



## *Spotlight: Students give more than time*

BY MARLEE LOFLIN  
Volunteer Services Intern

St. Jude is giving students from Memphis-area colleges an opportunity to take part in the College Student Volunteer Program. This program is designed around college students' busy lives, allowing them to self-schedule and choose from four volunteer opportunities – Memphis Grizzlies House Dinners, Happy Cart, Movie and Craft Mondays and Night Live.

On Sunday and Monday evenings you can find college volunteers at the Memphis Grizzlies House serving dinner to patients and families who are staying there during treatments. Since the Grizzlies House is a short-term housing facility, the rooms do not contain kitchens, so a home-cooked meal is welcomed. Kelsey, a college volunteer at the Grizzlies House, said she sees firsthand how after a day full of back-to-back appointments and procedures, the patients and their families truly appreciate having not only a warm plate of food prepared for them, but also volunteers who are willing to give their time to help.

The Happy Cart, a bright green cart covered with many smiley faces, brings a large selection of crafts, coloring

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Photo top: College student volunteer Mary Kate Patterson talks with a patient during a Night Live event.



The Volunteer Services staff helped patient families celebrate Halloween by dressing up as Snow White and the Seven Dwarfs. From left to right they are Happy (Brin Schaechtel), Bashful (Leah Brooks), Sleepy (Tricia Spence), Doc (Kathryn Berry Carter), Snow White (Penny Tramontozzi), Sneezy (Randa Spears), Grumpy (Erica Luciano) and Dopey (Marlee Loflin).

## **Serving is joy and other reasons to volunteer**

BY KATHRYN BERRY CARTER  
Volunteer Services Director

*"In this troubled world, it's refreshing to find someone who still has the time to be kind. Someone who still has the faith to believe that the more you give, the more you receive. Someone who's ready by thought, word, or deed to reach out a hand, in the hour of need."*  
Helen Steiner Rice

It's the giving season, but St. Jude volunteers give all year long and for that, we are extremely thankful. I've heard several sweet stories told by our volunteers recently, and I'd like to share a couple.

One volunteer told of her recent Helping Hands experience: "I was called to a room to sit with a young male patient. We played Wii Mario Kart for a while. The patient was tired and mostly watched the action and laughed at me because I'm terrible at Mario Kart. The patient became sleepy and asked if I could stay with him and watch him sleep. I was so moved by this small act of trust and faith in me. We hadn't had much interaction, yet he felt

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comforted by my presence. If I ever doubted that I made a difference, I now know that it’s the little things like holding a hand or just being present in the room—it all counts!”

Another volunteer recounted her Day of Remembrance experience: “I helped make 300 butterfly cut outs and glued them painstakingly on binder clips. These were to be used by the parents as they released their balloons after the memorial service. The weather that morning was stormy and raining. I wondered if we’d be able to even release the balloons. Just as we were getting ready to

meant to all those families forever.” Each of you has meaningful stories just like this—unique, like snowflakes falling from the sky. I hope you recognize that it’s these small gestures that count. They remind us that we do make a difference. Never forget that!

Traditionally, fall is super busy for our volunteer support clubs. The Auxiliary recently held a successful Masquerade Jewelry fundraiser and will soon host their annual holiday bazaar. The Women’s Club is preparing to festively adorn the hospital with Christmas trees and holiday decorations. Not long after, they will host the Elf Event for patients and families and Danny’s 102nd birthday celebration.

The Ladies of St. Jude have focused their hard work on incentive coordination for radiothons, and they will be coordinating packet pick-ups and water stations for the St. Jude Marathon weekend in early December. The Ladies also continue to host successful Ladybug Art Days and will soon celebrate the holidays at their annual holiday luncheon.

All of our clubs give generously to the hospital and patient families, and we applaud them.

We thank you for complying with the annual TB testing and free flu vaccination efforts this fall. Doing your part to protect our patients is so important. If you haven’t had a chance to get TB tested or receive your flu vaccine, call Occupational Health at 901-595-2531 or 901-595-3562 and make an appointment today.

