

Volunteers are



*Treasured*

Volunteer Services

**2014** Annual Report

## At Children's Hospital of Pittsburgh of UPMC we truly treasure our volunteers.

*Words fail me when I try to describe why I choose to be a Children's Hospital volunteer. It is the patients' and families' courage, the staff's commitment, and the volunteer department's creativity and hard work that keep me coming back. My favorite part might be when some of my friends ask how one can do this with children who are very sick ... it's the least I can do.*

*Thank you for enriching my life. • Pat Drogowski, Children's Volunteer*

The Volunteer Services Department at Children's Hospital of Pittsburgh of UPMC is proud to showcase the gems in our midst – our volunteers. We are fortunate to have so many dedicated, and passionate individuals who devote their time and energy while exemplifying the core values of patient- and family-centered care.

It's hard to capture all of the extraordinary services volunteers have provided to patients and families at Children's Hospital in this single report. In 2014 alone, 1,189 volunteers gave their support to various areas of the hospital. Looking ahead, the Volunteer Services Department at Children's Hospital will continue to align the talents and skills of our generous volunteers with opportunities to meet the ever-important needs of our patients and their families.

### BY THE NUMBERS – VOLUNTEER SUPPORT INCREASES IN 2014

The numbers don't lie. Volunteer support continued to grow in 2014. In 12 months, Children's volunteers clocked in more than 43,000 hours of service. Here's the breakdown:

Volunteers by Category	2014 Hours	2014 Volunteer Count
Adult	27,186	661
College	12,136	376
Teen	3,118	152
TOTAL	43,118	1,189

When comparing the totals from the previous year, the total volunteer count significantly jumped. In 2013, our total volunteer count (number of different people who clocked in/out) was 776. In 2014, that number grew to 1,189.

### HIGHLIGHTS FROM THE PAST YEAR

- Volunteer Services is now part of a larger department that includes Child Life and the Family Resource Center.
- In an effort to give back to Children's, numerous former patients are serving as volunteers.
- New and renewed assignments were added in a variety of areas including Radiology, the Operating Room, and Patient Transport's Concierge Discharge Program. Volunteers also helped with Child Life and Family Life activities and events – providing comfort and support for patients and families.
- Volunteers provided support at other locations including Children's Hospital Rehabilitation Unit, Children's East in Monroeville, Children's Pine Center in Wexford and Children's North in Wexford.
- Volunteer Services and other department administrative support increased.
- During the busy holiday season, volunteers were invaluable as they helped Child Life and hospitality staff during high-volume donation periods.



### Areas / Projects Supported by Volunteers (with number of volunteers assigned to each area in 2014)

Audiology/Speech Pathology (8)  
Activity Carts (19)  
Beds of Courage (30)  
Carnegie Museum on the Move (26)  
Cardiology / Heart Camp (2)  
Child Life (626)  
Children's Hospital of Pittsburgh Foundation (15)  
Children's Hospital Rehabilitation Unit (9)  
Children's North in Wexford (4)  
Children's South in South Fayette Township (3)  
Clerical - Miscellaneous Departments (6)  
Dental Clinic (6)  
Endocrine (2)  
Special Events (53)  
Floaters (53)  
Family Resource Center / Library (14)  
Hairdresser/Haircuts (2)  
Hospitality (4)  
(Welcome Center/Mid-Campus Information Desk/PICU Information Desk)  
Infection Control (3)  
Infusion Center (1)  
Operating Room Support (2)  
Pastoral Care (4)  
Post-Anesthesia Care Unit (2)  
Patient Transport (39)  
Pathology (1)  
Pet Friends (49)  
Pharmacy (4)  
Physical and Occupational Therapy (45)  
PNC Bedtime Reading (16)  
Primary Care Center (1)  
Research - Miscellaneous Departments (10)  
Salud Para Ninos (81)  
Supportive Care (16)  
Volunteer Services (3)



## Volunteers in Child Life

The Child Life Department utilized the largest number of volunteers – with 626 volunteers contributing over 27,000 hours. The time they gave helped brighten the days of many Children's Hospital patients and families. Whether they were in inpatient playrooms, at the bedside, at Child Life events, or in the waiting areas of the Emergency Department or Same Day Surgery, their presence was appreciated.

*Volunteers are like angels that help guide us through our day. They help us achieve more, spread positivity and joy, and through their dedication and commitment remind us that together we can make a difference! We are a stronger and better organization because of each and every volunteer! There is no greater gift than a volunteer who donates their time to help us give our patients and families the very best service that they deserve.*

• *Stephanie Colaberdino, Child Life Specialist, Emergency Department*

## Community Partnerships

The Volunteer Services Department is proud to partner with the following groups and organizations – all of which had their staff and members participate in Children's Hospital Volunteer Program. Their support helps us continue to provide special events, projects, and activities for our patients and their families.

