



Continuum Health Partners, Inc.

## 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

### Volunteer Appreciation at Tavern on the Green

Thanks to the following individuals and businesses for making the St. Luke's-Roosevelt Volunteer Appreciation Tea a huge success:

- Alana Rockland
- American Heart Association
- Amsterdam Restaurant & Tapas Lounge
- Banana Boat
- Bistro Ten 18
- Christopher Johnson
- Columbia Athletic Department
- Columbia Hardware/University Housewares
- Community Food & Juice
- Emporium Ltd.
- Havana Central
- Hungarian Pastry Shop
- Irwin Reese
- Joanne Kubat
- Le Monde
- Lisa Hertzberg
- Marian Scott
- McNeil Nutritionals
- Milano Market
- Mondel's
- Naida Talavera
- New York Sports Club
- Nussbaum & Wu
- Pinkberry, 4sunkids inc.
- Ricky's
- Robert Catalano, MD
- Ron Dabney
- Strokos
- TD Bank
- Timothy Day
- Tom's Restaurant
- Town and Country
- V & T Pizzeria
- Westside Market

#### Thanks JUMP Volunteers!

Our high school volunteers are doing great work in the following departments. Thanks for your hard work!

- Cardiology
- Pharmacy
- Pathology
- NICU
- PICU
- 8B and 3G
- Hematology/Oncology
- DDC Clinic
- Ambulatory Surgery
- Neurosurgery
- Center for Comprehensive Care
- Department of Surgery
- Engineering
- Medical Records
- Research

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## Pet Therapy: Healing, Recovery, and Love



Madison (left) and Annie (right) are always eager to receive love, affection AND TREATS!

Studies have shown that pets have an uncanny ability to heal emotional and physical ailments. St. Luke's-Roosevelt Hospital is fortunate to have Pet Therapy Teams available at both sites. The visits lift a person's mood and give people something to focus on outside of themselves. It is also a nice addition to the workday for the hospital staff!

Susy Nastasi, trainer for the Good Dog Foundation, trained and certified The Austin Pet Therapy Team in March 2008. The team consists of dog owner, Diana Austin and her two Cavalier King Charles Spaniels, Madison and Annie, who are 5-years old. Typically this team visits 11G, where patients receive their chemotherapy treatments. Often greeted with smiles and laughs when the dogs stroll into the unit wearing their hospital identification badges, the positive effects of pet therapy are immediately evident when patients relax as their minds and hands are occupied feeding and petting Madison and Annie. Diana explained that she chose St. Luke's-Roosevelt Hospital from a long list of facilities engaged in pet therapy programs because from the very first time she interviewed with the Director of Volunteers, Kathleen Dalton, she felt welcomed. "This is no small thing, in many hospitals volunteers are either taken for granted or sometimes made to feel like outsiders. I knew from the very first day that we would be in competent hands, care-

fully taught the ropes and cherished, and that is exactly what happened."

Diana expressed that life is filled with times and moments when we are convinced that nobody cares about what is happening in our lives or we feel like a burden to others. The goal of The Austin Pet Therapy Team is simply to help the staff of the 11G suite in any way they can to ensure that every patient feels that they are not alone or a burden. Diana explained, that she and the dogs are a team, and together, if they can touch patients by bringing a moment of quiet peace and perhaps some reassurance that someone does care about what is happening in their lives, and supporting them in their journey to battle cancer, then they have accomplished what they've set out to do. If they can participate in that process for a while, bringing a bit of laughter and joy in times of need, then it's more than worthwhile.

Bonny Hart and her adorably sociable Airedale, Tallulah have been visiting the geriatric psychiatry unit, Clark 9, for 5 years.

Bonny explained that she adopted Tallulah from the Airedale Rescue of the Delaware Valley in July 2001. Tallulah had already had two homes and had been in the pound and Airedale Rescue three times. At first, Tallulah was a real challenge, very fast, very funny, and more than a bit destructive. Bonny started taking Tallulah to obedience classes and found out that she was unruly, but great with other dogs and totally

gregarious, which is unusual for Airedales. Her neighbor suggested that Tallulah might make a good therapy dog, so they began training with Sue Nastasi of the Good Dog Foundation. Tallulah proved to be great at it. Nothing threw her—walkers, canes, crash carts, unhappy patients—no problem.

Bonny explained that it's especially gratifying to go to Clark 9. Tallulah is a big ham and helps open people up. People who are disoriented will suddenly lucidly talk about the dog they had in their childhood or a dog that they can't have with them in the hospital. There have been times when people who haven't said a word during their whole stay, will come out of their rooms to see Tallulah. Bonny also takes along a Polaroid camera for pictures with Tallulah for the patients to keep. Sometimes Bonny sees a patient who has returned to the unit months after and they'll still have the picture. What a rewarding experience!

