

THE VOLUNTEER VOICE

Spring 2007

A Newsletter for M. D. Anderson Volunteers

Cynthia Click ...her name's synonymous with "dedicated" at M. D. Anderson

If you make a stop at the Volunteer Gift Shop Canteen in the Patient/Family Center at M. D. Anderson, you're likely to meet loyal volunteer Cynthia Click.

volunteer for 16 years — 11 in the Gift Shop Canteen and five more in other M. D. Anderson gift shops, Click has amassed more than 10,000 volunteer hours.



Cynthia Click, a volunteer for 16 years, was selected to represent the Department of Volunteer Services at M. D. Anderson for the annual Texas Medical Center's "Salute to Volunteers." Click's dedication to her volunteer work is exceptional.

"For the past five years, my husband and I have been coming down here for his treatment, and visiting the Gift Shop Canteen has become part of our routine," says caregiver Pat Biggs of Lufkin. "Cynthia and the other volunteers have become familiar faces, and it's nice to have that personal connection when we visit."

It's Click's dedication to her volunteer work that makes her an ideal representative from the Department of Volunteer Services at M. D. Anderson to the Texas Medical Center Salute to Volunteers in May. An M. D. Anderson

"I like working the Gift Shop Canteen because of the variety of tasks I work on while I'm there," says Click. "From stocking inventory to running the cash register to meeting the different people who come into the shop, it's all a part of what I do when I'm there."

Click began by volunteering twice a week and now is a regular three-timer. "Cynthia is always someone we can count on," says her volunteer coordinator

Betty Griffith. "It's so nice to come in on the mornings she works and know that everything is open and ready to go. She is definitely missed by staff, patients and caregivers on the days she's not volunteering."

Click came to M. D. Anderson after her pastor's wife, also an M. D. Anderson volunteer, suggested that she might enjoy the work. Always the first volunteer to arrive in the morning, Click begins her day in the Volunteer Services offices by putting stickers on the newspapers that will be given to patients that day. She makes

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Programs Needing Additional Volunteers

If you have time in your schedule to add another volunteer position to your week or to be a position substitute, additional volunteers are needed for:

- The Rose Garden - flexible schedule; volunteers now may deliver roses to patient rooms.
- Volunteer Gift Shops
- Patient / Family Center
- Cyber Center
- Surgery Waiting Area
- Outpatient Surgery Waiting Area

At the Mays Clinic, clinic aides are needed to make the patient experience better, easing anxiety through conversation, expediting the handling of patient information and educating patients on resources such as myMDAnderson.

Positions are available in:

- The Breast Center
- Cancer Prevention
- GU Center
- Nuclear Medicine
- Radiation Oncology Treatment Center.

Contact Mary Donnelly Jackson, 713-792-3792, if you can help.

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CANCER CENTER
Making Cancer History®

Cynthia Click, cont.

coffee and does any busy work that is necessary until it's time to go open the Gift Shop Canteen.

After a full morning serving customers in the Canteen, she has lunch in the M. D. Anderson cafeteria and then catches the bus for home. Mike Howell, assistant director for Volunteer Services, praises Click as consistent, dependable, and willing to do anything. "We're so lucky to have Cynthia on our volunteer team," he says.

Click herself is very modest about her recognition. "I was surprised — I guess you could say that I was speechless," she says. "They gave me flowers and a card. It makes me feel really good to know that I am appreciated."

Total M. D. Anderson volunteer hours given by Cynthia Click..... 10,351

Estimated dollar value for service *\$186,732.04

**Based on Points of Light Foundation hourly value of \$18.04.*

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Shave and a haircut — they're free!

If you're an M. D. Anderson patient, you're invited to visit the Volunteer Services' Beauty/Barber Shop where you can get shampoos, scalp treatments, haircuts and shaving services for faces and heads.

Every Monday through Friday, two staff cosmetologists run a full-fledged beauty/barber shop with the help of volunteers Janice Glazer, Venita Graves, Maria Rodriguez and Mary Trentham.

The shop does the things that most beauty shops do with a few big differences — all the services are free and there's no tipping allowed. In addition, patients experiencing hair loss may select one free wig as well as a scarf, turban or hat. Appointments are not necessary — patients are served on a first come, first served basis. If there is adequate staffing in the shop, bedside visits may be arranged for patients unable to come to the shop on their own.

