsletter, meeting volunteers at check-in, working with Elaine and helping with the Auxiliary Awards, Stephanie’s interests in healthcare administration grew.

Now that she has graduated, Stephanie plans to take time off to travel before she starts job hunting or returning to graduate school. Stephanie’s work here has been greatly appreciated, and we wish her the best in the days to come.

C-I-CARE MESSAGE

“Three things you cannot recover in life: the WORD after it’s said, the MOMENT after it’s missed and the TIME after it’s gone.” (Unknown).

We are all Directors of First Impressions. Remember, it’s C-I-CARE: everyone on every encounter. Make each encounter count!
Chau Vu was born and raised in Ho Chi Minh City, Vietnam. When she was 17, her parents decided to send her to Los Angeles to finish her high school studies. Her high school memories in America were endearing, as she had great relationship with her teachers and made lifelong friendships with some amazing kids from all over the world. She graduated from UCLA in 2012 and started her internship at Ronald Reagan UCLA Medical Center in Summer 2012. Chau found her responsibilities enjoyable and meaningful. She cherishes this experience, which gave her the chance to work with such inspiring people, helping others out of the goodness of their hearts. These experiences, along with her previous volunteer work in different hospital settings, have helped her acquire an excellent understanding of the responsibilities and expectations associated with working in healthcare. Chau is sad to leave Volunteer Services, but she is excited to attend graduate school for healthcare administration in the Fall, and she can’t wait to explore the city by the Bay. Chau is a Francophile, a refrigerator magnet collector, a cookbook hoarder, a food enthusiast and an ardent explorer of local restaurants.

Paula’s PetPal Place

Paula’s PetPal Place is a service that allows patients to unite with their personal pets during hospitalization at Ronald Reagan UCLA Medical Center. Part of UCLA’s People-Animal Connection (PAC) Program — which facilitates 70 carefully trained, volunteer-owned dogs to the bedside of patients at the hospital — Paula’s PetPal Place adds a new dimension to PAC Program services.

Paula’s PetPal Place is also an outdoor area next the hospital. Thanks to the generous donation from the late Paula Kent Meehan, the grassy area outside Mattel Children’s Hospital UCLA has been designated as Paula’s PetPal Place, where pet visits will take place.

The focus of Paula’s PetPal Place is the personal connection between patients and their pets. For many people, a pet is part of the family. When patients are hospitalized for long periods of time, they miss their pet tremendously. Bringing patients together with their dogs or cats can help their mental and emotional well-being. These visits not only boost patients’ spirits, but promote healing.

The goal of the program is to reconnect the bond that is shared with the pet and family, and allow for the healing power of being with their loved ones. Healthcare doesn’t get more warm and fuzzy than this!
New Volunteer Uniforms Coming!

Beginning in January, 2015, Volunteer Services in Westwood will be switching to a new uniform — the royal blue currently used at Santa Monica. Due to vendor-related issues, we needed to find a replacement uniform, and feel it would be great to have one uniform representing both our Westwood and Santa Monica hospitals. We will have a limited number of adult uniforms that you may “swap” out for your current uniform beginning in January. Khaki pants will still be worn with the smock. More information will be forthcoming.