- AMSA – American Medical Student Association – (weekend book carts and reading programs)
- Carnegie Library of Pittsburgh
- Carnegie Museums of Pittsburgh (Museum on the Move)
- CCChampions
- Concord Hospitality Group (Intensive Care Unit Hospitality)
- EZ Kids Care (Family Hospitality)
- Kiwanis Club of Pittsburgh (Bingo)



In 2014, we honored PNC's Grow Up Great Program. PNC has been a model corporate partner. Its employees regularly volunteer for our Bedtime Stories program, which distributes books to patients and their family members.

## Albert P. Lexie Volunteer of the Year 2014 Inaugural Recipient John Hoover

The Annual Volunteer of the Year Award is named in honor of Albert Lexie, who has been a shining example of selfless giving. For more than 30 years, Albert shined shoes at Children's Hospital and donated all of his tips – more than \$200,000 – to the Free Care Fund at Children's Hospital of Pittsburgh of UPMC to ensure that every child receives the medical care they need.

Each year, we now honor a volunteer who exemplifies Albert's dedication and devotion to the patients and families of Children's Hospital. The 2014 awardee is John Hoover.

John has been the consummate volunteer who has gone way above and beyond the call of duty. He has served in the Cardiac Units (7A and 4C–CICU), been a member of the Carnegie Museum on the Move program, and has helped with most special events by filling whatever role is needed. He has been the model volunteer and a unanimous choice among staff and fellow volunteers to receive this inaugural honor.



*"We love John on the cardiac intensive care and acute care units. He is a model volunteer and always willing to help out in any way! One can tell after just a short time working with John how much passion and compassion he has for working with our kids and families. Nicknamed Grandpa John by many, he offers a gentle voice and secure hold for our infants, a much needed break to our parents who are adjusting to life in the hospital, playtime for our toddlers and preschoolers, and activities, conversation and company to our school-age and teen patients who lack family support.*

*On behalf of all your 'grandchildren,' here's to you John, we love you!"* • Beth Moneck, Child Life Specialist

- Life's A Beach
- National Aviary
- Our Clubhouse (previously Gilda's Club)
- PNC – Grow Up Great (Bedtime Stories Book Carts)
- Sonny Pugar Memorial Fund (Coffee House and other Music Smiles programming)

*Our Kiwanis Club has been conducting a monthly Bingo with Children's since the 1970's. I always look forward to receiving grateful thanks from a parent who's had a little break from the daily routine, or a couple of laughs from some corny bingo jokes. That, and the priceless reward of seeing the pure joy of one of the kids calling out a winning bingo and getting a prize makes my volunteering so rewarding.*

• Lou Meyers, Kiwanis Club of Pittsburgh

*"What I enjoy most about volunteering at Children's as part of the pet therapy program are the faces that light up when they see a golden retriever wagging her tail with excitement as we cross paths and greet each other. From the maintenance staff, to the hospital personnel, to the patients and their families, Cassie and I are told over and over again what happiness we bring. I know I cannot take credit for that because Cassie is giving all the kisses and hugs and catching the tennis balls tossed to her. The laughter and smiles and faces that light up are priceless!*

• Cara Dobbin, Pet Friend Volunteer since 2011



# Volunteers Reaching Significant Milestones

## Years of Service

### 5 Years or More

Anderson, David  
Aurand, Joann  
Boyd, Douglas  
Carter, Eleanor  
Caruso, Kathleen Rose  
Cassat, Gina  
Chaves-Gnecco, Diego Gabriel  
Ciafre, Claudia Smith  
Cooper, Marcie  
Courtney, Arlene M.  
Crookshank, Mark  
Davidson, Georgia  
Delsignore, Lois  
Dilanni, Antonella  
Drogowski, Patricia  
Ellis, Maureen  
Ferno, Kathleen  
Golomb, Sandy  
Hailstone, Julie  
Heslet, Rosalie  
Hreha, Lisa  
Ingram, Patricia  
Jarmell, Ethel  
Jarmell, Sol  
Johnson, Catherine C.  
Kisslinger, Margaret  
Knapton, Joann  
Kocian, Emily  
Lawsy, Vivian  
Levine, Leslie  
Liang, Mary  
Liu, Theresa  
Maugle, Linda A.  
McCool, Joanne  
McGranaghan, Maureen  
Mercialde, Amy L.  
Messick, Amy  
Miller, Janet  
Miller, Stephanie  
Palermo, Anthony  
Radacosky, Mary  
Sapir, Carmen  
Snodgrass, Margaret  
Spano, Stephanie L.  
Suski, Amanda  
Tadajski, Patricia  
Tisdale, Judith K.  
Winter, Mary B  
Woods, Stephen  
Wozar, Thomas M.  
Zeske, Dolores

