

Heart Connection

Newsletter of the Adventures in Caring Foundation • Point of Light #407 • Autumn 2001



Hope for the World

"Raggedy Ann not only listened to the wisdom I had to share, she gave me a view into the hearts of the young, and restored my faith in future generations."

- *An elderly lady on 4 East at Santa Barbara Cottage Hospital*

Alchemy is alive and well at the Adventures in Caring Foundation. Young lives are transforming, through service to others. By learning, and practicing, the art of communicating with the sick, undergraduate students are becoming valuable assets to the health of our community.

All year round, these student volunteers visit nursing homes, clinics, and hospitals throughout the Santa Barbara area. As skilled listeners, in the guise of Raggedy Ann & Andy, they bring hope and friendship to those who face illness, injury, or death, alone.

"Volunteering for the Adventures in Caring Foundation for three years has changed my life: increasing my compassion for people, improving my communication skills, and giving me a clearer view of what I want to do with my life."

- *David Paik, UCSB graduate, now working in Thousand Oaks before applying to medical school*

More than 80 undergraduate students from UCSB, Westmont College and City College (SBCC) volunteered with Adventures in Caring during the last year (a huge 57% increase from the year before). Every one of them passed a four-day intensive seminar, and made a commitment to visit once-a-week for an entire school year. The life skills they learn with Adventures in Caring builds the emotional intelligence they need to succeed in a career in health care.

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Raggedy class of October 2001: Nine new volunteers ready for service.

The Magic of the Method

"When I asked my father, a family doctor for 25 years, if he thought I could be a doctor, I thought he would consider if I could handle the schooling. He said, 'The schooling is difficult but anyone can get through it if they want it bad enough. Empathy is what they don't teach you that makes a good doctor. Work on that.'"

- *Ryan Gallagher, pre-med at Cuesta and Allan Hancock Colleges*

Can you teach compassion? How do you teach compassion? These are questions we are often asked at Adventures in Caring. The continuing success of our volunteer programs and educational resources proves that, yes, we can and do teach compassion. It can be cultivated, inspired, and encouraged, because the capacity is within everyone. But we have discovered that a new educational model is needed, because compassion cannot be taught by lecture, or by wagging fingers and telling people they ought to be kinder.

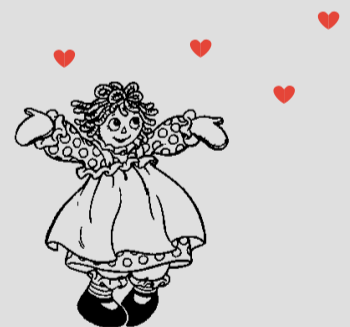
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Raggedy-in-training, Maya Andlig of Cal Poly, meets a new friend at Beverly La Cumbre.

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"The past year as a Raggedy Ann volunteer has allowed me to see life in a different light. I learned how precious life is - that nothing should be taken for granted, and just being able to open your eyes every morning is a gift itself. This experience made me realize how scared and lonely patients can be, and what makes a successful physician is not only someone who treats a patient's physical problems, but also takes the time to offer comfort. I hope one day to become a physician and take with me what I have learned with Adventures in Caring."

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- *Christine Yacoub, UCSB graduate*



Publishing Progress

With the help of the **Wood-Claeyssens Foundation**, the **Rotary Club of Santa Barbara**, and the **Hutton Foundation**, *Adventures in Caring* is now a successful publisher of educational resources, with one best-seller and international recognition.

The **Rotary Club of Adelaide** has asked for the rights to publish *What Can I Say?* in Australia, and members of the Santa Barbara Rotary Club are presently working on the details of such a contract.

The video *Communicating with Compassion*, has gone beyond even our ambitious expectations with more than 3,000 copies sold to date. (When we started out video distributors told us that we would do well to sell 300.) The video is now used nationwide to educate and inspire volunteers, students, and health care professionals in the art of communicating with compassion.

"I applaud your efforts to teach volunteers how to interact with people who are suffering...I did view the video and the program is obviously a labor of love on your part... I am sharing your work with my staff, especially those involved in finding ways for young people to serve their community and fellow citizens."

– *Colin L. Powell*,
U.S. Secretary of State

"As I reflect on the widespread need in our frantic, fractured society for people with a healing touch, I cherish a fervent hope that this resource will become available to the countless people who could use it to learn how to enhance their caring attitudes and skills. In health care agencies and religious institutions of many kinds, the video and guide have almost unlimited possibilities for usefulness in training both lay caring teams and professionals."

