

SPECIAL  
POINTS OF  
INTEREST:

- For information about Going Green at NYP see page 4!
- For Volunteer Opportunities, see page 9!

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# Volunteer Vistas

WINTER 2010

## Welcome From the New Director!

Greetings! My name is Evelyn Ramos and I am thrilled to be the new Corporate Director for Volunteer and Interpreter Services. Some of you may know my journey with NewYork-Presbyterian Hospital (NYP) began back on December 24, 1990. It was then that I joined The Allen Hospital as a Patient Services Coordinator. Through the years, I moved on to the Columbia campus as the Manager of Volunteer Services. Today, I look forward to continuing this amazing path...with you all!

I am happy to report 2009 was a banner year for the volunteer department at NewYork-Presbyterian Hospital. Our total number of volunteers rose to a new record from 2,360 in 2008, to nearly 3,008 in 2009, a 27% increase! Volunteer hours also increased from 241,856 in 2008, to over 279,451 hours of service in 2009. In fact, 20 percent of all hospital volunteer hours given by New York City hospitals in the last year were given by our very own NewYork-Presbyterian Hospital volunteers...kudos to you all!!! We could not have accomplished this without the dedication of our volunteers, their supervisors, our Volunteer Services Team, and the support of our amazing leadership.

Let me share some of the many programs volunteers have given their time to during 2009.

- \* Child Life Programs
- \* Pet Therapy Program
- \* Domestic and Other Violence Emergency (DOVE) Program
- \* Reach Out and Read
- \* Silver and Golden Spoons Program
- \* The Comfort Zone
- \* Healing Arts Program
- \* Hospital Elder Life Program (HELP)
- \* Trained Liaison Comforters (TLC)
- \* Family Advisory Councils
- \* Nancy's Friends
- \* Neural Connections
- \* Rejuvenate You Wellness
- \* Charna's Kids Club
- \* Volunteer Advisory Councils

During 2010, the Volunteer Department will continue to focus on crafting roles for volunteers that allow for meaningful interactions with the patients and families we serve. We will also seek out additional programs to provide opportunities for young people to explore health care careers and for baby boomers and retirees to continue to share their expertise in new ways.

As part of our effort to ensure that We Put Patients First, the Volunteer Services

Department continues to sponsor fund raising events, such as jewelry and book sales, donating some of the proceeds to the Hospital for patient-centered care grants. As a result, \$50,000 has been donated, with the Hospital matching this amount. In 2009, over 150 grant proposals were submitted and 24 grants were awarded to departments across NewYork-Presbyterian Hospital to improve patient service and satisfaction. Awards included funding for sleep chairs, communication kits for nonverbal patients, patient artwork displays, and a culturally sensitive cookbook.

Our NewYork-Presbyterian's language assistance program, which provides services to patients with Limited English Proficiency, continued to experience enormous growth. In 2009, the Department facilitated over 240,000 interpretations in over 90 different languages.

I am looking forward in seeing you continue to support NYP during 2010. Please feel free to contact me via email at [ramosev@nyp.org](mailto:ramosev@nyp.org), by phone at Columbia 212-305-2542, and Cornell at 212-746-4396. Or, better yet, visit me at either of the Volunteer offices at Columbia or Cornell.

- Evelyn Ramos

# “Communication Access to Health Care for Deaf and Hard of Hearing People: A Practical Symposium and Information Exchange”

## Interpreter Services Hosts Fourth Annual Limited English Proficiency Conference

Health-care providers and legislators are increasingly focused on providing language-assistance services and culturally sensitive health care for patients with limited English proficiency and patients with diverse cultural traditions.

As leaders in the area to address these opportunities, NewYork-Presbyterian Hospital Interpreter Service Program, in partnership with the NewYork Presbyterian Hospital Westchester Division Deaf and Hard of Hearing

Program, held a conference on November 2<sup>nd</sup>, 2009. This year’s topic was, “Communication Access and Health Care for Deaf and Hard of Hearing People: A Practical Symposium and Information Exchange.”

