

the Scoop

The mission of St. Luke's-Roosevelt Hospital Center (SLRHC) is threefold: ♦ Provide outstanding health care ♦ Provide the highest quality education to health care professionals ♦ Further research medical knowledge and develop excellence in health care delivery

Sharon Gruenhut

BEAUTIFUL AGAIN ~Because every life needs a good foundation~

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Sharon Gruenhut, left

Beauty Day: Making a Difference one Lipstick at a Time

Recovering in a hospital can be a traumatic and terrifying experience. It is the mission of the volunteer office to do what we can to create a pleasant, healing environment for patients and relieve some of their fear.

Since early 2001 Volunteer Services has been offering

Beauty Day to the patients on the rehabilitation unit at Roosevelt Hospital as part of that mission. It was started by Sue Fenton as a TOPA program. TOPA was created to foster awareness of the value of older persons by helping eliminate isolation, providing a comfortable healing environment and offering programs during recuperation.

Today, Beauty Day is still going strong! In fact, we are

now offering this service to patients on Stuy 6 at St. Luke's Hospital.

In addition to haircuts, we have added make-up services. This is thanks to the addition of a new volunteer, Sharon Gruenhut. She loved the idea of Beauty Day so much that she immediately signed up for a make-up class and started reaching out to friends for donations. She helped us breathe new life into Beauty Day.

Sharon's involvement with Roosevelt started long before September of this year. In 2007 she suffered a stroke and had subsequent brain surgery. As soon as she was able, she reached into her purse, pulled out her lipstick, and applied it using her left hand. Although it wasn't all that straight, what she experienced was amazing. She had found Sharon again! She wasn't just a patient with bilateral artery dissection and not just the first person in the

world to have cerebral bypass surgery for stroke, she existed outside of the diagnosis and the treatment — the real Sharon was still there.

This experience led Sharon to develop **BEAUTIFUL AGAIN**, a social enterprise venture that provides make-up services to women who are recovering from life's traumas. She has worked with women with cancer, those who have gone through brain surgery, amputations, and strokes, as well as women who are recently divorced or starting a new career. The response has been overwhelmingly positive. Sharon's volunteer work with this program has brought joy to so many patients. Sharon says, "I strive to help them find themselves again. Like me, they discover that their selves are greater than their situation. Sometimes change comes from the outside in."

Written by
Stephanie Tobar-Dasalla

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You Make Us Look Good! THANKS!

A million thanks to all of you who dedicate your time to SLRHC. We recently looked at our numbers and we were surprised!

From January 2009 to September 2009 an average of 285 volunteers at both St. Luke's and Roosevelt Hospitals worked a total of **94,192 hours!** We had 435 new applicants during this same time period. What an amazing group of people volunteering an astounding amount of hours!

We currently have volunteers working in the Emergency Department, Outpatient Clinics, Inpatient Units, Pediatric ICU, 5W Pediatric Unit, Ambulatory Surgery, Research, Addiction Institute, Anesthesiology, Psychiatry, Rehabilitation, Cardiology, the Headache Institute, the Resource Center, the Roosevelt Lobby, Patient Library and Pharmacy.

Volunteer Social

Join us December 10th from 5–8pm at Havana Central for our second volunteer social. With volunteers all over the hospital it is sometimes hard to meet your fellow “do-gooders”. For that reason we are encouraging you to join us.