– *Howard Clinebell, Ph.D.*,
Emeritus Professor of Pastoral Psychology,
Claremont School of Theology

(Continued on back page)



Building for the Future



Roberta Smith

"He who wishes to secure the good of others has already secured his own."

– *Confucius*

"Deeds of giving are the very foundation of the world."

– *The Torah*

Thanks to **Mrs. Roberta Smith**, the **Hutton Foundation**, our Board of Directors and supporters, the *Adventures in Caring* Foundation now has its own endowment fund. The original idea for starting the fund was stimulated by **Tom Parker**, President of Hutton Foundation.

It is notoriously difficult, and expensive, for small nonprofits to begin their own endowment, due to the complex legal and financial regulations. Yet nonprofit experts agree that an endowment fund is essential to the long-term financial viability of charitable organizations. So Hutton Foundation offered guidance on policy-making, and four matching grants that would help begin an endowment fund for nonprofits in Santa Barbara who were: a) young enough not to already have an endowment, and b) old enough to have a successful community program and financial track record. *Adventures in Caring*, at sixteen years-of-age this year, fit these criteria, so our board spent several months developing the necessary policies, researching trust departments, and writing the proposal.

Out of 75 applicants *Adventures in Caring* was one of the four nonprofits chosen to receive the matching grant. The others were the Santa Barbara Zoo, the Lobero Theatre, and the Community Action Commission.

However, the work was not over. In order to receive the \$25,000 starter grant from Hutton Foundation, we also had to raise \$75,000 from our own supporters. Roberta Smith, widow of Dean Smith, who was an *Adventures in Caring* board member for ten years, offered to help. Out of her respect for Dean's wishes, and her own spirited generosity, and through the gifts made by her friends and family in memory of Dean, Roberta almost single-handedly raised twice the necessary amount, in record time.

As a result, early this year, the *Adventures in Caring* Endowment was opened at Santa Barbara Bank & Trust. The purpose of the Endowment is to create a legacy of compassion. It will perpetuate the mission of the *Adventures in Caring* Foundation, so that future generations will have access to those rare volunteer programs and educational resources that embody, inspire, and keep alive, the spirit of compassion.

Your support will help this Endowment continue to grow into a lasting financial reservoir for future programs.

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"Compassion is the ultimate and most meaningful embodiment of emotional maturity. It is through compassion that a person achieves the highest peak and deepest reach in his or her search for self-fulfillment."

– *Arthur Jersild*

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"If you want to innovate, to change an enterprise or a society, it takes people willing to do what's not expected."

– *Jean Riboud*

Annual Report for 2000/2001

This year presented the opportunity to take steps toward a stronger future – and we took full advantage.

- Starting an endowment fund, we made a commitment to future generations. We will leave them a legacy of compassion.
- Giving our undergraduate student volunteers the opportunity to take more responsibility in the instruction of new volunteers, we began preparing them to teach compassion wherever they go, and replicate our programs at other locations.
- Completing pre-production of our new video, we laid the groundwork for our next major publishing project, which will be released next year.

Thanks to the love and dedication of 200 volunteers (148 Raggedys) 63,000 heart-to-heart visits were made this year, extending friendship to patients and their families, at 27 health care facilities.

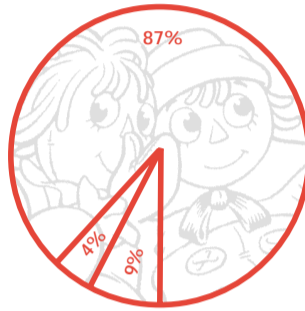
Many thanks are also due to our funding partners who's generosity provided the finances to orchestrate these efforts (see list). Since we receive no funding from the government, or from universities or colleges, it is angels such as **Roberta Smith, Pierre Claeysens, Alice Cox, Kim Gruelle, Palmer Jackson, Ker Massengale, and Bruce O'Neal** who have made it possible to innovate and expand our capacity to serve. Local foundations also showed their commitment to the health of our community by continuing to fund programs that lift the spirits of patients in the nursing homes, clinics, and hospitals of Santa Barbara county. The **Wood-Clayssens Foundation, Santa Barbara Cottage Hospital Foundation, Santa Barbara Foundation, Hutton Foundation, Amgen Foundation, Crawford Idema Family Foundation,**

Karuna Foundation, Rotary Charitable Foundation, and the Rotary Club of Santa Barbara - Sunrise all made grants to make the magic happen.

