Survey says...
Teens and Parents Respond

The summer teen program is over for the 2009 year, but the process is far from being finished. We’re preparing for the 2010 year and keeping a record just in case you need it for the future. It’s all done through a few questions and answers about the program. At the close of the summer teen program each year, we ask the departments to evaluate each teen volunteer so there is a record of service for future letters of recommendation or volunteer service provided. We also ask the teens and their parents to evaluate the program so that any changes can be incorporated into the next year’s program. It is also a way to evaluate the success of the program and how we are doing.

This year 46% of the parents returned the surveys. Marketing firms would tell you that a 10% return is considered a good sample. 81% of the parents gave the highest rank of “excellent” to the overall program. The highest ranked areas at 89% were reasonable return deadlines, interview process and program rules and regulations. Eighty-one percent was also the lowest individual category, listing the time the orientation session was offered. Forty-three percent of the teens returned the survey, and 76% gave the overall program an “excellent” ranking. The highest ranking of excellent with 88% was “My department supervisor was there when I needed him/her. The lowest excellent ranking at 68% was the position placement was to my liking. However 95% gave this question a ranking of average or higher.

In summary, the teen program remains very successful in its goals of introducing teens to the work environment, health careers and a large health center. As one teens stated, “I had a wonderful time! I would love to come back next summer. This presented so many opportunities and I learned so much at the simulation program you offered to me.” Many parents agree, “The program is well thought out and well done. We were most pleased and thankful. Our daughter desires a nursing career and Children’s has nurtured it.”
FOUR SIMPLE THINGS YOU CAN DO TO PROTECT YOURSELF, YOUR FAMILY AND YOUR FRIENDS

1 COVER YOUR COUGHS & SNEEZES.
- Cover your mouth and nose with a tissue.
- Put your tissue in the trash can.
- No tissue? Cough or sneeze into your upper sleeve, not your hands.

2 WASH YOUR HANDS.
- Wash hands with warm, soapy water for at least 10-15 seconds OR use a hand sanitizer after:
  - Coughing or sneezing
  - Using the bathroom
  - Caring for a sick person
  - Handling garbage, animals, and animal waste

DURING FLU SEASON

3 CLEAN LIVING & WORK AREAS.
- Clean area with household detergents.
- Sanitize surfaces with bleach or alcohol.

4 KEEP YOUR DISTANCE.
- Avoid crowds.
- During outbreaks, work from home, if possible.
- Limit your travel.
- Stay at home if you are sick, and keep your family at home if they are sick.
VOLUNTEER SERVICES DEPARTMENT

POLICY FOR

VOLUNTEERS EXHIBITING FLU OR FLU LIKE SYMPTOMS

Remember the best protection from the flu is washing your hands!

**Symptoms:**
- Fever greater than or equal to 100°F
- Cough
- Sore Throat
- Runny nose
- Pronounced generalized aching

**Policy:**
Volunteers who are sick with flu like illness must refrain from volunteering for 7 days from symptoms onset or until resolution of symptoms –whichever is longer. Volunteers must remain away until they are free of fever or signs of fever for 24 hours without the use of fever reducing medications. You should stay away from the health system for the longest period of time based upon the above two statements.

We suggest the following websites for more information about the flu and prevention:
- www.adph.org Alabama Department of Public Health
- www.cdc.gov/flu Centers for Disease Control

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**Are you Hip with HIPAA?**

Effective September 23, 2009, there are stronger protections added to HIPAA for patients/families by the American Recovery and Reinvestment Act (Stimulus Bill).

These protections include new breach notification requirements. If we have a certain breach of protected health information, the CHS HIPAA Security Officer and the CHS HIPAA Privacy Officer will be required to report it to patients/families affected, the media and the government, and there are heavy fines.

What does it mean to you? Continue to be HIPAA compliant and share with each other the importance of doing so. As always, be cautious as you safeguard information in your care. Only access or use health information if you have a legitimate need to know to perform your job. And, this makes it all the more important to inform your Supervisor, either of the HIPAA Officers, or the Corporate Compliance Hotline of any breaches, loss information, or loss of removable media devices (i.e. laptops) so there can be immediate remedial measures taken in accordance with the law.
According to the U.S. Department of Health and Human Service’s Office for Civil Rights, “these protections will be a cornerstone of maintaining consumer trust as we move forward with meaningful use of electronic health records and electronic exchange of health information.”

