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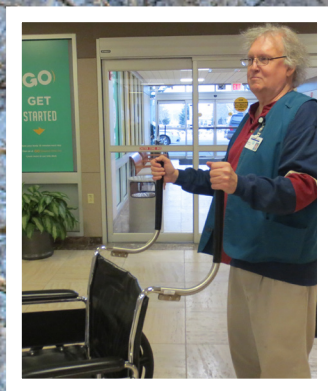
HSHS SACRED HEART HOSPITAL

# VOLUNTEER *Partners*

January 2017

The Volunteer Partners' newsletter is published three times a year to communicate information of interest and usefulness to volunteers and friends. We welcome all suggestions and comments.

You may contact me at 715-225-3978 or e-mail me at [Jaci.Fuller@hshs.org](mailto:Jaci.Fuller@hshs.org)  
Jaci Fuller, Volunteer Partners Newsletter Coordinator.



## *New Year Wishes for You!*

A year has passed so quickly  
And a new year just begun.  
When you volunteer, time flies  
Because you're having fun!

We thank you for your time  
And talent as you serve,  
Because as a volunteer  
It's what you really do deserve!

Dedication to the job,  
Helping patients, families and all.  
Whatever job there is -  
You always answer the call.

So, here's to the new year -  
May it bring happiness each day,  
And good health for you -  
And friends along the way.

Live life to the fullest -  
Be happy each day.  
Be kind and helpful to others,  
And follow God's way!

HAPPY NEW YEAR TO ALL!

-Jaci Fuller 1/2017

### *Message from Chief Executive Officer*



**Dear Volunteer Partners:**

First let me start by thanking you for a beautiful Love-Lights ceremony in December. As you know, at HSHS Sacred Heart Hospital we heal the body and work to mend the mind and soul as well. Your ceremony provides comfort to those who have lost loved ones. You give the community an opportunity to reflect on the season and those they wish to memorialize. Your work on this event is truly appreciated.

Now that January has made its way to us, join me in feeling a renewed strength to face any challenges that may come our way. Allow the start of a new year to recharge your battery and give you courage in whatever personal hills you must climb. I often think of our Hospital Sisters and all that they went through to serve the poor and marginalized in the Chippewa Valley. They struggled to learn the language and likely faced patients' ailments that were foreign to them. But they pushed forward. They persevered. Today, with your help, we continue to serve all patients who walk through our doors.

We're proud of the care we provide, and without your service to our hospital we wouldn't be able to do what we do best. Your dedication to Sacred Heart does not go unnoticed. The warm smiles, excellent customer care and knowledge you provide are second to none.

"Create in me a clean heart, O God, and renew a steadfast spirit within me. Do not cast me away from your presence, and do not take your Holy Spirit from me. Restore to me the joy of your salvation, and sustain me with a willing spirit."  
Psalm 51:10-12

Sincerely,  
Julie Manas  
President and CEO, Sacred Heart Hospital

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#### **THANK YOU NOTES RECEIVED**

The Volunteer Partners received a Thanksgiving greeting and note from the HSHS Sacred Heart Foundation family which stated "We are so very grateful for all you do for our patients, providers, colleagues and visitors. Your generous financial support does so much!"

Julie Manas, President and CEO of HSHS Sacred Heart Hospital, received a letter from Rose Raska, Partners of WHA, Inc. 2016 Convention Chairman, thanking the hospital for the generous support of the Partners of Wisconsin Hospital Association, Inc. 2016 Convention with a donation of \$1,000. The Hospital's continued commitment to the Partners' Mission of Volunteer participation in health education, health career and wellness programs, and volunteer services to Wisconsin hospitals is deeply appreciated, the letter stated.

## VOLUNTEER PARTNERS

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### *A note from your President*



Christmas, one of the most special and beautiful times of the year! The air is crisp (or as I am writing this it is frigid), snow sparkles on the hillsides and grassy areas. December was very busy, not just in the daily services we provide, but with some special events. On December 4th, over 150 community members filled the Fr. Christopher Chapel at the hospital to participate in the 31st annual Love-Light Ceremony. In the lobby prior to the ceremony, attendees enjoyed the music of the Hearts of Joy hospital singers and refreshments. Sandy Gobler, Volunteer Partner President-Elect presided over the ceremony which included remarks by CEO Julie Manas, Fr. John Schultz and Amy Segerstrom of the Healing Place. Steve Werner sang a very special selection of three spiritual holiday songs, accompanied on the piano by Dan Kneer.