During this busy holiday season, when we feel stressed out and anxious about our lengthening “to do” lists, let’s all remember to stop, take a deep breath and live in the moment, giving where we can in whatever way we can.

head outside, the weather cleared, and the sun came out. It was a sign from above for sure. I watched as parents released the binder clips and the balloons floated toward the sky. A sibling hugged her paper lantern close to her chest. The lanterns had been made lovingly by siblings earlier with photos and items that reminded them of their brothers or sisters who had died. The experience was so amazing; I thought about all the hours and effort that went into making the butterfly clips. It was so worth it, and I’ll cherish what it

Thinking of you...

Best wishes to volunteer Melissa Hitt who married Kyle Warp in October.

Congratulations to Silke Ruehl who has a new baby boy.

Also congratulations to Neha Das Gupta who received her PhD.

Get well wishes go out to Bob Radel who had surgery.

We extend condolences to volunteer Carole Blackburn on the death of her husband.



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books, magazines and other surprises to patients and their families. The student volunteers roll the cart through the inpatient floors every Tuesday, Thursday and Saturday evening. When patients hear the cart approaching the door, they light up with excitement.

Receiving a small tube of Play-Doh or a crossword puzzle may not seem like much, but it means the world to the patients. This was proven true a few weeks ago when a Child Life specialist called needing an answer to her patient’s important question. The patient wanted to know if the Happy Cart was coming that night because her “heart hurt for the Happy Cart,” and she was refusing treatment. Fortunately, the Happy Cart came that night and delivered her wish of a Hello Kitty coloring book and crayons.

“Sometimes it really doesn’t seem like you are making a huge impact in the lives of the patients and families, but you really are,” said Megan Christy, a Happy Cart volunteer. “No service is too small if it brings comfort to someone else even for just a little while.”

Movie and Craft Mondays and Night



St. Jude College Student Volunteer Program participants (from L to R) Hannah Lin and Mary Marks Nelson pass out Happy Cart items to a patient and his older brother.

Live are both held in the common areas of the hospital. The lobbies are transformed on Monday mornings for Movie and Craft events and on Monday, Wednesday and Saturday nights for Night Live.

Movie and Craft Mondays allow student volunteers to choose a movie and provide crafts, games and activities to go along with it.

Night Live offers inpatients a chance to get out and about, making it a popular

event every week. Music is always playing on the jukebox, and the volunteers offer a physical activity to help patients burn some energy, while having fun.

On the back of the student volunteers’ green T-shirts is emblazoned a quote from the founder of St. Jude, Danny Thomas:

“Success has nothing to do with what you gain in life or accomplish for yourself; it’s what you do for others.”

These words truly express the giving spirits of the student volunteers who make a two-semester commitment to the program. Each student volunteers for a three- to four-hour weekly shift. Whether it is transforming the PCC 2<sup>nd</sup> floor lobby into a dance party for Night Live or serving dinner at the Memphis Grizzlies House, the student volunteers’ willingness to help brings undeniable happiness and bright smiles to St. Jude patients and their families.



College student volunteers serve dinner at the Memphis Grizzlies House. The students include (from L to R): Matthew Cannavo, Meredith Kovach, Allison Orman, Zoe Jackson and Quentin Buck.





## Memphis Grizzlies House volunteer program continues to expand to serve patient families

Since my arrival at the Memphis Grizzlies House (MGH) almost a year ago, the support programs at MGH have grown as volunteer positions have been added and community outreach has increased. Each volunteer position is a little different, but all have the same goal: to help ensure St. Jude patients and families are happy and comfortable in their home-away-from-home.

Because MGH is the short-term housing facility for St. Jude patients and families, it often hosts patients coming to the hospital for the first time. Volunteer programs at MGH are especially important because they can help make the transition from a patient's home to St. Jude a little easier.

