

Caring Connections

SUMMER
2016

L to R Erin Wong, Wendy Reese, John Duran, Jennifer Satake and Keith Ackerson



“ Everybody can be great because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve. You don't have to know about Plato and Aristotle to serve. You don't have to know Einstein's Theory of Relativity to serve. You don't have to know the second Theory of Thermodynamics to serve. You only need a heart full of grace. A soul generated by love.”

~Martin Luther King, Jr.

Director's Cut | WENDY REESE, *Director of Volunteer and Guest Services*

This has been an amazing summer at UCSF! I want to take a moment to personally thank every one of the wonderful 38 Summer Students who spent (up to) eight weeks with us at our UCSF Parnassus Medical Center campus.

Our Manager Vicki Kleemann retired on June 29th after 30 years of being with Volunteer Services but not without co-leading her final Summer Student Orientation. Vicki left an incredible legacy here at UCSF Volunteer Services, and we worked hard to carry on that tradition with this latest group of high school students. We know she would be proud of them!

This year we limited our group of Summer Students, because of this many of them were able to provide so many more and varied services for our office, our patients and their families – it was a joy to watch them try new things that wouldn't have been true with a larger group.

Our group this year was smaller than usual because we are preparing to launch our new Volunteer Website & Database this fall to the public. This group of high school students were the very first group (aka “test pilots” in our Beta I test) to use our new online system. At Orientation the students were impressed when we told them that they were the first of an elite group who had fully on-boarded using our new web

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Director's Cut

CONTINUED FROM FRONT PAGE

site and database. This new online onboarding system will streamline the ability for anyone interested in becoming a volunteer at UCSF into a simpler, smoother, and more efficient online format. Access will be at the convenience of the user, and be able to be completed in the comfort of their own home. The new system will be available anytime, year round and leaves the responsibility up to the user to determine how quickly they wish to become a volunteer. This group of volunteers were eager to get through the system and, more importantly, eager to serve.

Additionally, we were even more pleased to get the full report during their last two weeks with us where 100% of them commented on a survey that they found the new system simple to use and very efficient. This is indeed good news! The full launch of our system is expected in late Fall 2016.

I want to take a moment to thank all of the students who served here this summer, and send an extra special "shout out" to all those parents who encouraged their students to volunteer, to make a difference, to spend their summer somewhere other than on the couch watching TV. For all of those parents who drove into the city once a week, all summer long, from near and far and hung out somewhere near campus to drive your child back home, "THANK YOU!" for the example you are setting for your children. We are very much aware that it all starts at home with YOU and the example you set!

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ESSAY CONTEST WINNERS 2016: First Place

An Inspirational Summer

Diana Sawan, 16
Northgate High School, *Patient Visitor*



Ever since I was young, I have been fascinated by hospitals and all that occurs in them. I would constantly dream about working in a hospital and wondered what it would be like to walk around on the units and help people in any way that I could. That same dream of mine grew immensely after my father received a liver transplant at UCSF Medical Center in May of 2014. During my father's recovery at UCSF, I spent a great amount of time in the hospital. This firsthand experience made me think of how rewarding it would be to give back to a place that has changed my life and has inspired me to pursue my dreams.

UCSF is an incredible place where dedicated people come together as a community to make a difference and improve the quality of lives every day. This summer, I had the privilege of being part of the UCSF community as a High School Summer Student volunteer. Through volunteering, I gained firsthand knowledge and an invaluable experience of what it was like to work in a hospital, but most importantly, I was able to help people every week. I had many amazing and important experiences, but the most rewarding ones resulted from simple gestures, such as delivering amenity items to patients or having a conversation with them. One day in particular, while I was making Fourth of July cards for patients in the Volunteer & Guest Services Office, I was asked to make a delivery to a patient. The delivery was for a patient on the 9th floor, which is the Transplant Unit. I was excited to make this delivery. Since the beginning of the summer, I always wondered if I would have the chance to go back to the unit where my father had recovered from his liver transplant, and possibly get to help patients who were going through similar situations. In a small way, I felt a special connection to the patients on this unit.

The delivery for the patient consisted of a giant balloon and a beautiful bouquet of flowers. I rode the elevators up to the 9th floor, located the patient's room, cleaned my hands, and knocked on the door. After introducing myself, I was pleasantly greeted with bright smiles from both the patient and her family. Everyone in that room, especially the patient, looked ecstatic when they saw the huge "Get Well Soon" balloon and colorful bouquet of flowers. When I was finished making the delivery, the patient and her family members thanked me. I left with a big smile on my face and an overwhelming feeling of gratitude and humility. Walking on the same floor where my father recovered, with the purpose of bringing happiness to someone else, was an indescribable feeling.

