

comments or suggestions may be emailed to
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V.I.P. Volunteers in Print

Coming Events

In Retrospect, Volunteer Support Group—Meeting on **Thursday, January 15th, 2-3pm**, Pavilion Classroom 2. Please contact Christy, 682.885.4590 if you plan to attend.

Monthly Volunteer Inservice – “Laughter: Still the Best Medicine”
Monday, January 19th, 12pm-1pm.
Please RSVP if you plan to attend.
Lunch provided.

New Junior Volunteers

The last day to turn in new junior volunteer applications is **February 1, 2009**. If you have a teen, 14-18 years old who would like to become a volunteer this summer, please download an application from www.cookchildrens.org or pick one up in the volunteer office. Students must be able to commit to 24 hours of service or six shifts during the summer program, June 8 – August 16, 2009.

Call for Nominations

If you would like to nominate your Volunteer Supervisor for special recognition, please fill out and turn in a nomination form located in the volunteer check in area, or request that one is emailed to you. **Deadline for nominations is January 9th**. The winning volunteer supervisor will be recognized at the annual volunteer appreciation event in April.

Happy New Year!

“We will open the book. Its pages are blank. We are going to put words on them ourselves. The book is called Opportunity and its first chapter is New Year's Day”.
~Edith Lovejoy Pierce

It's A Girl!

We are thrilled to be able to share with you that Rosemary Mendiola and her husband are the proud parents of a baby girl, **Magnolia Noelle**, born January 7th, 9lbs 8oz. Both Rosemary and her precious gift are healthy and happy. They will hibernate at home until March 16th. During her absence, patient care and junior volunteer programming will be coordinated by Marie Howell. Please contact Marie if you have any questions, 682.885.7452. Congratulations to Rosemary and her husband!

Volunteer Opportunity

Hurst Clinic Business Office Aide – For those of you in northeast Tarrant County, this new volunteer placement is available and may be of interest. The Primary Care Clinic on Martin Road seeks volunteer help with the following:

- File and retrieve patient charts; add paperwork to charts; copy charts for mailing.
- Assemble new patient charts and packets.
- Confirm appointments by phone.
- Alphabetize paperwork.
- Use the computer to look up account numbers.
- Sort mail.
- Assemble newborn baby books.
- Scan paperwork into the computer.

Available shifts are Monday-Friday afternoons. If you are interested in this placement, please call Marie at 682.885.7452 or forward the information to a friend that you think would be a great volunteer.

The New www.cookchildrens.org

You can find the latest on Cook Children's at the new and improved www.cookchildrens.org. The redesigned home page offers site visitors a look at the exciting aspects of Cook Children's with special articles profiling the clinical staff, patients, and advancements. The new look is designed for easier navigation around the site. This is the first step in a much larger effort to greatly enhance and update the external Web site. Improvements scheduled will focus on functionality, including improved search engine capabilities, and a new emphasis on updating the physician directory.



The new design will offer:

- Spotlight stories, which will focus on key aspects of what makes us unique and one of the top children's hospitals nationally.
- RSS (Really Simple Syndication), which offers news updates delivered to individual computers.
- A reorganized and updated navigation tool to make it easier for parents to find their way through cookchildrens.org.
- A more contemporary Web design.
- Visually emphasizing the 'find a doctor' and search box, to make for a less cluttered, easier way for parents to locate a physician or find information on the site.

(Article adapted from Cook Children's Focus, Issue 85)

A-B-C-D Award



Congratulations to **Virginia Ruthruff**, December's recipient of the Above and Beyond the Call of Duty Award. Virginia was nominated by Pastoral Care Chaplains Peggy Johnson and Pam Foster who wrote, "Virginia arrives with a smile on her face, a spring in her step, her sleeves rolled up, and ready to work once or twice every week! She has whipped the Bear Den into great shape even down to printing lovely labels for the Bear Bins and organizing the bins by color and shape. She keeps up with our literature needs, de-tags and sorts bears, and stuffs the Prayer Bear wagons with soft bears readying them for the next Prayer Bear volunteers. She delivers bears to the inpatient children and leaves after a four-hour stint—still, the smile on her face and the spring in her step. She is a wonder! We are so fortunate to have her here with us!" Virginia also volunteers as a Child Life Pre-Op Tour Assistant, sews as a Stitch-a-Wish volunteer, and has volunteered with Camp Aurora. Congratulations to Virginia for going above and beyond in providing uncommon care to the staff, patients...and residents of the Bear Den!

Did You Know...?

- There is a number that you can refer people to for directions to Cook Children's Medical Center! The number is **682-885-3603**. This number gives the driver directions to the medical center coming in from points north, south, east, and west. You can also transfer a caller to **extension 3603** if you answer that type of call during your volunteer workday. Give it a try from your home. It's a great resource!

- You can watch Grand Rounds videos online. Just go to the Cook Children's website, www.cookchildrens.org and click on "Clinical Education", then "Professional Education", then "Video Grand Rounds". All the titles are listed on the left side. You can also choose to type in a topic and do a Search.

