



# vip

Thanks for your continued volunteer support of St. Jude Children's Research Hospital. Please know you are all welcome in our offices at anytime! Feel free to stop in and say "Hi!"



*"The patients and families I have met through volunteering at St. Jude have been so thankful and resilient in ways I haven't seen when volunteering in other hospital settings. The people I've interacted with here at St. Jude make the time I've spent volunteering so worth it."* - Yuki Inaba, volunteer since 2012

[More Volunteer Spotlights](#)

## Pilot Program: Ambassadors

In January, Family, Guest and Volunteer Services implemented a new program to provide a welcoming presence for all who enter the doors of St. Jude. The pilot program officially began February 12. Since then, trained volunteers in green ambassador smocks have been stationed near the front door of the Chili's Care Center lobby to assist in wayfinding, answering questions and keeping the lobby clean and inviting.

The Ambassador program was created to add another layer of customer service for St. Jude families, patients, guests and staff members entering the hospital. If the pilot program is successful, it will expand into the Patient Care Center lobby in coming months.



## Concierge Services

St. Jude has partnered with a national company, Best Upon Request (BEST), to serve patients and families at the hospital. BEST offers concierge services, which means they run errands and make a variety of arrangements for families. Concierge services include anything from running general errands such as grocery shopping and fast-food deliveries to party planning and laundry runs. Concierge staff members also help prepare and mail packages, order and pick up tickets to local events and take on any non-medical tasks families may need.

BEST has received great reviews from parents since its inception in August 2017.

"They are awesome. They were more than happy to do this for us, which is such a relief," said a St. Jude parent who used BEST's food delivery service. "With all that is going on, it is a great comfort to be able to still give the kids something they like, even if it is just

McDonald's."

BEST looks forward to easing the day of patients and families so they can focus on healing.

[Read more about Concierge Services](#)

## Ladies of St. Jude

Members of the Ladies of St. Jude greeted the 2017 St. Jude Marathon "Heroes" by welcoming and cheering them on at the pre-run event. This is one of many ways the Ladies of St. Jude support ALSAC in their fundraising efforts.



## Women's Club Holiday Elves

The Women's Club held their annual Elf Event in December. Club members dressed as elves and assisted Santa in putting smiles on children's faces at the event.



## PFCC Celebrates 10 Year Anniversary

The St. Jude Patient and Family-Centered Care Program celebrated its 10th anniversary in January. Parent adviser volunteers and staff champions along with guest speaker, James R. Downing, MD, president and CEO, gathered in the Danny Thomas/ALSAC Pavilion to honor their dedication and achievements over the past decade.



The Family Advisory Council was formed in 2008, and initiatives such as the Parent Mentor program, Quality of Life Steering Council, and creation of many lead adviser roles have followed. Parent advisers serve on the design and construction facilities committee and are involved in numerous educator roles across many levels within the institution. They participate on unit councils, are members of the e-council, attend and represent us at national and international conferences, and host Coffee Talks and St. Jude 101 to encourage parent-to-parent information exchange.



Many staff champions have been recognized and honored at the Family Advisory Council Breakfast of Champions Appreciation event held two times each year. We congratulate the Patient and Family-Centered Care Program on 10 remarkable years. This is just the beginning!

## Program Highlight: Tri Delta Place

Tri Delta Place has had an exciting winter season. With Jermarra Jones-Price transitioning as the new volunteer and special events coordinator, staff and volunteers hosted many fun events for patients, siblings and families. Thanks to surrounding neighborhood organizations and businesses, volunteers served well over 2,000 meals in winter 2018.

In addition to group donors and activities, the facility also has a variety of weekly shift programs that have grown this season. While some volunteers, such as the front desk concierge, meet and greet families checking in, others like the dinner/craft Volunteers help prepare the dining room, serve meals when needed, deliver meals to isolation families and help with clean-up. Additionally, family room volunteers help in the general sitting area and toddler and teen rooms.

There are also exciting new and updated volunteer roles at Tri Delta Place. The house received a brand new amenities cart in December that is filled with small



activities, fresh coffee, reading materials and electronics that volunteers can bring to families right at their doors. Another exciting new position called breakfast prep volunteer has been created to help prepare individually bagged breakfast items to serve guests who visit on the weekends.

[Read more about volunteer opportunities at Tri Delta Place](#)

## Staff at a Glance: Kathy Cox



Hi everyone,

I am Kathy Cox, and I have been here at St. Jude since March of 2015. I had the daunting task of taking over Penny Tramontozzi's position as guest services liaison in the Chili's Care Center, and let me tell you...those were mighty big shoes to fill.

I am a single mom to two of the smartest and most handsome fellas you could meet. (I'm just a little biased, but I get to be, right?) Ethan is 18 and just started his freshman year at Mississippi State University—Hail State! He wants to study psychology and then go to medical school to become a psychiatrist. My youngest is Mason, and he is 14. He swims and plays soccer and spends a great amount of time with his mom going to music concerts of our favorite band, the Avett Brothers.

Once a Mississippi girl, always a Mississippi girl, but this transplant has certainly come to call Memphis home. I've been here for almost 20 years and have loved seeing the transformation of our wonderful city. I feel fortunate to live where art and music thrive and food is our love language.

Being at St. Jude has thoroughly and completely changed me. I feel honored to get to walk alongside our patients and their families every day attempting to serve them and lighten their enormous load in some tangible way. I am fortunate to work with an incredible team (staff AND our amazing volunteers) that also serves whole-heartedly. I am grateful for the fresh perspective I get every time I walk through the doors that reminds me to embrace my loved ones and each day fully.

## Save the Date

Our annual volunteer appreciation event will be held Thursday, May 3, from 5:30—8:30 in the evening. The theme is The Roaring '20s: Cheers to volunteers!