This symposium, which took place at NewYork-Presbyterian Morgan Stanley Children’s Hospital, brought together over 120 health care professionals, authors, educators, policymakers, medical interpreters and others to exchange ideas regarding the development, implementation,

and management of effective interpretation programs in clinical settings with special focus on protocols addressing the use of sign language interpreters to facilitate effective interaction between deaf clients and staff.

“This is an extremely important issue” said Vanessa Parker, member of the Interpreter Service Office at the Cornell campus, “language access is not only the right thing to do, and a patient’s right, but it is also about patient safety.”

- Ariel Lenarduzzi

Iraida Rosado, Evelyn Ramos, Ariel Lenarduzzi, and NYP CEO Dr. Herbert Pardes attend LEP Conference at Morgan Stanley’s Winter Garden



# Charna's Kids at MSCHONY

Charna's Kids' Club is a special place for siblings (ages 5-12) of patients at Morgan Stanley Children's Hospital. Our Hospital's commitment to family-centered care operates on the belief that when a child is sick, the whole family hurts. This unique sibling program provides ongoing support for brothers and sisters of our inpatient population five days a week. Siblings interact with peers and participate in activities that create a safe place for expression and social support including: creative play, art, crafts, music, drama, dance, structured group games, activities, free play time, homework help and special events. Established by the Charna Radbell Foundation's Gift of Sunshine Fund in 2007, Charna's Kids Club is a free recreational program facilitated by social workers in the hospital's 6 Tower Child Life Suite.

According to Alice Bergmann, Coordinator of the Sibling Program, volunteers are truly "the heart of the program." By supporting the program's staff in a daily structure that is fun as well as attentive to each child's needs, volunteers provide individualized attention to this often underserved population. The program's volunteers assist in preparing and

implementing recreational activities for the children as they gain insight into the special needs of siblings with a sister or brother in the hospital. They collaborate with staff in the maintenance of a playful and safe environment, while lending their own creative talents and mentorship skills to the children.

This year marked the first large-scale special event sponsored Charna's Kids Club, and according to Bergmann, "could not have happened without the hearts and hands of our wonderful volunteers." Volunteer Tory Dube coordinated the donated music, DJ, MC and dance talent for this first-ever hip hop *Summer Sizzle* in the hospital's Wintergarden. A dancer herself, Tory even found the time to create and perform a dance piece for the children and their families! The event was a huge success and the positive energy palpable, whether our volunteers were creating personalized art with the children, helping our families at the door with information, or "hip-hopping" to the spin of the DJ Dredel's sounds or MC Mario Calderon's microphone with *Tory's Crew*. When asked what inspired her to work on this project,

Ms. Dube responded, "I just saw how much the kids loved music and dancing—I do too—and I wanted to celebrate that with them in a special way. I knew I had the resources to make it happen, and there were so many people who wanted to give but just didn't know how to do it... and we did it!"

Volunteer Yelena Nalbandyan is a gifted visual artist, having lent her talents on multiple fliers and scenic designs for the program's special events in addition to her weekly visits with the siblings. Bergmann notes that Yelena's gentle way of engaging the children at the art table enables them to find ways of communicating their feelings in art: "Many of our siblings feel more comfortable expressing themselves with art materials, and Yelena models for them the ways that this can be accomplished. They feel very safe with her."

Charna's Kids Club's unique mission focuses on sibling needs that are often not immediately evident, and program social workers Alice Bergmann and Mitzi Daligadu feel truly blessed to have such a caring corps of volunteers who are making that vision manifest.