Thank you all for your foresight, commitment, and heartfelt generosity.

With every act of kindness, we build that much more goodness into the world, buffering the hearts and minds of people against the harsh winds of hatred, fear, and indifference.

The need for compassion in health care, and in our world, is greater than ever. With your help we can, and do, make a difference – one visit, one person, one life, at a time.



Expense allocation for fiscal year 2000/2001	
Program:	87%
Administration:	9%
Fundraising:	4%
Total expenses for year: \$264,928	

Major In-Kind Gifts

202 volunteers: 10,500hrs: Raggedy Ann & Andy volunteers, dialysis patient support volunteers, music therapy volunteer, volunteer training assistants, office helpers, seamstresses, endowment and video project committee members, and board members.

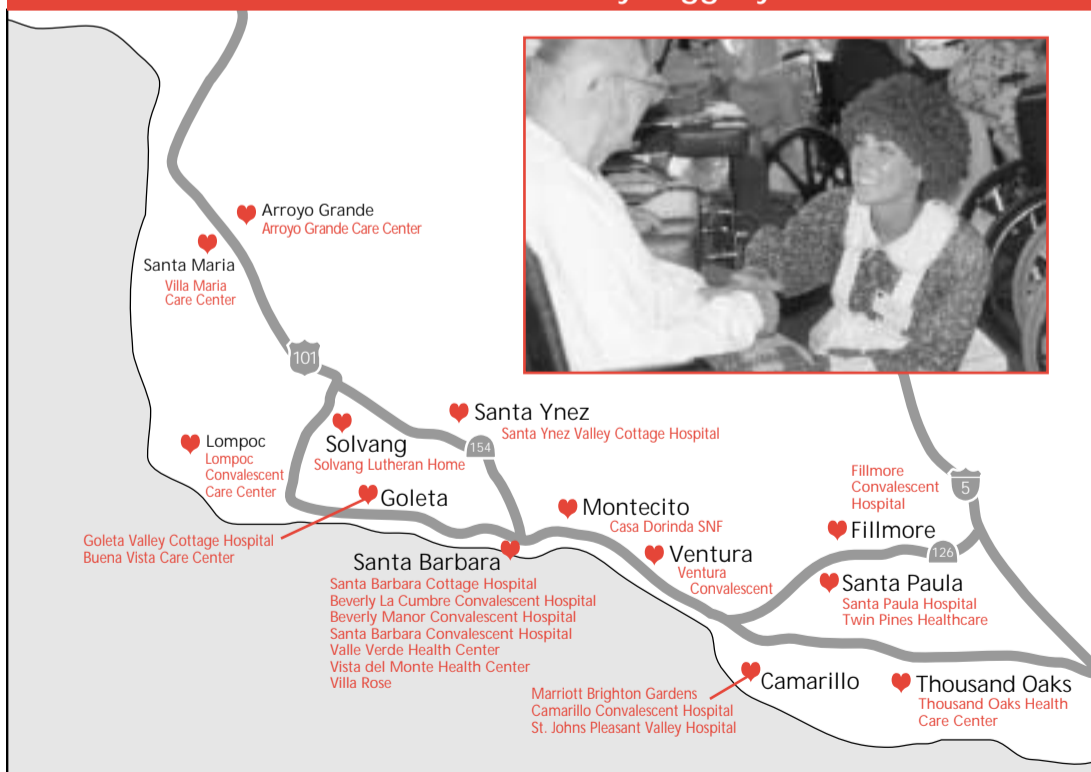
Rent & Utilities: Santa Barbara Cottage Hospital

Character Licensing Fee: Simon & Schuster, Inc.

Graphic Art Discount: Fritz Creative

In-Kind Gifts: \$179,500

Health Care Facilities Visited by Raggedy Volunteers



Nationwide

Reading Hospital & Medical Center, West Reading, PA
Pine Run Community, Doylestown, PA
Crest Health Center, Ridgecrest Village, Davenport, IA

Crosslands Health Care Center, Sandy, UT
Sunrise Healthcare Center, Roseville, CA

In 2000/2001 Raggedy Ann & Andy volunteers visited the above 27 facilities 2,988 times.

