

Volunteer Voices

NEWSLETTER

SPRING 2011

Clearly, each volunteer is unique. Along side your own interests and dreams, you have your own reasons for volunteering. However different you are, one factor is the same—the Volunteer Services Department values you. That helped give a name to our second newsletter: Volunteer Voices. Because, we want you to know we listen to you, and that the Volunteer Services Department has some things to say too.

This issue coincides with National Volunteer Week, April 10-16, 2011, so this newsletter is to spotlight you, our volunteers. From highly accomplished professionals and retirees to students who work on their own skills while at Beth Israel, each volunteer has a revealing and compelling story. Some profiles will make you smile, some will have you nodding your head as you recognize yourself in another volunteer. You may even be reminded of someone, so go ahead and show this to your friends to invite new volunteers to Beth Israel Medical Center.

Best regards and hugs,



Director, Volunteer Services Department

P.S. Please join us for our activities during National Volunteer Week.

Celebrate 2011 National Volunteer Week Health & Wellness Activities (April 10-April 16, 2011)

movie raffles! snacks! massage! party! magazines!

at The Petrie Division

SUN APR 10 Bottled Water, Kashi Trail Mix Bars
 MON APR 11 Bottled Water, Kashi Trail Mix Bars, Fresh Fruit
 TUE APR 12 Bottled Water, Kashi Trail Mix Bars, Fresh Fruit
 WED APR 13 Bottled Water, Kashi Trail Mix Bars, Fresh Fruit
 THU APR 14 Bottled Water, Kashi Trail Mix Bars, Fresh Fruit

10-MINUTE MASSAGE

1 pm to 7 pm, Volunteer Services office,
Bernstein Pavilion.

**MAKE YOUR APPOINTMENT APRIL 4-13:
(212) 420-2974**

FRI APR 15 Bottled Water, Kashi Trail Mix Bars, Fresh Fruit
 SAT APR 16 Bottled Water, Kashi Trail Mix Bars, Fresh Fruit

at Kings Highway Division

WED APR 13 **10-MINUTE MASSAGE**
 11 am to 2 pm in the Volunteer Office,
driveway entrance to the lower level,
350 East 32nd Street, Brooklyn
 **MAKE YOUR APPOINTMENT APRIL 4-12:
(212) 420-2974**

THU APR 14 **VOLUNTEER PARTY**
 in the first floor conference room,
1350 East 32nd Street, Brooklyn
 4 pm to 6:30 pm

**During National Volunteer Week 2011, enter to win free movie passes. Entry is on page 8 of newsletter.
 Free health and wellness magazines are at the Petrie Division office.**

What's Been Happening:

The United Hospital Fund annual Hospital Auxilian and Volunteer Achievement Award tea was held in the grand ballroom of the Waldorf-Astoria on Tuesday, March 15, 2011. Beth Israel Medical Center had three volunteers recognized for their extraordinary service.



Bonnie Johnson, Lea Estrich and Ruth Mermelstein

Petrie Division

BONNIE JOHNSON

VOLUNTEER SINCE JULY 2003

When Terry explained I'd be getting an award, I felt a little confused, because I'm already rewarded every time I volunteer. Truly, I love what I do. As a Surgical Advocate in the Surgical Waiting Room I try to allay concerns and worries of patients' family and friends. I've gotten so many 'thank-you's', receiving this award feels almost redundant. It's icing on the cake.

Phillips Ambulatory Care Center,

LEA ESTREICH

VOLUNTEER SINCE JANUARY 2007

My first reaction to learning I was to receive an award is that it wasn't necessary. It's not that

I'm so unassuming, it's just that I enjoy being a Surgical Advocate in Ambulatory Surgery, but I don't do it for an award. I enjoy it. But now that I do have my award, I'm rather pleased. I was even a patient where I volunteer. I know firsthand what the patients and their families are going through.

