

Volunteer Update

A publication for Partners and Volunteers

Greetings Volunteers,

I would like to take a moment to share my personal appreciation with you--our amazing volunteers-- for the amount of patience and understanding you have shown more recently with the additional training/vaccine requirements for health care volunteers. As we continue to navigate the daily changes in guidelines and recommendations, please know the additional requirements are all in an effort to keep you, our patients, visitors and staff safe. I am truly grateful for your compliance.



As the Delta variant continues to spread, and all three hospitals are operating close to full capacity every day, we continue to keep an eye on what is best for our volunteers. In June, we were given permission to bring back Phase III volunteers to departments that provide direct patient care. Given the rise in cases we are working closely with department leaders to identify if now is the best time to bring those volunteers back. Again, our top priority is the safety of our volunteers, staff, patients and visitors. Phase IV, or acceptance of new volunteer applications, will be put on hold until further notice at the request of our executive leaders.

It is great to see the volunteers who have returned to service. Not only are we excited to have you back but staff have noticed and appreciate your return as well. Please review the following updates and, if any questions, do not hesitate to reach out.

- Hospital greeter/transport volunteers and Health Center greeters have transitioned to the title of Patient Ambassador. The reason behind the name change was to combine the greeter and transport roles into one role that truly represent our patients.
- Mark your calendars for September 24th from 1:30-3:30 pm for the fall Partner drive through event. This is our opportunity to share our appreciation with you for your dedication.
- As a reminder, Covid 19 vaccination verification must be received by November 1 in order to be compliant and continue your volunteer service.
- The annual Wish List funding process is underway. This year, \$25,000 has been approved for hospital departments in need of patient care equipment or items. The Partner Advisory Council will review funding applications at their September meeting and information regarding who is selected for funding will then be shared.
- Annual education sessions will be handled by mail once again this year. There will be no in-person education sessions. The volunteer handbook and additional information will be mailed mid-September to your homes. Please make sure to complete the quiz and return it according to the date provided.
- Mandatory flu vaccination deadline this year is November 12. Religious or medical exemption forms must be submitted to the hospital's Internal Occupational Health department by September 15 for review. A new form is needed for flu vaccination, a Covid 19 exemption form cannot be used for flu.
- If a form is needed, please email or call and I will forward the form. Look for more information in the annual education mailing.

- Annual requirement of 15 hours of service in 2021 will once again be waived due to volunteers not being able to return to service until April.
- Patient Ambassador volunteers for both the hospital and health center as well as the Gift Shop are in **great need** of volunteers. With the decline in membership, and some volunteers not able to return yet, we are having a number of slots in need of being filled in both areas. Please, if you are able to assist in either of these two main service areas, reach out to Keri Schwartz, keri.schwartz@froedtert.com.
- As you return to volunteering, please make sure you review the service description in your areas and only perform duties included in the description. A task performed in one area should not automatically be performed in another area. If you are finding there has been a change in duties as you return, please share this with Keri Schwartz so a review of the service description can be completed.
- Feeling ill prior to coming in for your shift? Make sure to evaluate how you are feeling prior to reporting for a volunteer shift. If you are unable to fill a shift, please let Keri Schwartz or Lori Keon know.

Last but certainly not least, included with this newsletter is our Volunteer infographic for the 2021 fiscal year (July 2020-June 2021). While only a snapshot of the impact volunteers have, it is an important summary of your dedication and will be shared far and wide with hospital staff and leaders.

Thank you again for your continued loyalty and commitment. If ever you should have any questions, thoughts or comments, please do not hesitate to let me know. I am always happy to hear from our volunteers.

Enjoy the rest of your summer!

Ann Johnson

Ann Johnson, Director
 Volunteer Services
 Froedtert West Bend Hospital



Partners of WHA State Convention	Oct. 5-7, 2021—Madison WI
Annual Education deadline	Nov. 12 , 2021
Flu Vaccination deadline	Nov. 12, 2021
WHA Advocacy Day	March 23, 2022

Nutman Sale @ FWB

Tuesday	Oct. 19, 2021	7:30 to 10:30 a.m. 10:30 a.m. to 1:30 p.m. 1:30 to 4:30 p.m.
Wednesday	Oct. 20, 2021	7:30 to 10:30 a.m. 10:30 a.m. to 1:30 p.m. 1:30 to 4:30 p.m.
Thursday	Oct. 21, 2021	7:30 to 10:30 a.m. 10:30 a.m. to 1:30 p.m. 1:30 to 4 p.m.



Collective Goods @ ISC

Monday	Nov. 1, 2021	9 a.m. to 2 p.m.
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Nutman Sale @ Integrated Service Center (Menomonee Falls)

Monday	Nov. 22, 2021	8 to 11 a.m. 11 a.m. to 2 p.m.
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Anyone interested in helping, please contact
Lori Keon at
262-836-8391
Or
lori.keon@froedtert.com.
THANK YOU!!!!

Nutman Sale @ FWB

Thursday	Dec. 2, 2021	7:30 to 10:30 a.m. 10:30 a.m. to 1:30 p.m. 1:30 to 4:30 p.m.
Friday	Dec. 3, 2021	7:30 to 10:30 a.m. 10:30 a.m. to 1:30 p.m. 1:30 to 4 p.m.

Nutman Sale @ West Bend Health Center (Paradise Drive, West Bend)

Monday	Dec. 6, 2021	8 to 11 a.m. 11 a.m. to 1 p.m. 1 to 4 p.m.
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Collective Goods @ FWB

Wednesday	Dec. 15, 2021	8 to 11 a.m. 11 a.m. to 1 p.m. 1 to 4 p.m.
Thursday	Dec. 16, 2021	7:30 to 10:30 a.m. 10:30 a.m. to 1 p.m. 1 to 4 p.m.
Friday	Dec. 17, 2021	7:30 to 10 a.m. 10 a.m. to 12:30 p.m. 12:30 to 3 p.m.