Going on that patient delivery seemed like a small, insignificant action at the time, but in retrospect, it was the exact opposite. That day, as I rode the crowded BART train on my way home, I realized I had learned an important lesson. It is incredibly easy to brighten someone else's day. A simple action, such as delivering a balloon and flowers, can completely turn someone's day around. Being able to have the opportunity to give that patient a moment of happiness, even for just a short period of time, was something truly amazing to witness. In the weeks following that delivery, I continued to notice patients being positively affected by the simplest of actions, such as sharing a smile with them or delivering them some music CD's by their favorite artist.

As my time as a UCSF volunteer continued, I learned more about myself and what I want to become in the future. My passion to one day work in the medical environment and help people grew even more. I found myself excited to walk on each of the units, even just on rounds with the Patient Amenity cart. I observed what it was like to be in a hospital environment and take care of others. UCSF is not just a hospital though; it is an incredible community where people come together to improve, heal, and save lives every single day. Being a part of this wonderful team, even for just a summer, was truly an inspirational experience.

ESSAY CONTEST WINNERS 2016: Second Place

Discovering a New Purpose

Kelly Woods, 17

Menlo-Atherton High School, "Brew Crew"



Every Thursday at 11:45 AM, I would leave my house in Palo Alto and drive to UCSF Medical Center, giddy for what I would encounter that day and for the people I would meet in the hospital. During my weeks volunteering at UCSF Medical Center, not only did I have the unique opportunity to explore my passion for healthcare and observe a medical environment, but I also discovered my strengths in communication and interpersonal relationships, something I will undoubtedly bring with me in my future endeavors.

As a high school student growing up in a privileged community, I was fortunate enough to receive a very thorough education. Spanish was a course that I enjoyed and was required to take for several years. While I appreciated the ability to converse with classmates and incorporate new vocabulary, I had never grasped how influential and essential Spanish would be to my core as a human being until my time volunteering at UCSF.

During my summer as a UCSF High School Student volunteer, I had the amazing opportunity to interact primarily with patients' family members and visitors with the "Brew Crew," offering complimentary beverages to them. After the first few hours rounding with the "Brew Crew" cart, I was overwhelmed by how appreciative visitors were. It was incredibly rewarding how a small gesture such as offering someone a cup of coffee, could completely turn around someone's day and attitude. It was not, however, until my first interaction with a non-native speaker where I felt like I was truly making a difference. While it may not seem obvious how having a simple conversation with someone in another language could be so influential, the interactions I had with Spanish-speaking families in the waiting rooms were not only emotionally fulfilling but also impacted my dreams for the future.

DISCOVERING A NEW PURPOSE, CONTINUED ON PAGE 11

UCSF Medical Center Summer Student Volunteers 2016

- Stephanie Bensi
- William Chen
- Edric De Guzman
- Emily Ehsan
- Jeremiah Seth Evasco
- Cindy Feng
- Olivia Georgenton
- Peter Hosea
- Tiffany Huynh
- Jaelyn Marie Ibarra
- Katianna Kingman
- Cameron Klemme
- Martin Krause
- Angela Lam
- Bernice Lam
- Bill Lam
- Natalie Lamb
- Brandon Le
- Jessica Lee
- Kendrick Lee
- Eric Leong
- Rodney Martinez
- Sana Nikkhoo
- Karina Nugent
- Christopher Perez
- Koul Pleinnikul
- Meghana Reddy
- Rahul Reddy
- Alania Salazar
- Christine Sam
- Diana Sawan
- Jessica Situ
- Kai Toney
- Erin Wong
- Ryan Wong
- Kelly Woods
- Helen Yeh
- Kristi Yue

ESSAY CONTEST WINNERS 2016: Third Place

Stay Perky

Ryan Wong, 17

Lowell High School, *Patient Visitor*



When most people think of a hospital, what comes to mind is an unfortunate pit stop in the cycle of life. At some point, we may find ourselves staying in a hospital -- some of us at the beginning and end of our lives, and others in between. Many of us may visit hospitals to provide love and support to a dear friend or family member. Others may think of a hospital as a workplace or even a community.

As a former patient, visitor, and most recently as a UCSF Medical Center volunteer this summer, I have been able to experience three distinct perspectives of being in a hospital. In my most recent role as a volunteer, my primary responsibility was to visit with patients and their families, delivering items they requested such as DVD movies or laptops. I also rounded on nursing units with a special patient amenity cart featuring board games, crossword puzzles, magazines, books, and arts and crafts. The most meaningful experience I took away from my time as a volunteer came from the latter.