Kings Highway Division,

RUTH MERMELSTEIN

VOLUNTEER SINCE SEPTEMBER 2009

This has been a fun afternoon. I'd never been to the Waldorf-Astoria before. There were 24 guests with me. That's 22 children and grandchildren to see me get my award! I cover about 70 patients; talking to them or bringing them a newspaper or something else to read. Sometimes, I very gently ask if I can help cut

the food, and the patient is so appreciative. That's just on the days when I visit through the B.I. Cares program. Then there are the days I do my phone work for HOPE [Homebound Outreach Project for the Elderly]. I am a Holocaust survivor. I wrote a book called "Beyond the Tracks" that I hope everyone buys. After I lost my husband two years ago, I decided to volunteer in a hospital. I had always wanted to be a nurse. It's never too late to go after what you want."

We are fortunate to have been chosen as the place where they would devote many hours in service to others and their dedication and hard work immensely benefit our patients and staff.

Harris M. Nagler, MD,
Beth Israel President

Meet the Volunteer:

We had conversations with some of our volunteers about their experiences to help us get ready for National Volunteer Week. Enjoy reading their stories, because it was wonderful listening to them. (These profiles are in alphabetical order.)



GRACE CHEN

My volunteer time covers two hours as a Petrie Division Emergency Department Advocate and two hours on 7 Linsky where I get to interact with a variety of patients. I've been doing this since October 2009. During high school, I volunteered at a nursing home in Queens. It gave me an introduction to what it's like to interact with the nursing home residents. It was a good experience. Since I graduated from college, volunteering at Beth Israel gives me better exposure and understanding of hospitals. I'm continuing my studies, so that I can pursue a Physician Assistant degree. I still volunteer tutoring science to junior high and high school students. It is something I've been doing since my freshman year of college. The martial arts classes I take also help me make good use of my time. Quite frankly, one of the most interesting things I did last year was to get my friends to start volunteering. They heard how amazing it is and called Laurie. I think it's good to give your time to people. I like it.

The interactions I get to have with medical staff are incredible.



NAOMIE DELONE

I'm so glad I'm volunteering at Beth Israel. When I volunteered at a different hospital I didn't have the chance to interact with the patients. Then, I remembered hearing about Beth Israel, so I phoned Maia. As a B.I. Cares volunteer at Kings Highway for the past year, I talk with patients and listen to how things are at the hospital. The patient interaction is great, because it has helped me verify I want to be a doctor. Being a part of the Brooklyn College Honors Academy Program, my first experience volunteering was at the Brooklyn Public Library helping children with their homework. You can feel the joy of helping the children understand things better. I really think volunteering makes you a better person. (We couldn't agree more.) I love working with children, so now I also volunteer in the Pediatric Emergency Room at the Petrie Division as well as the Kings Highway Division.

KEN BROWN



PHILIP FAGIN

Philip Fagin is one who takes his responsibilities to his fellow mankind very seriously...in a lighthearted way. “We live for others, so for me it’s a way of life. I’ve been volunteering at Beth Israel for 15 years. Plus, I volunteer at the Kings Bay YM-YWHA and my synagogue. I’m 78 years old and I just keep doing. When I’m in the Emergency Room at Kings Highway, I tend to gravitate toward those who are waiting by themselves. People surrounded by family or friends don’t need me, so I’m drawn to those sitting alone. I offer comfort and company. I like to help. I listen to their ailments; I’ve even given money for phone calls when they don’t have cell phones. Some are flabbergasted that I don’t get paid. I get a kick out of that. It can seem interminable in the ER waiting room, so I work with the security guards to help explain the delay. I’ve even been a patient at Beth Israel Kings Highway. The staff is compassionate, concerned about their patients, and I know they do a good job.”

EMILY FARRELL



GLADYS GARCIA

Petrie Division is where I volunteer, answering telephone calls, helping the doctors and clerks with paperwork and delivering things to other departments. I started January 13, 2011. It’s my first time volunteering, but I can already tell that it’s helping me and others. It motivates me, it helps me better relate to school and what I study at the High School for Health Professions and Human Services. I get to see what it’s like in the hospital environment, and I’m only in the 10th grade! My friends don’t volunteer, my brother doesn’t volunteer, but I think volunteering is a good idea. I was nervous at first. I didn’t know what it would be like. Then, Terry showed me what was expected of me, so I’ve grown more confident. Volunteering is a great experience and it’s fun, even if the staff isn’t the same each time, so I have to quickly learn names and faces.

