



Shriners Hospitals
for Children™

Volunteer Voices

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Byron Ward and Bruce Dyar, both are volunteer Guides



Volunteer Brunch Bid Process Complete

By Christina Paggetti

If you were in attendance at the Volunteer Brunch this past November, you know that the brunch wasn't just about food. The volunteers arrived in their heavy denim, suspenders, work gloves and hard hats to begin a bid process on Shriners Construction project (Yes, a *pretend* bid process for my literal readers).

After moving into teams and settling down at the tables, the volunteers were asked to construct both a building and a heavy piece of equipment, all with Lego's. It was obvious from the start that some volunteers take the bid process seriously, while others just wanted to chat and enjoy each others company.

Vickie and her team cooked up a wonderful brunch as they always do. After brunch, everyone made their way up to the Auditorium for a "real" construction project update by Keith Rogers, our Director of Facilities.

Board member Gareth Duggan followed Keith's presentation and thanked the volunteers for the time and support they give to the hospital. He asked that that the volunteers do two things: 1) Keep volunteering, and 2) Find their future replacement if and when they decide to 'retire'. I hope those of you who attended had as much fun as I did. Thank you to all volunteers. We couldn't do it with you!

Staff members Carl Montante and Cindy Millard



Kay Gibson, Hospitality volunteer



Theodocia (Teddy) Burfitt, Birthday Parties volunteer



Foreman Paggetti



Teamwork in action. Some work, while others laugh!

BID PROCESS UNDER CONSTRUCTION

Event and Tour Schedule



One of our patients requested that the visiting Oregon State Beaver players do some pushups. #27 happily dropped and gave him 20!

Mar	4	My Smiling Violin entertainment visit
	7	Al Kader Auction & Banquet for Hospital
	10	Lane Middle School
	25	Hosford Middle School
Apr	1	Sabin-Schellenberg High School, #1
	2	Sabin Schellenberg High School, #2
	19-25	National Volunteer Week
	24-25	Dillehunt Memorial Lecture
	26	Volunteer Awards Dinner
May	30	Starlight Parade
June	2	Rose Court visit
	3	Jr. Rose Parade
	5	Rose Festival Military visit (tent.)
July	8	Freedom Bowl Football player visit
	10	Freedom Bowl Football Game
	24	East-West Shrine Football player visit

Upcoming Volunteer Birthdays

MARCH

1 George Ruhberg
6 Loretta Frye
6 Barbara Eakin
9 Charles Leffler
11 Lori Vaskalis
16 Kathy Egli
17 Phyllis Brewington
19 Margie Thomsen
20 Gordon Poole
21 Michele Golay
31 Marlene Swanson
31 Marilyn Marsh

APRIL

1 Don Simon
4 Monica Marriott
6 Janie Long
7 Dottie Inman
8 Brian Black
10 Joan Blizzard

16 Kathy Montgomery
18 Philip Strother
24 Fred Gans
26 Frank Brewington
26 Erin Ellis
27 Walt Peters
30 Eric Bitney

MAY

2 Dennis Grennan
5 Fred Swanson
7 Sherry Hevland
7 Peggy Morgan
18 Julian Thornton

Wishes
Sometimes Do
Come True



Volunteerism: Looking to the Future

By Christina Paggetti

Currently, Shriners Hospitals Portland has a thriving volunteer program. We have about 110 volunteers who spend an average of 12 hours a month volunteering at the hospital. We are the envy of many organizations struggling to find enough volunteers to fill their needs. Unfortunately, the news is not all good.

Both the strength and the weakness of our volunteer program, are the fraternal volunteers who make up a high percentage of our volunteer workforce. The strength of our fraternal members is their unshakable dedication and desire to contribute to the success of the hospital. We are so fortunate to have our fraternal members as volunteers. Just take a look around the next time you come in to volunteer. The Monday through Friday, daytime volunteers are, by and large, fraternal members. It is no secret that our fraternal organizations struggle to replace membership as their constituents age. It is easy to understand that we too will struggle to replace our volunteer force when our fraternal volunteers can no longer spend their time at the hospital.

