



Spotlight: Nienhuis winner

"She is always looking out for others and not just our patients. She always wants to know how my day and week have gone, and just offers a listening ear and support to anyone who crosses her path. I smile when I see her name on my calendar every Tuesday morning. I get excited to check in with her, because I know I will leave her presence happy, feeling supported and knowing our patients are in the best hands." These comments from Child Life specialist Desiree Heide offer a clear picture of the type of person who was honored with this year's Sheryl K. Nienhuis Memorial Volunteer Service Award.

This award honors St. Jude volunteers who exemplify the qualities that the late Sheryl Nienhuis brought to her volunteering. Nominees for this annual award have made volunteering at St. Jude a priority and each has demonstrated a strong commitment to the St. Jude mission. The 10 nominees for 2014 were Fannie Brown, Pat Canale, John Dorian, Cathy Glavas, Kim Louis, Maureen Kennedy, Gale Mueller, Ken Phillips, Randa Rosenblum and David Tuttle.

This year's judges were Senior Vice President of Patient Care Services and Chief Nursing Officer Pam Dotson, last year's Nienhuis Award winners Georgia Gilbertson and Betty Christy, Director of Employment Relations and Training and Development Robin McCord,

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Photo top: Child Life volunteer Cathy Glavas



Family Advisory Council members Debbie Higgins (L) and Betsy Lambert (R) present Volunteer Services Director Kathryn Berry Carter with the Family-Centered Care Partner in Excellence Award for her role in implementing the PAIR Mentor Program. "When I was first asked to lead the PAIR Mentor grant implementation, I was very apprehensive," Kathryn said. "It didn't take long for me to realize that the mentor program had found a home within Volunteer Services. I have enjoyed working alongside and collaboratively with the Family-Centered Care staff and the parents on the Family Advisory Council and PAIR Mentor Steering Council. These parents are incredibly talented, and it's my privilege and honor to work on a program such as this that so eloquently shows the value of family-centered care."

The magic of volunteering

BY KATHRYN BERRY CARTER
Volunteer Services director

At the recent Volunteer Appreciation Luncheon in May, Pam Dotson, senior vice president of Patient Care Services and chief nursing officer, left us with some wonderful closing comments that pulled the theme of the luncheon together nicely. In case you missed it, with Pam's permission, I'm sharing a small excerpt of what she said:

"Magic can take many different forms depending on the knowledge and skill of the performer. Magic can be a production. It can make something vanish and can cause a transformation. Magic can teleport objects and can create illusion. Magic can even predict the future. The methodology behind magic is often referred to as a science, but in your hands and in your hearts, you create the art of magic. You entertain, you stage feats that create smiles, you

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The magic of volunteering

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create fun in the midst of scary things, and you transform a cloudy day into something much brighter. Your service magically transforms a day at St. Jude into fun, beauty, hope and life.

“You are changing lives every day, all the while enriching your own life. And I am always amazed that the familiar message we hear from you is that you get far more than you give. That is the real magic of volunteering, and that is the real magic of every one of you!”

There were 236 volunteers who generously contributed more than 50 hours in 2013, with Charles Belak achieving the most at 492 hours. Fifty individuals became stars as we celebrated their one-year anniversaries. Thirty-three volunteers reached a milestone anniversary of five years or greater, and we were honored to celebrate the 20th anniversary of Stacey Zambetti’s volunteer efforts at St. Jude. Cindy Goldsby and Tony

Svarczkopf were inducted into Lifetime Membership status. Our inaugural Student Achievement Award went to Ryan Lisse and Megan Christy. We also presented the Sheryl K. Nienhuis Volunteer Service Award (*see page 1*) and the Supervisory Excellence Award (*see page 7*). The honorary master of ceremonies was patient Caleb Waddell. The common theme behind our recognition event is the celebration of each second, minute and hour that *every* volunteer gives to St. Jude. No matter the contribution, you all make a huge difference. (*Learn more about the awards program on page 4.*)

During April, we celebrated volunteers at both Target House and Memphis Grizzlies House with special dinner celebrations. Target House invited parent speakers who delivered a moving thanks to volunteers. Tacky trophy awards were presented at the Memphis Grizzlies House, and Wilson Hotel and Region’s

Bank shared the distinction of being named Volunteer Group of the Year.

The St. Jude Auxiliary hosted a successful Masquerade Jewelry Sale, just before Mother’s Day, clearing more than \$11,000. Summer is here, and with it we welcome a flurry of activity. Our Volunteers arrived in June, and college-aged volunteers from the Pediatric Oncology Education program are also joining us. The Women’s Club Golf-A-Round will be held in tandem with the FedEx St. Jude Classic. The Ladies of St. Jude will soon help give away the next Dream Home and will begin preparing for the *St. Jude Give thanks. Walk.* and the St. Jude Marathon.

