

**You're Invited!**

**Annual Recognition Dinner 2013**

**5:30 p.m. Tuesday, April 23**

**Holiday Inn Roanoke  
3315 Ordway Drive**

**RSVP by Monday, April 15  
(540) 981-7819**

**CARILION CLINIC** 



# Bella of the ball!

## *National spotlight shines on Carilion pet pal*

*This article is reprinted with permission from the Winter 2013 edition of Pet Partners' national magazine, Interactions.*

After becoming a registered team in May 2012, **Sybille Nelson** and her Yellow Labrador Retriever **Bella** began volunteering at Carilion Roanoke Memorial Hospital. During one of their weekly visits in the Pediatric Unit, they met a 9-year-old patient who was in the hospital recovering after a dog attack. The girl's mother was understandably reluctant to let Bella visit her daughter Hannah after such a traumatic incident. After the hospital's visiting animal program coordinator explained about the qualifications of the Pet Partners teams visiting at Carilion, the mother agreed to the visit.

Sybille recalls, "Bella intuitively entered Hannah's room quite slowly and she cautiously approached the bed. I could see that Hannah was uneasy about visiting with Bella. Hannah allowed me to take her hand and slowly touch Bella's head. The young girl then scratched Bella's nose and behind her ears. Bella gently placed her head on Hannah's bed and held still for all those wonderful scratches."

After that, Hannah began to relax and even posed for a picture with Bella—the first picture in her collection of subsequent visits from other Pet Partners therapy animal teams in the Carilion program.

"The next week, we saw Hannah again," Sybille says, "and that time she sat up in a chair, called Bella's name and laughed. She no longer needed me to hold her hand as she scratched Bella, who loved the attention. Her mother was so thankful that the Pet Pals teams had helped her daughter begin rebuilding her trust in dogs."

## Afternoon cart returns June 3

After a winter break, the afternoon snack cart will return next month. The afternoon cart was such a hit last summer that we will bring it back beginning Monday, June 3. Each afternoon, volunteers stock the cart with chips, cookies and other light refreshments for guests who may need something to nibble on after lunch.

The afternoon snack cart was a big hit last year. In its first five months, it made a 42 percent profit, all of which went toward the scholarship fund for youth volunteers. Each year, the profit from donations is used to provide a scholarship for a young volunteer who plans to pursue a career in medicine.

The morning cart goes to each waiting room in the hospital. The afternoon cart goes to busiest areas: The Emergency Department, 4th floor Outpatient Surgical and 6th floor vascular and cardiac units.

# A COLORFUL celebration of volunteers!

The Annual Recognition Dinner is three weeks away, but excitement for Volunteer Services' big night has been building for months! From the moment Eric Sollinger of Human Resources began videotaping volunteers in February for our after-dinner presentation to the arrival of the invitations in the mail in early March, volunteers have been ratcheting up to full-throttle party mode.

And what a party we're planning for you! This year's volunteer dinner marks my fifth, and we are planning a festive and colorful celebration that will brighten our special evening even more than usual.

For starters, we changed locations. The Roanoke Country Club was a delightful and beautiful location for us with great food and atmosphere. But this year, we decided to celebrate in a spot where we can all be together in one large room. The Holiday Inn Airport offers such a room, and we'll celebrate in a spot ideally named for our wonderful volunteers: The Grand Ballroom...because you are grand!

When you enter the ballroom, the decorations will be bright and festive. Beautiful, live flower bouquets in a variety of vibrant colors will anchor each table. Even the napkins will be cheery and colorful, ranging from rich purple to brilliant blue to zany lime green!

Because we're planning a colorful and festive celebration, the Volunteer Services' staff plans to wear bright colors to our festive, Springtime celebration, and we hope you'll join us. Ladies, maybe you've been looking for an occasion to wear a bright green or orange or pink or blue or red or yellow dress or pantsuit or any other color you might have in your closet. If you don't want to wear an entire outfit in a splashy, vivid color, put on a pair of bright earrings or necklace. And our gentleman in dark suits or sports jackets would look dashing with a colorful tie or a pocket hankie—even a bright pair of socks. Search your closet for something fun and springy that you've been wanting to wear and come out and enjoy! We'll have a festive time, because we will be celebrating you: Our wonderful volunteers!



*Party over here! It's time for our favorite red-carpet event: The Annual Recognition Dinner! The dinner will be elegant, as it always is, but this year, we're spicing it up with rich splashes of color! Change of location means everyone in one room, enjoying the festivities live rather than on live videos.*

## Menu

**6 oz. Center Cut Sirloin Steak**  
or  
**Chicken Wellington**  
with  
**Vegetable Medley & Roasted Potatoes**

## Directions to Holiday Inn

Take I-581 north to Exit 3W. Take a right at the first stoplight (Ordway Drive). Take an immediate right. On the left, you will pass the Sheraton and the Extended Stay hotels. The Holiday Inn is the third hotel on left.



# Friends For NICU Families in Need

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Volunteer **Rebecca Andrews** knows the fears, the roller-coaster ups and downs and the traumas of parents in the CRMH Neonatal Intensive Care Unit. She knows them because she lived them.

For six weeks, Rebecca's eight-week premature twin daughters, Abigail and Emma, were patients in the NICU. But today, the girls, now 16 months old, are a pair of healthy, happy cut-ups.

Rebecca is part of the NICU Parent Advisory Board and Family Mentor program, and the goal of her and the six other mentor volunteers is to be a resource for families going through the trauma of having a critically ill newborn.

"The biggest thing is that I'm able to bring a little more encouragement for the other families," Rebecca said. The reason I wanted to be a part of the family program is to share a story."

To help share the "story," Rebecca recently created a bulletin board in the 14th floor waiting room of "before" and "after" pictures of babies treated in the NICU. NICU parents often "don't see the light at the end of the tunnel," Rebecca said. "But I'm able to show visuals with the board that show all these babies have graduated from the NICU."

The NICU, in conjunction with Volunteer Services, launched the mentor program in December 2011. NICU staff refers families to volunteers, all of whom have had children in the unit. Volunteers are available until 9 p.m. to be a friend to families. Sometimes they meet the families on the unit. Other times they contact each other through telephone or email.

In addition, the volunteers meet each month to plan activities, such as pizza parties on the unit.

"Our NICU mentor parents are able to provide emotional support in ways that no one else can," said Kara Dickinson, a NICU nurse who coordinates the volunteers. "They are caring and compassionate and do their best to give NICU families a glimpse of hope."

Sadly, not every family has a happy ending. But the program has mentors who have lost a child and are available to the families as well.

"We can all imagine what it would be like, or what we would do if we had a baby in the NICU, but only someone who has been there knows what it means to be a NICU parent," Dickinson added.

## CALLING ALL GREEN THUMBS!

Volunteering is always exciting. Now here's your chance to be part of something new and exciting!

We need volunteers to help with our first Mother's Day potted plant sale Thursday, May 9, in the lobby of Carilion Roanoke Memorial Hospital.

The proceeds will benefit Volunteer Services' newly created fund to help families who cannot afford a hotel room while their loved ones are in the hospital. The program is part of Volunteer Services' newly established partnership with the Carilion Foundation.

The assignment will entail standing but no heavy lifting. If you are interested in helping with the plant sale, please see Shanna Flowers or call her at **981-8052**.