

Neighbors Helping Neighbors



UPMC | **CHILDREN'S**
HOSPITAL OF PITTSBURGH

2020 Annual Report

Volunteer Services

Volunteers Make Every Day Beautiful

This year we are incorporating a Mr. Rogers' Neighborhood theme in celebrating our volunteers, who make every day a **Beautiful Day in UPMC Children's Hospital neighborhood**. As part of this celebration, we've included some of Fred Rogers' most iconic and indelible quotes throughout this 2019 Annual Report.

At UPMC Children's Hospital of Pittsburgh, not only do we value the presence of volunteers, but share an enormous sense of gratitude for all that volunteers did this past year in supporting patients and families. Together volunteers at Children's represent multiple generations across the spectrum, from ages 15 to 90, contributing time, expertise and dedication to serving others.

Children's Hospital volunteers make a huge difference in the lives of our patients, their families and caregivers, pitching in to make our neighborhood, and this world, a better place.



“Anyone who does anything to help a child in his life is a hero to me.” ~ Fred Rogers

Who are CHP Volunteers?

Adults

College

Teens

Pet Friends

Ages 15-90!

842 volunteers dedicated their time at CHP in 2019.

CHP Volunteers completed a total of **45,953** hours of service



Enhancing the Patient Experience

“There’s something of yourself that you leave with every meeting with another person” ~ Fred Rogers

Beginning in 2019 UPMC Children's Hospital of Pittsburgh's Volunteer Services Department added more assignments putting volunteers at the forefront of enhancing patient, family and guest experiences.

Here are some of the primary assignments which were added or upgraded to contribute to positive patient experiences:

- **Greeters:** steady presence of volunteers at the Mid-Campus Desk and in the PICU waiting area welcoming and supporting all visitors.
- **Discharges:** concentrating efforts to provide support for record numbers of discharged patients and their families by assisting the Patient Transport Department seven days per week.
- **Carts and e-Cards:** visiting patients and families by facilitating age-appropriate activities, promoting literacy and reading, providing warm beverages (and a friendly face) for family members and delivering patient e-Cards.
- **Responding to calls for support:** providing more friendly faces to support and give patients and families extra attention and comfort in the Same Day Surgery waiting area, in the Mouse Clinic and through ‘Buddies on Call’ pilot program and priority patient requests.

UPMC Children’s Hospital of Pittsburgh | Volunteer Services Department

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Stephanie Colaberardino Director, Child Life, Volunteer Services, Family Resource Center, CEAT, Dream Big Studios

Angela Gordon Volunteer Coordinator

John Krysinsky Volunteer Coordinator

Linda Stumpf Administrative Assistant

Advocates for children, families

Michelle Follett devoted her life's work as an educator, spending the last 27 years of her career with Seneca Valley School District. As her retirement approached, she wanted to remain involved, use her experience and skills to continue to support children, especially those from the most vulnerable populations.

"I want to support the needs of the children, families and staff to the best of my abilities," Follett said when she first came to Children's to volunteer for a position with the Hospital Volunteer Program. "Over eight years ago, my youngest son spent a considerable amount of time hospitalized at Children's. This experience taught me then that I should give of myself like others did for my family."

"Three ways to ultimate success:

Be Kind

Be Kind

And, Be Kind"

~ Fred Rogers

Follett applied to become a volunteer at Children's as her final school year was coming to a close, in Spring 2019.

As a former kindergarten teacher with background degrees in Early Childhood/Special Education/Speech and Language, Follett's extensive background provided her with a unique readiness as she looked to begin her new chapter as a hospital volunteer.

Follett's timing was impeccable.



Michelle Follett

Around this time CHP's Division of Neurology reached out to the Volunteer Services Department in the Summer 2019 seeking help. The Mouse Clinic, located on the second floor, was seeking volunteers to support and advocate for patients and families, especially those with special needs, who regularly visit the clinic. After these initial discussions, Volunteer Services staff sought volunteers with experience working with special needs population.

Follett was among the first volunteers placed in this assignment. Within a short period of time, with a focus on advocating for each family and patient, she drew immediate praise for doing her part to enhance experiences for the patients, their families and caregivers.

"Michelle has been an extraordinary asset to our division's mission of providing family friendly service in the outpatient clinic. She started by observing the families and the procedures in the waiting area. She spoke with the families and with the medical staff to understand their needs."

Dr. Ira Bergman, Chief, Division of Child Neurology

"As a result, she now patrols the waiting area with a cart filled with books, games and snacks, calms the young children, educates and reassures the families and relays immediate concerns to the medical staff. "

"On a larger scale, she identified that the bathroom was not set up with a changing table and the issue is being addressed. She also noted that the larger games and computers were often not functioning and these are being maintained more carefully now. Overall, the waiting area is a happier place and family-staff interactions much more productive because of Michelle's presence."