Major Contributors in 2000/2001

Mrs. Roberta Smith
Wood-Clayssens Foundation
Santa Barbara Cottage Hospital Foundation
Santa Barbara Foundation
Hutton Foundation
Mr. and Mrs. Joe Cox
Mr. Kim Gruelle
Camarillo Health Care District
Amgen Foundation
Crawford Idema Family Foundation
Mr. Palmer G. Jackson
Reading Hospital & Medical Center
Karuna Foundation
Rotary Club of Santa Barbara, Downtown
Rotary Club of Santa Barbara, Sunrise
Valle Verde
Casa Dorinda
Vista del Monte
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Mr. Orville M. Armstrong
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Mr. Kendall A. Mills, Jr.
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Rotary Club of Westlake
Ms. Alice Stephey
Mrs. Harold J. Vaile
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Paula Yurkanis Bruice, Ph.D.
Mrs. Gaile M. Avent
Mrs. Marcia L. Wrisley
Mrs. Ann Katz
Mr. & Mrs. Norman R. Andrews
Mrs. Debra P. Geiger & Mr. Eliot Crowley
Ms. Ann C. Carneros
Mrs. Linda H. Corniea
Mrs. Anne Hand
Mr. and Mrs. William Mace
Mr. & Mrs. Ken Siler
Mr. Michael Towbes
Mr. Scott Crudelle
Ms. Lyn L. Anderson
Fillmore Women's Service Club
Mr. & Mrs. Leo Stark
Mr. & Mrs. Bertram C. Willoughby
Mr. & Mrs. David J. Landecker
Mrs. Brenda Meyers
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Ms. Elizabeth Winer
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Mr. & Mrs. Simon Fox
United Methodist Women
Mr. Jude Unegbu
Aetherius Society
Dr. Ruth Appleby
Ms. Shirley Baird
Mr. and Mrs. Robert J. Baker
Mr. B. Paul Blasingame
Mr. & Mrs. Lendon R. Everson
Ms. Patricia A. Frim
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Mrs. Karen Gellert
Mr. & Mrs. Floyd A. Gustavson
Mrs. Margaret S. Hamister
Rev. Barbara Handelsman
Ms. Jane Ivey
Mrs. Janie N. Johnson
Mrs. Pamela B. Jones
Mr. & Mrs. James J. Keenan
Ms. Patricia Kilgallon
Knights of Justice
Mrs. Phyllis Krystal
Mrs. Margaret K. Loder
Mr. Michael Meloy
Mr. & Mrs. Roger C. Millikan
Mr. & Mrs. James D. Milliken
Dr. & Mrs. Generoso Porciuncula
Ridgecrest Village Volunteer Service League
Ms. Mary P. Scopatz
Mrs. Judy Semenza
Ms. Margaret Skeen
Ms. Tana Sommer-Belin
Mrs. Hazel S. Trumpower
Mrs. Leny Van Wingerden
Mrs. Jean Wagner
Mrs. Joni Gruelle Wannemaker
Ms. Jacqueline Wheeler
Mrs. Laurie Yttri

Contributed income: \$299,661

Earned income: \$193,450

TOTAL INCOME: \$493,111

Hope for the World...

(Continued from page 1)

These students are not the privileged few. From all walks of life, they represent most of the races and religions of our world. Most of them carry a full schedule of classes, make excellent grades, work a job, and still take the time to volunteer. They, and their parents, make huge sacrifices to give them a shot at getting into medical school. One student's parents work in a sweat-shop in Los Angeles at sub-minimum wage. Another student's parents were physicians in Vietnam, but had to accept jobs as cooks in a Chinese restaurant, to give their son the opportunity to go to a university, and hopefully medical school, in the U.S.

These students volunteer for the same reason they want to enter health care as a profession: to make the world a better place, and to alleviate suffering. They are dedicated, talented, and willing to make sacrifices. They are the future leaders in medicine: the ones who will determine the quality of health care our grandchildren receive. Judging by our volunteers, the next generation is in good hands.

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"It takes a lot of courage and kindness to talk to a person who is very ill. I have learned not to be afraid. Everyone needs to feel wanted and special, and as Raggedy Ann I was able to bring this to many members of our community. The people I met will always stay in my heart."

- Jennifer Wood, UCSB senior, major in biology



Students describe to the UCSB Health Professions Association what they learn from volunteering with Adventures in Caring. 250 students showed up to hear this presentation, and more than 150 of them expressed an interest in volunteering.



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"I talked with a patient in his 70's. Although he was really sick he was more interested in how I was doing, than in talking about himself. This was awkward at first because I felt that I should be the one listening. But, I realized that he probably had nurses and family members talking about him and his condition all day long, and for a change he wanted to find out about someone else. He made me laugh, and clearly enjoyed doing so. Once again being Raggedy Andy made my day."