Maria Rodriguez has volunteered in the Beauty/Barber Shop for almost a year. A former patient, she has been anxious to return to M. D. Anderson to give back some of what she received when she was here for treatment, but young children and the illness and ultimate death of her husband got in the way. Finally, she says, it was time to volunteer, but she

was dubious about her assignment.

Today, Rodriguez sings a different tune. "I see people going through what I went through," she says. "When their hair falls out, I say 'look at me — it grows back.' When they can't find a wig that matches their real hair color, I say 'how about being a blonde for a while — haven't you always heard that blondes have more fun?'"

In addition to the normal services offered in the Beauty/Barber Shop, the "Look Good Feel Better" program is offered monthly. Volunteer, Mary Trentham assists volunteer coordinator Latasha Lee in presenting this American Cancer Society program. The instructors show patients how to cleanse skin and apply makeup to enhance their appearance and patients receive a complimentary gift of make-up. Trentham also gives scarf-tying demonstrations three Thursdays each month.



Maria Rodriguez shows off a head covering style available free to M. D. Anderson patients. A former patient herself, Rodriguez enjoys the interaction she has with patients visiting the Beauty/Barber Shop.

Like many volunteers, Rodriguez believes that M. D. Anderson is a comforting place and she enjoys the work she does in the Beauty/Barber Shop. "It sounds strange to say this," she says, "but my cancer experience was one of the best times of my life. I'm happy to be back here volunteering."

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Anderson Network Hospitality Center Volunteers Recognized

Offering help, sharing hope — that's what the Anderson Network Hospitality Center volunteers take on as part of their responsibilities in the two M. D. Anderson Hospitality Centers.

In addition, these volunteers offer listening ears, welcoming smiles, warm greetings to have a seat and rest a while — and coffee, juice and cookies, too. Both the Main Building and the Mays Clinic Hospitality Centers provide an inviting oasis staffed by cancer survivors and caregivers. In the busy centers, there's always time for a little conversation, shared experiences and a comfortable place to read the paper or work on a puzzle.

The Anderson Network Hospitality Centers are manned by 50 dedicated volunteers. Like other Anderson Network members, they work to address the fear and uncertainty that cancer patients often feel. As one of many programs under the Network's sheltering umbrella, these volunteers provide hands to hold and hope — always hope.

Volunteer Services recognized the Anderson Network Hospitality Center volunteers as the 2007 recipients of the Ainsworth Award. Named for Joseph T. Ainsworth, M.D., a former vice president for patient care at M. D. Anderson and an advocate of volunteers, the award is presented to a corporation, organization, group or individual who makes an extraordinary contribution to Volunteer Services.

We appreciate these special volunteers and thank them for their special brand of care and the empathy shown to the patients and caregivers they work with at M. D. Anderson Cancer Center.



Anderson Network volunteer Kent Roberts symbolizes the welcome that every Hospitality Center volunteer gives M. D. Anderson patients who stop by the center for a visit, a drink or just a rest from the daily grind of hospital visits.

Take an eTour And Explore M. D. Anderson Online

For those who want a glimpse into what makes M. D. Anderson a top comprehensive cancer center but can not take an onsite tour, there's the eTour.

An interactive online video tour at www.mdanderson.org/etour, eTour provides visitors a visual snapshot of M. D. Anderson's campus, services and people.

Allow our online tour guide, Lee Chamblee, to walk you through an overview of M. D. Anderson's:

- buildings and patient areas
- unique services and amenities
- personalized approach to patient care

- standard and innovative treatment options, including clinical trials
- survivorship programs
- Children's Cancer Hospital and pediatric services

The eTour is a convenient, accessible alternative to visiting M. D. Anderson's campus that can be done online – at your leisure.

