



The Volunteer Services staff helps patients celebrate Halloween by dressing up as characters from the Magic School Bus. They are: (from L to R) Rhodes college work-study student Amit Shah, Kathryn Berry Carter, Brittany Cochran, Penny Tramontozzi, Leah Brooks, Brin Schaechtel, intern Caroline Mitchell, and in front, intern Shannon Pintane.

## The heart of a volunteer

BY KATHRYN BERRY CARTER  
Volunteer Services director

*"All of you reading these words have loved someone, have done someone a kindness, have healed a wound, have taken on a challenge, have created something beautiful, and have enjoyed breathing the air of existence. Every moment you make a difference."*

*Random Acts of Kindness*

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.

This passage comes from volunteer tour guide Jo Epstein. "During a recent tour of the hospital, there was a 16-year-old girl who has been a supporter of St. Jude since she was 5 or 6 through various fundraisers. It was her 16th birthday and coming from Alabama with her Dad was her present. After the tour her Dad told me that her mother died last year of breast cancer. There was also a young parent of a survivor from Wisconsin on the tour. That child had been here from 3 months to 5 years old, and the parent told me he's now 13 and cancer-

*continued on page 2*



## Spotlight: Life-giving blood and platelets

Why give blood products to the St. Jude Blood Donor Center? Volunteer and donor Kim Louis said it best, "Knowing that I am making an impact on someone's life, a child's life, is extremely rewarding. It's an immediate blessing to someone in need, and it costs me nothing."

The Blood Donor Center is always looking for new donors, and volunteers make great partners in fulfilling the need for donations. If you are already coming to St. Jude for your volunteer shift, why not stop by the Blood Donor Center and give blood or blood products? The extra time out of your schedule could help save the life of a child. You can also earn volunteer hours for your donation time.

During a typical month, about 800 blood product transfusions are performed at St. Jude. Many St. Jude patients have weaker immune systems and lower platelet counts because of their treatments. Platelets are essential for treatment. Platelets are the sticky cell fragments that help the blood to clot.

"Platelets are used more at St. Jude, but we do have a need for both blood and platelets," said Blood Donor Recruiter Kimberly Foster. The shelf life for platelets is about five

*continued on page 3*

Photo top: Volunteer Betty Anderson provides clerical services in the Blood Donor Center.



The heart of a volunteer

continued from page 1

free. There were other Partners in Hope donors from out of town. Another young woman was finishing nursing school and hoped for a placement here upon graduation. All the attendees bonded, and we were all hugging. It’s amazing to see how St. Jude weaves through all our lives. I have had other similar situations, but this group was very special. I am always uplifted on Thursdays!”

Another volunteer, Marlee Loflin, attended her shift shortly after Halloween. She asked a young patient if she had fun on Halloween, and the girl replied, “Of course! I was the most beautiful Cinderella you have EVER seen, even without hair!”

Each of you have meaningful stories just like this, each unique and different, 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.

Traditionally, fall is super busy for our volunteer support clubs. The St. Jude Auxiliary recently held a successful Masquerade Jewelry fundraiser as well as their annual holiday bazaar. The Women’s Club festively adorned the hospital with Christmas trees and holiday decorations and hosted their annual Elf

Event for patients and families. In January, they will help us celebrate Danny Thomas’ 103rd birthday.

The Ladies of St. Jude focused their hard work on incentive coordination for radiothons, as well as packet pick-ups and water stations for the St. Jude Marathon weekend in early December. The Ladies continue to host successful Ladies of St. Jude Art Days and celebrated the season 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 Ebola screening surveys, taking advantage of the free TB tests and flu vaccination efforts, taking part in the code of conduct review, and reviewing the volunteer manual and completing competency training. We will receive a visit from the Joint Commission in 2015, so carefully read each Volunteer Services *Weekly Alert* e-newsletter for updates and tips. 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.

During this busy holiday season, when we feel stressed 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.

Thinking of you...

Congratulations to David Tuttle who recently became the father of twins (boy and girl).

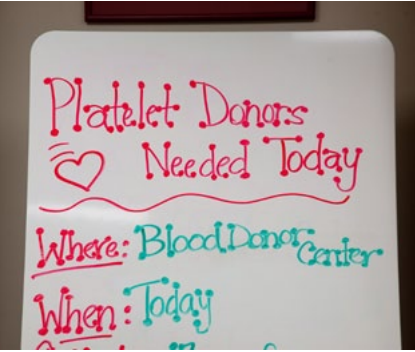
Best wishes to Mary McCollum who was married October 25.

Get well wishes go out to Doris Burton and Patty Stephens’ son.