-Alice Bergmann

**Volunteers are truly "the heart of the program."  
-Alice Bergmann, Coordinator of the Sibling Program**

# Going Green and Sustainability at NYP



*Thank you for  
helping us go  
“Green” at NYP!  
We look forward  
to continuing  
NYPgreen  
initiatives in  
2010!*

NewYork-Presbyterian Hospital is committed to creating the safest and healthiest environment for our patients, staff and community. As part of this effort, we are expanding the use of environmentally friendly, “green” practices across the institution and focusing on sustainability” in order to conserve resources for the future.

NYP has a longstanding commitment to sustainability. In 2008, NYP formalized its efforts with the launch of **NYPgreen**.

The volunteer department has two “Green Champions,” Jennifer Prokop (NYWCC) and Rena Gordonson (CUMC/MSCHONY) who act as liaisons be-

tween the Sustainability Leadership Team and their co-workers. They will help the Hospital meet its sustainability goals by implementing programs, inspiring staff to participate in ongoing projects, and generating new program ideas.

Rena and Jennifer have procured recycling bins and have educated their departments on proper recycling practices for the hospital. In addition Rena attended the official launch of NYP’s cogeneration plant – the first hospital-based cogeneration plant in Manhattan. The plant recycles heat exhaust into usable energy for heating

and cooling — promising to reduce the emission of 20,000 tons of pollutants each year, the equivalent of taking 3,600 automobiles off the road, while adding millions of dollars in annual cost savings.

One of the best ways you can help be an active participant in NYP’s Green Initiative is to become aware of the green efforts in your area. Find out who the Green Champion is for your unit. Check to see if there are recycling bins and use them correctly, as there are specific guidelines at the hospital.

-Rena Gordonson

## Commonly Asked Questions

- Q: What happens to our recycling after it’s picked up?**  
A: Recycling bags are picked up by our recycling vendor and brought to a facility for sorting and processing. Watch a video about the process here: <http://www.thinkgreen.com/recycling>.
- Q: Our recycling bin is overflowing. What do I do?**  
A: Call Environmental Services.
- Q: My plastic container has a Number 1 in the recycling symbol on the bottom. Since it has a 1, it can be recycled, right?**  
A: No, NYP’s recycling program isn’t guided by those markings. Instead the shape of the container is the guide for our program. If the opening is as wide as the body, it can’t be recycled. But if there is a neck that is narrower than the body, it can be recycled.

## The following is a list of Do's and Don'ts for Recycling at NYP:

### Everything below can be put into the blue bins

(mixed together in same bin):

- ✦ Non-confidential paper
- ✦ Newspapers
- ✦ Aluminum / tin cans
- ✦ Plastic bottles (only those with screw-tops, neck should be narrower than body of bottle)
- ✦ Glass bottles
- ✦ Boxboard (cafeteria cardboard trays, tissue boxes)
- ✦ All colored and mixed paper

### DO NOT put the following into the blue bins

(\*starred items are the biggest offenders):

- ✦ Coffee cups\*
- ✦ Styrofoam\*
- ✦ Plastic packaging, trays, plastic bags
- ✦ Napkins
- ✦ Plastic Clam shells from the cafeterias\*
- ✦ Food waste
- ✦ Food wrappers
- ✦ Straws
- ✦ Paper towels

If you aren't sure if something is recyclable, **DO** throw it in the trash rather than 'guess' and put it into the blue bin and risk contaminating the load.

If the material is wet or dirty, **DON'T** recycle it. It will contaminate the stream, convert all of the recyclables in that load to regular trash, and they won't be recycled.