STAY PERKY, CONTINUED ON PAGE 11



Marla Hayley and Katianna Kingman



Gift Shop Clerk
Cindy Guan and
Alania Salazar

Erin Wong



Meghana Reddy



Excerpts from All Essays 2016

Untitled

William Chen, 17

Saratoga High School, *Patient Visitor*

"As I delivered newspapers to patients on every nursing unit, I passed by different people from all walks of life, and this fascinated me. We were all human and the only differences among us were the walls of separation we built for ourselves. With that epiphany in mind, every patient I interacted with resulted in an eagerness to get to know them. I ventured out of my comfort zone and got to know both patients and staff, and offered assistance when it seemed like someone needed it. I made an effort to go out of my way to help make their day better in small ways. At the end of the day, what I will remember most about my summer volunteering at UCSF is that people from all walks of life came together and helped each other out."

A Path of Light

Katianna Kingman, 17

Live Oak High School, *Book Cart/Craft Cart*

"Volunteering served not only as an introduction to the medical field, but also as a life lesson that will remain with me forever. This lesson was put perfectly into words in Viktor E. Frankl's book, *Man's Search for Meaning*, with the quote, "Everything can be taken from a man but one thing: the last of the human freedoms -- to choose one's attitude in any given set of circumstances, to choose one's own way." I saw patients finding joy in the smallest of things. Proof of this could be found all over the hospital: family members sleeping in uncomfortable chairs to stay near their loved ones, doctors and nurses putting in long hours to give others a better future, and notes of thanks pinned up on the walls. I saw illness and suffering, but it was surrounded by love and kindness that could be spotted undoubtedly throughout the hospital."

Deeper Meaning of Care

Olivia Georgenton, 16

The Bay School of San Francisco, *Patient Visitor*

"What strikes me most is the community that has been cultivated at UCSF. From the moment I walked in, I felt that the hospital was a safe, welcoming, and compassionate environment. Every person I met greeted me with a smile and friendly conversation. The warmth and kindness I experienced there made my volunteer experience so meaningful and unforgettable. My favorite task was delivering mail to patients. I loved seeing the joy on their faces when they received cards and messages written to them. My role as a volunteer taught me a deeper meaning to the word CARE. Seeing all of the nurses, doctors and my fellow volunteers doing their best to aid patients really motivated me to do the same and work hard. One day, my volunteer partner and I were in an elevator with two doctors. One of the doctors noticed our blue volunteer uniforms and asked us what role we had in the hospital. We were ecstatic that a doctor was talking to us, and I explained that we were delivering newspapers to patients. He laughed and replied that he remembered being a volunteer just like us!"

A Change for the Better

Bernice Lam, 17

Abraham Lincoln High School, *"Brew Crew"*

"I wanted to be more comfortable introducing myself to new faces and talking with patients and family members, but I was naturally shy. Then one day with the "Brew Crew," I had the opportunity to converse in Chinese with a patient's family who was not fluent in English, and offered them coffee and tea. Seeing the happiness and ease on their faces made me very proud! At that moment, I wasn't afraid anymore. It felt like a switch just clicked inside of me, and I went from being a shy girl to a more open individual. It became more natural and comfortable for me to introduce myself to new people and form friendships while volunteering. I learned that I should try to be comfortable in new environments I encounter in the future. I not only learned more about myself, but also solidified my future career goals. My summer volunteering at UCSF impacted me deeply, and the experience will forever be impressed upon my heart."

Do More

Brandon Le, 16

Alameda High School, *"Brew Crew"*

"For the past couple of years, I've lived by the phrase "Do More" by one of my favorite YouTubers, Casey Neistat. Four years ago, Casey released a short film titled "DO MORE." In his video, Casey travels to different parts of the world, doing things some people would say are impossible. His video inspired me to set big goals for myself and to do whatever I could to reach those goals. Earlier this year, I had set a goal for myself to do something special this summer. This summer was not going to be all about me, but about my community. UCSF gave me the unparalleled opportunity to successfully achieve my personal objectives this summer. One of my goals was to find ways to contribute to the community and help other people. One thing I enjoyed most about my role as a "Brew Crew" volunteer was being able to interact and talk with patients and their family members. As part of the "Brew Crew" team, I served complimentary beverages to patients' families, and it was amazing to be able to brighten someone else's day with a warm beverage."

