



Spotlight: Small actions can make a big impact

BY LESLIE WELLS
Volunteer Services intern

Sometimes small actions can make a big impact. This saying certainly rings true in Volunteer Services, which offers many smaller volunteer shift programs to help meet the needs of St. Jude patients, families and staff. Some of the more recognizable, larger shift programs include Child Life, Doggy Daze and Helping Hands.

Smaller shift programs have fewer volunteers, and these opportunities can sometimes go unnoticed by the general St. Jude population. One of those programs is Massage Therapy offered weekly at the ICU Parent Support Group. Getting a massage might seem like a normal afternoon activity for some, but for patient families this program offers an escape from the hectic elements of hospital life. Some other small but essential volunteer shifts include the Patient Snack Bag Program, the Linda R. Hajar Family Resource Center, Tour Guides, Eucharistic Lay Ministers and Gift Shop volunteers.

Volunteer Services recently started two new shift programs to help patients and their families.

Have you ever tried to navigate the Kay Kafe on a busy day? Now imagine trying to do so while pushing a wheelchair, holding a tray, and keep-

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Photo top: Kay Kafe Companion volunteer Kathleen Muck



St. Jude patient Hillary Husband is greeted with cheers and confetti as she crosses the finish line just weeks after undergoing a bone marrow transplant to treat relapsed acute lymphoblastic leukemia. Despite having a weakened immune system and experiencing moderate side effects from treatment, Hillary focused on the benefits of remaining active after transplant. She walked at least one mile per day to build strength, endurance and prevent fluid build-up in her lungs. In 20 days, she walked 26.2 miles or 286 laps in the Bone Marrow Transplant (BMT) Unit, becoming the first St. Jude patient to walk a marathon while receiving inpatient care. Ross Goshorn, MD, Oncology, and Allison Keasler, Nursing-BMT, helped organize the event.

Hope. We run for it...

BY KATHRYN BERRY CARTER
Volunteer Services director

Speaking to the Memphis to Peoria runners at their award ceremony and before leaving on the annual run, patient, Hillary Husband, said, "I'm a big believer that being active keeps the body healthy. That's why I decided to walk 10 laps a day for a total of 26.2 miles while undergoing stem cell treatment on the Bone Marrow Transplant Unit at St. Jude Children's Research Hospital."

Hillary was invited to speak at the event not only for her walking feat, but also to recognize her as this year's T-shirt designer. According to Hillary, "I made the Hope artwork because when you get to St. Jude you have hope. That's the word I see when I come here: Hope." She went on to say, "It doesn't matter where you come from, St. Jude treats patients all over the world, and that's why I chose to write hope in many different languages."

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Volunteer Shara Goldin shows off her One-year Service Award pin. Shara is a Child Life volunteer who serves each Tuesday afternoon on the 2 North Inpatient Unit. She has been a St. Jude volunteer since February 2011.

Volunteer Services unveils special recognition for volunteers who reach one year of service

“All of us are born for a reason, but all of us don’t discover why. Success in life has nothing to do with what you gain in life or accomplish for yourself. It’s what you do for others.” Our volunteers embody what St. Jude founder Danny Thomas said in this quote.

Volunteers go above and beyond each day to make a difference in the lives of each person they encounter. The Volunteer Services staff receives many compliments about the great service our volunteers provide, from a warm smile and a gentle hug to a kind word spoken. This reflects what a huge impact volunteers are making in the lives of so many people at St. Jude. Because of this, the Volunteer Services team decided they needed a way to celebrate the great service provided by volunteers as they reached their first year of service.

Guest Services liaison Leah Brooks took the lead on this project. The first step was to decide what the award would look like. After much research and discussion, the staff chose a silver star with the word “Volunteer” and the St. Jude logo etched on the front, because volunteers are stars not only in the eyes of the Volunteer Services staff, but also in the eyes of everyone who walks the halls of this amazing place of hope.

This award premiered right before

the annual Volunteer Appreciation Luncheon, when every volunteer with one year of service was sent this special pin. Since then, the pin has been sent to individual volunteers monthly as they reach this important milestone.

“Our volunteers go above and be-

Hope. We run for it...

Even though I wasn’t able to take part in this year’s Memphis to Peoria run, it’s an event that remains close to my heart. Hillary’s encouraging story uplifts me as do our volunteers and their unending passion for our kids and mission.