**If it's wet, sticky or icky, please throw it out!**

**Since the recycling program began in summer 2008, recycling tonnage increased and we are recycling 15% of our waste.**

## Selected initiatives currently underway or planned include:

- Comprehensive Mixed Recycling Program
- Green chemical campaign for environmentally safe cleaning products
- Greenhouse gas emission reduction through energy efficiency; winner of ENERGY

STAR "Partner of the Year" award from the U.S. Environmental Protection Agency (E.P.A.) for four consecutive years

- Construction projects built to Leadership in Energy and Environmental Design

(LEED) standards

- Sustainable procurement practices – eco-mugs, cardboard boxes, plastic domes, deli wax paper, supporting local farmers
- NYP Carpool Program

## The Joint Commission is Coming!

Are you among the many who ask "Who or what is Joint Commission?" Joint Commission is an independent, non-profit organization that accredits and certifies hospitals. This accreditation and certification is recognized nationwide as a symbol of quality that reflects an organizations commitment to meeting certain performance standards. For more information go to [www.jointcommission.org](http://www.jointcommission.org). Upon their unscheduled visit to NYP, they could ask the volunteer office for your file to make sure you have your work area orientation checklist or annual health assessment, etc. In addition, volunteers may be approached by a surveyor. So what kind of questions could you be asked?

1. What would you do if that trash can was on fire?
2. What is the "Putting Patients First" initiative?
3. What does P.A.S.S. mean?
4. What does HIPAA stand for?

Please refer to last page for answers to the above questions (pg10).



# Volunteer Voices—Making a Difference

## Homero Collazos

Homero Collazos has a unique perspective on volunteering. This is because he volunteers weekly on the same unit where he once was a former patient.

In October 2007, Homero had brain surgery at NewYork-Presbyterian Hospital. Mr. Collazos had a large brain tumor which was successfully removed by Dr. John A. Boockvar. He credits his doctor for saving his life as well as his singing voice.

Homero is a Colombian tenor and an engineer who received his post-graduate degree in Spain and a Master's Degree in Math Education from Long Island University. Homero was the recipient of "The Latin Pride award 2006" in recognition of his outstanding and innovative contributions as a bilingual mathematics teacher in New York City. For many years he divided his time between singing and teaching math for the New York City Board of

Education.

He is now retired and is an NYP volunteer.

Homero first volunteered as a dining aide where he helped to facilitate eating and socialization among Rehabilitation patients. His own unique experiences as a patient have made him a true patient advocate.

Homero currently serves as a Neural Connections volunteer liaison in a role created specifically with him in mind: advocating on behalf of Neurology and Neurosurgery patients on Greenberg 6 Central's Hospitality Committee. Homero visits patients on the unit and makes sure that their needs are met with immediate action and compassion. He consistently reports issues which need to be addressed to the Patient Care Director and Volunteer Coordinator, improving the care given to patients.

In December 2009, Homero was able to realize a dream. He gave back to the doctors, nurses, fellow patients

and NYP community by putting on a *Concert of Gratitude* at the Greenberg Pavilion. Homero's strength and power was heard in his voice as he sang in four different languages: Spanish, Portuguese, Italian and English. He was joined by violinist, Sergio Reyes and pianist, Octavio Brunetti. The traveling trio performed an international program of music which brought entertainment and healing to each well-attended crowd of staff, patients and volunteers.

Dr. Boockvar, Anny Agudelo-Panafiel, a former high school math student, and Trisha Choi, Manager, Volunteer Services had the distinct pleasure of introducing Homero to the audience at each locale re-telling stories of this remarkable man and the contributions he has made.

We are very grateful to Homero for his dedication, are blessed to have him as a volunteer, and thank him for his *Concert of Gratitude!*

-Trisha Choi



Homero Collazos,  
former patient and  
NYP volunteer

## Brian Armstrong

On a daily basis, Brian Armstrong witnesses miracles on the NYP Burn Unit performed by the wonderful doctors, nurses, nutritionists, therapists and many others. As a volunteer, Brian is very proud and privileged to be a small part of the burn community.

Brian, a NYP volunteer for the past 9 years, had the privilege to volunteer for the *Phoenix Society for Burn Survivors* annual conference held in New York City this summer.

Having been the only burn survivors from small towns throughout the world, they gathered together. Out of fear, their local population would stop and stare, not knowing anything about them

as individuals. Many in attendance at the Conference were privileged to get to know these people from these remote areas.

