

Look for the helpers

UPMC | CHILDREN'S
HOSPITAL OF PITTSBURGH
Volunteer Services

ANNUAL REPORT 2020



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<https://www.chp.edu/about/volunteer>

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Responding to the call...

We experienced anything but an ordinary year in 2020, navigating through the COVID-19 pandemic.

At [UPMC's Children's Hospital of Pittsburgh](#), volunteers continued to shine and show how valuable they are to the hospital community, responding to the call for support during the COVID-19 pandemic.

As we carry on the 'Mister Rogers' Neighborhood inspired theme from the previous year, we are proud to celebrate a most unconventional year in 2020 inspired by another Fred Rogers quotation: *'Look for the Helpers'*.



At UPMC Children's Hospital of Pittsburgh, we value the presence of volunteers, who served in a visible role as Entrance Screeners, greeting and screening all hospital visitors. We share an enormous sense of gratitude for those who stepped up in the past year in these unique and challenging times to lend their support.

Children's Hospital volunteers make a huge difference in the lives of our patients, their families, and caregivers, pitching in to make our neighborhood, and this world, a better place.

"Anyone who does anything to help a child in his life is a hero to me." ~ Fred Rogers

Volunteer Services Department

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Summary of Service

On March 12, 2020, UPMC Children's Hospital of Pittsburgh's Volunteer Services Department shared unprecedented news from hospital leadership that in the best interests of health and safety, the volunteer program would be suspended.

For more than two months, at the outset of the COVID-19 pandemic in the United States, UPMC Children's Hospital of Pittsburgh did not register any volunteer hours of service.

In May, we began our initial phase of bringing volunteers back to through the Entrance Screener assignment. Despite restrictions, as only those between ages 18-65 could return, numerous volunteers responded to the call for support, taking on this new assignment.

"There's something of yourself that you leave with every meeting with another person" Fred Rogers

During the past year (2020),
494 volunteers contributed a total
of **15,957** hours of service. When
volunteers returned to action after
a two-and-a-half-month

shutdown due to COVID-19 restrictions, in late May 2020 in the newly
created Entrance Screener assignment, **174** volunteers stepped up to
take on this role, serving a total of **9,046** hours of service through the
end of the calendar year.



In their words...

Entrance Screeners Share Experiences

"My favorite part of screening was getting to know dozens of fun, wonderful volunteers and staff members—even just for a couple hours! I have loved every story and accompanying picture, it has been a difficult time but there are few better people to brighten your spirits than those at Children's,"

Hailey Innocenzo,

Previous assignments: Booksburgh (PNC Bedtime Stories) & Buddies on Call

"A parent entering the hospital said, 'Mr. John, how are you?' Mom, then told her daughter: 'Mr. John took me to the Prom'. Daughter's reaction was more surprised than mine. Masks hide a lot! Needless to say, I had to explain this to my fellow screener that daughter was a patient on unit where I previously volunteered. Unable to attend the Annual Prom at UPMC Children's when she

was inpatient, I offered to take Mom to enjoy the event, then went back to babysit her daughter.

What we do - even though we may not remember - families do!"

John Hoover,

Previous assignments: Cardiac Unit and Special Events volunteer

"Volunteerism during a pandemic has been both fulfilling and challenging. As an Entrance Screener volunteer at CHP this assignment and time has shown me a different aspect of the true meaning of Community Service. During these months, the screening process has evolved and changed to keep all safe. There were times we found ourselves greeting patients and families in near panic mode over even entering the hospital for their appointments. Our job was to remain calm, clear, helpful and most of all KIND. Our actions and how we represented CHP helped provide a sense of community and concern to all our families."

Michelle Follett,

Previous assignments, Mouse Clinic & Unit 7B



CHP's Entrance Screener Heroes (2020)

