

Check Out MMH on Facebook!

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See MMH volunteer **Aldo Picetti's** photo of his 95th birthday celebration with his fellow volunteers on Facebook!

Volunteering Your Time, Giving Your Feedback



By *Beth Upham*
Manager, Volunteer Services

Having 1,100 volunteers in eight buildings at Morristown Memorial Hospital makes it challenging at times to appreciate and recognize all of the wonderful help our volunteers contribute to

the hospital and Atlantic Health.

Our volunteers are now here 24/7 — literally around the clock in some departments — so the Volunteer Services staff doesn't always see every volunteer.

We wish we could see every volunteer regularly to thank them and answer any questions.

Sometimes volunteers leave us and don't let us know. Hence we now routinely send a new Exit Survey to those volunteers who don't report any hours for a month or longer.

While primarily needed for security reasons, we also want to know who is an active volunteer and who isn't because we want to stay in touch with you.

If you are volunteering, but we aren't getting your time recorded, please use the sign

in computers or call/e-mail Pat Pirog in Volunteer Services (973-971-5475) to report your hours.

Some departments or off-site buildings use a monthly sign-in sheet that is mailed to Volunteer Services for hours reporting. Please let us know that you are volunteering!

If you must stop volunteering, please let the Volunteer Services department know. If you choose to leave permanently, I encourage you to complete the anonymous Exit Survey — as your insight will help improve the program for others.

But I do hope everyone stays active as an MMH volunteer in 2010 — we have many exciting plans, new opportunities and many exciting projects unfolding. Thank you again for volunteering — we are so delighted to have you on the team!

If you enjoy helping others and being the first face greeting patients/visitors, please consider volunteering at one of our information desks. We need more desk volunteers at Simon, Goryeb, Gagnon and the Cancer Center desks! It's a lot of fun/very rewarding. If interested, please let Beth or Pat know.



* *And the Winner is ...*

... volunteer **Mary Jean Piorkowski**, who came up with the name, The Volunteer Voice, for this newsletter! Don't be shy about voicing your compliments to Mary Jean!

The Flower Power of Janice Kielbasa

Janice Kielbasa knew it was time to hang up her stethoscope when she could no longer get under the table to give a shot to a cowering child.

“Kids never liked shots,” acknowledged Janice, who spent her 43-year nursing career in offices for OB/GYN, dermatology, oral surgery, labor and delivery, and, finally, pediatrics.

Once while on a lunch break in a restaurant, a small boy recognized Janice in her uniform and started to scream. “I had given him a shot a few days before,” she said with a light laugh.

Shots aside, Janice loved pediatrics and the children. But her labor of love was labor and delivery — “There was a happy ending 99% of the time with the birth of a baby.”

New Chapter

Janice was inspired by her husband, Ted, to become a volunteer at Morristown Memorial Hospital. After retiring, he began to volunteer at the hospital. When Janice retired three years later, she followed suit.

They have lived in what could be called a storybook marriage for 52 years. Janice became the girl next door when Ted and his family moved to her neighborhood in Salem, Mass.

She was 8 and he was 13 – but the romance didn’t begin to take root until Janice was in nursing school, when she invited him to some school activities.

In 2007, Ted suffered a stroke

but he has rallied enough to return as a volunteer. He now works with a stroke support group and as a courier.

Meanwhile, Janice has worked at the Flower Desk for the past eight years. In May, she added a shift at the Gagnon Information desk. Neither role taps her nursing background and that’s the way she wants it.

“Nursing was my other life,” Janice said. “It was wonderful but my life has entered a new chapter.”

Say It with Flowers

Her volunteer work at the Flower Desk has its own challenges and rewards. Janice does the paperwork and organizes the delivery of up to 30 flower arrangements, plants and fruit baskets each morning. Volunteer high school students deliver them in the afternoon.

“I like working with flowers. They are pretty and smell nice,” Janice said.

Blue flower arrangements are usually for new baby boys and pink ones for girls. Roses typically go to the maternity ward. Plants or fruit baskets are mostly meant for men.

Janice’s most memorable time as a volunteer occurred after a widow donated most of the flowers from her husband’s funeral to



Janice Kielbasa working on one of her latest challenges.

the hospital.

“She didn’t want them going to the cemetery,” Janice said. “It was so thoughtful of her at a difficult time. Beth Upham and I made about 10 floral arrangements for patients.”

A Work in Progress

Jigsaw puzzles are another of Janice’s favorite hobbies – there’s always one with 1,000 pieces spread out on a table at her home. Each puzzle takes her a few days to complete. Janice then revels in her success, leaving it out for a few more days, before starting a new one. Once completed, she donates them to the hospital.

Janice also likes to spend time with her children and grandchildren. Her three children followed their mother into healthcare – Laurie and Kathleen are both nurses and Steve is a pharmacist.

And one granddaughter has picked up her puzzle hobby. “I encouraged her to start with 25-piece puzzles. Now she’s up to 500 pieces,” Janice said proudly.

Her granddaughter’s interest in puzzles has been a real shot in the arm for Janice.