Often burn survivors do not leave their homes nor travel on airplanes or buses because of their level of discomfort, fear of stigma or being a spectacle to outsiders. After attending the conference in NYC, they were able to identify with hundreds of others who shared their experiences. Others in attendance, like themselves, are missing limbs and digits, noses, ears and eyes. Here, they realize they are not alone.

Brian also found it interesting in this age of divorce and

separation, many of these survivors' spouses and significant others remain devoted to them. He noticed women and men continue to raise their children, and some women burn survivors continue to labor and deliver children.

As he was leaving on his last day shift, shaking hands and hugging new friends, Brian felt a sense of loss that he may never see these people again. Then, one friend turned to him and said, "World Burn 2010 will be in Galveston, TX next year. Will I see you there?" Brian's immediate response was, "You betcha!"

- Trisha Choi

## A Story From the Comfort Zone

Yesterday, I first saw patient "Mary" slowly walking up the steps in the atrium towards our location with her cane. She told me she was looking for Kathleen Hale. Kathleen Hale is the founder of the Comfort Zone, a program where caregivers of patients can receive support, information, companionship and rest.

When Kathleen came up to her, Mary introduced herself. She told Kathleen that they had met 3 months ago, as Mary was being transported to her surgery. Kathleen had approached Mary's bed in a hospital corridor and began to comfort her with encouraging words and positive energy. Then, she handed Mary a Comfort Zone blan-

ket. Mary says she came by today to thank Kathleen for making her feel so much better before going into surgery.

When Kathleen had gone away to get some tea for Mary, she described to me how she was so anxious and scared beyond belief that day as she was being taken into surgery. She said her face must have been hanging down to her knees because she was so upset. But after hearing Kathleen's positive words, she said she felt much calmer and ready to face what she had to face.

Mary also told me the Comfort Zone blanket kept her so warm when she was recovering from her surgery. She felt cold all the time and the blanket got her through those

days. And, when she finally got home after rehabilitation, one of the first things she did was unpack the blanket and slept with it in her bed.

Mary wanted to write a letter to the hospital to express her gratitude for volunteers like Kathleen, who made the biggest difference to her when she needed it most. But, unfortunately, due to an accident 18 months ago, she lost her ability to perform fine motor skills with her right hand.

Mary, a writer by profession, gave these words of inspiration, "Life is made of a million little moments that we don't know when to seize them." I know I'll try harder to seize some of these moments in my life.

- Eun Ju Kim

**The  
Comfort  
Zone is  
located in  
the Ronald  
O. Perelman  
Heart  
Institute at  
Weill  
Cornell  
Medical  
Center**



# Welcome Taisha Estrada!

This fall the Interpreter Department at the Columbia Campus welcomed a new staff member, Taisha Estrada.

Taisha has assumed secretarial responsibilities for the Interpreter Services office.

Taisha is an experienced

administrative professional with excellent customer relations skills who is making a transition from the real estate industry to the health-care world.

She is a recent graduate of Monroe College, an avid reader who is pas-

sionate about health care issues and patient care.

“I am thrilled to be part of the NewYork—Presbyterian Hospital team,” says Taisha, and “I look forward to contributing to the mission of this great institution. “

- Ariel Lenarduzzi

## Volunteer Department Staff Attends National Conference



**Evelyn Ramos, Corporate Director Volunteer and Interpreter Services**

This past August, members of our team presented nationally in Phoenix, Arizona for The Association for Healthcare Volunteer Resource Professionals (AHVRP).

Evelyn Ramos and Trisha Choi presented on “Building Quality and Excitement at the Same Time,” sharing how NewYork- Presbyterian Hospital volunteer programs remain compliant with regulatory and accrediting standards as it



**Trisha Choi, Manager of Volunteer Services—WCMC**

continues to grow. The session provided the participants with tools on how our creative volunteer team built this compliance program that has weathered two Joint Commission surveys.