We send condolences to these volunteers and staff who recently had deaths in their families: Vilma Carnahan (sister), Dana Sloyan (father), Vicki Tutor (uncle) and Rita Gattas (daughter).

Eucharistic Lay Ministers honored at luncheon

Chaplain Services hosted a lunch in November to thank the Eucharistic Lay Ministers who volunteer to serve St. Jude patients. Those attending included: (seated from L to R) Kathleen O’Connell, Mimi Gibson, Judy Bosi, Libba Nance, Carole Blackburn, B.J. Bendixson, (standing from L to R) Ernie Albonetti, Chaplain Kimberly Russell, Richard Jensen, Anthony Maranise, Penny Tramontozzi, Dana Sloyan, Bob Stewart, Chaplain Services Director Brent Powell and Chaplain Walter Spears.



Spotlight: Life-giving blood and platelets

continued from page 1

days, and the first two days are used for testing. Platelets can be given to the patient on the third and fourth days, and they expire on the fifth day. The shelf life for whole blood is much longer, about 35 to 42 days.

“The need is always greater for platelets. When that need is not met, they have to rely on outside sources, which is a tremendous expense for the hospital, costing anywhere from \$500 to \$700 per unit,” said St. Jude volunteer and platelet donor Jo Epstein. “That is another great reason to donate—saving the hospital money.”

Kimberly explained that whole blood from outside the St. Jude Blood Donor Center can cost \$250 per unit or more.

The donation process is very simple and only involves one needle stick. “The



Kim Lewis shows how easy it is to give platelets in the Blood Donor Center. Kim is a beverage cart volunteer and occasional tour guide volunteer.

nurses are always kind and friendly, and it gives me a little quiet time in the middle of my day,” said St. Jude volunteer and platelet donor Linda Marden.

Most people have seen a whole blood donation. This process takes 30 to 45 minutes, but platelet donations take a little longer about an hour and a half to two hours.

The first 15 minutes of each donation is a private interview, where the nurse will ask questions to determine if your blood or blood products will be safe to give to a patient. “We ask that donors be in relatively good health and at least 17 years of age,” Kimberly said. With whole blood donations, it is OK for the donor to have aspirin before donating, but platelet

donors should not have aspirin, including baby aspirin, within 48 hours of their donation.

For platelet donations, the staff uses a sterile, one-time use donation kit. The process is very safe. Your platelets are collected, and red cells are returned to your body.

A healthy body naturally regenerates blood products over time. Platelet donors can safely donate once every seven days, but no more than 24 times a year. Whole blood donors can only donate once every 56 days. It takes longer for the body to build up a new supply of red blood cells.

“Give it a try!” Linda encouraged. “It really doesn’t hurt, and it helps others a lot.” Kim shares those feelings, “The 90 minutes that you are in the Blood Donor Center cannot compare to the hope you are providing for a child at St. Jude.”

To learn more about donating platelets or other blood products, just stop by the Blood Donor Center while you are at St. Jude or call 901-595-2024.



Long-time donor Patrick Smith has volunteered weekly in the Blood Donor Center since April 2012, providing clerical services and unloading and unpacking supplies.





Aubrey Guy is a Helping Hands volunteer who works with patients in the St. Jude Intensive Care Unit of the new Kay Research and Care Center.

## Construction and renovation projects keep St. Jude moving forward in care, collaboration

If you have volunteered on the St. Jude campus for any length of time, you have noticed that renovation and construction seem to be part of the landscape at all times. Many buildings and departments have been in operation for decades, and with constant use, they need updates, facelifts and new equipment. Good examples include the recent renovation of the Patient Care Center lobby and the current renovation of Tri Delta Place. Other institutional needs require large construction projects, like the new parking garage and the new seven-story Tower II building.

Volunteers help support staff and patient families in all areas of the hospital, so Volunteer Services wants to give you an update of the various renovation and construction projects that are in the works.

As most volunteers know, it can be hard to find a parking place at St. Jude during the middle of the day, so the new parking garage will be an important addition for volunteers and employees alike. With nine stories and 1,500 vehicle spaces, the new garage will open in May.

The first floor of Tri Delta Place is in

the middle of a renovation that should be complete by February 1. This short-stay housing facility was built in 2004, and after 10 years it was time to freshen up the first-floor common areas, including the registration area, dining room, family room, teen area, toddler area and library. The renovation is being accomplished in phases to keep the entrance and common areas functional and minimize disruption to patients and their families. After completing renovations to the first floor, St. Jude Design and Construction will refresh the guest rooms of Tri Delta Place.

