

Celebrate National Volunteer Week

April 11 – 15, 2016

In 2015, UCSF Volunteer Services placed:

317
New
volunteers

99
Summer Student
Volunteers

In
65
Assignment
Areas

and provided 33,000 hours of support!

Comments from Patients, Visitors & Volunteers

“My wife and I want to give you all a big thank you for your services. She was overwhelmed by the fact that you all care and that you brought her so many beautiful things. My wife has gotten her glow back, and is looking forward to going home this week.” - Family Member

“Instead of being miserable and depressed during my lengthy stay at UCSF, I was showered by a myriad of services, smiling faces, newspapers, laptops, and scores of movies and a DVD player.” -Patient

“I just want to thank you for giving me the opportunity to volunteer at UCSF. My experience has truly served to reaffirm my decision to pursue nursing. I know you and the rest of the staff tell us about the difference volunteers make in the lives of the patients, but the patients have left an equally large imprint on me.” -Volunteer

A special salute to the following volunteers for their longevity of service:

Ruth Ann Rosenberg – 56 years

Evelyn Garrett – 22 years

Carlos Rodriguez – 21 years

Special Programs

“Hug-Me-Heart” Pillows Each soft flannel pillow (sewn by volunteers) provides both counter-pressure and warming comfort to patients after cardiac surgery.

“Holiday Hugs” During the holidays, volunteers distribute an assortment of non-edible goodies to our adult patients. Holidays include Valentine’s Day, St. Patrick’s Day, Easter, Fourth of July, Halloween, Thanksgiving, Hanukkah, and Christmas.

Complimentary Newspapers (Monday – Friday) During the past year, volunteers delivered 21,611 newspapers to our patients.

“Brew Crew” Complimentary coffee, apple cider, tea, and hot chocolate are offered to families and visitors on the adult acute care units.

Thanks to UCSF staff who conducted specialized volunteer trainings:

Julie Carpenter	A.C.E. (Acute Care for the Elderly)
Ashley Goliti	Child Life Services
Anthony Scott & Alex Fortescue	F.A.S.T. (Falls and Safety Team)
Mary Ho	Medical Surgical ICU
Chris Diamond & Amy Hyams	Patient Relations Rounding

During the past year, Volunteer Services made the following deliveries and visits:

21,611 newspapers

1,697 Falls and Safety visits to patients at high risk for falls

15,128 cups of coffee, tea, hot chocolate, and apple cider served to family members by “Brew Crew” volunteers

2,505 visits to newly-admitted patients

1,710 DVD movies

603 DVD players

760 Laptops

1,218 books and magazines

1,859 games, puzzles, and art supplies

982 patient e-mail messages

1,761 cards and letters

312 “Hug-Me-Heart” pillows

Please join us in celebrating and thanking our volunteers for their tremendous dedication. In addition, we thank YOU for your support of Volunteer & Guest Services.

Your Volunteer & Guest Services Team at Parnassus, Mount Zion, & Mission Bay