UCLA Health Auxiliary hosted its annual non-student recognition luncheon on November 6 at the Four Seasons Hotel in Beverly Hills. New Auxiliary president Elinor Green and director of volunteer services, Carey McCarthy, welcomed the volunteers to the event. Guest speaker Shannon O’Kelley, COO of UCLA Hospital Systems, thanked the volunteers for their dedicated service and positive attitudes.

This year the luncheon recognized the volunteers in Maddie’s Room in Westwood and Surgical Waiting Area in Santa Monica with a special lapel pin. The volunteers working in these areas are critical in maintaining high levels of patient satisfaction. Their commitment to upholding CICARE practices is exhibited in the attentive, communicative and gentle touch of a hand.

Dear Volunteers:

“You make a living by what you get; you make a life by what you give.” That quote often is attributed to Winston Churchill, though it’s uncertain whether or not he actually said it. But the origin of the words is less important than the message they convey. As a volunteer for UCLA Health, what you give has value beyond measure. On this, my first occasion as CEO of UCLA Health to address you, I want to thank you for everything that you do. Yours is an essential role, and without the warmth and compassion you provide, the experience of our patients and their families would be greatly diminished. By your generous spirit, you transform a difficult period in our patients’ lives, a time that can be threatening and even dehumanizing, into one where what so often is remembered most is the kindness of a smile, soft words and the gentle touch of a hand.

continues on page 3
**Dear Volunteers,**

As we come to the close of another year, I want to wish you all the happiest of holidays and a wonderful New Year ahead. Volunteer Services is always looking ahead for new projects and programs, and would love to hear your ideas of how we can make the patient experience even better. Please come by our office with any new ideas and/or suggestions for the program! Also, we are recruiting adult volunteers, so please keep referring your friends. We have constant needs and so many departments rely on their volunteers.

Thank you to everyone for your “gift of self,” and for being such a vital part of our UCLA Health team. The hospital would not function nearly as well without our constant support from our volunteers!

I look forward to getting to know you all better in the New Year and hearing your thoughts and ideas. In the meantime, keep safe, healthy and happy.

Merriest of holidays!

*Carey McCarthy, MPH*
Director of Volunteer Services

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As volunteers, you embody the ideal that is set forth in our mission statement: To heal humankind, one patient at a time, by improving health, alleviating suffering and delivering acts of kindness. What you bring to UCLA each and every day truly is a gift.

I would like to share with you a story of a family that I personally got to know and that highlights the wonderful work you do and the essential contributions you make to UCLA Health, our patients and their families. An 18-year-old girl was hospitalized at UCLA this past June following a car crash a few days before she was to graduate from high school. She suffered a traumatic brain injury and was in a coma in our ICU, and as she lay in her bed, volunteers with UCLA’s People-Animal Connection would come to her room with their therapy dogs. “At first, the dogs were more for me,” her mother recalled. “I looked forward to them stopping by. We have two dogs at home, and I missed them terribly while I was staying with my daughter. They provided me with a feeling of comfort and familiarity.” But then her daughter woke up, and I could see in her eyes how much she enjoyed the visits. She would be more alert and aware of her surroundings. “On the days when her daughter went for therapy, “she loved going when the dogs were there,” her mother said. “I was with her for all her therapies, and when the dogs were there, too, she was more engaged in the activity. She loved feeding them Cheerios and petting them.” The presence of the volunteers and their animals “was truly a blessing to us,” she said. “It calmed her and increased the quality of her time spent in therapy.”

What a lovely illustration of the power of your contribution to heal by alleviating suffering and delivering acts of kindness.

These are simple acts — visiting patients in their rooms, escorting them and their families through the hospital, delivering a newspaper or other reading material, being a liaison between families in the surgical waiting area and staff in the operating and recovery rooms — but they are so vital to all that we do here. Your choice to be here, your altruism, humanizes what is, for our patients and families, an unnatural environment, and the comfort that provides means so much. Since being named CEO, I’ve received many letters, and so many of them focus on the caring and compassion of our staff and volunteers like you.

By your priceless gift of time, compassion and energy, you improve the lives of so many others here at UCLA, and you make a life for yourself that truly is worth living.

Thank you.

*John C. Mazziotta, MD, PhD*
CEO, UCLA Health
Top photo: Elaine Eastwood (far left), manager, Volunteer Services, Santa Monica, and Talya Katzman (far right), volunteer coordinator, Santa Monica, pose with Surgical Waiting Area volunteers. Bottom photo: Hala Fam (far left), manager, Office of the Patient Experience, interpreter, Translation and Deaf Services, and Tony Padilla, chief patient experience officer, pose with Maddie’s Room volunteers.

We honored six retirees this year. From Westwood, Robert Brown, Maxine Marcher, John Rice and Patricia Schwarzmann were honored, and from Santa Monica, Todd Horowitz and Norma Lauterbach were recognized. These volunteers have contributed thousands of hours of volunteer services and we will miss them and appreciate all of their efforts over the years. Current volunteer Kay Handler accrued more hours than any other volunteer — logging in 15,000 hours!

Luncheon entertainment was provided by the Beverly Belles, an all-female vintage singing trio.

