



Staff members help Penny Tramontozzi celebrate her retirement. They are: (from L to R) Amanda Wheeler, Leah Brooks, Tricia Spence, Penny Tramontozzi, Kathryn Berry Carter, Brin Schaechtel, Brittany Cochran and Megan Jones. See article about "Miss Penny" on page 5.

Alphabet inspiration

BY KATHRYN BERRY CARTER
Volunteer Services director

I recently attended the Target House volunteer appreciation dinner and was inspired by speaker, Michael Cobbs, Target Corporation store team leader. With his permission, I'd like to share a little of that inspiration with you. Michael used the alphabet in an incredibly creative way and encouraged us all to:

A – ACCEPT the challenge.
B – BE your BEST.
C – COMBINE your words with action.
D – DEDICATE your life to serving others.
E – EXPECT some hard times.
F – FIGHT 'em all off.
G – Get GOD on your side.
H – HAVE a made up mind to
I – INSPIRE somebody else.
J – JOIN other volunteers on this journey.

K – KEEP on keeping on.
L – Let your LIGHT shine every day.
M – MAKE every day count.
N – NEVER say I can't.
O – OVERCOME your obstacles.
P – PUT your best foot forward.
Q – QUIT quitting.
R – RUN the RACE with patience.
S – STAND STRONG.
T – TRUST in the Lord.

continued on page 2



Spotlight: Family Advisory Council

Since its early days, St. Jude Children's Research Hospital has focused on what is best for the patient. The hospital pioneered outpatient care for cancer patients, so they could spend more time at home with their families. St. Jude was also one of the first hospitals to offer parent rooms connected to inpatient rooms, so care-givers could stay close to their children.

St. Jude staff have always recognized that the family is the child's primary source of strength, support and well-being. In the early 2000s, the hospital embraced this level of support as patient family-centered care, a concept that involves a more formal partnership. It is a collaborative approach between family members and staff for the planning, delivery and evaluation of health care practices. At the heart of patient family-centered care is the belief that health care staff and the family are partners, working together to best meet the needs of the child.

In 2014, more than 40 dedicated parent advisers gave 3,838 volunteer hours on programs related to these patient family-centered care initiatives: the Family Advisory Council (FAC), Parent Mentor Program and Quality of Life/Palliative Care Steering Council.

The 20 parent advisers and six

continued on page 4

Top photo: Long-time St. Jude Family Advisory Council member Audrey Davis (L) and current FAC Vice Chair Chris Bridges (R)



Target Store Team Leader and Community Captain Michael Cobbs (R) shared a message of gratitude and encouragement to volunteers at the Target House volunteer appreciation event. He is shown here with his wife, Debbie.

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 Walk/Run to End Childhood Cancer and St. Jude Memphis Marathon.

We applaud our outstanding spring interns – Peterson Wellford, Jennifer Joyce and Emily Graham. 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. Please help us welcome new summer interns, Ann Mangano, Kelli Kerr, Ri'charda Anderson and Alison Allensworth.

I hope the ABCs for life inspire you as you volunteer your time and talents. Please remember we appreciate you for all you do, and we THANK each of you. Have a terrific summer, everyone!

Alphabet inspiration

continued from page 1

U – USE your talents.
V – VALUE your time.
W – WORK until your work is done.
X – X-RAY your own lifestyle.
Y – YEARN to achieve all the goals you seek.
Z – ZEALOUSLY strive to reach your peak!

See the article on page 3 to learn more about both the Target House and Tri Delta Place volunteer appreciation events.

The St. Jude Auxiliary hosted a successful Masquerade Jewelry Sale, just before Mother's Day, clearing \$10,581. Now, Auxiliary Bazaar pricing is well-underway.

Summer is here, and with it we welcome a flurry of activity. Our

Thinking of you...

Congratulations to volunteer Mimi Gibson on the birth of her new granddaughter.

Get well wishes go out to volunteers David "Paw" Fisher, who had a heart cath, Bob Radel, who had shoulder surgery, and Doris Burton, who had hip surgery.

We send condolences to these volunteer and staff members who recently had deaths in their families: Jeanie Nelson (husband's grandfather), Blair Trotz (father), Shannon Thomas Lohrman (father) and Tricia Spence (mother in law).



Amanda Wheeler, Tri Delta Place special events and volunteer coordinator (C), thanks these soldiers for their volunteer efforts. They are members of the Navy 1st Class Petty Officers Association.

St. Jude housing facilities celebrate their volunteers

Target House

On April 7, Target House hosted a "Wild about Volunteers" appreciation event to recognize and celebrate those who serve at Target House.

Volunteer Services Director Kathryn Berry Carter welcomed everyone and shared her gratitude to the volunteers for expanding the impact of the St. Jude volunteer program beyond the hospital's main campus.