OCTOBER IS FIRE PREVENTION MONTH

Fires in the home can start in an instant and spread in seconds, leaving families with as little as two minutes to escape from a residential fire. However, with smoke alarms, escape plans and good fire safety practices, two minutes is enough time for families to evacuate unharmed. October serves as national fire prevention month to remind everyone about the importance of fire safety and prevention.

Although burns are among the most painful injuries a person can live through, the most common cause of fire-related deaths is smoke inhalation. Cooking is the most frequent cause of house fires and almost two-thirds of all house fire-related deaths occur in homes without working smoke alarms.

"Working smoke alarms can decrease an individual's risk of dying in a house fire by nearly half," said Nichole Hodges, MPH, CHES, home safety program coordinator, Center for Injury Research and Policy (CIRP) of The Research Institute at Nationwide Children's Hospital. "Most houses do have at least one smoke alarm, but many do not work because the batteries are missing or dead. Most children who die or are injured in a house fire live in a home without working smoke alarms."

Not only should smoke alarms be tested monthly, but batteries should be replaced once a year, unless the smoke alarm has a longer-lasting lithium battery. Also, smoke alarms should be replaced every 10 years.

"Smoke alarms need to be installed on every level of your home, even in the basement," said Hodges. "There should be a smoke alarm outside of each sleeping area, and, for better protection, a smoke alarm inside each bedroom as well."

Along with smoke alarms, Hodges encourages all families to develop and practice a fire escape plan. Fires spread much more quickly today than they did 20 to 30 years ago because of the synthetic materials in homes. Escape plans are especially vital for children younger than 5-years-old and adults older than 70-years-old because they are at higher risk of dying in a house fire and often need assistance to escape.

"Fire escape plans should be practiced until they are second nature," said Fire Chief Ned Pettus, Jr., City of Columbus, Ohio, Department of Public Safety. "Once your family gathers at your safe meeting place, you can call the fire department."

DO YOU KNOW WHAT TO DO IF YOU WERE AT CHILDREN’S?

DR. REDBIRD

RACE
PASS
9288

If you don’t remember what these terms mean, please stop by the volunteer office for a refresher.
Familiar face announces retirement after nearly five decades of service

After more than 27 years of service as our Chief Nurse Executive and more than 47 years of service to the Children’s Health System, Mrs. Surpora Sparks Thomas, Sr. VP Nursing/Chief Nurse Executive, MBA, BSN, RN, FAAN, has announced that she will retire at the end of this year. Her replacement will be named in the coming months.

Those who have worked with Mrs. Thomas over the years have long admired her visionary leadership and the Hospital has benefited continuously from the many successes of her talented and gifted nursing team. She also attributes her success to the support of the Administration, Board of Trustees, colleagues, physicians, community partners, and Children’s hospital employees in general. Among Surpora Thomas’ most recent and visible examples of her leadership was the Hospital’s Magnet Designation in 2007 for Nursing Excellence by the American Nursing Credentialing Center. Her personal contributions to the field of nursing have been recognized often and include her induction into Sigma Theta Tau, the Nursing Honor Society; the Alabama Health Care Hall of Fame; being the first inductee into the Children’s Health System Pediatric Nursing Hall of Fame which now bears her name; and, recently, her induction as a Fellow in the American Academy of Nursing.

To say Mrs. Surpora Thomas will be sorely missed is an understatement. She has been a consistent force for excellence in patient care and innovation in nursing practices. She has been the consummate leader and teacher. She has been a valuable contributor to the growth of Children’s Hospital from a free standing 100 bed, 4 story private non-profit facility to the nationally recognized academic and tertiary care pediatric health system it is today. There is no way to adequately thank her for her many contributions to Children's Health System and pediatric care for the children of Alabama but please join me in wishing Surpora Thomas the very best in her retirement.

Mike Warren
President and CEO
Children's Health System
Help Us Win an Ultimate Gameroom Experience for our Patients

Microsoft has partnered with Children’s Miracle Network to provide three Children’s Miracle Network pediatric hospitals an Ultimate Gameroom experience – and we need YOUR HELP to win this great giveaway and better yet, YOU could win an Xbox 360 as well! You can vote up to 10 times each day per each email address you register. To place your votes go to http://xbox.childrensmiraclenetwork.org/

REMINDER: You can vote every day until October 16, 2009 at 10:59 Local Time.

Caught…

In the Spotlight!