Where CHP Volunteers Serve

Total of **347** new volunteer placements in 2019

Activity Cart
Ambassadors
Beads of Courage
BooksBurgh
 PNC Bedtime Stories
 NICU Reading Cart
Carnegie Museum on the Move
Cardiology / Heart Camp
Children's Rehab Unit
CHP Foundation
Clerical - Misc. Departments
Coffee Cart
Emergency Department
Family Resource Center
Hairdresser/Haircuts
Hospitality
 Welcome Center / Main Lobby
 Mid-Campus Information Desk
 PICU Information Desk
 Same Day Surgery Waiting Area
Infection Control
Inpatient Unit Support
International Department
Operating Room Support
Outpatient Clinic Support
Pastoral Care
Post-Anesthesia Care Unit (PACU)
Patient e-Card Delivery
Patient Transport & Discharge
Pet Friends
Pharmacy
Physical & Occupational Therapy
Primary Care Center
Radiology
Salud Para Ninos
Special Events
Supportive Care
Wexford Surgery Center



"When I was a boy and I would see scary things in the news, my mother would say to me, 'Look for the helpers. You will always find people who are helping'."

~ Fred Rogers

Community Partners & Groups with credentialed CHP Volunteers

Alpha Phi Omega
Carnegie Museum on the Move
City High Charter School
Christopher's Kitchen
Ice Cream Sunday's (University of Pittsburgh)
Jameson's Army
Kiwani Club
Lending Hearts
Start on Success (Pittsburgh Public Schools)
PNC Grow-Up Great
Imagination Project (University of Pittsburgh)
OPALS (University of Pittsburgh Medical School)
Our Clubhouse
Panther Pals (University of Pittsburgh)
Pattyn Project
Peach's Neet Feet
Lemon Club (University of Pittsburgh)
Project Sunshine (University of Pittsburgh)
The Sonny Pugar Memorial, Inc.
Synapse (University of Pittsburgh)

Volunteer honors and milestones...

2019 Art Bell Service Award recipient:



Dave Anderson

The Art Bell Service Award was created to honor Art Bell, after he passed away suddenly in 2015. Art was an incredible model of consistency for over 23 years when he volunteered at Children’s Hospital every Saturday in the NICU. Since 2015, the Volunteer Services Department has honored the volunteer who serves the most hours each year with this award.

The Art Bell Award recipient for 2019 is **Dave Anderson**, who completed 527 hours of service.

“All Pet Friends are required to volunteer two hours per month. Dave typically volunteers two or more hours, six to seven days a week! Dave typically has the long-term patients on specific units that he visits but will always visit infusion, clinics or a patient when the call is put out.” ~ **Angie Gordon**

Past Art Bell Award recipients include:

Annie Earls (2015), Tom “Wo’ Wozar (2016), John Hoover (2017), Carol Davis (2018)

“I’ve always wanted to have a neighbor just like you. I’ve always wanted to live in a neighborhood with you.”

~ **Fred Rogers**

2019 Volunteer Hours of Service

Top 10 overall

Dave Anderson	527 hours
John Hoover	520 hrs
Carol Davis	456 hrs
Ruth Yahr	382 hrs
Bryn Mermelstein	350 hrs
Paulette Sullivan	348 hrs
Sue Baust	346 hus
Janet Boarts	338 hrs
Sol Jarmell	311 hrs
Louise Lohman	303 hrs

College Students

Bryn Mermelstein	350 hrs
Kelley Gavel	231 hrs
Alyssa DiPaolo	217 hrs
Noelle Eghbali	155 hrs
Mara Harouse	141 hrs
Halie Smith	136 hrs
Savannah Woodrow	132 hrs
Mary Caffey	131 hrs
Alyssa Palangio	129 hrs
Madison McCahan	128 hrs

Teens

Issac Sims	162 hrs
Talayia Craig	149 hrs
Maha Rana Pratap Adama	147 hrs
Elizabeth Weaver	132 hrs
Montana Walker-Stewart	125 hrs
Nia Posey	123 hrs
Maddie Snyder	105 hrs
Lillya Madeja	103 hrs
Mady Kramer	100 hrs
Isabella Crum	86 hrs

Key Volunteers of the Month (2019)



