

Volunteer Newsletter

Fall 2010

Be The Change Day Renews RFHC

Over 50 volunteers participate in the county-wide event



On a clear Saturday morning, 51 people gathered in front of Ravenswood's Bay Road clinic, grabbing tools and munching on Hobee's coffee cake. The volunteers had arrived for Be the Change Day, an annual event organized by HandsOn Bay Area. Designed to facilitate volunteerism on the Peninsula, the event chose Ravenswood Family Health Center as one of 15 project sites for this year's more than 1,000 volunteers.

After a brief introduction by Project Coordinator Naomi Shiffman and Ravenswood CEO Luisa Buada, volunteers rolled up their sleeves and began tugging overgrowth from a future building site. Those who

preferred indoor work piled into the Gordon Russell Room, creating medical record charts and compiling postcards that advertised the opening of the new dental clinic.

By the midday, the future building site had been cleared of debris, over 200 new charts had been created, and 3,200 postcards had been prepared for mailing. David Williams, a project coordinator for HandsOn Bay Area, reflected on his contribution: "I discovered that RFHC has landscaping and facility maintenance needs. It was encouraging to see how much work 20 people can accomplish in just a few hours."

Thank you to our HandsOn Bay Area volunteers!

Since 2004, HandsOn Bay Area has mobilized volunteers through corporate and individual partnerships to participate in high-impact community service activities. To learn more about HandsOn Bay Area please visit their website at <http://www.handsonbayarea.org/>.

Inspired to Get Involved?

Ravenswood volunteers must be a minimum of 18 years old and must commit to one four hour shift a week for three months (or the equivalent). Most opportunities need volunteers between 8 am and 5 pm Monday through Friday. Spanish or Tongan fluency is especially helpful. To inquire about volunteer opportunities please submit a [Volunteer Application](#) or [Dental Volunteer Application](#). The Volunteer Coordinators will then contact you regarding available positions!

Volunteer Welcome Board

RFHC welcomes the following volunteers to our team:

Mayra Diaz	Candice Solomon
Cindy Flores	James Smith
Cynthia Graham, RDH	Kay Warren, DDS
Cynthia Laugenour, RDH	Joanna Zhang
Danni Lewis, RDH	Foothill College Students
Tugba Ozedirne	Carrington College Students
Gabriela Meneses	Stanford Patient Advocates
Claudia Schmidt, RDH	

Welcome to Ravenswood! We are glad to have you join us.

Volunteer Spotlight: Dr. Marco Baisch

The prominent physician discusses volunteerism

Dr. Marco Baisch, a pediatrician with Kaiser Permanente Medical Group, has been working with children for almost 20 years. As an active participant in Kaiser Permanente Redwood City's Community Benefit Advisory Board, he helps link Kaiser Permanente resources, including technical assistance, clinical expertise, and actual grant dollars, to community-based health organizations. When he decided to pursue his passion for working with underserved communities, he turned to Ravenswood to volunteer his time and skills. We sat down with him to discuss his experiences with Ravenswood's patients and how they have influenced his perspective on community health care.



RFHC: What inspired you to start volunteering at RFHC?

MB: I had heard about Ravenswood since its opening in 2001. I grew up in the area and knew the needs of East Palo Alto. I was looking for something after volunteering at Sequoia Teen Wellness Center and decided to contact Dr. Chavarria, the medical director at Ravenswood.

RFHC: What advice would you have for future volunteers?

MB: I say to young doctors that if you take the time to make the effort to help those in need, you'll benefit more than what you even give. Volunteering encourages your professional satisfaction. For any person, it's good for your soul.

RFHC: What do you do in your spare time?

MB: I have five sons! I also love sports, especially the local teams.

RFHC: With a career, five children, and hobbies, how do you find time to volunteer at Ravenswood?

MB: I love what I do. I go to Ravenswood and take care of whatever is needed. It's a pleasure to do it and I'm lucky to do what I love to do. I think it's important for physicians, or anybody, to do things when you're not getting paid.

RFHC: Thank you, Dr. Baisch! We appreciate your service with Ravenswood!

In Memory of Charlesetta Fishman

Founding Board Member, June 5, 1933-September 30, 2010



Ms. Fishman, one of Ravenswood's founding board members, was instrumental in bringing a community clinic to East Palo Alto. A 40 year resident of East Palo Alto, she knew her community's needs and advocated strongly on our patients' behalf. Charlesetta was a charming woman, humorous, gracious, and elegant. She was a catalyst and left an enduring legacy. In the many friends who have become faithful supporters of RFHC. She will be remembered for her good humor and service to the community.

In her memory, RFHC has set up a Friends of Charlesetta Fishman Fund. For information about making a gift in her honor, contact:

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RFHC Partners with Dental Hygiene Schools

Carrington and Foothill College students to join the dental team



After months of planning, Ravenswood Family Dentistry welcomed its first dental hygiene students from Carrington College on September 22, followed closely by the appearance of the Foothill College contingent on October 1. Overseen by their instructors and Ravenswood staff, the second year students will rotate through the clinic, seeing patients for cleanings, varnishes, and oral health education.

"We have been able to lighten the doctors' daily schedules, which allows them to do more dentistry and fewer cleanings," says dental office manager Rachel Gomez. "Their positive energy and sincere caring is wonderful." Patients have benefitted from the students'

knowledge and open approach. Over forty students are expected to participate in the program which will continue through the school year.

Stanford Patient Advocates Begin a New Year

Ravenswood staff reflect on past years and their hopes for the future

The Stanford Patient Advocacy program places trained volunteers at clinics in the Palo Alto/Menlo Park area. This year, Ravenswood welcomes four new and one veteran Advocates: Zack Wettstein, Chloe Stier, Carmen Stellar, Michal McDowell, and Michelle Neely. Ann Banchoff, creator of the course explains, "The Patient Advocacy program allows undergraduate students to learn first-hand about the context of community health and what it means to provide health care to underserved communities. Our hope is that these students will make contributions toward the RFHC mission through their regular clinic shifts and projects designed to meet clinic-identified needs." This year, the Advocates will be engaged in projects ranging from Women's Health to Pediatric Asthma. We welcome them all!

Meet the Volunteer Coordinators!

Christina Littler and Christina Kratschmer were brought to RFHC by the Stanford Public Interest Network. Thanks to funding from Stanford Hospital and Clinics, they will be working with RFHC for the next year to expand our volunteer program and community involvement. Please feel free to contact them with any questions.

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Please visit our website at www.ravenswoodfhc.org.
Questions or comments? Feel free to email us at volunteers@ravenswoodfhc.org.