We applaud our outstanding Spring interns, Shena Saxena, and Brooke Marmaro. They made their mark within our department and in our hearts. We appreciate everything they’ve done to add value to our services and quality to our programs. We welcome back Marlee Loffin as our shift programs intern. We also welcome two new interns—Caity Biberdorf and Skylar La Torre-Couch. Both are highly qualified and were selected from among 180 applicants. Skylar will focus on housing programs and Caity on student programs.

Each of you shares a little magic with all of us each day. Thank you for helping keep this wonderful magic show going.



(From L to R) Patient Samantha Jones, her mom, Nicole, and sister, Brittany, enjoy a Target House event. They are from Peoria, Illinois, and Nicole recently shared these feelings about volunteers at the Target House volunteer recognition dinner: “Most volunteers aren’t personally touched by childhood cancer, yet you still spend your time providing fun events for the kids and a sanitary environment. You plan bingo and meals. You have made this bearable, despite all we’ve gone through. We have enjoyed every day at Target House, and my other three children look forward to time at St. Jude. We wake up, enjoy the day, and embrace it, all completely due to volunteers. We thank you very much. I extend my gratitude.”

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representing the Nienhuis family, ALSAC Senior Regional Event Specialist Kevin Nienhuis. The judges focused on the activities that each volunteer performed, the commitment the volunteer exhibited, the impact made by that volunteer’s service and the nominee’s spirit of volunteerism.

For 2014, this prestigious award was presented to Cathy Glavas.

Cathy began volunteering at St. Jude June 5, 2001, and almost completed 13 years of volunteer service before moving to New England this spring to be closer to her children. Cathy had two weekly shifts with Child Life—Tuesdays in the D/E Clinic waiting area and Thursdays in the Transplant Unit.

The road Cathy traveled to become a volunteer at St. Jude was not a smooth one, and unfortunately, it is one that is all too familiar for many at St. Jude. Cathy is hesitant to tell her story and is quick to point out that, “St. Jude is about the children who are here, not me.” In truth, the children of St. Jude initially provided Cathy with inspiration and a strong ray of hope. Getting involved with volunteering at St. Jude began when she was diagnosed with her own cancer for the second time.

“I was distraught the night before I was to begin chemotherapy,” Cathy said. “In tears, I kept thinking about why this had happened again and everything I would have to go through. I turned on the television, and there happened to be a special airing about patients at St. Jude. I thought to myself, ‘Cathy, get it together.’ On the screen were children handling the same type of thing I was crying over. At that moment, I realized what I was going through was nothing compared to a child; I’m a grown woman. It was inspiring, and I held it together after that.”

Cathy has definitely held it together and has given so much to St. Jude since that time. She has volunteered more than



Cathy Glavas (center) is surprised by an awards ceremony for the Sheryl K. Nienhuis Memorial Volunteer Service Award. The ceremony was held early this year because she was moving to New England before the Volunteer Appreciation Luncheon in May.

2,900 hours since 2001 and almost 300 hours in 2013.

In nominating Cathy, Desiree said, “Tuesdays are our busiest mornings in the clinic, so it’s not uncommon to have 20 kids running and playing in the clinic at the same time. Cathy directs this chaos! She is the keeper of the toys, maker of all that’s fun, and a rock-solid addition to our team.”

Child Life specialist Ashley Carr also nominated Cathy for the Nienhuis Award. “Cathy’s commitment to the patients and families at St. Jude is extraordinary and something that she displays with each and every interaction,” Ashley said. “What I believe makes Cathy an outstanding volunteer is her willingness to serve others in their time of need, when she, too, may need support. Cathy truly has a heart for volunteering that stretches throughout many aspects of her life.”

“Cathy’s commitment to the patients and families at St. Jude is extraordinary.”

Another nominator was volunteer Suzanne Hieserman. “Cathy always has a quiet and compassionate manner, a warm smile and a pleasing personality

when meeting families,” Suzanne said. “Her warmth makes everyone in the room very comfortable and at ease. No job is too small for Cathy to take on and do well. She always goes well beyond what is asked of her.”

Clinical transplant specialist Allison Keasler also nominated Cathy. “We had a patient this year who was at the end of his short life. He was very young and very alone almost every day with us,” Allison said. “Ms. Glavas’ loving care and companionship for long days with this child made all the difference at the end of his life. She would sit with him, rock him, play with him and was in tune with his needs enough to alert the nursing staff if she felt he needed anything. She gave our staff an emotional break during this sad and difficult time, and we felt confident that he was in great hands.”

Cathy does not believe she deserves special recognition. She feels that each volunteer has the potential to do great things at St. Jude. “There is so much here you can do. Every child is different, and it’s been a huge learning experience for me. Helping to entertain the kids has opened my eyes to the ways children cope,” she said. “Volunteering is a simple little thing; it doesn’t take much, but the rewards are endless.”