Patient mother Stephanie Merling shared a heartfelt message of appreciation, expressing that every way in which volunteers contribute their time makes a positive difference in her family's experience.

Target Store Team Leader and Community Captain Michael Cobbs delivered an inspiring message encouraging continued dedication to volunteerism, a strong value of the Target Corp.

The "wild" theme offered a great opportunity to show appreciation for individual and group volunteers for their accomplishments in 2014. The characteristic of being "wild" suits volunteers well. Megan Jones, volunteer and special events coordinator, explained, "The impact of our volunteers comes from an innate desire to give back and it's their untamed passion that fuels continued dedication to the St. Jude mission."

In total, Target House volunteers gave 4,864 hours in 2014. They spent

197 hours making crafts, served 82 meals, and hosted 96 special events.

Tri Delta Place

The first Tri Delta Place (TDP) Volunteer Appreciation Breakfast was held April 24, and it is sure to become an annual event. The theme was "Thanks-a-latte" and attendees were treated to a breakfast buffet and coffee bar.

TDP General Manager Cayce Starr began the program by showing her appreciation for all of the ways volunteers contribute daily to the house. Volunteers help make TDP a home-away-from-home for patients and families by consistently providing helpful services, such as the amenities cart, family dinners, game nights and more.

This past year Tri Delta Place volunteers gave 4,475 hours to the service of patients and families. Volunteer groups served 95 dinners and provided 99 special events to brighten the days of TDP guests. From cookie decorating to teen art night, volunteers offer an array of events on a monthly basis.

Amanda Wheeler, TDP special events and volunteer coordinator, said, "We are grateful to everyone who was able to attend the appreciation breakfast and everyone who gave service to the house this past year. Volunteer roles at TDP continue to expand, and we are humbled by how much volunteers enrich our lives and our patient family experiences."



Carole Anne Boal (L) and Karen Newby (R) are ALSAC/St. Jude employees who also volunteer at Target House by providing a monthly bingo event.



These volunteers from Hope Church provide a monthly, home-cooked meal at Target House: (from L to R) Laurie Meier, Denise Baker and Frank Baker (official grilled cheese chef). They are especially known for serving delicious grilled cheese sandwiches.

From the photo booth at the Tri Delta Place Volunteer Appreciation Breakfast



At left, (from L to R) spring intern Peterson Wellford, shift volunteer Maureen Kennedy and Regions Bank dinner volunteers Missy Carpenter, Kimberly P. Moore and Margo Dodson. Below, Tri Delta Place shift volunteers (from L to R) Chelsey Cook, Mandy Hoard and Illa Ervin. (See article, page 3.)





Spotlight: Family Advisory Council *continued from page 1*

staff members on the Family Advisory Council work to strengthen communication between staff and families. They also help refine how parents take part in care planning and delivery at the bedside and in planning programs and facilities for patients. Parents, caregivers and older patients can become family-centered care advisers, serving on hospital committees and working groups and offering their perspectives about patient services.

In this issue, three of these family-centered care advisers share their thoughts on why they volunteer in this way.

Katie Witsoe's son Sean was a St. Jude brain tumor patient. Despite many rounds of treatments for more than a year and a half, Sean died in April 2010.

"As a mother to a St. Jude patient, I always felt that St. Jude did everything possible to make things better for the patients and their families. I was always so grateful that everyone in the hospital seemed to go above and beyond in the care they provided our son, Sean," Katie said.

Katie has been an FAC member since August 2012 and is currently the chair of the Family Support Subcommittee.

"The Family Advisory Council enables me to give back in a way I never thought possible, which is to provide input and guidance to the staff about ways to continue to improve the quality of care," Katie

explained. "Being a part of the FAC enables me to honor Sean and help improve care for current and future patient families."

Katie most enjoys working with the staff on important ways to improve patient and family care. "Volunteering for the FAC helps me feel like I give a voice to families."

Audrey Davis is the mother of St. Jude hematology patient Courtney Davis, 14. Courtney has been a St. Jude patient since birth, and Audrey is a former FAC chair and long-time member of the council.

"St. Jude not only has been a miracle for my child, given the amazing care she has received, but also we see the lifesaving difference St. Jude makes in so many lives," Audrey said. "This makes it an easy decision to stay involved."

Audrey loves the fact that the hospital allows parents to have input in all aspects of the institution. "I'm amazed at the different projects we have been involved with including construction plans, food services, MRI policies, Magnet Application, and the list goes on and on. As parents, we have a different viewpoint from hospital staff, and our viewpoint is always taken into consideration, which makes our time spent volunteering even more valuable."

Each family-centered care adviser has specific projects of which they are most proud.