Adama, Maha Rana Pratap

Akkineni, Sri

Ali, Sibal

Amin, Rijul

Arshoun, Angelica

Ayrapietian, Deanna

Benitez, Mariela

Bosco, Samantha

Briggs, Lauren

Bright, Patrick

Brock, Natalie

Brooks, Taylor

Brown, Cameron

Brown, Camryn

Bryson, Elizabeth

Byers, Carol

Carbone, Juliana

Catalano, Sabrina

Chen, Ann

Chen, Nathaniel

Choudhry, Izza

Clement, Francisca

Coldren, Casey

Coll, Erica

Collins, Alyssa

Convertino, Natalie

Corbo, Kalaina

Daggett, Caroline

Dasilva, Michael

Dellanoce, Michael

Dengler, Julia

Deutsch, Carolyn

DiGiovine, Kaitlin

DiPaolo, Alyssa

Doherty, Sarah

Drews, Amanda

Drutch, Monica

Elapavaluru, Anuleka

Falbo, Alaina

Fehrman, Nicole

Fisher, Barrie

Follett, Michelle

Forgas, Isabella

Fulmor, Tara

Gebhardt, Anne Marie

Gessner, Isabell

Geyfman, Alexandra

Giannetta, Luke

Glova, Alexandra

Goldstein, Avi

Haeck, Melanie

Harouse, Mara

Hartill, Sarah

Haseleu, Jennifer

Hayes, Katherine

Head, Jordan

Hembrough, Cecelia

Hill, Alexis

Holtz, Dane

Hong, Samantha

Huang, Lori

Innocenzo, Hailey

James, Elizabeth

Jayachandran, Anupama

Jennette, Stephanie

Kaffenes, Ekaterina

Kelly, David

Kern, Kamber

Kijowski, Paula

Kim, Esther

Kirwin, Anna

Koo, Jacqueline

Kornbau, Seth

Lawhead, Lina

Lee, Elizabeth

Lee, Ji Yeon

Lemon, Kathryn

Leonard, Ashley

Leshko, Talia

Li, Ysabel

Loftus, Kiera

Mahalingam, Vaishnavi

Majewski, John

Malik, Ifra

Maloney, Daniella

Manivannan, Manisha

May, Ryan

McCahan, Madison

McChesney, Erin

McDade, Susan

McDermott, Breanne

McDonald, Mackenzie

McGrady, Elizabeth

McVicar, Brittany

Medure, Anthony

Melton, Shannon

Mermelstein, Bryn

Michaels, Lauren

Mohandas, Deene

Morgan, Kayleigh

Mukhtar, Palwisha

Muluk, Sruthi

Myers, Julia

Newman, Paige

Nickles, Rudolph Joseph

Nickolich, Kara

Nine, Tawni

Omollo, Hailey

Padamati, Sneha

Pal, Gurleen

Palangio, Alyssa

Panchal, Darsh

Panjwani, Riya

Papulak, Maryann

Patel, Aashka

Patel, Ishani

Patel, Pranay

Patel, Virali

Pierce, Lisa

Ploesch, Tori

Powers, Callan

Probeck, Anneliese

Reagan, Holly

Rebel, Lauren

Resh, Kayla

Robinson, Brianna

Robinson, Jaime

Roche, Taylor

Rodgers, Hayley

Rojulpote, Krishna Vamsi

Roy, Rishit

Rumps, Mia

Schabdach, David

Sethi, Shiv

Shah, Dhruvil

Shaikh, Maryam

Shaw, Savanna

Shin, Jiwook

Shirky, Clara

Skeel, Abigail

Skiba, Justin

Smith, Alyssa

Smith, Halie

Spano, Stephanie L.

Spencer, Morgan

Steele, Eva

Stierer, Julie

Stubenbort, Abigail

Stupansky, Kara

Taylor, Jessica

Tomasello, Jodi

Towers, Kate

Valentine, Kira

Valentine, Nika

Vargas, Lani

Velazquez, Athena

Velgich, Rebecca

Wall, Grace

Waller, Jennifer

Wei, Eric

Weiss, Jordan

Wolf, Caitlin

Yoldosheva, Madina

Zieber, Megan

Zuemie, Christine

Zuemie, John

Honoring Volunteer Service

Like most years, 2020 started with many of our long-time volunteers continuing their dedication and service in their roles at UPMC Children's, building on outstanding service records. When COVID-19 restrictions suspended Volunteer Services, these dedicated volunteers could no longer come to the hospital to provide ongoing support in familiar roles.

The following lists include CHP volunteers who previously surpassed significant milestone and had service in 2020.