Untitled

Eric Leong, 16

Westmoor High School, *Patient Visitor*

"At the beginning of the summer, the thought of visiting patients and talking with them brought me anxiety, but as I volunteered as a Patient Visitor, I gained the confidence and ability to work independently. I was especially touched by a patient's comment during my second week volunteering. I delivered a laptop to a patient who said, "Seeing you young people do such kind things makes me stronger – thanks for everything you do!" I learned that volunteering isn't about earning service hours for school; it's about giving back to the community and making a difference. As volunteers, we must be willing to do things for the sake of others; that way our passion can impact someone else. We shouldn't volunteer expecting something in return, but we should do it to help others who are in need. Volunteering at UCSF has made me thankful for everything I have. This volunteer opportunity has further invigorated my goal to someday work in a hospital."

Unconditional Love

Sana Nikkhoo, 17

Leland High School, *"Brew Crew"*

"Do people really think about what they see every day or do they just pass by without noticing others around them? My own story started two years ago when I had to move to the United States after living in Iran for over fifteen years. I thought I wouldn't be able to fit into the American culture or make new friends easily since I came from a Middle Eastern country. After attending school in America for nearly a year, I started feeling more comfortable. I wanted to get more involved and explore new communities. One of my best experiences took place this summer at UCSF Medical Center. The opportunity to volunteer with the "Brew Crew" team made me more brave. I also witnessed something extraordinary at UCSF when I saw a wonderful doctor carefully feeding a patient. I was amazed at how a doctor, with all that prestige and knowledge, would take the time to do such a thing! After volunteering with the "Brew Crew," I could communicate with people easily, and surprisingly, after a while I realized people were all the same. People might have different characteristics and personalities, but we were all human beings. That was the moment I told my mom 'I came from Iran and now here I am in San Francisco feeling like I not only belong in America, but I have found my place in the world.' I learned that no matter how I'm doing in life, I should always respect others. I also learned about unconditional love at UCSF Medical Center -- a place I want to work in the future!"

A 'Heart'-felt Satisfying Summer of 2016

Meghana Reddy, 16

Saint Francis High School, *Patient Visitor* and *"Music is Good Medicine"*

"I couldn't wait for Fridays to arrive so I could drive from Mountain View to UCSF Medical Center to volunteer!

Being able to share my joy and form connections with others made me so happy because I could help at least one person feel joy. From the amazing staff at UCSF and the gift of being born in a community where I had the chance to experience volunteering in a hospital, I realized that all of this was a blessing and a sign from God. Instead of obsessing over the latest iPhone, I want to focus on more important things such as finding a cure for cancer or helping an elderly woman cross the street. This summer, I realized that I should try my best to help as many people as I could. At 16, being able to help others is a personal goal that I will be pursuing my entire life. Muhammad Ali, a role model to people all over the world, once said "Service to others is the rent you pay for your room here on earth." Volunteering at UCSF gave me the push I needed to embark on this goal of serving as many people as I could, and I am so thankful."

Unforgettable Smile

Alania Salazar, 16

Dozier-Libbey Medical High School, *Gift Shop*

"I can't say that I had ever been truly satisfied with my accomplishments -- at least that's what I thought before my volunteer experience this summer. Volunteering at UCSF made me become more confident, and I looked forward to helping everyone I met and would meet in the future. I had never felt truly content in my life until I became part of the UCSF community. One of my favorite experiences as a volunteer left me smiling for days.

It was a sunny morning at UCSF (which rarely occurs), so I knew that it was going to be a good day. I had a balloon delivery for a patient that morning, and I smiled from ear to ear as I excitedly rode the elevator, because I knew I was about to make someone's day a bit more cheerful. I will never forget the glowing look on the patient's face when she saw the large bouquet of balloons! It's the simple things in life that hold real worth -- I knew that she was loved. Love is an irreplaceable, priceless gift that everyone should have. She had someone who loved her and knew that balloons would make her heart happy. Volunteering here every week was one of the most exciting experiences I've had. When my friends and teachers ask, 'What did you do during your summer vacation?' I will finally be able to say I did something other than watching TV!"