The Volunteer Board committee places a high priority on the development of a 5-year recruitment plan. I will be completing a communications plan during the first half of 2009. I would like your input and ideas to incorporate into this plan. I know that you want to see our volunteer program continue to thrive in the future. I ask that you take some time to think about recruitment and the sustainability of a volunteer program at Shriners Hospital Portland. Please email me with any comments or suggestions you have at cpaggetti@shrinenet.org by Friday, March 20. You, our volunteers, are the best source of information about our volunteer program as well as your specific position; what works well, what needs improvement. Your input to this process is vital.

Here are some things that you can do right now to help us continue to serve our patients through the volunteer program:

- Keep volunteering as long as you can. Retention of our current and new volunteers is the first step in a successful recruitment initiative.
- Ask a friend to volunteer. Tell your friends about what we do and why you enjoy your volunteer position. They may be interested in volunteering but not know how to get started. I would be happy to meet them and discuss volunteer opportunities.
- Be open to the necessary changes, which need to take place to move our program, and our hospital into the future.
- When asked for feedback, participate and share your thoughts with us.
- Keep your attitude and words positive while you are volunteering.
- Discuss any obstacles to your volunteer position with a lead volunteer, myself, or Pat Grennan, away from the public areas of the hospital.
- Have fun while you are here! Our patient families will enjoy their time here much more, when we enjoy *servicing them*.

Parking During Construction

Please take extra precaution driving and walking within the parking structure. Our parking area has always been dangerous but even more so with construction crews hard at work. **DRIVE SLOWLY** and turn on your **HEADLIGHTS**. The speed limit is 5 mph. **WALK ALONG THE SIDES** of the parking lot where it is indicated. **NEVER WALK IN THE CENTER AREA** where cars will not see you until the last moment.

Hospital Construction Update

By Christina Paggetti

Construction is definitely underway at the Shriners Hospital Portland! Most noticeable is the crane located on the east side of our parking structure. This crane is the largest crane in Portland and the very first UL listed crane in Portland (a new crane certification). As you can see in the photo, our construction crane has changed the skyline on Marquam Hill.



Keith's shoes at the top of the crane.

Keith Rogers, our Director of Facilities made the mistake of offering to bring the crane operator lunch. As you can see by the photo, apparently the crane operator took him seriously; see Keith about half way up (in black circle). With the help of Jeff Kruger and a digital camera, Keith was able to document one of the most exhilarating experiences of his life.

The crews are hard at work building the concrete vertical supports for the building expansion. The current parking structure cannot support the 3 story hospital expansion. In order for us to expand the hospital, we had to find a way to build around the parking structure. Deep holes were bore into the ground surrounding the employee parking structure and concrete has been poured to build the giant concrete vertical columns which will support steel trusses that will be the foundation of the new part of our hospital. These trusses are 95 feet long and 15 feet high. Each truss will be brought up Sam Jackson Park Road individually by truck. Due to their size and weight Sam Jackson Park Road must be closed. We anticipate these closures will occur the weekends of March 20 and March 27.



2 vertical supports



The hand gives an idea of truss size.

Once the trusses are in place, Andersen Construction will begin work on the structural steel outer walls, and the building will begin to take shape.

The construction of the new part of the hospital is expected to be completed by spring of 2010 at which point remodel will begin in the current hospital. We are happy to report that the project is on schedule and under budget.

You can view activities online; a camera has been set up that we will allow access to view construction in real time. Log onto <http://webcams.andersen-const.com/> then enter our login, "shriners" and our password "viewme".



This is one of the trusses.