The centerpiece of St. Jude construction during the past couple years has been the new building next to the Chili's Care Center. It will be officially named the Kay Research and Care Center because Kay Jewelers has pledged to donate \$50 million to St. Jude over the next 10 years. A formal grand opening and public announcement of this commitment is expected in the first quarter of 2015.

This new building will make St. Jude the only hospital in the world that has a proton therapy center dedicated solely to children. About 15 of these proton therapy centers exist in the US and only a few

treat children using the advanced technology that will be available when the new St. Jude center opens in the last quarter of 2015. The proton therapy center will provide high-tech radiation treatment for inpatient and outpatient pediatric cancer patients. This technology requires a lot of space. The new proton therapy center will take up the majority of the sub-plaza level of the building as well as about a third of the plaza level.

The Intensive Care Unit and Surgery Center moved to the second floor of the new building in October.

In its new location, the ICU still has eight patient beds, but the rooms are considerably larger and designed especially for family-centered care, with a parent room and full bathroom attached. Inpatient Director Robin Mobley, RN, MSN, said, "Of course, we would love for our patients to never have to come to the ICU, but we are very excited about the fact that the equipment, amenities and environment are state of the art and designed with input from patients and families, as well as from nursing and medical staff."

The new surgical suite has an updated procedure room and three large operating rooms with the latest technology. The post anesthesia area has room for six patients rather than three, five patient

bays and a new isolation suite. The new space also includes a beautiful, large waiting room with a wall of windows that provides natural light during the day. Operating Room Nurse Manager Carol Langston, RN, BSN, said, "The staff is excited about using the new technology and the advantages it will bring us in the surgical care we provide."

Surgical Services had been on the third floor of the Patient Care Center for 17 years. Technology updates were not as easy in that area because of space and location. The new Surgery Center was built with the latest technology in mind.

"We had some boom technology in the old location, but we have much more in the new building and it is better," said Heather Livingston, BSN, MBA, nursing director for Surgical Services. The new booms are electronic and hydraulic, so they move easier with fewer cords for the surgical team to navigate. The lights on the booms are much brighter, and they use LED bulbs, which last longer and burn cool. The old lights put off a lot of heat, making the surgical staff hot during procedures. Video integration in the new Surgery Center allows the surgical team to work remotely with Pathology in real time. "We now have more cameras, video screens and microphones," Livingston said. "During



Beverage cart volunteer Lori Smith serves patient families coffee and hot chocolate in the new Intensive Care Unit of the Kay Research and Care Center.

a surgery, we can send a tissue sample across the hall to the pathologist, and using the video camera on the microscope the pathologist and surgeon can work together to address the patient's needs. This technology allows for much better response times and a more advanced level of care."

In this building that combines medical care and research, one of the highlights that opened in November is the Marlo Thomas Center for Global Education and Collaboration. The 38,000-square-foot center will become the hub for the St. Jude International

Outreach Program, which aims to improve childhood cancer survival rates worldwide through 25 official partner sites in 17 countries. The center also supports the training and education of St. Jude postdoctoral and graduate fellows on their way to becoming tomorrow's scientific and medical leaders. Other unique features of the center include a state-of-the-art medical library, two auditoriums (seating 75 and 425) and meeting rooms where doctors and researchers can work collaboratively, consulting on cases, sharing information and research with health care professionals around the globe.

As you can see, construction and renovations projects allow for great advances in patient care, research and collaboration. The goal is always to find cures and save children, not just at St. Jude but around the world.



Nursing Director for Surgical Services Heather Livingston (L) explains some of the new technology in the Surgery Center to Ladies of St. Jude members: (second from L to R) Betty Christy, Candy Johnson, Lydia Gibson and Verna Beth Bland.



# St. Jude Women’s Club

BY KELLY CAUDLE, public relations co-chair

The St. Jude Women’s Club recently organized a sale for Zoo Day T-shirts. Employees were able to purchase these shirts prior to the Employee Appreciation Day that took place at the Memphis Zoo Sunday, October 5. The shirts were offered in both youth and adult sizes so that they could be enjoyed by the entire family.

The St. Jude Women’s Club thanks Josh Stokes in Biomedical Communications for the very popular animal-themed artwork used on the shirt.

More than 800 shirts were sold and could be spotted all over the zoo on the day of the event. The T-shirts promoted a sense of camaraderie and enthusiasm among the Zoo Day attendees. This venture was a tremendous achievement, and all proceeds will benefit St. Jude patients.

St. Jude Women’s Club members Christy Mullikin and Teresa McCarter sell Zoo Day T-shirts to raise money to benefit St. Jude patients.