EMILY FARRELL



PADDEN GLOCKA

I volunteered before this for five years with the Special Olympics in Madison, WI. It was a real investment of time and every minute of it was great—that’s true for both cities. Laurie has helped me volunteer in areas that I think will make me a better doctor. I’m an advocate in the Petrie Division Emergency Department. For a year I also was a volunteer research assistant in Pain Management & Palliative Care listening to nurses who treated dying patients and then interviewing family members. It was emotionally tough, yet I think it too will help me as I work toward my goal to become a physician. Laurie Burns says, “Padden is our first Emergency Department Leadership Volunteer. He helped revise the training manual and he orients new ER volunteers, helping them become acclimated in a hectic, sometimes intimidating, area. We’ll miss him, as he leaves the summer of 2011 to attend Drexel University College of Medicine.”

EMILY FARRELL



JOANN LAROCHE

It doesn't matter who you are, every patient needs others to help. Volunteering has confirmed my commitment to complete my nursing studies and gives me confidence that I am making the right choice for me. My aunt is a nurse and she encouraged me to go to nursing school. She said the work is fulfilling and tough and I won't always feel appreciated, but I'll make a difference every day. She is right; and I'm attending the Phillips Beth Israel School of Nursing. It is emotionally, intellectually and physically challenging, yet I love it. I've been able to volunteer in various departments throughout the hospital, because Laurie has given me a chance. We talk and she listens when I tell her I want the hospital to use me more. She's been able to place me in the Petrie Emergency Department, Pediatric Emergency Department and as a Unit Assistant on 9 Linsky. Now I'm a Unit Assistant on the Mother/Baby Nursing Unit. I've only been at the Medical Center since July 2009, and I really appreciate the relationship I have with Laurie.

EMILY FARRELL



JOSEPH PARK

I looked at New York City's volunteer opportunities and read about Beth Israel Medical Center. In fact, it's worked out better than I could ever have imagined. It may not be a direct commute from home or school, but I've stuck with it throughout high school. As a freshman, I volunteered in Surgical Pathology from July 2008 through June 2009. I filed and filed. Every week for a year I filed and then I filed some more. And, as boring as that may sound, and believe me it is not the most fascinating work, I developed contacts and relationships with the medical staff. I'm now in my senior year of high school and still very engaged with Beth Israel. Terry understands my interests and what engrosses me. She helps me define how to give back. For example, I've played classical music at nursing homes, so I wanted to play the violin here. I told Terry and she made it happen. Sometimes three of my fellow violinists join me. I know I'm a kid. But, I'm a kid who gets to play to patients! One of the first times I played was outside a patient's door. I couldn't even tell if he was listening. But when I finished, he gave me a small smile. That smile pleased me more than the applause I received when I performed at Lincoln Center.

Volunteer Services Department:

Know Someone who wants to Volunteer?

Send your friends to our website: www.BethIsraelVolunteers.org so they can learn about some of the volunteer opportunities. The paperwork required is also there. Or, have them contact us: in Manhattan: (212) 420-2974, in Brooklyn (718) 377-4052 or BIVolunteer@chpnet.org for e-mails. We looking for volunteers for the Petrie Division Hospitality Desk in Manhattan. E-mail Terry at TWilliam@chpnet.org or phone her at (212) 420-3361.

Renaë Kaslovsky recommended a friend. Renaë, a volunteer in Ambulatory Surgery at PACC referred her friend Lizzy Vargas. Lizzy started volunteering February 2011 in the Emergency Department at Petrie. As a thank you, we gave Renaë two movie passes.



MAXINE ROSENBERG

I volunteer at the Kings Highway Division Information Desk helping both callers and walk-ins by giving directions, contacting the Recovery Room to update friends and family, providing phone numbers or calling for car service to help patients and family get home. When I met with Maia I explained that I cannot walk stairs, so we worked together and decided on the Information Desk. I welcome anyone who approaches.