When: **December 10th from 5–8pm**

Where: **Havana Central, 2911 Broadway (between 113th & 114th Streets)**

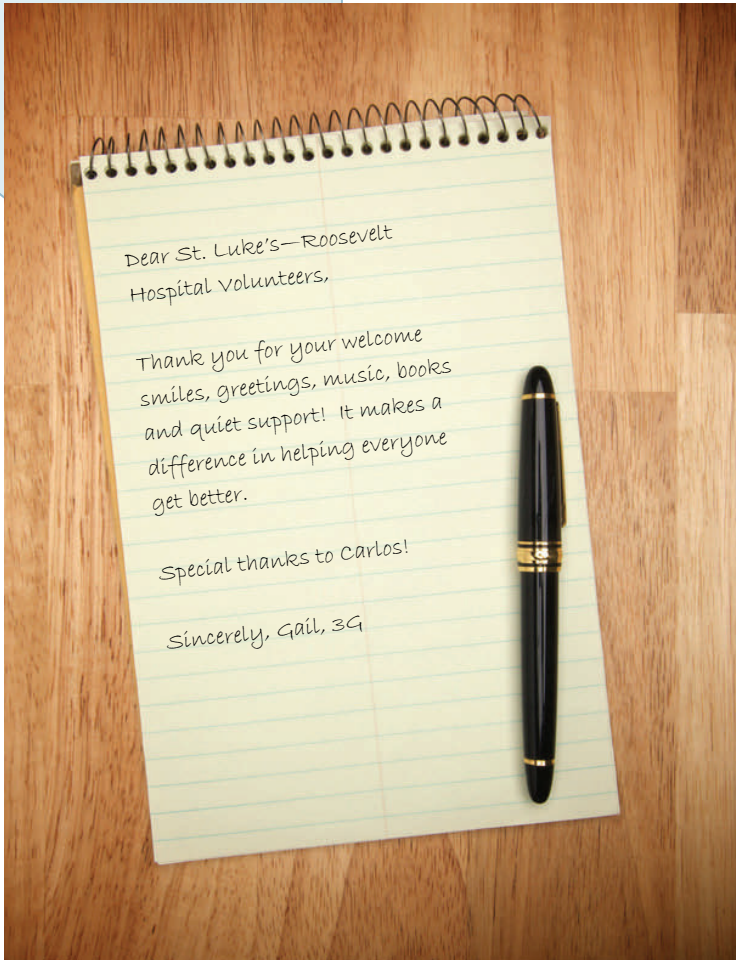
SLRHC will not be purchasing beverages for volunteers and this is not a hospital sponsored event.

Please RSVP to the Volunteer Office

Make Your Resume Shine with Volunteer Activities

We are currently in challenging times with the tumble of our financial markets, our nation sinking deeper into recession, and layoffs left and right. Job seekers want their resume to stand out. One way to capture the interest of an employer is to show that you are an involved citizen -- just because you don't get paid, doesn't make the work any less relevant or important. Here are a few tips:

- Include your volunteer work under a heading such as "Work Experience" or "Business Experience" along with any paid work you have done.
- Give yourself relevant titles for your volunteer work. For example, if you are working in the front lobby you can call yourself a **Hospital Concierge**.
- List the duties you perform and make the descriptions action oriented and professional. For example, "Efficiently handled various filing task responsibilities" is much more descriptive than "Responsible for filing ."
- Explain any leadership qualities or skills you have acquired while performing your volunteer work. Did you have to learn a new skill, such as a computer program? Did you train other people? Don't overstate what you did, but make sure to give yourself credit for the talents and skills you have gained.
- Don't forget, as a volunteer everyone "contributes to patient satisfaction."



In Memoriam

Earlier this year we lost a friend of the Volunteer Office, Carmen Grima. Carmen started as a volunteer in the Interpreters' Program in January 1999. She spent almost 10 years with St. Luke's Hospital and gave over 6500 hours of service.

Constantly on the go, Carmen spent time at her local senior center, she attended The Cathedral of St. John's the Divine, she made visitations to her neighborhood nursing home and for St. Luke's Hospital, she worked with the Spanish speaking patients in the outpatient clinics. Many times she would be called on at the last minute to help out because she lived across the street. She loved giving back in her neighborhood.

Carmen said about her volunteer work, "Many people are nervous when they come to the hospital, and speaking a different language can make things even more difficult. At the end of the interpretation the patients have a smile on their face and they tell me how much they appreciate this service. It brings them great comfort." She loved knowing that she was making a real difference with patients and physicians.

It was said that Carmen was St. Luke's "Special Angel" because when there was an unusual circumstance, she would suddenly appear, with a smile, always ready and willing to help. She will most certainly be missed.

150 Hours and Still Going Strong

Congratulations to the following people for reaching **150 hours of service**. Thank you for your time, dedication, and commitment to St. Luke's - Roosevelt Hospital.

Lisa Allen, Robin Brown, Kathleen Evans, Adela Kim, Amanda LeQuire, Alvita Lewter, Angel Martinez, Abu Rahman, Casilda Rivera, Claire Russell, Ian Russo, Lisa Smith, Beicer Tapia, and Paul Zentko.