Kathy Caruso



Kim Pearson



Jason Ong



Lynn Springer & Bridgie



Deane Mohandas



Miriam Messick



John Hoover



Talayia Craig

Lifetime Service Hours

8,000 or more

Yahr, Ruth



6,000 or more

Hoover, John

4,000 or more

Adametz, Gregory

2,500 or more

Anderson, David *
Gebhardt, Anne Marie *
Jarmell, Sol
Myers, Louis
Shah, Jyoti
Woods, Stephen

1,000 or more

Argentieri, Nicholas *
Ault, Renee L. *
Baust, Sue *
Boarts, Janet *
Caruso, Kathleen Rose
Cooper, Donna *
Davis, Carol
Delsignore, Lois
Di Lanni, Antonella
Diamond, Patricia
Edwards, Bobette
Hartman, Kathleen
Hunninen, Alan
Jarmell, Ethel
Johnson, Catherine C.
Kisslinger, Margaret
Levine, Leslie
Liang, Mary
Lohman, Louise
Mermelstein, Bryn *
Messick, Amy
Milarski, Janice (Mary)
Peltz, Kathleen
Russell, Terrence L.
Sapir, Carmen
Schlueter, Bonnie *
Snead, Rosemarie

Spano, Stephanie L.
Sullivan, Paulette
Thurheimer, Barbara A.
Tisdale, Judith K.
Trexler, Carol
Vitale, Linda S.
Zeske, Dolores

500 or more

Aull, Linda
Beckman, Joanne *
Brock, Patricia
Charlson, Joan
Clapp, Lynn *
Dorn (Pugar), Ann
Drogowski, Patricia
Early, Brighton
Fahlman, Penny
Fisher, Laurette
Golomb, Sandy
Hailstone, Julie
Hogue, Lisa
Jacobs, Jonathan
Kapusta, Branko
Kelly, David
Leibold, Mary Lou *
McGuire, Esther
McGuire, Marcella *

Messick, Miriam
Minyo, Eleanor
Palermo, Anthony
Radacosky, Mary
Reeping, Sarah *
Sismour, Mary
Snodgrass, Margaret
Springer, Lynn *
Sullivan, Kimberly
Taylor, Debra
Zhang, Judy

* Surpassed Milestone in 2019

*“Often when you’re at
the end of something,
you’re at the
beginning of
something else”*

~ Fred Rogers

Years of Service

31 years or more

Russell, Terrence L.
Yahr, Ruth

25 years or more

Adametz, Gregory Lee

20 years or more

Palermo, Anthony
Shah, Jyoti S.
Thurheimer, Barbara

15 years or more

Anderson, Marci
Ault, Renee L.
Gebhardt, Anne Marie
Hailstone, Julie
Hartman, Kathleen
Hoover, John
Miller, Stephanie
Myers, Louis
Trexler, Carol
Vitale, Linda S.

10 years or more

Anderson, David
Caruso, Kathleen Rose
Delsignore, Lois
Di Lanni, Antonella
Drogowski, Patricia



Ferno, Kathleen
Golomb, Sandy
Gumucio, Jorge
Hogue, Lisa
Jarmell, Ethel
Jarmell, Sol
Johnson, Catherine C.
Kisslinger, Margaret
Lawsky, Vivian
Liang, Mary
Maretsky, Carolyn
Maugle, Linda A.
Messick, Amy
Radacosky, Mary
Sapir, Carmen
Snodgrass, Margaret
Spano, Stephanie L.
Tisdale, Judith K.

Woods, Stephen
Zeske, Dolores

5 years or more

Aull, Linda
Barrante, Lori
Beckman, Joanne
Brock, Patricia
Charlson, Joan
Ciocco, Caroline
Clapp, Lynn
Cooper, Donna
Diamond, Patricia
Dipaolo, Janet
Donnelly, Mary
Dorn (Pugar), Ann
Early, Brighton

Edwards, Bobette
Eichner, Elyse
Fink, Diane
Fisher, Laurette
Fowler, Ellen
Hamilton, Greg
Heisey, Thomas
Hunninen, Alan
Jacobs, Jonathan
Kelly, David
Lemon, Katie
Levine, Leslie
Lohman, Louise
McGuire, Marcella
Mermelstein, Bryn
Messick, Miriam
Milarski, Janice (Mary)
Minyo, Eleanor
Peltz, Kathleen
Perry, Nikki
Robinson, Michele
Rudzki, Susan
Schlueter, Bonnie
Shipman, Keka
Sismour, Mary
Snead, Rosemarie
Springer, Lynn
Sullivan, Kimberly
Sullivan, Paulette
Taylor, Debra
Tetrault, Brianna
Volkov-Behn, Helen
Ziegler, Abigail
Zuemie, Christine