Mark Your Calendar: Volunteer Awards Dinner

Be sure to mark your calendar for our upcoming Volunteer Awards Dinner scheduled for Sunday, April 26, 2009. The dinner and awards ceremony will be held at the Al Kader Temple. Please look for an invitation in your mailbox sometime in March with more details. I can tell you that the dinner will have a "Roaring 1920's" theme.

Patients Become Volunteers

By Christina Paggetti

I always enjoy meeting and getting to know new volunteers. They arrive with a fresh perspective and a strong desire to learn and make a difference in their volunteer position. It is even more rewarding when patients, now grown up, decide to give back by volunteering. Past patients bring a unique and important perspective to their volunteer position. Their experiences as patients of the hospital are invaluable and help them connect with our patients. This article serves to introduce and highlight a few of our patient volunteers.

I met Kenny Ridings in the summer of 2003 at one of our East-West Shrine Football player visits. I remember him being exuberant and friendly with a great sense of humor. He immediately offered to help in any way possible. He continued to be present and offer assistance at events over the next 5 years. He made it clear from the moment I met him that he was waiting, somewhat impatiently at times, to be old enough to volunteer at the hospital. You have to be 18 years old to volunteer at Shriners Hospitals Portland. Kenny even filled out his application prior to his 18th birthday. He has helped at many events and was trained as a Hospitality Desk volunteer. Kenny currently attends college at Western Oregon University and is getting a degree in Communications. Kenny is a delight to have around and I look forward to having him here volunteering on his summer break.

Erin Ellis and I met on the day before our Groundbreaking event in September 2008. I immediately noticed her quiet confidence and how easy it was to spend time with her. Because of her speaking experience Erin and I decided that our fraternal tour groups might enjoy a presentation from a past patient. Erin put together a beautiful presentation about her experiences at Shriners Hospitals Portland and shared her poetry and painting within the presentation. Erin is a very special young woman and this is evident to everyone who meets her. I am happy she decided to give back through volunteering.

Danny DeMaris began volunteering at Shriners Hospitals Portland in July 2007. Danny is a Hospitality Desk volunteer where he spends his time welcoming our patients and helping them begin the registration process. I remember how excited Danny was to begin volunteering. He truly enjoys being at the hospital and helping both patients and staff members. I've rarely met anyone who is as dedicated as Danny is to our hospital. In order to get here by public transportation, Danny gets up in time to get ready and catch MAX by 5:00 am. He tries to be here early so that he can ensure that everything is set up for our outpatients. Danny goes above and beyond for our patients. I am very pleased to have Danny here as a volunteer.

We will continue to welcome patients as they become volunteers. Giving back seems to be in the plans of our patients as they become adults. I'll continue to work to find great volunteer positions for our patients because I know that the hospital benefits and our patient volunteers are happy to be here to help us continue our mission. Some of our patients even get a head start in unofficial volunteering. Megan Johnson, who is a current patient, has done amazing things for the hospital including, speaking at fraternal events, and conducting fundraising by writing books about and for the hospital. Megan plans to become a nurse and hopes to work here after she graduates from nursing school. She was only 14 years old when she first discussed volunteering with me. I remember the disappointment that came over her when I told her she'd have to wait until she was 18 years old. Of course, Megan found ways around that guideline! Nothing seems to keep our patients from doing what they decide to do. They just seem to know how to get around obstacles!

Welcome New Volunteers

- Kathy Hervey, Patient Activities
- Barbara Eakin, Hospitality
- Eric Bitney, O&P
- Danielle Davis, Child Life

- Bill McClelland, Bio-med Engineering
- Darby Schultz, Patient Activities
- Carol Gans, Patient Activities
- Fred Gans, Tour Guide
- Marcie Nakamae, Patient Activities
- Shawn Roberts, O&P

On the Volunteer Board Committee

Introducing Gareth Duggan

By Christina Paggetti

A Board member since 2007, Gareth is a Past Grand Master of Masons in Oregon and a member of the Al Kader Shrine since 1996. When not involved with Shrine Hospital causes, he is an active member of the Scottish Rite of Freemasonry and of three Masonic Lodges in SW Portland. Gareth enjoys flower and vegetable gardening, reading travel books, and is a collector of musical recordings with an emphasis on classical music and Broadway shows.