This fall proves to be especially busy with our usual flurry of activity around the Auxiliary Masquerade jewelry sales and annual Auxiliary Bazaar. The Women’s Club members will host the elf event and will delight everyone with holiday decorations. The Ladies of St. Jude will again take part in the *St. Jude Give thanks. Walk.™* and the St. Jude Memphis Marathon events as well as gear up for their spring activities.

We welcome two new interns, Taiwo Adesina and Marlee Loflin. Taiwo comes to us from the University of Loma Linda, California, and is pursuing her master’s degree in public health-global health. Marlee is a University of Memphis student pursuing her bachelor’s degree

yond what is expected of them and work to create the best experience possible for our patients and families,” Leah says. “Without their support of the St. Jude mission, the hospital would not be the same. We are happy to be able to reward their dedication.”

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in health services administration. We also welcome back Erica Luciano, who remains involved in our student programming. We send tremendous thanks to Leslie Wells and Ellie Koehly, Summer 2013 interns, for their incredible hard work and the gifts they leave behind.

We have many goals for the 2014 fiscal year, some of which include hiring a parent mentor coordinator, establishing permanent programs around our Kay Kafe Companion and Ready Runner volunteer positions, as well as the evaluation of our student programs. We strive for excellence in customer service and continual improvements so that we can offer quality programs and improve the lives of our patients and families during their hospital stays.

Thanks for doing your part to provide a sense of **hope** while volunteering here at St. Jude. Best wishes for an amazing fall season.

Spotlight: Small actions can make a big impact

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ing track of your 4-year-old child. It can be stressful, and this type of scenario is all too common for patient families. With suggestions from staff, patient families and Family Advisory Council members, Volunteer Services developed the Kay Kafe Companion program and the Ready Runner Program to make these stressful situations a thing of the past. Both programs tackle simple problems, yet make a huge impact in the everyday lives of St. Jude families.

Volunteer and Special Events coordinator Tricia Spence has seen both programs develop from pilot phase to full implementation. She says: “Our job in Volunteer Services is to strive to meet the needs of St. Jude patients, families and staff. These two roles do just that. We couldn’t be more pleased with their outcomes and successes.”

Kay Kafe companion Kathleen Muck says, “During a typical shift you never know what might happen; it just depends on how busy the Kafe gets.”

Wearing yellow smocks, the companions help with various tasks throughout the Kay Kafe including carrying trays for patients and families, reserving tables,



Ready Runner volunteer Brenda Jordan helps a patient parent with directions. This new volunteer position also helps gather dirty wheelchairs and wagons for cleaning.

greeting families, cleaning tables, replenishing supplies and more. The overall feedback from staff and families has been great.

Kathleen says, “One of my favorite memories was a mother who kept telling me ‘I can’t believe you guys are in the Kay Kafe and you’re here to help me! I want to tell everyone how happy I am to see all of you. Can I just hug you?’”

The Ready Runner Program is also relatively new to St. Jude. Ready Runners don red smocks and can be seen gathering dirty wheelchairs and red wagons throughout the hospital.

“Their diligence in rounding up dirty wheelchairs and wagons contributes a great deal in support of maintaining infection control for our patients,” says Guest Services liaison Penny Tramontozzi.

Ready Runners also assist patients and families by escorting them to areas throughout the hospital. Penny and Leah Brooks, another Guest Services liaison, assisted in developing and implementing the program and also serve as supervisors to the Ready Runners.

“I love the fact that our volunteers and department are able to support our patients and families in a huge way,” Leah says. “These volunteers provide an extra layer of infection control protection to the patients by gathering dirty wagons and wheelchairs for cleaning.”

When asked what she likes about her Ready Runner position, Brenda Jordan says: “I like the environment. It’s so peaceful, and I love helping the little kids and their parents find their way around the hospital.”

Both the Kay Kafe Companion and Ready Runner programs are proof that small actions can make a big impact.



Kay Kafe Companion Kathleen Muck helps a patient family navigate through the Kay Kafe at lunch time.



A St. Jude patient shows off her Planet Passport during the End of Summer Bash for the first Volunteen session. The theme was “Out of this World.” St. Jude holds two Volunteen sessions each summer that give 30 teens a chance to serve St. Jude patients and families while learning more about hospital and research careers.

St. Jude is out of this world for Volunteens

3...2...1...Blast off!

The 2013 Volunteen Program skyrocketed into summer, bringing 30 outstanding and creative teens, ages 16–18, to volunteer at St. Jude. With themes like Zoo Day, Under the Sea, and Sports Day, the outpatient lobbies were transformed and filled with crafts, laughter and the most popular activity this summer: Jenga towers!