- Matthew LeDuc, UCSB pre-med senior President, UCSB Health Care Professions Association

Raggedy Round-Up



♥ The Raggedy program in Reading, Pennsylvania is entering a new phase of growth. After seven years, **Ker Massengale** is retiring as a Raggedy Ann and leader of the program. Ker started the Raggedy Therapy program at **Reading Hospital & Medical Center** by herself, and built it into the thriving volunteer program it is today. Last year she handed over the reins to a very capable all-volunteer administrative team, who now coordinate the program.

It is a credit to Ker's leadership, that she successfully guided the program from its inception, through its growth into a mature team, and now through a change in leadership – all while maintaining the high standards of performance we set for Raggedy Therapy.

Twenty Raggedy Ann & Andy volunteers now visit all floors of the Reading Hospital & Medical Center, at least once-a-week, plus the **Highlands Retirement Village** and the **Pennsylvania Dialysis Center**. The program is in good hands with the current Administration Team, a group of Raggedy volunteers, who, in addition to visiting patients, also coordinate the program. Many thanks to **Edith Moyer, Linda Henne, Joan Oxenreider, Tina Krize, Charles Brubaker, Erma and Utzer Gruber, and Linda Bullock**, for stepping forward to take responsibility for the program's leadership.

♥ In Ventura County our Raggedy team has grown to 14 volunteers, thanks to a grant from the **Camarillo Health Care District**, which covers the cost of the Raggedy Companions program in Camarillo. Raggedy Companions also serve skilled nursing facilities in Thousands Oaks, Fillmore, Santa Paula and Ventura.

♥ Stephanie Bell Harbourne, is our board's representative for Ventura County. As well as serving on

the board, Stephanie has also been visiting Thousand Oaks Health Care Center for two years, as Raggedy Ann. Last year, Stephanie got married, "It was really rewarding to include all of my pals from the Health Care Center in the planning of my wedding." Stephanie told us, "They all enjoyed giving me advice." Now her new husband, John, joins her on her weekly visits as Raggedy Andy, and the residents love it. We now have four husband-and-wife Raggedy Ann & Andy teams in Ventura County.

♥ Thanks to the talent and hard work of the **California Coastal Quilters Guild**, the Raggedy Ann & Andy volunteers were able to deliver 130 beautiful handmade quilts to the elderly residents at Buena Vista Care Center in Goleta. Every resident got their own unique quilt, with their name on it. The quilts are an ideal gift for these frail elders, bringing comfort, warmth, and a reminder that someone cares.



Raggedys take a break on the giant quilt they made by piecing together all 130 quilts before giving them to the residents at Buena Vista.

The Magic of the Method...

(Continued from page 1)

Learning about the role of compassion and the effect of emotions on health and healing is different from studying the science of medicine. (In psychological terms, it is affective versus cognitive learning.) At first the assimilation of the knowledge is slower since feelings are usually processed more slowly than ideas. The building of emotional intelligence requires first-hand experience, practice, models, discussion, reflection, self-honesty, and personal attention. That is why learning through volunteering (service-learning) is the ideal method. New skills are practiced in service to others, on a weekly basis. After a year of service, those life skills and new perspectives are there to stay. The Adventures in Caring method is a winning combination of quality training, personal support, first class materials, creativity, and work of the heart. And the proof is in the performance.

"I'm getting better at starting a conversation and touching upon areas of interest for each individual. When I began my career as a Raggedy most of my conversations with patients had a similar tone and subject matter. Now I can see where each patient is coming from. I become aware of their emotional, physical, and mental state, by stepping into their shoes. So my expression and conversation topics change accordingly. When I sense that a person is very sick, tired, or depressed, I alter my tone and moderate my usual enthusiasm. I don't talk as fast or as often, and I don't ask lots of questions, because it would tire them even more. I can feel when a person just wants me to be there holding their hand. I'm learning how to respond to each patient as a unique individual. This way, each patient gets what they need out of the visit."

– Briana Larson, UCSB junior

"I can't believe college kids are willing to do this for those of us in the hospital. Even though I wasn't lonely or in any pain, after having a child it was good to talk to someone about something other than the birth and the baby. A doll may make my little boy smile, but a real Raggedy Ann is what made my day at Cottage Hospital."