Volunteer Services Goals for 2009

We have developed our 2009 goals for the Volunteer Services Department and would like to share them with you. They are:

1. The development of new volunteer opportunities that fall in line with Cook Children's Service Goals. These will involve at least six new volunteer placements that are community and family focused.
2. The creation of a Volunteer Advisory Council (VAC).
3. The development and implementation of fundraising activities.
4. The creation of a fund to which fundraising dollars will go to be distributed to named program beneficiaries within the health care system. (The VAC will play a large part in this.)
5. The development of a volunteer office staff productivity formula.
6. The investigation of potential expansion of volunteer office staff into weekend coverage.
7. The implementation of a new database (Volgistics) that volunteers will be able to access from home via the internet. This will enable volunteers to check their hours, schedules, change contact information, etc. from home computers or any computer that has internet access.
8. Continued leadership development opportunities for volunteer office staff.

That should keep us busy for a while! If any of these goals are something of interest to you, that you would like to be a part of, or that you want to work on, please let us know. After all, none of these are possible without YOU!

Uniform Resolution

The New Year brings all of us the chance to make resolutions; some we'll keep while others will drift off into oblivion. One resolution that is easy to keep, requires no exercise whatsoever, and will not stop you from enjoying all the carbs you want is...wearing the volunteer uniform every time you come in to give of your time! The uniform is important because it helps staff and families easily identify you as a volunteer. The uniform consists of a Cook Children's shirt (any from the gift shop that have the Cook Children's logo) or the Cook Children's apron, and your ID badge. For junior volunteers, it is always the polo-style shirt. Nice jeans, khaki pants, skirts or dresses can be worn with the shirt or apron. Closed toe shoes are a must to protect your feet. Tennis shoes are a good bet for their support and slip resistance.

Uniform don'ts include: hats/caps, sunglasses, shorts, leggings, mini skirts, sandals, flip flops, very tight clothing, and torn or well-worn jeans.

We want everyone to be comfortable and still look professional. There are lockers where you can store a change of clothes when you arrive at the medical center if needed. Extra shirts and aprons are available for those days when wash day just didn't happen. If you are cold natured, it is fine to add a turtle neck, sweater, or whatever keeps you warmest while in uniform. If you have any questions, comments, or suggestions about the uniform, please contact the volunteer office.

Physician Network Adds to Ranks

In 2008, Cook Children's brought on board a diverse group of new doctors. Whether adding multiple new physicians to existing Primary Care offices and Neighborhood Clinics or expanding the number of doctors on staff at the Medical Center and in Specialty departments, each of these physicians helped to provide patient- and family-centered care.

Mark Laney, M.D., president of Cook Children's Physician Network, said, "This last year was one of Cook Children's Physician Network's busiest. We have been very successful in recruiting the best and brightest from across America. Candidates consistently comment on the beautiful facilities and the great collegiality of the Cook Children's team." These newest members of the physician network will undoubtedly add to that reputation. Join us in welcoming the Cook Children's Physician Network doctors hired between Jan. 1, 2008, through Dec. 31, 2008.

- Lauren Akers, D.O., Hematology and Oncology
- Vida Amin, M.D., Hospitalist
- John Michael Bagwell, M.D., Anesthesiology
- Aaron Clay Cessna, D.O., Neighborhood Clinic
- Juan Cocjin, M.D., Northeast Hospital (UCC)
- Vuong Dao, D.O., Hospitalist
- Sam Davis, M.D., Hematology and Oncology
- Stephen Donahue, M.D., Anesthesiology
- Margaret Drummod-Borg, M.D., Genetics
- Jay Duncan, M.D., PICU
- Layla Edwards, M.D., Heritage Trace
- Gina Fowler, D.O., Neighborhood Clinic
- Oscar Ghelber, M.D., Anesthesiology
- Juan Grimaldos, M.D., Anesthesiology
- Eric Hubli, M.D., Craniofacial, Cleft and Pediatric Plastic Surgery
- Laila Jiwani, M.D., Lewisville Primary Care
- Christina Leung, M.D., HEB
- Ellaine Lloren, D.O., Neighborhood Clinic
- Ana Avalos Mishaan, M.D., Neighborhood Clinic
- Jill Radack, M.D., Endocrinology
- Smita Ranade, M.D., Neighborhood Clinic
- Jenica Rose-Stine, D.O., Forest Park Primary Care
- Carl Shaw, M.D., Emergency Department
- Hannah Smitherman, M.D., Emergency Department
- Joel Steelman, M.D., Endocrinology
- Kara Stewart, M.D., Cityview
- Denise Sullivan, M.D., Anesthesiology
- Erik Templeton, M.D., Hospitalist
- Amani Terrell, M.D., Hospitalist
- Katarina Willie, M.D., Neighborhood Clinic
- Jeff Zavaleta, M.D., Anesthesiology

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