Ariel Lenarduzzi shared his expertise on Language access, a major concern for hospitals around the nation. Focus was given on how to implement a comprehensive interpreter program as you face challenges with Fed-



**Ariel Lenarduzzi, Manager of Interpreter Services**

erals, State and organizational regulations, technological advances and a rise in cultural consciousness.

These two workshops will be featured again for the New York State Association of Directors of Volunteer Services Annual Conference in Utica, New York Summer 2010. Sharing our gold standard programs in these forums demonstrates our commitment to excellence.

- Evelyn Ramos



# Volunteers Needed

## Columbia University Medical Center (CUMC)

### Vivian and Seymour Milstein Family Heart Center at NewYork-Presbyterian

Greeters needed! Be the first group of volunteers to welcome patients into this state-of-the-art facility which features advanced diagnostic technology and treatments that are frequently less invasive, more accurate, and require less healing time. The new facility is fully integrated with the adjacent Milstein Hospital Building and the Herbert Irving Pavilion, ensuring that cardiology services are conveniently accessible to patients in a "one stop" experience. Available Mon.—Fri. 6a.m. – 5:00 p.m.

### Nursing

Volunteers needed to assist the staff in enhancing the quality of care for patients. This is an excellent volunteer opportunity particularly for: Those interested in pursuing a career in medicine and or nursing; those who want to learn more about the day-to-day operations of a nursing unit; and anyone interested in making a special connection with patients, families and caregivers. Oppor-

tunities available on the following units: medicine, cardiology, medical/surgical, oncology, transplant, neurology and orthopedics. Available daily 8:a.m. - 2p.m.

### Clerical

Volunteers provide general office assistance at the direction of departmental staff. Duties may include answering telephones, filing, data entry/light typing, labeling, running errands, etc. Pleasant personality and accuracy are important. Opportunities available in the follow departments: Neurology, Renal Transplant, Thoracic Surgery, Cardiac & Lung Transplant.. Available Mon.—Fri. 9a.m. – 5p.m.

### Recovery Room/Ambulatory Surgery Unit

Volunteers needed to assist patients, families, ICU and recovery room staff and physicians. Volunteers will act as a liaison with family members in the waiting room and keep them informed regarding the patients status. Strong communications skills are required and training is included. Available Monday- Friday 9am -5pm.

### Volunteer Ambassador Program (Columbia, MSCHONY, Allen and Cornell campuses)

As a Volunteer Ambassador, you will provide a warm welcome and assist patients, family members, visitors and caregivers in addressing patient and family needs. Ambassadors may also assist with resolving non-clinical issues that may arise during patient stays at NYP. Training provided. Available Mon.- Fri 8am -5pm.

## Weill Cornell (WCMC)

### Clerical

Gastroenterology/CSS  
Admitting – 38<sup>th</sup> Street – Filing/Clerical  
Auxiliary – Card Writing/Addressing by hand  
Community Outreach – computer skills – 21+ Employee Activities  
Employment Services/75<sup>th</sup> & York  
Health Outreach/Lifeline – Telephone Reassurance  
Health Outreach Program Champion – Events Volunteer  
Hypertension Center – 450 E 69 Street  
International Corporate Health – Clerical Asst. E60th Street  
Interventional Cardiology – Cardiac Cath. Lab  
Patient Case Management – Payson  
Patient Centered Care –service recovery fulfillment, delivery  
Patient Centered Care - mystery shopping & service recovery  
Patient Family Resource Center / Computer  
Physical Therapy Burn Research volunteer  
Psychiatry/ Administrative Assistant - 452 East 61<sup>st</sup> Street  
Radiology – off campus  
Secretary's Office  
Security – Mystery Shopper  
WorkForce Health and Safety