– a new mother on Maternity

"This program allows people to instantly connect without even saying a word. It reminds me constantly of my humanity and is an extremely important part of my life."

– A friend of a patient

"The Raggedys listen to our stories about our families. They listen and have respect."

– an oncology patient

"This volunteer work has changed my life. Being a Raggedy has taught me the importance of friendship and love, especially during a time of sickness. It has allowed me to reach a deeper part of human nature, and love, that I previously believed did not exist."

A lady I visited on 4 Central was very confused and disoriented when I entered the room. Unable to finish the sentences she started, she became angry and frustrated. So I held her hand and listened as she tried to finish a thought. When she got scared I gave her a hug. When she began to cry I sat with her until her husband and son arrived. As I walked out of the room, barely audible, she clearly whispered, 'I love you.'"

– Karen Holst, UCSB graduate, now in a research position with Amgen

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"So many people have opened up to me and shared their thoughts, feelings, and wisdom. Being able to relate and listen to people is such an essential skill – I will benefit from it for the rest of my life."

– Alfred Yang, UCSB graduate, pharmacology/physiology

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"Our task must be to free ourselves...by widening our circle of compassion."

– Albert Einstein



Raggedy Ann, Ila Pourhashem, a UCSB senior majoring in biopsychology, and Alice Spaulding of San Luis Obispo, at Cottage Hospital.

News Briefs



♥ The **Wood-Claeyssens Foundation**, **Crawford Idema Family Foundation**, and the **Amgen Foundation**, recently granted funds to sponsor undergraduate students who are participating in the Compassion in Action service-learning program for the 2001/02 school year. The Amgen Foundation grant is for students volunteering at the Santa Barbara Artificial Kidney Center. The Wood-Claeyssens and Crawford Idema Foundation grants are for the students who volunteer at local nursing homes and hospitals.

♥ The **Santa Barbara Foundation** gave a program grant to hire a full-time assistant in the office so that we can continue expanding our volunteer team.



For more information call
1-800-203-2940

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Adventures in Caring Foundation

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Simon Fox

Publishing Progress...

(Continued from page 2)

A sequel to *Communicating with Compassion* is currently in production, scheduled for release in 2002. The new video continues where the first one left off. It goes into greater depth, giving guidance on how to communicate with patients and families in particularly difficult situations. The video is oriented towards professionals and experienced volunteers who are members of the health care team. It will pass on the wisdom of the best doctors, nurses, and social workers – about the human side of medicine - to the new generation of health care professionals. Funding for this video production was made possible by **Pierre Claeysens** and the **Wood-Claeysens Foundation**, and **Roberta Smith**.

In another dimension of publishing, Adventures in Caring has completely redesigned its website. Check out our new look at www.adventuresincaring.org The site, designed by **Tom Stanfield of Adept Multimedia**, is still a work

in progress, and in the coming year we will be adding pages to: 1) promote our educational resources, 2) link our supporters with other valuable community resources, and 3) give our volunteers around the country a way to network with one another.



"Compassionate action is a practice, one of the most advanced. There's nothing more advanced than relating with others. There's nothing more advanced than communication — compassionate communication."

— Pema Chödrön, Abbot
Gampo Abbey,
Nova Scotia



Adventures in Caring Foundation is a 501(c)3 nonprofit organization. Its mission is to lift the spirit of those who are sick and lonely. This mission is accomplished through all-volunteer, year-round programs, that teach and deliver compassion.

♻️ Printed on recycled paper

Your Help Needed

Adventures in Caring needs help in the following areas:

Sponsors for:

- ♥ The Raggedy Companions program at local nursing homes
- ♥ The Adventures in Caring website
- ♥ Future issues of the *Heart Connection* newsletter

Volunteers to help with:

- ♥ Sewing Raggedy Ann & Andy outfits
- ♥ Office maintenance and repairs
- ♥ Shipping books and videos
- ♥ Organizing PR archives
- ♥ Computer network maintenance
- ♥ Correspondence and filing
- ♥ Special events
- ♥ Visiting patients in local nursing homes and hospitals as Raggedy Ann & Andy



New Raggedys, Ryan Gallagher and Kristin Fatow, along with mentor, Matt LeDuc, head over to the hospital to visit patients during their volunteer training session.

The Heart Connection, Written by Simon Fox, Graphic Design by Fritz Creative, Photos by Simon Fox



Lifting the spirit of those who are sick and lonely.

ADDRESS SERVICE REQUESTED

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