Children’s Hospital volunteer Craig Tankersley receives Regions Top Associate Honor. Craig is a volunteer with the Dream Factory Art Cart on Monday nights in the Emergency Room. He also helped with the mass interviews in August. See the recent article below.

BIRMINGHAM, Ala.--(Business Wire)--
Regions Financial Corporation (NYSE: RF) today announced that Craig Tankersley, research manager of corporate marketing’s insights and analysis area in Birmingham, Ala., was the recipient of the August Better Life Award. The Better Life Award is the top award given at Regions to associates for outstanding dedication and job performance, as well as exemplary involvement and commitment to the community.

Tankersley was recognized for his outstanding commitment to serving his internal customers. He is also noted as being an exemplary leader at Regions and in the community. In his role, Tankersley primarily focuses on serving and meeting the needs of customers by providing research, analysis and data.

"Craig possesses the drive to be successful in everything he does. We are proud to honor him with this prestigious award," said Scott Peters, chief marketing officer.
Tankersley, a 21-year banking veteran, holds a bachelor’s degree in marketing and management from the University of North Alabama in Florence, Ala., as well as a master’s degree in business administration from DePaul University in Chicago, Ill.

Tankersley is actively involved in the community through a variety of organizations. He currently serves as a patient pal at Children’s Hospital. In his spare time, Tankersley serves as a youth baseball and soccer coach.

The Better Life Award is awarded monthly to a Region associate who clearly lives the company’s mission to make life better for customers, associates and the communities it serves and who is an example of the company’s values:

* Put People First
* Do What Is Right
* Focus On Your Customer
* Reach Higher
* Enjoy Life

Regions associates are nominated by their managers and peers for the award, and recipients are honored by Regions Chairman, President and CEO Dowd Ritter at the company’s headquarters in Birmingham, Alabama, at a meeting broadcast live to offices and branches in the 16 states Regions serves. In addition to the recognition, associates earning the Better Life Award will receive an additional week of vacation and a crystal award.

PICTURE PERFECT!

The AT&T Telecom Pioneers sponsored Parent’s Night Out in September. Our very own Janie (Ditzy) Davis (in the center) is a member of the Pioneers and an Auxiliary Board Member. We had a total of 63 in attendance with 14 volunteers, including the sponsor group.
Fun Night Coordinator, Brittany Pelfrey joins Augusts sponsors. We had a total of 105 attend with patients, parents, and volunteers.

Fun Night at the Harbor in September complete with face painters

Face painting by Brittany at Fun Night

The Metropolitan Church of God youth group sponsored September’s Fun Night at the Harbor.
As Promised...More photos from Clown Week 2009
CHILDREN’S HALLOWEEN FESTIVITIES

Children’s Main Hospital Lobby

Friday, October 30, 2009

1:00 P.M. – 3:00 P.M.

ACTIVITIES:

Pumpkin Decorating Contest for Employees and Patients

Costume Contests for Employees and Patients

Skit Contest for Employees/Departments

Prizes will be awarded at the Halloween Festivities!

ALL CHILDREN WILL RECEIVE A HALLOWEEN BUCKET FILLED WITH GOODIES!

EMPLOYEE/DEPARTMENT SKITS ARE ENJOYED BY ALL!

PLEASE SIGN UP YOUR DEPARTMENT FOR THE SKIT CONTEST!

Registration is due by October 29th for Employee/Department Skits

To register, please contact

Nancy Jarrett at x9176 or via email at nancy.jarrett@chsyr.org

or

Martha Dorough at x9889 or via email at martha.dorough@chsyr.org

Prizes! Join the Fun! Prizes!
Thank you,

Child Life and The Sunshine School
MARK YOUR CALENDARS!

October 2009

8th  Parent’s Night Out, 6pm, Bradley Lecture Center
26th  Auxiliary Fun Night at the Harbor, 6pm, Children’s Harbor

November 2009

12th  Parent’s Night Out, 6pm, Bradley Lecture Center
23rd  Auxiliary Fun Night at the Harbor, 6pm, Children’s Harbor

Volunteer Voice is a publication for volunteers of Children’s Health System.
To submit a story or story idea:
Call: 205.939.9797
Fax: 205.558.2080
E-mail: Sharleta.Stamps@chsks.org
Howard.Holmes@chsks.org

1600 7th Avenue South
Birmingham, Alabama 35233

DEPARTMENT PHONE DIRECTORY

Department Director 939.9696
Volunteer Services Office 939.5199
Gift Shop 939.9295
Patient Information 939.9111

www.chsys.org