These St. Jude Family Advisory Council members attend the Breakfast of Champions honoring six staff on the front row. They are: (back row, from L to R) Marlow Moore, Debbie Higgins, Jeff Christian, Tricia McNally, Alicia Huettel, Chris Bridges, (middle row, from L to R) Barbara Joyner, Natassha Bowles, Gwen Elrod, Gabriela Salinas, Heather Ziegler, Aline Long, Vijay Linga, (front row, from L to R) Jennifer Smith, Dr. Kip Guy, Amy Scott, Regina Simmons, Cheri Wilkerson and Jennifer Windham. Scott, Wilkerson and Windham are also FAC members. The event is held twice a year to recognize St. Jude staff who exemplify the concept of patient family-centered care in their area of work and beyond.

Audrey was asked to be part of the AAHRPP Certification Team, which is a Human Subjects Protection Certification. She feels it was not only an honor to be part of such an important project, but it was also educational. "The Human Subjects Protection Team was an amazing, brilliant group, and I was honored to volunteer with them in this capacity," Audrey said. "I was especially excited that they were successful in acquiring the certification and that I could contribute in some small way."

Wendy Avery's youngest son, Nick, died in the St. Jude ICU at age 15 after battling acute myeloid leukemia for eight months.

"He had such a positive attitude throughout his treatment time and always felt that what he was going through was serving a greater purpose," Wendy says. "Because of his amazing and selfless attitude, Nick taught me that there is no time

(From L to R) Family Advisory Council members Bethan Hureau and Katie Witsoe



Wendy Avery

to feel sorry for myself, but instead, I should be working to find ways to bring good out of the difficult things that happen in life."

Wendy joined the FAC in July 2009 and transitioned to the Quality of Life/Palliative Care Steering Council in 2013. The majority of her volunteer time is spent helping with end-of-life and bereavement issues.

"I have often been asked if it might be too difficult on me to do this kind of work since my own son died," Wendy said. "So far, my answer has always been the same, that even though it is very difficult work, it is also work that I feel compelled to do. Not surprisingly, bereaved parents feel most able to connect with another parent who has also lost a child. If I can be a form of support for just one person then I am happy to do so. It gives meaning to my own experience."

Family-centered care advisers are hospital volunteers, but they are also patient parents, caregivers and sometimes patients. They have a unique perspective on all the hospital volunteers that give their time and talents to St. Jude.

"Our St. Jude volunteers are the heartbeat of our hospital," said Wendy. "If I could speak to each one, I would tell them to keep up the very important work that they are doing."

Audrey said, "As the parent of a St. Jude patient, I would like to say thank you to all of the volunteers. Your contributions to our children mean so much to us, and I appreciate everything you do. St. Jude truly has the best volunteers in the world."



Miss Penny: Retired but never forgotten

BY JENNIFER JOYCE
Volunteer Services intern

The legacy of Penny Tramontozzi is not one that will soon be forgotten. A retirement celebration was held in April for "Miss Penny" to honor her 17 years of service to St. Jude as an employee and volunteer. Miss Penny worked as a guest liaison in the Chili's Care Center and was one of the first faces many new families saw when coming to St. Jude. Her trademark saying, "You've just come to the best place, and you've just inherited a whole new family," created a sense of calm and hope for new families entering the hospital for the first time.

More than 300 staff, volunteers, families and patients came to the retirement event in the Danny Thomas/ALSAC Pavilion to thank and say goodbye to Miss Penny. Director of Volunteer Services Kathryn Berry Carter, St. Jude Executive Vice President Richard Gilbertson, MD, PhD, and ALSAC Chief Executive Officer Rick Shadyac Jr all reflected on Miss Penny's

time at St. Jude and praised her for her ability to connect with patients, families and staff, as well as the impact she made on everyone she came in contact with during her time at St. Jude. Miss Penny's legacy at St. Jude will live on through all the lives she has touched.

Above: During an earlier retirement celebration involving patients and their families, patients wrote messages on these "pennies" thanking Miss Penny and expressing how much they would miss her.

ALSAC Chief Executive Officer Rick Shadyac Jr gives Penny Tramontozzi a special gift honoring her time and efforts at St. Jude.



A patient gives Miss Penny a special "penny" note at the retirement party that gave patient families a chance to spend time with her.



Welcome New Volunteers!

To see a list of volunteers who have joined the team between October 31, 2014, through February 6, 2015, 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.

St. Jude Women’s Club

BY KELLY CAUDLE, public relations co-chair

Despite the snow day and icy streets, the St. Jude Women’s Club’s annual Book Sale in February was again a huge success. A great amount of preparation and effort went on behind the scenes to coordinate this event, thanks to co-chairs Stacey Zambetti and Melissa Mann. 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 sale, assisting customers. (See photo back page.) The sale was extended an extra day because of the hospital-wide snow day, but there was still a great turnout. 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 about \$3,500. 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 ultimately benefit our patients and their families. In 2014, proceeds from events like this made it possible for the Women’s Club to donate \$7,500 in supplies to St. Jude patient care departments.