Sylvia Jonovich and her Ever Ready Smile

Those anxiously pacing or foot tapping in the Surgical Family Waiting Room often report that they have too much time without enough information while their loved one is undergoing surgery at Morristown Memorial Hospital.

Sylvia Jonovich, who volunteers in the waiting room, understands their anxiety. Her husband, George, has been admitted a few times for surgery, including two hip replacements.

"I've been there in their place," said Sylvia. "I smile a lot. I try to be reassuring. I know what a smile and a kind word meant to me. I try to pass them along."

Sylvia offers an easy smile. It's warm and gracious.

"You meet all kinds of people here," she said. "A few are impatient for news and that is understandable. But most people are wonderful and appreciate anything you can do."

Finding Her Niche

Sylvia began to volunteer at Morristown Memorial Hospital nearly eight years ago, after retiring from a 30-year career as an accountant and part-owner of a small business. She has also volunteered for the past five years as a certified patient advocate at a nursing home.

Her husband, George, has been volunteering as a courier for nearly 10 years, since he retired. He is back on the job after recovering from his hip surgery.

"George seemed to enjoy volunteering at Morristown Memorial and I decided it was time to give something back to the community," Sylvia said. "I worked in a

few different roles before finding my niche in the surgical waiting room about five years ago."

She gets an early start each Tuesday, arriving at 6 a.m. to register patients for surgery.

"I like the fast pace and being busy," Sylvia said.

"There is a full range of needs being met here with 20 operating rooms.

Three of us work the front desk; two volunteers and a staff person. I interact with the patients, families, staff and doctors – sometimes all at the same time. I escort family members to pre-op to talk with patients. After surgery I see them in the main recovery room."

She also greatly appreciates the staff.

"I am in awe of the people in the health care industry," Sylvia said. "The people I work with are very knowledgeable, caring people. They are so kind to their patients."

Family, a Full Life and More

Sylvia has a full life outside of volunteering. She likes to travel and read, and joined a weekly water color class about seven years ago, after she retired.

"I don't paint people," she said, shaking her head. "I prefer to paint still life and shore scenes." Sylvia



Sylvia Jonovich, and her ever ready smile.

gives her water colors away as gifts to friends and family – she presented her favorite, of a vegetable stand in her hometown, to her son and daughter-in-law.

Family is paramount with Sylvia. She is fortunate because her two children and 11 grandchildren all live nearby, in Pennsylvania and New Jersey.

Sylvia can connect with other families, too.

Her favorite hospital story involves an elderly man who, accompanied by his children and grandchildren, was waiting to see his wife after surgery.

"Finally, the time came when she was ready and I said, you can now go give a hug and kiss," Sylvia said. "With that, he leaned over and gave me a hug and kiss! His grandson watched this and yelled, 'I'm going to tell Grandma!'"

Once again, Sylvia smiled.



To Volunteer at MMH ...

If you or anyone you know is interested in volunteering, please go to www.morristownmemorialhospital.org Click on "Ways to Help"... then click "Volunteering" to sign up!

A special Thank You to our Volunteer John Heenehan for writing the stories, taking the photos of our featured volunteers, and laying out the newsletter!



Morristown
Memorial
Hospital

ATLANTIC HEALTH

HELP Volunteers Needed to Work With Older Patients

HELP is a clinical and research program designed to improve the hospital experience of older patients by highlighting geriatric care and involving trained community volunteers.

All too often, older patients decline physically and mentally during their hospital stay, which could (a) cause or increase confusion, including onset of Delirium; (b) make recovering from illness difficult or longer; (c) decrease independence; and/or (d) decrease the quality of life.

HELP was developed to prevent unnecessary health problems and improve patient outcomes.

OBJECTIVES, RESPONSIBILITIES

HELP volunteers visit patients who are enrolled in HELP to provide assistance, empathy and companionship, through performing therapeutic programs with patients:

Communication and Comfort: The program aims to (a) prevent mental confusion during hospitalization; (b) provide direct opportunities for patients to express concerns; and (c) provide continual accessibility to items, including hearing/vision devices and the call bell.

Recreation and Relaxation: The program provides special activities to mentally stimulate patients, such as conversation, reminiscing, trivia games and other activities.

Meals – The program promotes proper nutrition, meal-time assistance (opening cartons, cutting food, tray table adjustments) and feeding.

Desired Qualities: To be selected, volunteers must show an interest in working directly with elderly patients in an inpatient hospital setting.

Furthermore, candidates should be: responsible, reliable, committed, caring, empathetic, mature, an excellent communicator (English fluency required), and able to work independently. Candidates should also have good judgment and problem-solving skills, respect for older persons and for confidentiality, a balance of enthusiasm, and the ability to observe limitations.

Candidates must meet basic physical requirements, including the capacity to be ambulatory for a four-hour shift.

Time Commitment: Because this volunteer role requires training and ongoing supervision/mentoring, the time commitment for adult volunteers is either: (a) one four-hour shift per week for 12 months or (b) at least two four-hour shifts for six months for college students.

However, we will try to accommodate different schedules. Positions are available year-round.

If interested, please contact Pat Pirog at 973-971-5475.

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