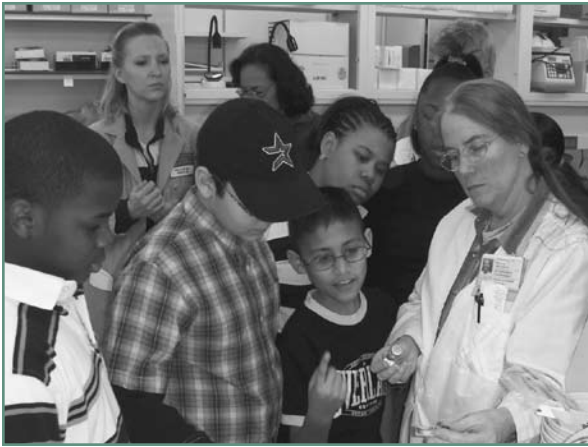
Know someone interested in learning more about M. D. Anderson? Refer them to www.mdanderson.org/etour.

eTour EXPLORE
M. D. Anderson

Health Is a Learning Adventure

Sometimes you can just see the light bulb come on in a child's eyes — the volunteers who work with the Health Adventures Program know all about that.

For 11 years, M. D. Anderson has collaborated with this Communities in Schools program for at-risk students. Funded by The Junior League of Houston, Inc., two schools are selected to participate in the program each year, both



Students participating in the Health Adventures Program visit an M. D. Anderson lab and learn from Kimberly Murray, senior laboratory technologist in the School of Health Sciences.

bringing nine students. These 18 students are matched with 18 adult “mentor” volunteers and they all attend monthly Saturday sessions during the school year that expose them to health career options.

“This year, several of the children participating in Health Adventures just metamorphosed about halfway through the year,” explains Cindy Shursen, program coordinator. “The kids got big smiles on their faces because they were excited about being here and learning what goes on in a big hospital like M. D. Anderson. It’s always encouraging when you see a transformation like that because you know that it means they get it.”

This year, the 4th and 5th graders had modules on child life in the

Children’s Cancer Hospital, nursing, sterile processing, pharmacy, radiation oncology, laboratory medicine, rehabilitation services and the emergency center. The students were given backpacks and binders with follow-up questions to each module presented. After the site visits, students sit down with their mentors to answer the questions and discuss their experiences.

Longtime volunteer Kay Rogers says that she first became involved with Health Adventures for a selfish reason. “I’m an old, white-headed woman,” she explains, “and I don’t think that many of these kids have much contact with people like me. I want them to realize that old people can be fun to laugh with and that there is someone to care about them. The students we have in the program aren’t always from the greatest homelife, but they are super kids, bright kids.”

Rogers says that it’s just fun to be with these children and she tries to never miss a session. “The mentors learn more than the children do,” she laughs.

Health Adventures concluded in late April with special commencement exercises for the participants. Volunteers in the program include Osvaldo Gomez, Hannah Cheung, William Lavery, Carolina Coronado, Jackie Friedman, Kay Rogers, Sharon LaTour, My Chau Nguyen, Carol Soto, Laurie Elmore, Norman Schneider, Daniel Parfitt, Lisa Goff, Gina Guidry, Evelin Young, Lyle Rhymes, Maria Truan and Mitchell Malvous.

Appreciating Volunteers



Former volunteer coordinator Lou Hilley and volunteers Joan Cox and Donna Weiser attended the annual VEPS luncheon, which featured Eugenie Kleinerman, M.D., head of the Children’s Hospital and the Division of Pediatrics at M. D. Anderson, as the keynote speaker.



Steve Stuyck, vice president for Public Affairs, greets volunteers Mary Harrison and Roberta Torn at the Recognition Luncheon for daytime volunteers. The luncheon, given in appreciation of the M. D. Anderson volunteers for their gifts of caring, resources and time, also featured a preview of a new video, “Beyond Courage,” created for Patient Advocacy.



Volunteers from the Anderson Network Hospitality Centers were recognized as the winners of the 2007 Ainsworth Award at the Daytime Recognition Luncheon. Pictured (L to R) are Janice Bordovsky, Pat McWaters, Tom Ligh, Roy Coulter, Dianne Gaul and Elvie Chambers, six of the 50 volunteers currently working in the Hospitality Centers.



Evening volunteers celebrated a year of volunteering at the annual recognition reception at Masraff’s Restaurant. Juan Jimenez, Lakshmi Reddy, Sara D’Agostino and Brandi Hartsell were among those attending.

Sister Alice Gives Compassion with Heart

Open heart, open hands—that’s the motto that Sister of Providence Alice Potts has lived by throughout her 30 years of service as a chaplain at M. D. Anderson Cancer Center.



In that time, she has seen the hospital grow, advances in cancer treatment made and a chaplaincy department created. Yet what this Chicago-native remembers most is what she has seen and learned over the past three decades while ministering to patients who are struggling through the hardest times of their lives.