A group of kids from the **Bronx Beacon Summer Camp** made a generous donation of books and stuffed animals to Roosevelt Hospital. The books went to the DDC Clinic and the stuffed animals were given out to kids in the Emergency Department. We had a great conversation the day they came by about Roosevelt Hospital and working in healthcare. There might be some future doctors in this group!

Do you know your Core Competencies?? (answer key pg.4)

What can a volunteer do if he or she has a suggestion about a potential unsafe condition:

- A. Speak with the Chief Medical Director
- B. Call the Risk Management Department
- C. Speak with their manager
- D. Any of the above
- E. When most of the team is present

2. In the event of a Security Emergency, the number you would call at your site is :

- A. 7512
- B. 4444
- C. 1000
- D. 911 at all sites

3. When should a "Time-Out" be implemented:

- A. Immediately before starting a procedure
- B. After starting a procedure
- C. Before the physician enters the room

Thanks to the following people and businesses for their generous donations

- Barnard's McAction Committee
- Columbia High School Summer Program
- Columbia's HSO and Club Zamana
- Jay Fox
- June Muller
- Joni Peltz
- Ira and Soledad Rubin
- Bernice Selcow
- Sharon Wilkerson
- Four Points by Sheraton, Midtown — Times Square

Big thanks to the Barnard College's McAction Committee for their donation to St. Luke's Hospital. The Peds Unit and Pediatrics Clinic, were on hand to accept the generous donation of Halloween Bags for the children.

Gandhi's Literary Facelift



Thank you to Columbia's Hindu Students Organization (HSO) and Club Zamana for their generous time and energy to renovate and reorganize the St. Luke's Patient Library! The basic premise of Gandhi Day is for people all around the world to honor the profound impact that Mahatma Gandhi has had on our entire world and to take his example of peace and nonviolence and apply it by participating in a day of service and volunteering to help those who are in need of aid. Every year, the Columbia University's HSO and Club Zamana reach out to local organizations and institutions that would benefit from the help of volunteers. Some of the other volunteers who participated in this year's Gandhi Day helped to clean up parks; others helped to serve food to the hungry, etc. **Swing by to see how one day makes a big difference !**

Be the change you wish to see in the world.

– Mahatma Gandhi

St. Luke's Roosevelt

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Thanks **Four Points Sheraton** for your donation of Halloween costumes and toys for the Roosevelt PICU Unit.

Part of Starwood Hotels and Resorts Worldwide, **Four Points Sheraton Times Square** is dedicated to giving back to their community. All of us here in Volunteer Services and the PICU Unit send their thanks!



“You say Goodbye and I say Hello”

Good-bye to Jason Martin-Williams! Jason, has spent the last six months serving as an AmeriCorp member at St. Luke's-Roosevelt Hospital Center. Jason has focused his efforts on patient satisfaction by training patient rounding volunteers and creating reports on data collected. Both Volunteer Offices will miss Jason's energy and commitment to our patients. Jason, good luck with all your future endeavors!

Hello to Adriane Levin! Adriane is from outside Chicago and just graduated from college in CT. Now she is an AmeriCorp member and spends two days each week at St. Luke's-Roosevelt Hospital Center. In her free time, Adriane enjoys sailing. Adriane is currently applying to medical school and looks forward to one day serving the community as a physician.

Look for questions in every newsletter on SLRHC's Core Competencies. It is important for all volunteers to know this important information.

Core Competencies Answer Key

1. D 2. B 3. A

“Working at St. Luke's and Roosevelt Hospital was an experience that will follow me throughout my career. When I started working at the hospital, it was my first time working in a professional setting. Under the guiding hands of Amy, the first week went smoothly. She explained each task thoroughly and was willing to assist me in my duties as Patient Rounding Coordinator.”

“As a Patient Rounding Coordinator I was given the opportunity to serve in a leadership position, training and instructing volunteers. Working alongside the volunteers I had to be direct and self-confident to ensure they were able to handle their assigned duties. The guidance I received from Kathleen Dalton, Amy Bush and Elizabeth Gillander will stand out as I move on to pursue my career.”

~ Jason Martin-Williams