Magic of volunteering celebrated at annual appreciation luncheon

At this year’s Volunteer Appreciation Luncheon in May, the Volunteer Services staff and St. Jude volunteers celebrated the Magic of Volunteering. Every second, minute and hour that every volunteer gives to the hospital matters greatly to the staff and the patient families we serve.

In 2013, more than 2,000 hospital volunteers gave 41,546 hours of service to St. Jude. That is equivalent to the annual work hours of 20 full-time employ-

ees. St. Jude volunteers range in age from 16 to 92.

St. Jude officials who thanked our wonderful volunteers in person included: St. Jude Director and Chief Executive Officer Dr. William E. Evans and Chief Nursing Officer and Senior Vice President of Patient Care Services Pam Dotson.

The Volunteer Appreciation Luncheon celebrates both service milestones and service hours. On this page

and the next, you will see some of the honored volunteers who attended the event. Those below are from the fun photo booth and on the next page are some snapshots from the luncheon.

To see a list of all St. Jude volunteers who gave more than 50 hours in 2013, visit www.stjude.org/hospitalvolunteers. In the menu at the left, click on “Volunteer Recognition” and then choose “Award Events.”



Child Life volunteer Cathy Swain and Family Advisory Council member C.J. Harris



Helping Hands volunteers Pam Wingfield and David Fisher



College student volunteers Reagan Jones and Alex Jinks



(From L to R) Staff member Barbara Joyner and Family Resource Center volunteers Rita Turner, Joyce Jackson-Campbell and Robert “Bob” Radel



Chaplain Services Director Brent Powell (R) and (from L to R) Eucharistic lay ministers (back row) Bob Stewart, Dick Jensen, (front row) Dana Sloyan, Libba Nance, BJ Bendixson and Penny Tramontozzi.



(From L to R) Ladies of St. Jude member Della Hood and movie cart and snack bag volunteers Patsy Moretta and Dolores Seelig enjoy the luncheon.



Family Advisory Council members Jack Pavlat and Gabby Salinas share a smile at the luncheon. Gabby is also a St. Jude employee and former patient.



Volunteer and special events coordinator Randa Spears (R) congratulates Ryan Lisse on receiving the first Student Achievement Award. The award was also presented to Megan Christy. Other nominees included: Matthew Connovo, Alex Jinks and Reagan Jones.

Thinking of you...

Get well wishes go out to Cynthia Steward and Bettie LeMar.

We are thinking of Myrna Salomon during her father’s illness.

We send condolences to these volunteers and staff who recently had deaths in their families: Jacqueline Kelley (mother), Jack Ingram (father), Cynthia Connolly (husband), Libba Nance (mother) and Kathryn Berry Carter (mother in-law).

No photos, please

St. Jude employees and volunteers have a duty to safeguard and protect patient information and the privacy of others. There is no possible way to ensure that every picture will be protected and safeguarded; therefore, employees, residents, fellows, students or volunteers are not permitted to take photos or videos of St. Jude patients, family members or celebrities with cell phones or other devices unless authorized. Please remember that this applies at all times to all volunteers, employees, fellows, residents and students. If you want to read the hospital policies about these rules, ask to see a copy in the Volunteer Services office.

St. Jude Women’s Club

BY ALLISON COOK, publicity chair

The St. Jude Women’s Club’s annual Book Sale was held February 26–27 in the Danny Thomas Research Center Atrium. A huge amount of preparation and effort went on behind the scenes to coordinate this event, thanks to co-chairs Stacey Zambetti and Kerry Wilson. Their leadership and organization were instrumental to the event’s success.

Many Club members volunteered their time, including some weekends, to sort and organize books. Others worked during the two-day sale, assisting customers. There was a great turnout, and back by popular demand was the “Fill-a-Bag” promotion for last-minute shoppers.

The sale wouldn’t have been possible without those who donated and purchased books.

The grand total in sales was just under \$5,000. The overwhelming support for the Book Sale is a wonderful example of how the St. Jude Women’s Club brings people together from many different areas of the hospital to further the hospital’s mission. The proceeds will be used to provide hospital equipment and supplies, which will ultimately benefit our patients and their families.

In 2013, events like this, made it possible for the Women’s Club to donate more than \$10,000 to St. Jude.

The Ladies of St. Jude

BY SARAH D. PRATT, member

April was election time for the Ladies of St. Jude. These are our new officers:

- President Patty Williams
- Vice President Lydia Gibson
- Recording Secretary Mary Portner
- Corresponding Secretary Jaymie Salley
- Treasurer Radha Kumar
- Past President Director Candy Johnson
- Director Margaret Scott

Many, many thanks go to outgoing officers: President Candy Johnson, Vice President Patty Williams, Recording Secretary Nancy Walker and Past President Director Virginia Daniel. Graciously agreeing to continue in their positions from last year are: Jaymie Salley, Radha Kumar and Margaret Scott.