In addition to Bonny & Tallulah and the Austin Team, we would like to thank our other Pet Therapy teams—Sharon & Quincy, Elisabeth & Wilma, Jonathan & Nema, Harriet & Wilson, Robin & Magic, and Roxana & Frida. What an impact these teams have on patients and staff

If you or someone you know is interested in becoming a SLRHC Pet Therapy, please contact Amy Bush at Roosevelt at 212-523-7155 or Beth Gillander at St. Luke's at 212-523-2188.

*Written by Stephanie Tobar-Dasalla*



Tallulah is a big ham that opens people up.

## Open Volunteer Positions

**St. Luke's Hospital Greeter** - This volunteer welcomes patients, families and visitors to the hospital. Tasks include greeting and directing visitors, helping patients with transportation issues and answering hospital-related questions. This volunteer should be an extroverted, mature, positive service-oriented individual who demonstrates good verbal and written communication skills. Training is provided.

Contact: **Beth Gillander** at 212-523-2188 for St. Luke's

### Volunteer Social



Beth Gillander, Ardean Cavalli, Missi Gibbs and Amy Bush

Eat, Drink & Be Social! In July volunteers met at Social to let their hair down, get to know one another and relax. Everyone had a great time. We hope to see you all at our next event!



Amy Bush, Sue Fenton, and Kathleen Dalton



Tamara Engel, Paul Zentko, and Abbe Frank

Thank you Social Bar Grill & Lounge for a wonderful evening!



Beth Gillander, Amy Frick, and Aner Marks

### St. Luke's Welcomes Beth Gillander

If you haven't had the chance to meet the new face of the Volunteer Department at St. Luke's Hospital, please stop by and welcome Beth Gillander, our Volunteer Coordinator. Originally from Massachusetts, Beth is a huge Red Sox fan. When she is not watching the boys of summer, Beth enjoys volunteering, playing with her dog and biking. As a lifetime volunteer, she has worked with a variety of organizations such as Girl Scouts of America, In-Motion, and New York Cares. Beth is looking forward to making her passion for volunteering her full-time career. She can be reached at 212-523-5973 or via email at [egillander@chpnet.org](mailto:egillander@chpnet.org).



#### WISH LIST

Since the beginning of the year, over 400 patients have been helped by the clothing closet. Please donate your gently used clothing.

- Men's pants (all sizes)
- Men's shirts (L, XL, XXL)
- Women's clothing (L, XL, XXL)
- Men's shoes and boots (all sizes)
- Women's shoes and boots (all sizes)

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

1. Which of the following Gifts can you accept from a patient?

- A. \$100 gift certificate
- B. Box Seats to a Yankees game
- C. A Rolex watch
- D. None of the above

2. Which protects the privacy of individually identifiable health information?

- A. HIPPA
- B. OIG
- C. CIA
- D. EMTALA

3. Practicing good hand hygiene is one way to comply with National Patient Safety Goals: True or False?

# St. Luke's Roosevelt

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If you would like to receive the St. Luke's - Roosevelt Volunteer Newsletter by e-mail, please contact Amy at [ambush@chpnet.org](mailto:ambush@chpnet.org) with the e-mail address where you would like to receive your mail.

## Mary Jo Page Says, "Time Flies!"

"My work at St. Luke's Hospital began many, many years ago... do we really need a date?" says Mary Jo Page on the heels of her retirement. For nearly 38 years Mary Jo Page has given her time, talents, and energy to St. Luke's Hospital. Her first position was as an Administrative Assistant working with the President and Vice-President. She worked in their administrative offices until she was promoted to Patient Financial Representative in the Accounting Offices. She received promotions to Supervisor of the Alternate Care Discharge Unit, and then, the Patient Transportation Unit in the Social Work Department where she remained for 23 years. "Time flies!" Mary Jo exclaims.

In 1996, Mary Jo became Coordinating Staff Supervisor to the Volunteer Department, St. Luke's Division. In this role, she developed and expanded new programs such as the Pediatric Reading Program. She created relationships with several groups of students from Barnard College and found support from a wonderful donor, Kim Lawson-Jenkins, who sent children's books. Mary Jo also had a very special interest in the Good Dog Pet Assisted Therapy Program. For five years she regularly took her dog, Amber, a Jack Russell Terrier, for visits to see the patients at St. Luke's.

And after all of Mary Jo's hard work and dedication to St. Luke's, what does she plan to do after retirement? "My retirement plans are to sleep!" More importantly, she plans to travel to Ireland, Hawaii, Tunisia, Italy, the Galapagos Islands and the Panama Canal. When exhausted from her travels, she will settle down to do some serious volunteering as a Health Navigator at St. Luke's. She will continue to sing and plans to audition. "Singing has always been one of my greatest passions in life."

Mary Jo says about her time at St. Luke's "there were some unbelievable times and I am happy to report I have survived them all. I will not say farewell, but plan to see you all real soon because I love every one of you."

*Written by Stephanie Tobar-Dasalla*

You're happiest while you're making the greatest contribution.  
- Robert F. Kennedy



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. A    3. True