Making a Difference

Erin Wong, 16

George Washington High School, *Patient Visitor*

"Volunteering at UCSF Medical Center has had a positive impact on my life. It has reinforced my decision to go into a career in healthcare in the future. Volunteering helped me learn that small acts of kindness can make a huge impact. I enjoyed helping patients, knowing that I was doing something to make their hospital stay more comfortable. One of my favorite experiences was when I moved an electric fan closer to a patient, as he was unable to reach it himself. I was able to quickly assist him, and the look of relief on his face was a pleasant sight, as it had been a very warm day. Throughout the summer, whenever I walked through the halls or entered an elevator wearing my volunteer uniform, many people thanked me for what I did. Patients and families were very grateful for all of the amenities and services Volunteer Services provided for them. The things we did, whether it was bringing books or magazines to patients, moving a fan in a room, making coffee for patients' visitors, or delivering a DVD movie, may seem like small gestures, but they went a long way for those who received them. We've made a difference."



L to R John Duran, Jessica Situ, Kristi Yue and Jessica Uribe



Thank You, Bengier Foundation

WENDY REESE, *Director of Volunteer and Guest Services*

The Bengier Foundation continues to make a tremendous impact on our **UCSF Summer Student Volunteer Program**. The foundation “helps bright, hard-working young people find their own success,” and in 2016, we were able to organize the following activities and programs for our 38 summer student volunteers -- all due to the kind generosity of the Bengier Foundation funding:

- **Summer Student Volunteer Essay Contest.** Students submitted essays and winners were awarded a monetary prize.
- **Daily Recognition and Summer Student Recognition Week.** Daily recognition included ‘on the spot’ acknowledgement of outstanding volunteer service. Summer Student Recognition Week festivities included daily raffle drawings, assorted refreshments, and goodie bags!
- **Patient Amenity Support Program** gave student volunteers the opportunity to visit with patients and provide them with a variety of amenities such as magazines, crossword puzzles, board games, arts & crafts supplies, knitting needles, crochet hooks, and yarn, phone chargers, personal toiletries, DVD movies, and much more. Patients were so grateful to be able to choose from the large selection of items!
- **Funding for Summer Student Mentorship Position.** John Duran (please see article on **page 8**), who is now studying to become a nurse; assisted with orientation, training, supervision, and leadership of 38 high school student volunteers.

The generosity of the Bengier Foundation has touched countless lives. Doors have been opened for hundreds of high school students to explore healthcare, opportunities for college students to mentor, nurture, and supervise have been created, and thousands of patients and their families have received the very special support provided by the student volunteers and the Summer Student Program.

We extend our heartfelt appreciation and gratitude.



L to R John Duran, Erin Wong, Rahul Reddy and Diana Sawan.



Summer Reflections

John Duran,
Volunteer Services Summer Student Program Assistant

In just eight short weeks, I witnessed 38 young volunteers make an impact in the lives of patients, families, staff, and visitors. This summer, I had the honor of working as the Summer Student Program Assistant for the Volunteer & Guest Services Department at Parnassus. I was fortunate to have met and been able to work with an amazing, compassionate group of volunteers with huge hearts for service. They were truly bright spots in the hospital for patients facing difficult times, and their simple gestures of kindness touched patients' lives. I could not have been more proud of what they accomplished this summer. They were valuable treasures in the hospital!

My experience as a former UCSF Medical Center volunteer taught me the importance of compassion and caring, and also sparked my interest in pursuing a future career in the medical field. When Vicki Kleemann, former Manager of Volunteer & Guest Services, and Jennifer Satake, one of the Volunteer Services Coordinators at Parnassus, asked me to consider the position, I was ecstatic and nervous at the same time. Because I had never really had any prior leadership experience, I felt hesitant to take on the responsibility of supervising a large group of volunteers. However, with tremendous support from the incredible Volunteer & Guest Services staff, I knew there was no way I could fail. This was the perfect opportunity for me to develop my leadership skills and serve as a mentor to these volunteers, many of whom aspire to go into the medical field themselves one day. Being able to pass on all my experiences to the next generation also instilled much more meaning into my role.

During the eight week summer program, volunteers brought joy and companionship to patients and their families. I was so impressed by how quickly volunteers were able to familiarize themselves with the layout of the hospital and also master hand hygiene and Infection Control procedures when entering and exiting patient rooms. Patients would often recognize the volunteers by their blue polo shirts, and were always delighted to see them. Some of the volunteers delivered letters, postcards, and packages to patients. This was a great way for them to experience interacting with

patients on all of the nursing units. One of the volunteers mentioned she had become a "Bearer of Good News" to patients on behalf of their loved ones. Volunteers also rounded on newly admitted patients with the Patient Amenity Cart. Each day, they would prepare a beautiful cart filled with items such as coloring books and markers, various board games, movies, skeins of yarn with crochet hooks and knitting needles, and crossword and jigsaw puzzles. Movies became a popular topic of conversation among volunteers and patients. Volunteers also helped decorate patients' rooms with colorful artwork, creating a homier atmosphere. One volunteer shared about her love of reading with each patient she visited, and as a result, books became one of the most highly-requested items of the summer! The "Brew Crew" team was just as phenomenal while serving coffee, tea, and hot chocolate to patients' families and visitors. While rounding on the units, I would often receive compliments from patients about how appreciative they were of volunteers. The volunteers made a lasting impression with everyone they encountered this summer. These are just a few examples, and I encourage you to take the time to read their heartfelt essays about their experiences and their commitment to caring for our patients.