# St. Jude Auxiliary

BY LYDIA GIBSON, president

The St. Jude Auxiliary welcomes all volunteers to join us in our mission to support the hospital programs. The Auxiliary has two big goals: To learn as much as we can about the hospital and the splendid services provided here; and to raise as much money as we can to support programs that serve our children. We work on the first goal in our quarterly meetings through the generous presentations we receive from various departments. We work hard on the second goal during the holiday season since it is our biggest fundraising time.

We held a fall Masquerade Jewelry Sale, October 14–17. We provide volunteer support for this fun event, in which every item was \$5. The sale raised more than \$13,000. Our biggest fund-raising event is the Auxiliary Holiday Bazaar. This year it was held in early December. Donations are received year-round, and the Auxiliary’s task is to determine the value of each item and to price

it below accepted market value. Then these items are offered for sale during the bazaar, which is a great holiday shopping opportunity, especially for employees with small children and big bills at Christmas.

When all is said and done, our profits from the jewelry sales and the bazaar form the backbone of our giving back to the hospital. Departments make requests for items, and the Auxiliary funds many of these proposals. This is a win-win for everyone, and we are thrilled to participate in it.

We encourage all volunteers to join us in our efforts to support the wonderful programs here at St. Jude. Our “Lunch and Learn” quarterly meetings are held in January, April, July and October, so look for these dates in the Volunteer Services *Weekly Alert* e-newsletter.

Come learn and work with us and serve the hospital in this special way. We need you!

# The Ladies of St. Jude

BY SARAH D. PRATT, member

Stormy weather could not dampen the spirits of the Ladies of St. Jude, as they met at the University Club in September for their new member luncheon. Not only did the group enjoy a delicious lunch, but they were honored to have as guests St. Jude patient Tyler West and his mother, Michelle. Mrs. West gave a moving talk about their family’s experience at St. Jude.

Also on the program was a well-deserved recognition of Aggie Wagner for her 14 years of unfailing devotion to her position as chair of the Dream Home Open House Committee.

The Donation Tour soon followed in October. Members were guided through the hospital to see equipment that their volunteer credits enabled the hospital to purchase.

At the first business meeting of the season in October, members were updated on plans for the club’s participation in the St. Jude Give thanks. Walk., which took place November 22.

Lydia Gibson also urged members to help with the “Twisty Pins” project in preparation for the St. Jude Memphis Marathon. The expected 20,000 runners needed safety pins for attaching their numbers, and LSJ members put groups of pins together on a twist tie, for the runner registration kits.

Also at the October meeting, members met Rich

Peterson of ALSAC Southern Region. Plus, they were given an exciting preview of things to come on the hospital campus by Design and Construction Director John Curran.

Groundbreaking for the 2015 Dream Home took place November 7. So another great year is coming for the Ladies of St. Jude.



Nursing Director for Surgical Services Heather Livingston (third from R) give Ladies of St. Jude members a tour of the new Surgery Center in the Kay Research and Care Center. Those touring include: (from L to R) Margaret Scott, Betty Christy, Candy Johnson, Verna Beth Bland, Lydia Gibson, Diane Hazelfeldt, Loma Hyder, (Heather Livingston), Operating Room Nurse Manager Carol Langston and Volunteer Services Director Kathryn Berry Carter.



At the Ladies of St. Jude new member luncheon in September, Aggie Wagner (L) was honored for her many years of service as the Dream Home Open House Committee chair. Patty Williams presented the award.

# Welcome New Volunteers!

To see a list of volunteers who have joined the team between July 30 through October 30, 2014, visit [www.stjude.org/hospitalvolunteers](http://www.stjude.org/hospitalvolunteers). Click on “Volunteer Recognition” then choose “Welcome New Volunteers.” Join us in welcoming these new volunteers to the St. Jude team.



# Service-in-action gallery



College student volunteers (from L to R) Tasmin Sickler, Parker Blake and Madeline Evans play with patients and siblings during a Monday Night Live event.



Child Life volunteer Stephanie Nichols displays an unusual hairdo on Halloween at St. Jude.



St. Jude Women's Club members celebrate Halloween for patient families as part of Mickey's Beach Party: (from L to R) Mickey (Kim Avola), Minnie (Daelynn Buelow), Shannon Thomas-Lohrman and Christy Mullikin.



Volunteer Mary Driscoll (R) made these Frozen costumes for her and her daughter, volunteer Megan Driscoll (L), so they could wear them on Halloween at St. Jude.



During a Monday Night Live event, college student volunteers (from L to R) Damara Crawford and Hope Gilbertson draw with a patient.



# vip

Volunteer Information Publication  
262 Danny Thomas Place  
Memphis, TN 38105-3678  
901-595-3327

Editing and Production by Volunteer Services. Photos and printing by Biomedical Communications.  
St. Jude is an Equal Opportunity Employer.