Lifetime Hours of Service

8,000 or more

Ruth Yahr

6,000 or more

Hoover, John

4,000 or more

Adametz, Gregory

2,500 or more

Anderson, David
Gebhardt, Anne Marie
Jarmell, Sol
Myers, Louis
Shah, Jyoti
Woods, Stephen

-

1,000 or more

Argentieri, Nicholas
Ault, Renee L.
Baust, Sue
Boarts, Janet
Caruso, Kathleen Rose
Cooper, Donna
Davis, Carol
Delsignore, Lois

Diamond, Patricia
Edwards, Bobette
Heisey, Tom
Hartman, Kathleen
Hunninen, Alan
Jarmell, Ethel
Johnson, Catherine C.
Kisslinger, Margaret
Liang, Mary
Lohman, Louise
Mermelstein, Bryn
Messick, Amy
Milarski, Janice (Mary)
Peltz, Kathleen
Sapir, Carmen
Schlueter, Bonnie
Spano, Stephanie L.
Sullivan, Paulette
Thurheimer, Barbara A.
Tisdale, Judith K.
Trexler, Carol
Zeske, Dolores

500 or more

Aull, Linda
Beckman, Joanne
Brock, Patricia

Charlson, Joan
Clapp, Lynn
Dorn (Pugar), Ann
Drogowski, Patricia
Early, Brighton
Fahlman, Penny
Fisher, Laurette
Golomb, Sandy
Hailstone, Julie
Hogue, Lisa
Jacobs, Jonathan
Kapusta, Branko
Kelly, David
Leibold, Mary Lou
Lemon, Katie
McGuire, Esther
McGuire, Marcella
Messick, Miriam
Minyo, Eleanor
Palermo, Anthony
Radacosky, Mary
Reeping, Sarah
Sismour, Mary
Snodgrass, Margaret
Springer, Lynn
Sullivan, Kimberly
Taylor, Debra

Years of Service

32 years or more

Yahr, Ruth

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30 years or more

Adametz, Gregory Lee

20 years or more

Palermo, Anthony
Shah, Jyoti S.
Thurheimer, Barbara
Trexler, Carol

15 years or more

Anderson, Marci
Ault, Renee L.
Gebhardt, Anne Marie

Hailstone, Julie
Hartman, Kathleen
Hoover, John
Miller, Stephanie
Myers, Louis
Tisdale, Judith K.

10 years or more

Anderson, David
Behn-Volkoff, Helen
Caruso, Kathleen Rose
Drogowski, Patricia
Ferno, Kathleen
Fisher, Laurette
Golomb, Sandy
Hogue, Lisa
Jarmell, Ethel
Jarmell, Sol