Each of the two sessions planned an End of Summer Bash to celebrate their four weeks dedicated to St. Jude. This year, our first group of talented teens put on an event that was truly out of this world. For the first time, we took an interactive journey through space along the ABC Wall, visiting each planet. To

go on such a trip it was only necessary to receive a St. Jude Planet Passport.

Children began with their passports and earned stickers at each of the planet stations to collect the final prize—a Build-A-Bear gift card. The teens worked creatively to find an activity that accompanied the unique characteristics of each planet. On Venus, the hottest planet, the kids made paper fans to keep cool. On Saturn, they played an interactive ring toss game, and on Uranus, the coldest planet, they had a blanket giveaway to stay warm.

As I stood back and watched the children eagerly travel through space, a mother thanked me and shared how much her children enjoyed the Volunteers. As

BY ERICA LUCIANO
Volunteer Services intern

I knelt down beside her child to see what she had made, I asked, “What are you going to name your bear when you make her?” She smiled and said, “Volunteenie!” I mirrored her excitement and was reminded of our rewarding and successful summer.

In eight short weeks, the Volunteers learned the importance of service while strengthening their team-building skills. This summer proved that our young generation is willing to go to the moon and back for our patients and families.

As the last session ended for the summer, I can proudly say that we left with glitter on our hands and gratitude in our hearts.

Below, St. Jude volunteers from the first summer session threw an “out of this world” event for patients and family members.



St. Jude Volunteer Will Malatesta gives stickers to a small patient during the second Volunteen session End of Summer Bash. The theme was “Monster Sleep Over.”



St. Jude Volunteer Derin Jones helps a patient with an art project during the second session End of Summer Bash.

Welcome New Volunteers!

To see a list of volunteers who have joined the team between May 8 and July 31, 2013, visit 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.

All St. Jude volunteers need to be aware of isolation policy changes

Please note that the St. Jude Isolation Policy has been revised, and all volunteers should be aware of these changes. Volunteer Services has posted flyers by the sign-in station and included an information sheet in the *Weekly Alert* regarding the revisions. Please ask your supervisor or a Volunteer Services staff member if you have questions about these changes.

The Ladies of St. Jude

BY SARAH D. PRATT, member

In the words of Betty Christy, “It was a sell out!” The St. Jude Dream Home tickets had all been sold by the hour of the drawing. Much credit for this success goes to Betty’s ticket-processing committee, to Aggie Wagner’s open house committee and to all their Ladies of St. Jude (LSJ) volunteers. It was a great year.

As you may know, the drawing took place June 23 at Channel 5 TV studios. Ladies of St. Jude members were present, with eight manning the phones, processing information, and selling the last 73 tickets. Another five Ladies were off-camera, assisting in the auditing process.

Again this year, there were other prizes awarded, in addition to the house. These prizes included a 2013 Honda Civic, a 50-inch TV, a year’s supply of gas, a weekend at The Peabody Hotel, movie tickets, an Oriental rug, two bicycles, two season tickets to the University of Memphis basketball games, air duct cleaning, a laptop,

a keyboard, a diamond bracelet and at least seven gift cards worth from \$1,000 to \$5,000. There were many happy recipients that day.

Back at the hospital, the LSJ Art Project has continued to bring fun and entertainment to the patients. In May, Chair Suzanne Hieserman provided acrylic painting supplies for the patients to paint a gift for Mother’s Day. Some chose to paint giraffes, bears and lions, and they were seen happily carrying their masterpieces off to present to their mothers. In June, she brought beach balls to decorate with markers. Suzanne can always be counted on to come up with great themes.

Though there are no organized meetings in the summer, the Ladies of St. Jude look forward to their New Member Luncheon Thursday, September 26. If you have an interest in joining the Ladies of St. Jude, please call Membership Chair Patty Williams at 901-218-7788.

St. Jude Women’s Club

BY ALLISON COOK, publicity chair

In June, the St. Jude Women’s Club hosted their annual Golf-A-Round event at the Danny Thomas/ ALSAC Pavilion in partnership with the FedEx St. Jude Classic Golf Tournament. Golf-A-Round is an interactive and personal opportunity for several of the PGA golfers playing in the tournament to spend time with St. Jude patients and families. This year’s event brought five golfers to campus, including Dustin Johnson, Casey Wittenberg, D.A. Points, Cameron Percy and Robert Streb. Each one signed autographs, took photos with the kids and told stories about their experiences.