Monthly meetings at The Racquet Club have given members a chance to learn more about the hospital and its offerings. In January, members were treated to a talk by Bereavement Coordinator Nancy Noyes and in February, a presentation by Volunteer Services Director Kathryn Berry Carter, accompanied by Parent Mentor lead volunteer Betsy Lambert and Parent Mentor Coordinator Brittany Cochran. In March, members heard from Chief of Quality of Life and Palliative Care Justin Baker, MD, and, in April, from volunteer and special event coordinator Randa Spears about student volunteer programs.

Hats off to Suzanne Hieserman, who chairs the LSJ

Art Project. Every month she comes up with wonderful themes for these arts and crafts sessions, which are always popular among patients and their siblings.

The Ladies were most recently involved with the 2014 Dream Home, which was located in Eads, Tenn. Chair Aggie Wagner had volunteers hosting 18 open houses, and they were present at WMC Channel 5 on June 2 to help man the phones for “Giveaway Day.”

Co-Chair Betty Christy was busy for weeks overseeing the ticket processing operation. Once the numbers are totaled, she and her volunteers anticipate another successful year of selling all 13,000 tickets.

(from L to R) Members Debbie Follis, Mary Portner, Maria Chandler, Marjorie Webster and Suzanne Hieserman volunteer at the Easter cookie decorating event.



St. Jude Auxiliary

BY DORIS BURTON, member

The St. Jude Auxiliary is off to an exciting year. We were treated to an awesome luncheon for all hospital volunteers at the Holiday Inn University of Memphis in May, and many individual Auxiliary members were honored. In 2013, Auxiliary members donated 3,924 hours to St. Jude.

We just finished our first Masquerade Jewelry Sale for 2014, clearing more than \$11,000. That is the most we have ever made at any of our jewelry sales. We want to thank everyone who volunteered to help and especially

those who shopped. The next Masquerade Jewelry Sale is scheduled for October 14–17.

We have already started pricing items for the Holiday Bazaar. If you are interested in helping, please check with the Volunteer Services office for dates and times.

Caring for others helps us forget about our own burdens. As we go along, let each one of us have a smile and hug for the kids of St. Jude.

Volunteer supervisor of the year named

Several years ago Volunteer Services created an annual award to recognize the best volunteer supervisors. It is called the Volunteer Supervisory Excellence Award. Along with their regular job duties, these individuals take on the added responsibility of training and supervising volunteers. Being nominated for this award is a great honor because only volunteers can submit nominations.

This year’s nominees were: Megan Billig, Amanda Brody, Barbara Joyner, Amy Kennedy and Ira Wigley. The judges for the award included staff members Allison Keasler, Shannon Lohrman-Thomas, last year’s winner Ashley Wedderburn and volunteer Susan Bransford.

The winner for the 2014 Volunteer Supervisory Excellence Award is Cafeteria Supervisor Ira Wigley. Along

with his regular duties, Ira manages 15 volunteers including Kay Kafe Companions and bakery helpers.

“Ira has always communicated clearly and effectively,” said Kay Kafe Companion volunteer Kathleen Muck. “When you start a new shift he always gives you an idea of what the week has been like leading up to your shift and what the day might bring. He’s constantly giving us feedback and letting us know when we’ve done a good job or how happy he is that we’re helping in the Kafe.

“Ira’s genuine compassion, positive attitude and motivation all play a role in the amazing job that he does. I feel like he is very deserving of this award and a direct reason that the Companions have been able to help so many patients and families.”

Volunteer and special events coordinator Tricia Spence presents the Volunteer Supervisory Excellence Award to Cafeteria Supervisor Ira Wigley.



Welcome New Volunteers!

To see a list of volunteers who have joined the team between February 13 and May 5, 2014, visit 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



St. Jude Women's Club member Kim Avola helps a child with a shark hat at the club's Beach Party event.



Charles "Chuck" Belak was the hospital's top hour volunteer for 2013. He gave 492 hours last year. Chuck volunteers in the Central Data Processing Office several mornings each week helping with clerical duties.



St. Jude Women's Club member Stacey Zambetti helps a customer at the club's annual book sale in February.

From a patient's perspective

Helping Hands Volunteer Karen McNeil periodically volunteers for special events. This is what she had to say after volunteering at the Survivor's Day Event last September: "I helped out during the Survivor's event this past Saturday with 2-year-old to 5-year-old children. It was a lot of fun! We had a precious 5-year-old who was very verbal. She looked up at the flags in the Danny Thomas Research Center and asked me if someone had to wash all those flags. I thought a second and realized she saw that as a huge clothesline!"

Look for fun, special event volunteer opportunities in the *Weekly Alert* email from Volunteer Services.



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