As an all native born Welshmen, Gareth loves to sing and has been an active participant in church choral groups for several decades.

Gareth served his first year on the Volunteer Board Committee in 2008. Gareth brings experience, insight and heart to this leadership role. He is concerned and interested in future recruitment efforts for new volunteers. He understands how important it is that we look to the future success of the hospital, ensuring a continuance of a strong volunteer program.

What I enjoy most about working with Gareth is his quick wit and his speaking skills. Gareth is an exceptional speaker and has helped with numerous presentations for volunteer and non-volunteer events. I feel fortunate to have Gareth on the Volunteer Board Committee again in 2009.

Meet Doug Baker

By Christina Paggetti



Doug attended WWSC and the U/W majoring in Political Science. He returned home in 1973 to help his mother and three sisters as their father was terminally ill with cancer.

After three decades at UPS in operations, customer service, sales and marketing, community and government relations, Doug retired from UPS in May 2006. In November 2006 Doug became the Executive Director of the Washington State Boys & Girls Clubs Association.

Doug and his wife Diane have been married for 26 years. They have three daughters, Katie, a graduate of CWU, Kristin, in her first year at the WSU School of Nursing, and Emily, who graduated in 2008 from Fife High School and began attending EWU in the fall of 2008. The entire Baker family is actively involved at their church, St. Andrew's Parish in Sumner, Washington and many non-profits in their community.

Doug has been a dedicated leader of the Volunteer Board Committee for many years. Doug has been such a support to me over the years, both in his dedication to the volunteer program and in his support of my efforts as a Volunteer Coordinator. I am happy to continue to receive his support on the Volunteer Board Committee in 2009.

The Art Cart gets Rolling

By Christina Paggetti

In a continuing effort to provide the best possible service to our patients and their families, we will be offering art, craft activities and entertainment through the use of an art cart and a new volunteer position. The idea of the art cart is to both help engage our patients and family members while they wait, and to offer our patients the healing power of art and expression.

The cart is a bright red rolling mechanics tool box to be decorated by our patients in March. Later it will be filled with entertainment, activities and short arts & crafts projects. For example: entertainment might include long-lasting bubbles, reading books, tic-tac-toe toss, and card games. Art offerings would include drawing, coloring, play dough and mask-making.

Crafts might be seasonal crafts (big foam Easter eggs with stickers for decoration as an example), jewelry making, and photo frames.

The art cart will visit in the Outpatient Lobby, O&P, Radiology and Rehab waiting areas and on occasion may visit the cafeteria on off-hours, the Activities Room on the 3rd floor and perhaps visit patients in their rooms. One of the great benefits of having a volunteer solely focused on our patients and their families is that someone will be with our families and can help with questions or concerns by putting them in touch with the right staff members. We'll be keeping track of questions and other needed information in an effort to find better ways to communicate needed information to families.

The art cart will have a transportation theme and will be referred to as "Art on the Move". It will be decorated in the theme and volunteers will work alone or in pairs and will wear special red aprons homemade by our sewing ladies. Shifts will be 8:30—11:30 am and 11:30—2:30 pm with few late afternoon shifts as needed.



The art cart is made possible by Golden State Foods, the distribution company for McDonalds, who donated funds to be used for art with our patients. We anticipate that other organizations will help fund this program and we are hopeful that Golden State Foods will continue their support of this important program.

The volunteer introduction meeting was held on February 23rd. Training for volunteers is tentatively scheduled for Wednesday, March 11th at 1:30 pm in the Foyer and Auditorium.

There are still some spaces open if you are considering becoming an Art Cart volunteer. Please call me right away if you are interested (503-221-3426).