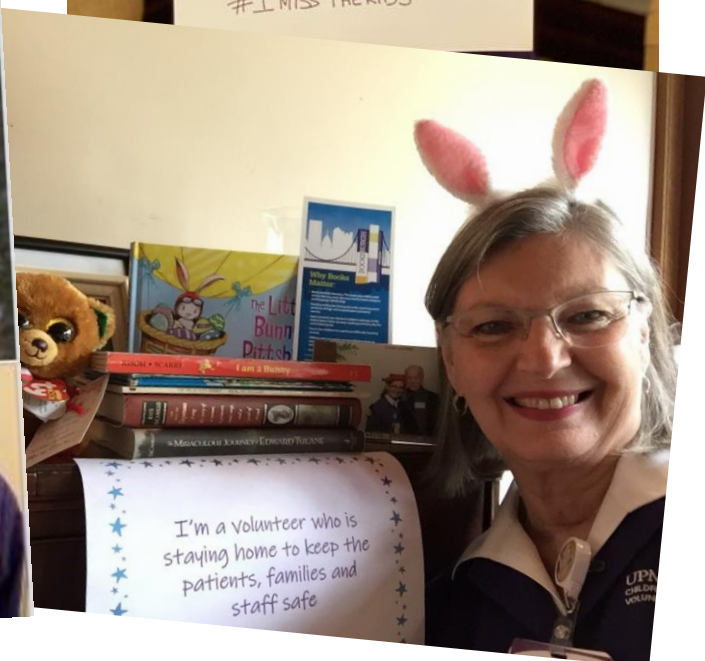
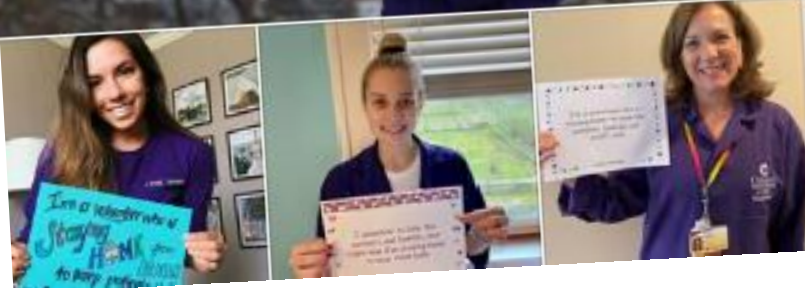
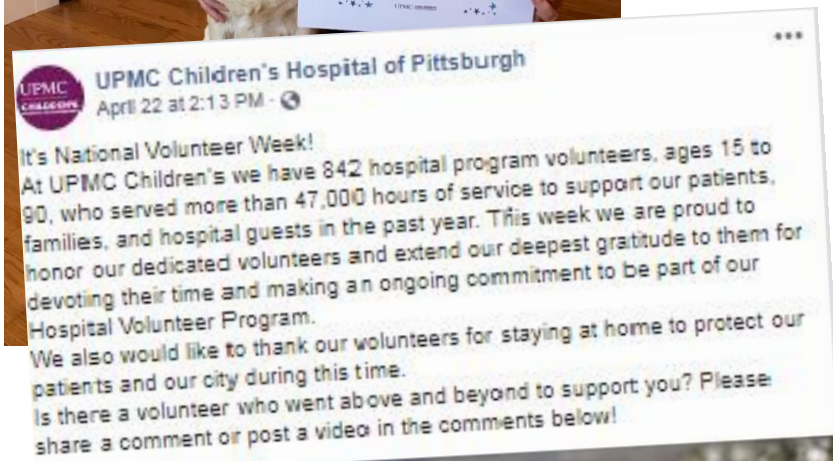
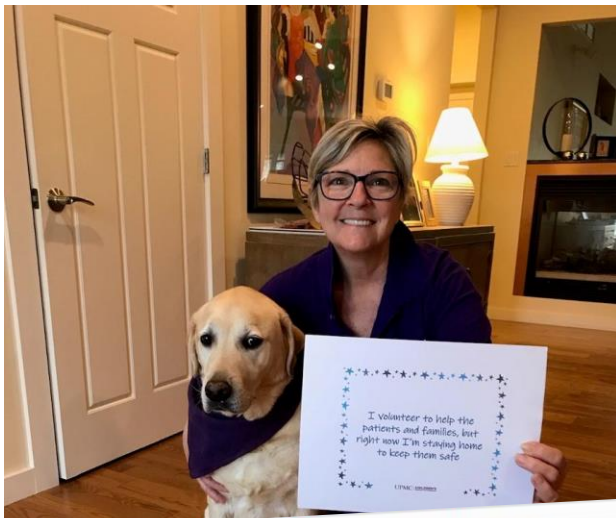
Johnson, Catherine C.
Kisslinger, Margaret
Lawsky, Vivian
Levine, Leslie
Liang, Mary
Maretsky, Carolyn
Maugle, Linda A.
Messick, Amy
Messick, Miriam
Peltz, Kathleen
Radacosky, Mary
Sapir, Carmen
Snodgrass, Margaret
Spano, Stephanie L.
Woods, Stephen
Zeske, Dolores

Staying Safe at Home

#StaySafe

#UPMCStrong

Even when UPMC Children's volunteers couldn't be at the hospital, missing being with the patients and families, they remained diligent and did their part to help stay safe during the COVID-19 pandemic.



Art Bell Service Award Recipient (2020)

Esther Kim

In 2020 Esther Kim, a college student volunteer at UPMC Children's, completed 308 hours of service, many as an entrance screener. Esther was honored by the Volunteer Services Department with the Annual Art Bell Service Award for serving the most volunteer hours at UPMC Children's in the past year.

Esther said, "Even though we weren't directly working with patients, like doctors and nurses, I was reminded as a volunteer that we can make a difference and contribute to the hospital's whole effort."



In 2020, college students stepped up like never before at UPMC Children's, providing unprecedented support during the pandemic. **246** college students served a total of **8,977** hours of service.

"When I was a boy, and I would see scary things in the news, my mom would say to me, 'Look for the helpers, you'll always find people helping'." Fred Rogers

Volunteers with more than 100 Hours of Service in 2020

Esther Kim
Mackenzie McDonald
Francisca Clement
Michelle Follett
Elizabeth Lee
David Anderson
Brittany McVicar
Monica Drutch
Angelica Arshoun

Hailey Innocenzo
Mariela Benitez
David Kelly
Lisa Pierce
Tawni Nine
John Hoover
Lauren Rebel
Jacqueline Koo
John Majewski

Bryn Mermelstein
Tieyonnies German
Elizabeth Bryson
Kalaina Corbo
Kara Yoder
Natalie Brock
Deene Mohandas

