

Special Assignments Try a New Role!

There are many ways to serve at Newport Hospital. We will be hosting a "Show your Talents Day" to provide volunteers with an opportunity to explore various volunteer positions. Come experience the fun of our Create-A-Card program. There is no artistic talent required! There will also be an introduction to the Patient Portal Program, Reiki/ Hand Massage and Mobility volunteers. This is an opportunity to learn about the talents that volunteers share and be inspired to try a new volunteer role! If you want to be a presenter at the "Show Your Talents Day", contact Lisa Coble at lcoble@lifefspan.org. There will be a save the date sent out soon. Guests are invited, so please bring a friend that might want to check out volunteering at Newport Hospital.

Leadership Opportunities: Do you have two hours a month to serve in a leadership position?

Department Trainers: Become the lead volunteer in your department, be the expert that on-boards the new volunteers. You will assist in writing effective position descriptions and department orientation check lists.

New volunteer orientation leaders: Meet new people and be on the official "welcome committee" as a new volunteer orientation leader. You will be our friendly face to provide a tour of the hospital and review all of the safety training materials with new volunteers. Training for leaders will be provided in late September.

Contact Lisa Coble lcoble@lifefspan.org if you wish to serve in one of these positions.

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Volunteer Office**
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Contact Us

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"The nursing staff that attended to me were excellent. All of the staff, food service and housekeeping were also above average. The volunteers who came by and provided various things like relaxation massage were very much appreciated."

*~Patient Satisfaction Survey
Comment*



Newport Hospital
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VOLUNTEERS IN THE NEWS

Newport Hospital Volunteer Services

July 2018

2018 Shining Star Honorees

Team of Stars!

The Information Desk Volunteers were recognized with the 2018 Team of Stars Award. It is truly a team effort at the information desk; staff and volunteers work at a fast pace to help all who arrive at our main entrance. Every day, there is a significant amount of patient and visitor activity in the main lobby and it is all supported by this enthusiastic team.

The volunteer receptionists and patient transporters that serve at the Information Desk are an amazing group. Last year they collectively gave over 3100 hours of volunteer time. They provide wheelchair transports with kindness and compassion; they escort visitors, answer phones, deliver flowers and much more. Without their support the Information Desk staff would have a very difficult time keeping up with all of the calls, visitors and errands that happen out of that department.

We frequently get feedback from new staff and visitors "Wow, the Information Desk made me feel so welcome, they are such a friendly group"!

Thanks to our Team of Stars: Warren Blakely, Denise Brown, Wilfred "Bill" Buckley, Jack Casey, Sue Casey, Matt Chenard, Helen Christy, Joanne Emerson, Patricia Garcia, Nancy Horne, John Iverson, Lois Lang, Brenna Little, Mary Redgate, Jesse Sands, Ed Smith, Bob Spagnolo, Nanci Stewart and William Woodhull. Pinch hitters that fill in at the information Desk: Ginny Bulcao, Don Davis, Sandra Ginstrom, Philip Smith.



Back Row (Left to right): Susan Casey, Jack Casey, Donald Davis, Ginny Bulcao, and John Iverson
Front Row (Left to right): Lois Lang, Nanci Stewart, Pat Garcia and Denise Brown

Meet Brian Haney and Gaby Flores

2018 SHINING STAR HONOREES

Brian was born in Cleveland, OH. He married Pat Miller and they had twin girls and a son that were raised in Bristol, VT. They moved to Windsor, CT, where Brian worked for over 20 years at Pratt & Whitney in procurement and sub-contracts administration. Brian shared, "Newport was home town for my wife, where I met her while in Navy Supply School, where we visited in the summer and where I felt comfortable, and where I wished to retire. So here I am."

Brian has been volunteering for over 6 years, donating 2600 hours to supporting the Emergency Dept. Brian also plays a key leadership role mentoring and orienting new volunteers for the ED. I asked Brian, "What motivates you to continue to volunteer at Newport Hospital?" He told me that "There are several motivators that have contributed to my six plus years volunteering in the Emergency Dept. Foremost—ED doctors, nurses and assistants are "family". They are caring and compassionate not only to patients, but to one another. I feel part of the "family" and wish to contribute to all that "the family does". He also shared, "I have always had a keen interest in medicine and a high respect for those who study in this field. Although my degrees are in Liberal Arts, and my career followed the path of business administration, I continue to cultivate my interests in medicine and music in my retirement. To receive a Shining Star award/recognition from the Newport Hospital is the highlight of my retirement years."