The recognition event concluded with door prizes presented by Ishara Bailis and Sara Hinojosa from our Marketing department. Twenty local vendors donated prizes, including a $100 gift card to The Lobster, lunch for two at the Four Seasons, and a gift card to Geoffrey’s in Malibu.

Volunteers donated over 500,000 hours of service over the past fiscal year.
Welcome Talya!

We are happy to announce that Talya Katzman is our new volunteer coordinator for the Information Desk and Surgical Waiting Area at UCLA Medical Center, Santa Monica. Talya has spent the last five months as a float-pool employee and is thrilled to become a full-time employee in the Volunteer Services department.

Talya Katzman, volunteer coordinator, Information Desk and Surgical Waiting Area, Santa Monica
Dear Friends, Colleagues and Staff,

As I begin to write my first column, it is hard to believe that the holidays are here and 2015 will soon be behind us.

It was great to see so many of you at the Volunteer Recognition Luncheon last month, and a big thank you to Carey McCarthy and the Volunteer Department for organizing another terrific program! Another special thank you to Shannon O’Kelley, who took time from his busy schedule to serve as our wonderful guest speaker.

It is the goal and very purpose of the Auxiliary to help patients, families and departments throughout the UCLA Health System. We provide monetary assistance in the form of food, gas and transportation vouchers on a daily basis. We fulfill grant requests for projects large and small to continue to improve the patient experience. We proudly sponsor ongoing programs such as People-Animal Connection, Tiverton House, Spring Awards Luncheon, and Adopt-a-Family, under the direction of board member Rachel Dourek.

Funds raised through our gift shops, thrift store, Snack Shop, membership dues, donations and bequests make it all possible!

The shops in Ronald Reagan UCLA Medical Center and UCLA Medical Center, Santa Monica are holiday ready, with a fabulous selection of gifts for everyone on your list. And make sure to check out the new and festive complimentary gift wrap! For those one-of-a-kind treasures, be sure to visit our Thrift Store, located at 11271 Massachusetts Avenue. (Your tax-deductible donations are also welcome year-round.)

Our wonderful managers, sales staff and volunteers are ready to help you at all locations. And I can’t mention staff without a special thank you to our buyer, Liz Hernandez; our administrator, Hanna Fairchild, without whom we would not function; and Kim Failla, our amazing retail director.

To each and every one of you, may your holidays be joyous and your new year be happy, healthy and safe!

Sincerely,

Elinor Green
President, UCLA Health Auxiliary
People-Animal Connection Carolers

People-Animal Connection volunteers bring holiday cheer to patients and their family members December 6, 2015, at the Ronald Reagan UCLA Medical Center.
Volunteers Use Various Art Forms to Convey CICARE

BY ELEEZA BABAKNIA

CICARE is a vital component of our mission to deliver high quality patient satisfaction at UCLA Health. Volunteers utilize this evidence-based acronym to enrich their interactions and strengthen communication with patients, families and colleagues. For our quarterly CICARE contest, student and non-student volunteers from both Santa Monica and Westwood medical centers were encouraged to participate. Volunteers were asked to provide an example of an interaction in which they utilized CICARE practices in the hospital. We received numerous submissions, in a variety of art forms, including poems, songs, sketches and collages from numerous volunteers. Winners were chosen based on the time, effort and creativity that went into their submissions. Our student winners were Lawrence Maddela, Sonul Gupta, Kimberly Chyu, Logan Gregory-Brown, Rachel Zhu and Edwin Rashidi. The non-student winners were Marianne Klein, Laura Botfeld, Nancee Weinstein and Shirley Shatsky. We are grateful for the dedicated care our volunteers provide and are thankful for their commitment to CICARE at UCLA Health!

People-Animal Connection Visits Palliative Care Patients

People-Animal Connection (PAC) volunteers provide consistent support and positive intervention for our palliative care patients at UCLA Medical Center, Santa Monica. Volunteer Marilyn Judson and her dog Frank, Rodger Thomason and his dog Logan, and Judy Bin-Nun and her dogs Ketzel, Raizel and Shepzel visit patients regularly and offer them some respite in their often long hospital stays. Clinical nurse specialist Jeannie Meyer coined the phrase “palliative pups” to describe the “puppy love” these dogs offer her patients. Many of these patients are also part of the No One Dies Alone (NODA) program, which provides volunteer care to patients that are within 24 to 72 hours of death and have no loved ones available to be with them. Several of our People-Animal Connection volunteers are also trained for NODA visits. Thanks for all you do, PAC!
Memorials and Tributes
The UCLA Medical Center Auxiliary thanks the following friends who have donated to our December 2015 Memorial and Tribute Fund.

MEMORIAL AND TRIBUTE FUND

IN MEMORY OF:  DONORS:
Catherine Duchernin  Sandra Stillwater
Amy Moran  Susan and Ed O’Brien
New Hampshire Assoc. of World Language Teachers  Ron Bialek

GRACE’S BASKET FUND

IN MEMORY OF:  DONORS:
Joan Costello  Jen and James Frantin
Barbara N. and Gerald Boyle  Patricia and Dean Wilder

IN TRIBUTE TO:  DONORS:
UCLA Auxiliary Health  Ernest A. Meadows