St. Jude Auxiliary

BY LYDIA GIBSON, president

In spite of the hot, summer weather outside, the St. Jude Auxiliary is already hard at work preparing for our next Holiday Bazaar, which will be held early this year, November 11–13. The Bazaar committee is reviewing and pricing items for sale at discounted prices. The pricing sessions are listed in the Volunteer Services *Weekly Alert* e-newsletter, and all volunteers are welcome to take part in these sessions. Pricing sessions are a great time for fun, service and fellowship with other volunteers and Auxiliary members.

We held our first Masquerade Jewelry Sale for 2015, May 5–8. All funds raised by the Auxiliary are returned to various departments in the hospital to help with patient services.

Our spring Auxiliary meeting in April featured a presentation by Karen Smith from St. Jude Clinical Nutrition. We learned about the exciting projects underway in that department, all dedicated to improving patient nutrition. Our next quarterly luncheon meeting is scheduled for July 8.

All volunteers are welcome and encouraged to

become members of the St. Jude Auxiliary. Fifteen (yes, 15!) new members have joined the Auxiliary since January. Come and share in our mission of supporting our wonderful hospital programs. I look forward to meeting you at our July meeting. Please check the *Weekly Alert* for details about the time and location.



Judy Patterson and Jenny Bledsoe work on pricing items for the 2015 St. Jude Auxiliary Holiday Bazaar to be held in November.

The Ladies of St. Jude

BY SARAH D. PRATT, member

Another promising year has begun for the Ladies of St. Jude efforts on the Dream Home. The ticket season started off well, with more than 5,000 tickets being sold right away. Ticket Chair Betty Christy needed all the help she could enlist in processing these tickets in the LSJ office on the hospital campus. Meanwhile, new Open House Chair Beverly Ossing has been busy filling her schedule for hostesses at the home.

A new tradition is emerging at the Dream Home – “floor signing.” This consists of placing two large white surfaces on the subflooring, in the area of the family room. One bears the St. Jude logo, and the other has the logo of the contractor, Renaissance. During a ceremony, contractors, sub-contractors, Ladies of St. Jude members, and others from the hospital, sign their names on these surfaces. This represents a moment for all involved to “bless the house,” and it becomes a chance to celebrate together what the Dream Home means to the St. Jude family. Representing the Ladies at this year’s signing were Patty Williams, Candy Johnson, Diane Hazelfeldt, Loma Hyder, Virginia Daniel, Marjorie Webster and Betty Christy.

Career member Tracy Christoffersen has made us all proud by running in the Nashville St. Jude Marathon in late April (see photo back page). Congratulations from all the membership.

Art Chair Suzanne Hieserman has continued to provide exciting projects for patients and siblings. In April she brought white umbrellas to be decorated in the “April Showers” theme.

Monthly meetings have included wonderful speakers from the hospital. In February, members heard Kristi Thomas, patient referral coordinator; in March, Tonna Bruce, administrative director of Academic Programs in Biomedical Sciences; and in April, Randall Hayden, MD, director of Clinical and Molecular Biology in the Pathology Department. All provided a greater understanding of the wonderful work going on in the hospital.



These Ladies of St. Jude members are in their St. Jude office ready to work on Dream Home tickets: (from L to R) Lennie Lott, Radha Kumar, Mel Stanley, Loma Hyder, Diane Hazelfeldt, Mary Portner, Linder Hill, Renee Leach, Kathryn Vaughan, Virginia Daniels, Nancy Kanne, Betty Christy and Marjorie Webster.



Congratulations, student volunteer Megan L. Smith

St. Jude student volunteer Megan L. Smith was honored recently by Florida State University as the Nursing Humanitarian of the Year 2015. She was presented \$200 to be given to the non-profit agency of her choice. Volunteer Services Director Kathryn Berry Carter says, “We are pleased and appreciative that Megan chose to give the funds to St. Jude. We also congratulate her for being selected to the St. Jude 2015 Nursing Externship Program this summer.”

Service-in-action gallery



Beverly Trojan tutors a patient in the St. Jude School Program suite. She volunteers every Wednesday during the school season.



Richard O'Beirne talks to a patient parent over the intercom. He volunteers every Wednesday from 12 to 4 p.m. as an ICU greeter.



Ladies of St. Jude member Tracy Christoffersen (R) and her friend Melissa Fenton raise money for St. Jude by running marathons. They are shown here after finishing the St. Jude Country Music Marathon in Nashville.



Christy Mullikin (L) helps a customer at the Annual St. Jude Women's Club Book Sale in February.



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.