2021 Mandatory Volunteer Annual Education/Flu Vaccine packets arriving mid-September

Important Dates

Sept. 15

Flu vaccine medical or religious exemption forms due in Occupational Health

- ⇒ Please complete appropriate form if you are unable to receive the flu vaccine. Please contact Ann Johnson if you need an exemption form.
- ⇒ Medical exemption form is two parts, A & B. Volunteer completes Part A. Your personal physician's office completes Part B. Both forms are required to request medical exemption.
- ⇒ Volunteer completes religious two-page exemption form.
- ⇒ Submit forms to Julie Allison in Occupational Health; phone 262-836-7064.

Nov. 12

Flu vaccine & annual education quiz due date

- ⇒ If you receive the flu vaccine from an outside provider, please include a copy of vaccine documentation when you return your annual education quiz.

Contact Keri Schwartz with questions, keri.schwartz@froedtert.com or 262-836-8063.



September:

Barbara Puerling	9/1
Mary Whitney	9/3
Mary Lutz	9/8
Susanne Jonas	9/13
Sarah Bunkelmann	9/23
Jean Rieke	9/24
Barbara Belsky	9/25
Stareen Troeger	9/29
Joanne Burgardt	9/30

October:

Megan Olafsson	10/8
Jean Kilbourn	10/10
Elizabeth Kruepke	10/12
Cherie Rhodes	10/12
Judith Jacak	10/17
Juliann Goelden	10/23
Merton Troeger	10/25
Vicki Tighe	10/27



Health Education Update:

SHINGLES

Shingles is caused by the same virus as chickenpox (Varicella zoster). Anyone who gets it had a case of chickenpox first, often decades earlier.

Shingles is a rash with shooting pain. It usually shows up on the upper torso of one's body, 2aASZ A or the eyes. The rash turns into red, fluid filled blisters. They usually dry out and crust over within 7 – 10 days.

When Varicella Zoster virus gets into the body, the first problem it causes is chickenpox. After that runs its course, the virus moves into the nerve tissue near the spinal cord and brain, where it stays.

We don't know why, but sometimes the virus "wakes up" and travels along nerve fibers to the skin. That's when it lands its "2nd punch": Shingles.

RISK FACTORS:

A weakened immune system might "wake up" the virus.

One is more likely to get Shingles if you are 50 or older; are under a lot of stress; have cancer, HIV or another disease that lowers your body's defense; have had a serious injury; take long term steroids. Many people who get shingles don't fit into any of these categories.

SYMPTOMS:

Early signs of Shingles include: fever, chills, and headache; nausea; itching; tingling in or under the skin; raised dots on the skin; stabbing or shooting pain.

Shingles can have complications after the rash is gone, including: brain inflammation or facial paralysis; eye problems and vision loss if it was in or around the eye; pain that lasts long after the outbreak, called "Postherpetic neuralgia".

One can spread this virus to people who have not had chickenpox and haven't been vaccinated. You're contagious until all sores have scabbed over.

The FDA has approved two Shingles vaccines, "Shingrix" and "Zostavax". Shingrix is newer and is preferred over Zostavax because it's considered 90% effective. CDC recommends that people over 50 get it, even if they have had Shingles before. They should also get it even if they have had the Zostavax vaccine.

Antiviral drugs can help heal one faster and cut the risk of complications. They are most effective if taken within three days of start of the rash.

Joanne Shirkey
Community Health Education Lead



Froedtert West Bend Hospital

"Volunteers do not necessarily have the time; they have the heart."

– Elizabeth Andrew

Volunteers Are Dedicated to Making an Impact

50+ Years of Volunteer Service and Support and Over \$1.3M Donated Back to Froedtert West Bend Hospital

\$31,000 in "wishes" granted to hospital departments

- Histology embedding station for Lab
- Trauma Registry software for ED and Critical Care

\$17,000 provided for area high school student scholarships

- \$7,500 to West Bend West High School student
- \$7,500 to Slinger High School student
- \$2,000 to Volunteer with 100+ hours

Volunteers Raise Money

Well Wisher Gift Shop net proceeds, Love Lights holiday program, Collective Goods sales, Nutman sales, Nothing Bundt Cake sales, PRN Footwear sales, cookie baking, flower certificate sales.

Froedtert West Bend Hospital Partner Volunteers Impact Report

July 1, 2020-June 30, 2021



Our Volunteers Have Patience

As unprecedented times continue, volunteers began a phased return to service in April 2021. Numbers reflect only three months of active service.

Our Volunteers Are Invaluable

Service areas include Birth Center Cuddlers, Breast Center, Cancer Center, Cardiac Rehab, Emergency Department, Gift Shop, Greeter/Transport, Health Centers, Mailroom, Med/Surg Unit, Modified Care Unit as well as blood drives, community education classes and special fundraisers.

Our Volunteers Assist Patients, Families and Visitors

299 questions answered or directions provided

61 health center wheelchair assists

10 lap blankets made for patients

74 patients escorted to appointments

5,951 patient folders/binders assembled

308 breast/port pillows made for patients

2,673 total hours of volunteer service provided

Volunteers Support Staff in Hospital Departments

- Provide inpatient transports or discharges
- Provide patient companion visits
- Provide cuddles for Special Care Nursery babies
- Provide visits from Rhoda, the comfort dog