The ED staff really appreciates the two days a week that Brian comes to assist and wrote in his Shining Star nomination: "Brian is such an asset to the ED. He is always cheerful, kind and helpful to both staff and patients. He truly exemplifies what customer service is all about. Brian greets everyone with a smile, is always busy cleaning equipment, looking for stretchers or delivering a lunch."

Gaby was born in Mexico City and moved to Newport 4 years ago when she married her husband Scott Brandon. After retiring from a career in the Navy, Scott took a position at the Naval War College. Together they enjoy the Newport Polo matches and lots of travel. Their home is a few blocks away from the hospital, so Gaby can walk to her volunteering. Gaby shared, "English is my second language and I've been improving my English while volunteering". In Mexico, Gaby worked as an administrative assistant with the airline carrier's Aeromar and Aeromexico. She also studied Reiki, achieving her master level training. She brought her love of sharing Reiki healing to Newport Hospital.

Gaby is a shining star in so many ways. She has a calming presence and big heart, volunteering 4 days a week for the past 3 years. The staff on Vanderbilt Rehabilitation commented that "patients enter a state of total relaxation when Gaby enters the room to offer a Reiki session or hand massage".

One patient shared "This service exceeds expectations. What a unique and thoroughly relaxing introduction to the Reiki. The beautiful music was a sublime accompaniment to the magic fingers of the presenter, Gabriella". Gaby never leaves until every patient that has requested a Reiki session is served. You are a gift to us all!



Crista Durand, Newport Hospital President, Gaby Flores, Brian Haney and Lisa Coble, Director of Volunteer Services

Welcome

Summer Youth Volunteers!

Year round we welcome area youth to serve at Newport Hospital! Teens are eligible to volunteer when they

are entering their junior year of high school. The high school students are assigned to the Information Desk weekdays from 3-5pm to do wheelchair patient transport and visitor escorting. One teen wrote "I just had my last volunteering this Wednesday. I enjoyed my volunteer experience at Newport Hospital so much! Thank you for giving me this opportunity and thank you for all your help :)"

College students are with us two school semesters or for summer assignments from June 1 to mid-August. We have benefit greatly from the enthusiastic contributions of area youth. Most of our college students are nursing majors or pre-med and keen to gain experience in the hospital setting.

One thing they all have in common is a willingness to help others and a passion for knowledge.

A big Thank You to the youth that carved out time to serve at Newport Hospital this summer: Matt Chenard, Mooresville N.C., Leah Desilets, Little Compton RI, Annabelle Fischer, Providence RI, Jordan Glenning, Middletown, RI, Victoria Izzo, Narragansett, Codi Lawrence, Portsmouth, RI, Brenna Little, Portsmouth, RI, Nicholas Little, Portsmouth, RI, Sarah Raposa, Swansea MA, Lindsey Florent, New Bedford, MA and Jesse Sands, Portsmouth, RI.

I am enjoying being able to volunteer down in the ED and learn new things while helping at the same time! I appreciate the opportunity to do so".

-Lindsey Florent, Salve Regina University student from New Bedford, MA.

Patient Appreciation Day

The Lifespan Cancer Institute (LCI) Patient and Family Advisory Council (PFAC) volunteers hosted a Patient Appreciation Day on June 25th. A light lunch was served to all patients and caregivers in the LCI at Newport Hospital. The PFAC members visited with patients receiving their treatments. They handed out LCI lunch bags filled with sunscreen and discount coupons to shop at the Newport Hospital Gift Shop. Michelle Saylor and Silvia De Oliveira (Newport Hospital employees) provided musical entertainment to liven the occasion.

Thank you PFAC Members at Newport Hospital Lifespan Cancer Institute:

Mary and Lou DiRienzo

Paul and Joan Fraser

Noelle Piotrowski

Carolyn Horan



Mary McInerney and Ashlin Brown, Salve Regina University student volunteers in our Patient Mobility Program—walking patients on Turner 2 & 4.

A big thank you to Denise Brown for taking the photos at this year's annual volunteer luncheon.