I keep up my confidence to walk on my own through volunteering at the Information Desk. And, I get around and even go out to dinner. My chronic pain is diminished when I'm at the hospital. I keep my mind active which helps keep me physically active. In 2000 I fell down a flight a stairs. I suffered a broken neck and had many surgeries, but I'm moving again...with limitations.

I use a walker to get around though I was told I'd never walk again. I can barely turn my neck. Sadly, my husband died three years after my accident. It's one thing to feel physically paralyzed; it's another thing to feel it mentally. A year after my husband died, I knew I had decisions to make—I could either stay home or try. I chose to try. First I tried volunteering at a nursing home. I stayed six months, but I didn't like it. I decided to try again. This time I got to meet Maia. She helped me find the right spot for me. I tried it and it clicked. It's over six years that I'm volunteering at the Information Desk and it hasn't changed: I love what I do. It may seem as if I'm just providing directions or calling for a car service, but what I'm really doing is giving that person reassurance. And, when I'm here, I forget my own pain.

At Home Volunteering:

Beth Israel (B.I.) Blanketeers knit and crochet their beautiful blankets at home. These blankets are for newborns in the neonatal intensive care unit (NICU) and new mothers in the teen pregnancy program. Now, a yarn can be considered a tall tale, but this one is true:

A former patient contacted us recently eight years after she was born on Christmas Eve with complications that landed her in the NICU. Her uncle had given her \$20 and copy of Shel Silverstein's "The Giving Tree". He told her to "do something good" with the \$20. So she, and her older sister, gave the Volunteer Services Department their holiday money so we can buy more yarn for the B.I. Blanketeers to create blankets for our littlest patients.

IRENE CANGIALOSI

It may seem as if knitting or crocheting is a solitary activity. Not when you are Irene Cangialosi. Although B.I. Blanketeers volunteer at home, Irene crochets everywhere, and people comment everywhere: My mother used to do that. Oh, I haven't seen that in so long. Why are you doing *that*?

That is a 32" x 32" square for newborns. "I build on the granny square, so it's relatively simple. I can be as creative as I want with the colors. I have free reign.

When I turn in the blankets, Laurie mentions another friend who is now a B.I. Blanketeer because of me. Friend! It's all those acquaintances in my building, the community center, the bus, who ask me what I'm doing. I feel like an ambassador for the B.I. Blanketeers. I even enlisted my 89-year-old mother Martha Hrubec to knit baby hats. And they are beautiful. When she comes to visit we work together. I also crochet lap blankets for people in wheelchairs for my church."



A Selection of Baby Blankets

Send Laurie an e-mail at LBurns@chpnet.org or call her at (212) 420-3570 for more information about B.I. Blanketeers.

Volunteer Services Department:

Dress Code

- Closed toe shoes with socks or stockings
- Shorts
- Blue jeans
- Leggings or jeggings or other tight fitting pants
- Low cut, tight fitting or midriff revealing shirts
- Sloppy T-shirts

Volunteer Services Department

Terry Williams

Director

(212) 420-3361

Laurie Burns

Manager

(212) 420-3570

Maia Makharadze

Coordinator

Kings Highway Division

(718) 377-4052

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Photographs

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Philip Fagin: Ken Brown

All Others: Emily Farrell

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View Volunteer Voices newsletters at:

www.BethIsraelVolunteers.org

Films, pictures, cinema, movies. In the spirit of National Volunteer Week, live it up and fill out and return this coupon to **win** two free movie passes. April 5 through April 18, 2011 return your filled-out coupon by placing it in the box where you log in and log out. There will be four winners from PACC, four from the Petrie Division and four from the Kings Highway Division. C'mon, it'll be fun. (Winners announced April 27, 2010.)

Beth Israel Medical Center National Volunteer Week 2011

Movie Passes Entry Form

My Name: _____

My E-mail: _____

My Phone: _____

I volunteer at Beth Israel Medical Center and want to see if I can win **two** free AMC movie passes.

Return this coupon before April 18, 2011 by placing in the box where you log in and out. If you read the newsletter online, printed coupons are accepted. Winners announced April 27, 2010.

ONE ENTRY PER VOLUNTEER