Women and Children's Pre/Ante Partum Greenberg 7 Women's Health Clinic - Greeter

### Clinical

3<sup>rd</sup> Floor Recovery PACU Area – afternoon/evenings  
Greenberg 3 West Family Waiting Area  
Gastroenterology/CSS – \*special Principles of Rounding training  
Blood Transporter  
Child Life – Pediatric Intensive Care Unit – 18 yrs. +  
Child Literacy  
Comfort Zone – patient/family liaison  
CSS – Center for special Studies - Patient Liaison  
Errand Solutions Ambassadors – Daily, throughout hospital  
Family Waiting Areas – Surgical Areas  
Gift Shop - Newspaper/Magazine Cart Service - Daily  
Interventional Cardiology – Cardiac Cath. Lab – Family waiting  
Labor and Delivery  
Milkshake Volunteers—Oncology unit  
Palliative Care volunteers  
Patient Family Waiting Area – SICU  
Pharmacy – Techs.  
Physical Therapy – Tues., Thurs. late afternoons  
Radiology – Patient Companion  
Recreation Therapy – 10:30-3, Tuesdays  
Rehab Unit –IRU Socialization/Feeding Program  
Women and Children's Pre/Ante partum Greenberg 7  
Wright Center for the Aging – Outpatient

Other—Assistant to Chef Ross—Aid in kitchen and clerical/stocking as needed

# Staff Directory



## NewYork-Presbyterian Hospital Volunteer

### Department

**Evelyn Ramos**, Corporate Director, Volunteer and Interpreter Services

**Ariel Lenarduzzi**, Manager, Interpreter Services

### NYPH/Columbia University Medical Center

**Iraida Rosado**, Staff Assistant

**Taisha Estrada**, Office Assistant, Interpreter Services

**Josie Dominguez**, Coordinator, Volunteer ED Program

### Morgan Stanley Children’s Hospital of New York

**Rena Gordonson**, Coordinator, Volunteer Services

### The Allen Hospital

**Mayra Garcia**, Manager, Volunteer Services

### Payne Whitney Westchester

**Diane Clark**, Manager, Volunteer Services and Patient Centered Care

**Laurel Torres**, Volunteer Coordinator

### NYPH/Weill Cornell Medical Center

**Trisha Choi**, Manager, Volunteer Services

**Elaine Levy-Ohlson**, Staff Assistant

**Vanessa Parker**, Office Assistant, Interpreter Services

**Deborah Cooke**, Coordinator, Hospital Elder Life Program

**Brian Thornton**, Coordinator, Neural Connections

**Jennifer Prokop**, Coordinator, Nancy’s Friends & Editor-in-Chief, *Volunteer Vistas*

Answers from page 5.:

1. Remember to follow RACE and PASS procedures if you are in the presence of a fire.

**R**emove patients from danger.

**A**lert/**A**larm those around you by pulling the fire alarm and shouting “Code Red.”

**C**onfine the fire by closing the fire doors.

**E**vacuate horizontally through fire doors or **E**xtinguish the fire using the fire extinguisher.

2. Putting Patient First refers to the hospital initiative to achieve our goal of ensuring that all patients and visitors receive outstanding, compassionate care and excellent service. As a volunteer, you help us achieve high patient satisfaction through the 3 A’s: Acknowledge, Apologize and Amend and use of the Service Recovery Toolkit.

3. PASS is an acronym to help you remember how to use a fire extinguisher. **P**ull pin, **A**im nozzle at base of fire, **S**queeze handle, **S**weep side to side.

4. HIPPA is an acronym for **H**ealth **I**nsurance **P**ortability and **A**ccountability **A**ct. It refers to patient confidentiality.

Please review the annual education pages available at the Volunteer Department for additional information. Also, be sure to complete your annual quiz, evaluation and health assessment!!

Save the Date!

Annual Volunteer Recognition Reception for  
CUMC, WCMC, MSCHONY, & TAH

**Thursday, April 29, 2010**

New venue! More details to follow.

Save the Date!

Annual Volunteer Recognition Reception for  
Westchester

**Friday, April 30, 2010**

**12pm-2pm**