This summer would not have been possible without the Bengier Foundation's generous donation. I want to thank the Bengiers for their support of our successful Summer Student Volunteer program and our popular patient amenity program!

In conclusion, I want to acknowledge all of the volunteers for their outstanding service this summer. As a supervisor and a mentor, words cannot even begin to describe how proud I am of them! I got to know each volunteer personally, and saw new friendships grow and blossom. Between patient visits, we shared life stories, traded "PokemonGO" game tips, and chatted about our favorite Korean Drama TV shows. I know that whatever path they choose in life, they will be successful. I am so thankful to have been a part of the incredible Volunteer & Guest Services team. The memories I gathered from volunteering and working as the Summer Student Program Assistant at UCSF will forever be cherished.

**HONORING
EXCEPTIONAL
AND
RANDOM
TREASURED
SERVICE**

H.E.A.R.T.S 2016



Bernice Lam and Sana Nikkhoo.



Cindy Feng



Eric Leong and Jennifer Satake

In April 2006, the Volunteer Services Department launched a volunteer recognition program called the H.E.A.R.T.S Awards. H.E.A.R.T.S stands for Honoring Exceptional And Random Treasured Service. Staff, patients, and visitors of UCSF Medical Center, UCSF Benioff Children's Hospital, and UCSF/Mount Zion nominate a volunteer whom they believe has performed a service or helped in a way they feel deserves recognition. You may request a H.E.A.R.T.S. form from the Volunteer Services Department.

Cindy Feng, 17

George Washington High School, *Patient Visitor*

Nominated by Keith Ackerson, Volunteer & Guest Services

I'm honored to have the chance to recognize Cindy, who always had a very engaging, positive attitude while volunteering. She was always excited to learn new things and take on new challenges. I was always impressed when I asked for her assistance, as Cindy would eagerly and enthusiastically dive into projects, whether it was delivering newspapers to patients, serving coffee to patients' family members with the "Brew Crew," or helping to maintain our DVD movie list in Excel. Cindy was an excellent representation of how great our volunteers can be!

Bernice Lam, 17

Abraham Lincoln High School, *"Brew Crew"*

Sana Nikkhoo, 17

Leland High School, *"Brew Crew"*

Nominated by John Duran, Volunteer & Guest Services

Teamwork is essential when it comes to the "Brew Crew". This summer, Sana and Bernice complemented each other so well because they both had different personalities. Sana carried a positive attitude with her every time she volunteered. Her smile and friendliness were ideal qualities while serving coffee and beverages to patients' families and visitors. Bernice was organized and paid great attention to detail. She made sure to prepare the perfect amount of coffee before going onto the floors and into the waiting rooms. Seeing Sana and Bernice work together was just pure perfection. They helped alleviate any feelings of sadness or stress with the simple gesture of serving a warming cup of coffee or hot chocolate. We will miss our Tuesday afternoon "Brew Crew" with Sana and Bernice! Thank you both for all your hard work this summer!

Eric Leong, 16

Westmoor High School, *Patient Visitor*

**Nominated by Jennifer Satake,
Volunteer & Guest Services**

When Eric first started volunteering, he was very shy and a bit tentative when he first interacted with Volunteer & Guest Services staff, fellow volunteers, and patients. However, after making some deliveries to patients and helping with various projects in our office, he became much more confident and at ease, and was able to take initiative on his own by the end of the summer! He had a natural ability and bravery, once he was comfortable, to talk with patients and families. We appreciate Eric for his reliability - he always arrived early and ready to help patients, and we admire his perseverance and determination to learn and master new skills each week. He had a heart of compassion and enjoyed caring for others - three cheers for Eric!