### 10 Years or More

Anderson, Marci  
Demarco, Michelle R.  
Gebhardt, Anne Marie  
Hartman, Kathleen  
Hoover, John  
Kahlson, Richard W.  
Rohm, Ted  
Scholl, Becky  
Trexler, Carol  
Vitale, Linda S.  
Williams, Renee  
Willow, Renee L.

### 15 Years or More

Doyle, Robert  
Hallahan, Joyce A.  
Lipsitz, Harriet  
Shah, Jyoti S.  
Thurheimer, Barbara A.

### 20 Years or More

Adametz, Gregory Lee  
Bell, Art

### 25 Years or More

Fraser, Karen  
Russell, Terry  
Yahr, Ruth

## Hours (Cumulative)

### 6,000 or More

Yahr, Ruth

### 4,000 or More

Bell, Art

### 2,500 or More

Adametz, Gregory Lee  
Carter, Eleanor  
Dreeland, Allan (L.J.)  
Fraser, Karen  
Hallahan, Joyce A.  
Hoover, John  
Myers, Louis  
Rohm, Ted

### 1,000 or More

Burgbacher, Krista  
Ciafre, Claudia Smith  
Courtney, Arlene M.  
Davidson, Georgia  
DeGeorge, Jill  
DeGeorge, Shari  
Doyle, Robert  
Hartman, Kathleen  
Heslet, Rosie  
Jarmell, Ethel  
Johnson, Catherine C.  
Kahlson, Richard W.

Lipsitz, Harriet  
Miller, Janet  
Sapir, Carmen  
Thurheimer, Barbara A.  
Trexler, Carol  
Wozar, Thomas

### 500 or More

Anderson, David  
Aurand, Joann  
Boyd, Douglas  
Cannon, Kerry  
Caruso, Kathleen Rose  
Chaves-Gnecco, Diego Gabriel  
Cooper, Marcie  
Delsignore, Lois  
Demarco, Michelle R.  
Diamond, Patricia  
Dilanni, Antonella  
Earl, Annie  
Ellis, Maureen  
Hailstone, Julie  
Hellstern (Richter), Hayley  
Hunninen, Alan  
Jacoby, Donna  
Keller, Cynthia  
Kisslinger, Margaret  
Kocian, Emily  
Lebowitz, Sally  
Levine, Leslie  
Liang, Mary  
Liu, Theresa  
McCool, Joanne  
McGranaghan, Maureen  
Mercialde, Amy L.  
Messick, Amy

Milarski, Jan  
Nebes, Vicki  
Osman, Mohaned  
Palermo, Anthony  
Peltz, Kathleen  
Rhodehamel, Scott  
Scholl, Becky  
Snodgrass, Margaret  
Spano, Stephanie L.  
Tadajski, Patricia  
Tisdale, Judith K.  
Vitale, Linda S.  
Williams, Renee  
Willow, Renee L.  
Winter, Mary B  
Zeske, Dolores

## Top Service Hours

### Earned since June 2013

John Hoover	927
Annie Earl	866
Thomas Wozar	774
Ruth Yahr	709
Hayley (Richter) Hellstern	639
Jill DeGeorge	590
Stephen Woods	537
Shari DeGeorge	529
Sol Jarmell	499
Georgia Davidson	494
Eleanor Carter	492
Art Bell	450
Rosie Heslet	461
Jan Milarski	457
Ethel Jarmell	420
Carmen Sapir	420

## Volunteer Services Department

### Mission Statement

The Volunteer Services Department supports the hospital in its mission of patient care, research, and education by providing qualified individuals and groups who donate their time and talents to supplement the work of the staff. We are committed to providing volunteers who can serve the hospital with dedication and compassion, within a family centered care model, with an understanding of developmentally appropriate practices for patients, and the flexibility to respond to the changing needs of the hospital.

### Department Staff

Ken Rudek, Manager,  
*Child Life/Family Resource Center/Volunteer Services*  
John Krysinsky,  
*Volunteer Services Coordinator*  
Erin Werkmeister,  
*Volunteer Services Coordinator*

412-692-5185 • [chpvolunteer@chp.edu](mailto:chpvolunteer@chp.edu)