“I consider it a privilege to be part of

such an intimate and delicate time in someone’s life,” says Sister Alice, who ministers to intensive care patients. “I’ve learned that you can’t fix what they are going through, but you can be there with them.”

That lesson is something Sister Alice has taught every month for 28 years to volunteers at M. D. Anderson through her TLC Workshop on sympathy versus empathy.

Sister Alice was the first chaplain to be given a salary position at M. D. Anderson. In March, she received the James Ewing Layman’s Award from the Society of Surgical Oncology for her contribution to improving the care of cancer patients. This is just one of many awards that Sister Alice has been honored with over the years.

Now, this healthy 82-year-old is retiring in June and will return to her congregation in Saint Mary-of-the-Woods, Indiana to take care of her Sisters of Providence who are in need of care. With her, she’ll carry the stories from patients met and lessons learned along the way as she enters the next phase of her ministry. The Department of Volunteer Services wishes her “Godspeed” — we will all miss Sister Alice.

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askMDAnderson

Expanding Service Gets New Name

The first voice many people hear at M. D. Anderson belongs to one of the institution’s knowledgeable askMDAnderson health information specialists. Ten years ago, these specially trained individuals were called into action to staff the M. D. Anderson Information Line, which was created to serve the growing number of persons seeking information about how to become an M. D. Anderson patient.

In 2007, the program has taken on a new name – askMDAnderson – to reflect its expanded scope of services, including increases in online inquiries. The new name makes it very clear – askMDAnderson helps people with their questions.

New Number, New Web site

Along with its new name, askMDAnderson has new, easy-to-remember access routes:

- 1-877-MDA-6789
- www.mdanderson.org/ask

askMDAnderson

1-877-MDA-6789 • www.mdanderson.org/ask

While originally focusing on helping prospective patients understand the appointment process, askMDAnderson now helps the public:

- learn how to make an appointment
- understand treatment options
- learn about research studies
- navigate our web site
- learn about and use patient amenities (such as travel and support resources)
- access prevention and screening services
- find accurate cancer information
- locate community cancer resources

Over the last 10 years, askMDAnderson has responded to the information needs of more than 327,000 callers and nearly 170,000 Internet customers.

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Volunteer Services - 115
1515 Holcombe Boulevard
Houston, TX 77030-4009

Volunteer Training Schedule

InService Programs for Mays Clinic Volunteers

Patient Services Conference Room, ACB 2.1387

10-11:30 a.m.

Thurs., May 17 – Pink Ribbon Meeting / General Processing

Thurs., May 24 – Cancer Prevention Center

Tues., June 26 – Diagnostic Imaging & PET

Wed., August 15 – GYN & Mays Clinic – GU Clerical

Mon., August 20 – Patient Education / The Learning Center

Tues., Sept. 25 – Gift Shop & Appearances

Anderson Network Telephone Committee Workshop & Recognition

Tues., May 22, 10:30 a.m.-1 p.m. – CPB 8th floor, Rm. 5
Call Laura Hearn, 713-745-9204, for more information.

Teen Dates

Thurs., June 28 - TMC Teen Symposium

Wed.-Thurs., August 1-2 - Teen Used Book Sale

Fri., August 10 - Teen Celebration Bowling Party

Day Away

Anderson Network's popular program for patients and caregivers, goes to Moody Gardens on May 10th. The visit includes the aquarium, rainforest, Imax, transportation and lunch; \$20; 8:30 a.m.-4:30 p.m. Call Laura Hearn, 713-745-9204, to reserve your space.

Volunteer Needs:

Cross Training – Occasionally, certain volunteer placements experience an absence or shortage of volunteers. To help fill these needs – and to also broaden the volunteer experience, current volunteers may be “cross trained” for these positions. If you are interested in expanding your volunteer opportunities in such areas as the gift shops, the Cyber Center, the Patient Family Center, the Concierge Desk, the Alkek Information Desk and other placements, please contact Mary Donnelly Jackson, 713-792-3792, or Linda Caballero, 713-563-1595.

New Opportunities – Some exciting new volunteer opportunities are opening. If you are interested in learning about these programs, please contact Mary Donnelly Jackson, 713-792-3792.