HONORING
EXCEPTIONAL
AND
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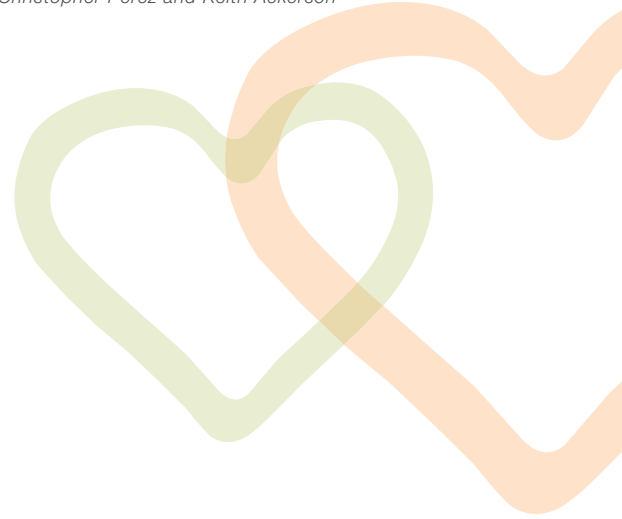
H.E.A.R.T.S
2016



Rodney Martinez and John Duran



Christopher Perez and Keith Ackerson



Rodney Martinez, 17

Archbishop Riordan High School, "Brew Crew"

Nominated by John Duran, Volunteer & Guest Services

Rodney was a remarkable volunteer, and what a pleasure it was to have the chance to work with him. Whenever he came to volunteer for his afternoon shift, he always greeted everyone with a big smile and lots of enthusiasm. Rodney's attendance was near perfect, at the same time managing all of his summer extracurricular activities for school. This shows the high level of dedication he put in as a volunteer. Rodney's main assignment was with the "Brew Crew", and he did an amazing job every week. He served numerous hot beverages to patients' family and friends, and always with a friendly attitude. Also, he was a natural when it came to interacting with patients during his rounds on the units. Rodney aspires to go into the medical field one day, and I have no doubt that he will do great things. Thank you, Rodney!

Chris Perez, 17

Kipp San Francisco College Preparatory, *Morning Newspaper Service*

Nominated by Keith Ackerson, Volunteer & Guest Services

Chris was an exceptional volunteer whose second nature was to help others; he had a keen sense of what it took to thrive as a volunteer, and put others first. He was always thorough in his duties and followed through efficiently with any task he was given. For example, the first time I asked Chris to deliver a wide selection of reading glasses to a patient, Chris made sure to check in with me first about the proper infection control practices he needed to take while making the delivery. Chris was a great representative of our entire Volunteer & Guest Services team - thank you, Chris!

Kristi Yue, 17

Galileo High School, *Patient Visitor*

Nominated by John Duran, Volunteer & Guest Services

Having Kristi assist us in our Volunteer & Guest Services Department office this summer was such a joy. There were often times when our office became really busy, especially right before the weekend, so being organized was critical. When it came to juggling multiple patient requests, Kristi always handled them with ease. In a matter of days, she was able to familiarize herself with the layout of the units and patient floors, which was why she was so efficient. Even though she had to go up and down the hospital elevators and stairs, she never failed to smile. Because Kristi was such a quick learner, she was able to be trained on the spot to cover for our Morning Newspaper Services one day when we needed help, and she was also great at helping with filing and organizing projects and with other tasks in the office. It is a true honor to recognize such an amazing volunteer as Kristi!

Discovering a New Purpose

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Initially, after recognizing that a patient's visitors spoke Spanish, I was timid to address them in Spanish. As a non-native speaker, I often struggle with grammatical mistakes, overcoming my accent, or simply finding the proper words to express my thoughts. I felt extremely vulnerable and embarrassed to speak in Spanish to these native speakers, so I proceeded in English, recognizing that I was confining myself to my comfort zone and perhaps even exposing some of their insecurities to speak in a second language. Every time I resorted to my safe shield of English, I felt frustrated that I didn't challenge myself, while also missing out on the opportunity to practice my Spanish skills and connect with visitors on a different level. Finally, I overcame this hurdle and attempted to speak Spanish with the native speakers. Immediately when I conversed with these families, I noticed a recognizable change in their posture and a relaxation in their expression and tone. Not only did they feel more comfortable speaking in their native tongue, but I also soon became more confident and at ease with my Spanish-speaking skills.

One afternoon, while serving coffee with the "Brew Crew" in one of the ICU waiting rooms, I met an elderly woman from El Salvador. After offering her a complimentary beverage, she looked at me with a blank expression and did not respond. Her grandson raced into the room shortly after, saying that he had been running around the unit in search of the popular "Brew Crew" cart. As I prepared a cup of hot chocolate for him, he requested something for his grandmother. He informed me that she was from El Salvador and

could not understand English. I immediately seized the opportunity to speak with her in Spanish, and suddenly her face lit up with an irreplaceable joy. Not only was I able to let her know about the various amenity services Volunteer Services offered, but I connected with her and gave her the ability to interact with someone and hold a simple conversation, which can do wonders for someone who may be distressed or lonely. I learned about her childhood growing up in another country, how she met her husband and moved to America (where she was unfamiliar with the language), and about the sequence of events that placed her family member in the ICU.