The PAWS (Providing Amazingly Wonderful Service) Concierge volunteer position is a new, weekly shift that provides a range of guest services to patients and families. PAWS volunteers meet patient families with a smile at the door as they arrive, help with luggage and transportation, and answer guests'

Memphis Grizzlies House shift volunteer Maureen Kennedy entertains a patient.

questions about St. Jude and the Memphis area.

The Family Room volunteer position has been newly reinstated. These volunteers provide an outlet for play-time and help with the important job of making sure playroom toys are cleaned. The Front Desk, Student Programs, and Dinner Program volunteer positions are continuing their services. New shifts have been added, such as an additional craft activity night on Sundays led by the Col-



Memphis Grizzlies House shift volunteers Rich Van Meter and Maureen Kennedy volunteer weekly. Rich has been a Grizzlies House volunteer since March 2004 and has given more than 1,300 hours. Maureen has been volunteering at St. Jude since July 2003 and has given more than 1,100 hours in various roles. Maureen and Rich work together to plan a year's worth of themes to make Tuesday night dinners festive. They help set up the dining room, help patient families get to the tables with their food, entertain patients with crafts and other activities, and then clean up after the meal.

BY AMANDA WHEELER  
Memphis Grizzlies House Volunteer  
and Special Events Coordinator

lege Student volunteers.

Along with weekly volunteer shift programs, the MGH Dinner Program has blossomed. This program is important because MGH does not offer food service at night. Community members and organizations donate and serve dinner to St. Jude patients and families, providing a warm meal and comforting environment after long days. The Dinner Program integrates MGH Dinner volunteers who have weekly shifts with



St. Jude postdoctoral fellows (from L to R) Lorraine Dansie, Daniell Howell and Mario Saucedo volunteer at the Memphis Grizzlies House serving dinner to patients families.

less frequent volunteers who bring and serve dinner on a monthly, quarterly or one-time basis. A new partnership with St. Jude chefs is now allowing supervised volunteer groups to use the amazing St. Jude kitchen to prepare volunteer catered dinners to serve at MGH.

Currently, an outside group provides dinner at least every Tuesday night, but the goal in the next year is to add a dinner every Monday night as well. New Dinner Program donors include the Orpheum Theatre, The Crowne Plaza Hotel, Harrah's Casino, DuPont Nutrition and Health, and the students of the Hospitality Society of Southwest Tennessee Community College. Even if a group cannot volunteer to help serve dinner, the donation of a dinner is beneficial to both patient families and those serving. For example, St. Jude post-doctoral researchers volunteer once a month to serve a donated dinner, and the experience of interacting with patients and families is rewarding for them.

The new volunteer additions at MGH this year have brightened up the house and provided increased support for St. Jude patient families. I am excited for the future of volunteer programs at MGH.



As part of a new arrangement with St. Jude chefs, a volunteer group from DuPont Nutrition and Health cooks a Thanksgiving-style meal in the St. Jude kitchen for Memphis Grizzlies House guests (above). The cooks include (below from L to R): Edward Bartusiak, Norjasushinta Boontheekul, Vickie Wilson, Linda Staggs, Brandon Grimes, Carl Sayre and Alen Underwood.



## Welcome New Volunteers!

To see a list of volunteers who have joined the team between August 1 and October 22, 2013, visit [www.stjude.org/hospitalvolunteer](http://www.stjude.org/hospitalvolunteer). Click on "Volunteer Recognition" then choose "Welcome New Volunteers." Join us in welcoming these new volunteers to the St. Jude team.



## St. Jude Women's Club

BY ALLISON COOK, publicity chair

Members of the St. Jude Women's Club took part in the annual Halloween Trick-or-Treating event for the patients.



Mickey and Minnie Mouse (Tanya Biscardi and Kim Avola) greet a patient and parent on Halloween.

The Club's theme was Mickey Mouse's Birthday Party. Members dressed as Mickey and Minnie Mouse and other mouseketeers to entertain the patients.

Members held a candy drive beginning in mid-September, and collected enough candy to distribute more than 400 handmade treat bags. The bags were designed to look like Mickey, complete with ears and red shorts.