The Women’s Club set up putting greens, complete with tricky angles and hills, to let the golfers try their skills on a smaller scale. Patients and families were invited to putt right alongside a pro golfer. Kids and visitors alike enjoyed golf-themed cookies, provided by the Kay Kafe, and Mr. Golf Ball Head made his annual appearance to pose for pictures in front of the custom-painted backdrops of golf course scenery.

Golf-A-Round continues to be a fun, successful event that brings the spirit of the FedEx St. Jude Classic Golf Tournament on campus to patients, families and staff.

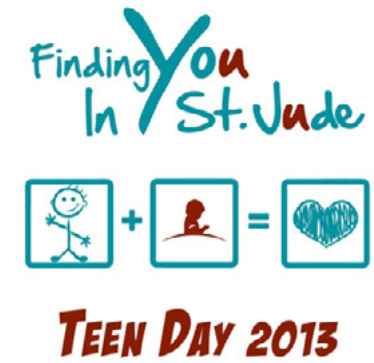


Volunteering for the Golf-A-Round event are St. Jude Women’s Club members: (front row, L to R) Rachel Scheib, Christina Drenberg, Kim Avola, Louise Treanor, (back row, L to R) Donna R. Williams, Christy Mullikin, Shannon Thomas-Lohrman, Jenny Reddick, Shelly Orwick (in costume), Wilma Blankenship, Rebecca Rupff, Tina McDowell and Julianne McCorkle.

Teen Day offers St. Jude experience to teen volunteers

Each year, hundreds of teens from around the country apply to the St. Jude Volunteer Program. Unfortunately, Volunteer Services is only able to choose 30. “We have some amazing applicants and dislike having to turn so many away,” says Volunteer Services intern Erica Luciano. This year, Volunteer Services launched a pilot program to offer a St. Jude experience for those who did not make it into the Volunteer program. The theme of this year’s Teen Day was “Finding You in St. Jude.” These teens received a full hospital tour from volunteer Kim Louis, as well as a tour of the Memphis Grizzlies House from Randa Spears. They also heard from other ALSAC and St. Jude rep-

resentatives and received information about how they can stay involved with St. Jude. The highlight for many of the students was the patient event, where they made princess and pirate crafts with the children.



St. Jude Auxiliary

BY PATTY STEPHENS, member

St. Jude volunteers strive to help patients and families in any way they can. One of the most effective ways to have an impact on families is to become an Auxiliary member. As a member of the St. Jude Auxiliary, you help patients and the hospital by providing a mechanism in which donated items that cannot be used are sold to raise money for patient care. The Auxiliary Bazaar, scheduled for December 5 and 6, takes months of preparation. It is made possible through the support of Auxiliary members.

Meeting to sort and price items is an excellent opportunity to spend time with fellow volunteers. Pricing sessions are a casual affair. We dress in comfy clothing so it is easier to work and also bring a picnic lunch since we are situated in the McCormick Building. This allows us to spend break time visiting and catching up in a relaxed way. All helpers are welcomed and appreciated. Even if you can only come for a partial pricing session your help adds up to a successful result in December.

Another way the Auxiliary raises funds is through the Masquerade Jewelry Sales. Each item is only \$5, and a percentage of the profit goes to support St. Jude. The next Masquerade Sale is October 2–4.

Check the *Weekly Alert* e-newsletter for updates on ways you can help. Be sure to check out the many pre-

holiday gift ideas while assisting in the Masquerade Sale or the Auxiliary Bazaar.

Once a year at a quarterly meeting, representatives from departments that have received donations from the Auxiliary come to tell members about the impact these items have had on patients and families. That meeting will be October 15 this year.

If you are interested in helping the patients of St. Jude in a substantial way, call Volunteer Services for more information about the St. Jude Auxiliary.



During a recent pricing session, St. Jude Auxiliary members show off some of the goods for the next Auxiliary Bazaar. Members shown include (from L): Jenny Bledsoe, Norma Lea, Joy Taylor, Julia Eanes and Helen Harbor.

Service-in-action gallery



St. Jude Auxiliary member Norma Lea (R) shows Jenny Bledsoe and Julia Eanes some fun items that will be sold in the next Auxiliary Bazaar December 5 and 6.



Interpreter Vicki Maness has been a St. Jude volunteer since June 2012. She generously helps Spanish-speaking patient families an average of eight hours each month.



St. Jude Women's Club member Rachel Scheib helps a patient find just the right sticker to decorate her visor at the annual Golf-A-Round event in June.



Volunteens (from L) Mitchell Embrey, Evan Davis and Chris Boone help quiet things down so the "serious" golfers can concentrate at the Golf-A-Round event.



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