Even though I was verbally limited in what I could say, I experienced a conversation far richer and more expressive than any of my previous interactions with visitors. At UCSF, I not only confirmed my passion for helping others and pursuing a future career in healthcare, but I recognized how rewarding it could be to push myself out of my comfort zone. My conversations in a foreign language led me to discover how beautiful it is to communicate with a variety of people and how essential it is to have the freedom to connect with others in spite of language barriers. With this experience in mind, I have the new dream of becoming multilingual and dedicating my life to helping those in underprivileged countries through Doctors without Borders. As Frank Smith once said, "The limits of my language are the limits of my world" and with my new intentions acquired through my experiences at UCSF, I am confident that I will have limitless possibilities in my future.

Stay Perky

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It was my first time rounding with the amenity cart with my partner on this particular Thursday, one of many more to come. It had become relatively late in the day, and I was completing the last hour of my shift. We had visited at least four unit floors before this one, with little eventfulness. Most patients and their families were interested in the amenities information card we offered, but few were enticed by the items provided on the cart. (Who doesn't enjoy cheesy romantic novels?) At this point, I didn't expect any sort of life lesson or revelation to result from the next patient room we visited. Looking back, I couldn't have been more happy to have been wrong.

The first thing I noticed upon entering the room was that there was an older woman with two teenagers sitting next to the patient (whom I later learned was their mother). They all became quiet as we walked in, although remnants of a smile remained on their faces. It was safe to assume that a jovial conversation had just taken place! Per usual, we introduced ourselves and offered them complimentary items from our cart. Instantly, all of their faces lit up with smiles again. The woman who sat beside the patient took out a cross-stitch kit and showed her. "Remember how much fun we had with this as kids?" she asked, smiling. "Of course I remember!" the patient happily responded, as they began to reminisce about their long-forgotten love of cross-stitching. Meanwhile, the teenagers browsed through the amenity cart and selected a deck of playing cards and some word search books to help pass the time. "Wow Mom, look at all the things they have!" one of the teenagers exclaimed as he opened up the

deck of cards. Like many of the patients and families we had the opportunity to meet, they were not only impressed with the variety of items offered by the amenities cart, but by the Volunteer & Guest Services Department as a whole. As we walked out, they promised to call our department in the future if they ever needed anything and profusely thanked us. On a whiteboard in the room with the patient's information, there were two words under "Goal," which said, "Stay Perky." Goal fulfilled.

From that moment, I realized that small, seemingly insignificant gestures on our part could dramatically affect the well-being of others. I hadn't thought that a simple offer would cause such elation, but it had. In addition, my reflections on my past experience as a patient and as an individual changed. Staying "perky," or positive, is often difficult when we're up against adversity. We tend to over-analyze our challenges, narrowing our focus only on aspects of the issue we fear. Thus, unnecessary worry and stress are created. Seldom do we adopt a more positive frame of mind to vanquish these obstacles. Yet we should. In my time as a patient, I was miserable from the slow pace that time seemed to follow. Day after day passed with little change of event. If I had developed a more positive attitude, similar to the patient and family members I met this summer, it would have been much more beneficial for everyone involved. However, not all hope is lost. When facing difficulties in the future, I plan to make an attempt to look at my given situation in a more positive light. Looking back at my experience as a volunteer, I am especially grateful for the opportunity I had to positively impact the lives of others, and in the process, my own.

Thank You Summer Student Volunteers



L to R Keith Ackerson, Karina Nugent, Tiffany Huynh, Jennifer Satake and John Duran



Front: Rodney Martinez and Jessica Lee
Back: Natasha Alvarado and Meghana Reddy



Stephanie Bensi



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Peter Hosea and William Chen

Tiffany Huynh and Natalie Lamb



Thank You Summer Student Volunteers



L to R Brandon Le, Bill Lam, Seth Evasco and Edric DeGuzman.

Kendrick Lee and Karina Nugent



L to R Winnie Yeung, Jacquelynn Hoang, John Duran, Chris Perez and Natasha Alvarado

L to R Jennifer Satake, Olivia Georgenton, Christine Sam, Helen Yeh and Keith Ackerson



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