There was a birthday cake, balloons and party hats with Mickey ears. The kids could not wait to get to Mickey and Minnie for a hug, and the treat bags were a big hit.

Children as well as adults were excited to receive the adorable bags filled with goodies. Women's Club members look forward to this event all year long. It is a great opportunity to interact with patients and their families, and it is a fun time for everyone.

## St. Jude Auxiliary

BY DORIS BURTON, member

It is amazing how fast this year has gone by. The St. Jude Auxiliary's Masquerade Jewelry Sale in October raised more than \$10,000. Many thanks to all the volunteers who helped and also to everyone who shopped with us. We will hold our next jewelry sale May 6-9, 2014.

We have been busy pricing all of our wonderful donations for the Auxiliary Holiday Bazaar. The Bazaar is scheduled for Thursday and Friday, December 5 and 6. We will need volunteers to help, but most of all we need you to come and shop. We are still accepting donations. If you have something to donate, please get in touch with Volunteer Services.

Let us give thanks for an awesome year at St. Jude. Hope and hugs to our St. Jude kids.

Karen Smith of Clinical Nutrition (standing) and Perrin Tamblyn, a Clinical Nutrition student (at right), use the new Tanita Body Composition Monitor with a patient. This piece of equipment is one of many items donated by the St. Jude Auxiliary, using funds raised through their jewelry sales and annual bazaar.



## The Ladies of St. Jude

BY SARAH D. PRATT, member

The Ladies of St Jude kicked off their fall activities with a New Member Luncheon September 26 at the University Club. President Candy Johnson welcomed all guests. In addition to a delicious lunch, participants were treated to talks, arranged by Program Chair Patty Williams about club activities.

Debbie Follis described the Art Project; Pat Pittman shared our participation in the Collierville Walk; Lydia Gibson talked about our help with the St. Jude Marathon; Aggie Wagner described Dream Home staffing; and Betty Christy discussed Dream Home tickets.

Volunteer Service Director

Kathryn Berry Carter gave an overview of her department's responsibilities.

Since that day, 10 ladies have chosen to become new members. They are: Tracy Christoffersen, Bonita Cummings, Della Hood, Debbie Hunt, Loma Hyder, Charlotte Jenneke, Pat Pennington, Lori Seifer, Chris Starratt and Cheryl Ward. We welcome them.

Back at the hospital, the club's October Art Project, led by Chair Suzanne Hieserman, was all about Halloween. Older patients made jack-o-lanterns by



Ladies of St. Jude members work on ladybug costumes for the hospital's Halloween celebration. They are (from L to R): Marjorie Webster, Suzanne Hieserman, Virginia Daniel and Della Hood.

wrapping orange yarn around styrofoam balls. Younger patients made large flat construction paper ones. Whenever there is glue involved, there is lots of fun.

Members are fast at work making 20,000 "Twistie Pins" to be used by runners in the St Jude Marathon in early December. These devices will be used to pin on the

runners' numbers. Other LSJ activities will include working in the Heroes' section at the time of the race.

The Ladies also spent time constructing ladybug Halloween costumes that were worn during the hospital's Halloween celebration.



The Ladybugs pass out goodies to patients and siblings during the St. Jude Halloween celebration. These Ladies of St. Jude members are (from L to R) Della Hood, Margaret Scott and Tracy Christofferson.



# Service-in-action gallery



Volunteer Jazmin “Jazzy” Miller plays games with a patient during her Child Life shift. Jazzy is also a volunteer tour guide for St. Jude.



Volunteer Mary Driscoll shows off her headress at the hospital’s Halloween festivities. Mary is a Helping Hands volunteer on Mondays.



(From L to R) Memphis Grizzlies House Family Room volunteer Margaret Moller and Child Life volunteer Meg Lewis join in the fun on Halloween.



Helping Hands volunteer Randa Rosenblum spends time with a patient. Randa volunteers on Friday evenings and has been a St. Jude volunteer since January 2009.



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