Following the ceremony, those attending were provided flashlights as they proceeded to the Healing Garden. The Volunteer Partners donated funds this year to have solar lighting along the pathway, which not only provided extra lighting, but amplified the beauty of the Garden area. As Fr. John Schultz blessed the trees, more than 2,700 white, red, blue, green and gold lights shone forth, along with lighted tree tops and a lighted Nativity set. Sacred Heart Hospital's bell rang out, as light snow fell and the trees came to life in magnificent beauty as the lights were turned on. The tree lights are in memory or in honor of children and adults, or military personnel. The scene will remain lit throughout the Christmas season. This year, over \$28,000 was raised from the Love Lights. This money is presented as a donation from the Volunteer Partners for the ministry of The Healing Place.

Another December event was the Christmas Tea which is given by the Volunteer Partners in honor of the hospital staff on December 15th. It was a well-attended event and enjoyed by all. At the same time, a Book & Gift Sale was being held. This is always one of the more popular fundraising events of the year for staff.

A committee of the Volunteer Partner Board worked very hard during the fall to revise our Scholarship Grant guidelines. Each year the Partners have donated \$5,000 a year for this scholarship. The money was distributed to all who applied resulting in small allocations for each individual who applied. The positive change the committee made is to grant five recipients with up to \$1000 each. There will be an application process as well as an interview with a panel of Volunteer Partners. This is a great opportunity to be participants in the process of getting to know the applicants and to select the 5 individuals who will be representative of the "Future of Healthcare". We look forward to this new level of involvement in the selection process. A special thank you goes to the committee members who worked so hard on this change.

We are currently recruiting for a new Board member as one of our members had to resign for personal reasons. We would love to have you talk to any one of the Board members if you feel so inclined to take on a great opportunity/challenge for leadership within our organization.

May you each have a New Year that is filled with God's grace, peace and happiness.

Sandra Harman, Volunteer Partners President

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### **ATTENTION: BOARD MEMBER NOMINATIONS!**

Would you like to belong to an active, enthusiastic, committed group of volunteers? If so, the Volunteer Partners Board of Directors may be the answer! This energetic group organizes fundraising events, educational and community programs and other activities supporting the mission of care at HSHS Sacred Heart Hospital.

Expectations of board members include:

- \*Be an active (50 hours or more) volunteer
- \*Commit to a 3-year term
- \*Be able to attend morning meetings the 4th Monday of the month (no meeting in July or December)
- \*Be willing to accept a special assignment such as Health Education, Public Policy, fundraising event chair, etc.
- \*Promote the Volunteer Partners
- \*Attend special events, open house, district meetings, etc.

- \*Assist with special projects as needed
- \*Be ready to enjoy the camaraderie of a great group!

### **There is an immediate opening on the Volunteer Partners Board of Directors.**

If you are interested in serving on the board of Directors or would like more information, please contact Sharon Schug, at 715-875-4254 or email [gsschug@wwt.net](mailto:gsschug@wwt.net)

## VOLUNTEER PARTNERS

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### *Directly speaking...*

Happy New Year 2017! I recall when we were welcoming the year 2000, which at the time really boggled my mind. For anyone with a computer the big worry was the date change of a new century – big scare for no reason. We made it unscathed, and here we are 17 years later. Technology continues to whisk us into uncharted territory such as the...cell phone!

Cell phones everywhere, all the time. I admit I have one but consistently forget to turn it on. Why? I have a landline (quaint huh). Cell phones appear to be the center of so many lives. One can hardly walk down the halls at work, on the streets or even in stores or the mall and not see MOST everyone with his/her face stuck/glued into those little devices. It makes me ponder what we are missing – missing the chance to smile at someone, missing the opportunity to enjoy a conversation, missing everyday living.

Thanksgiving this year was a quiet affair. I did not feel like celebrating anything. Without my brother Dave (he passed away June 30), I wasn't up to "faking" it so hubby and I stayed home. My mom spent time at my oldest brother's house with most of my other family members. I asked her if she enjoyed herself. The answer was a definitive no. That troubled me. Why? Because she said everyone sat around the house with their faces stuck in their cell phones.

What did her sons, daughter, daughters-in-law, grandchildren miss out on? They missed out on bonding with the family matriarch, learning more about her life, family history. Stories from "way back when." That was a sad missed opportunity! I don't intent to make that mistake. There are lots of old pictures that have stories. I plan to reminisce over them with my mom, to learn more about my roots.

My wish for you all is to enjoy the time you have this coming year. Don't get caught up with the trappings of technology so much that you miss the chance to enjoy some real human interaction. Lend a listening ear, offer a helping hand, share a story or two. My promise is to engage more with people, not things.

Moving through the year may you be treated kindly, experience moments of a contentedness never before felt, generate beautiful laugh lines and know you are loved and cherished.

Thought to remember: We too often love things and use people, when we should be using things and loving people.

"Be devoted to one another in brotherly love. Honor one another above yourselves."

Romans 12:10

May God Bless,

Mary Pengra, Director  
Volunteer & Community Services

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### **VOLUNTEERS' ANNUAL DONATIONS**

The Volunteer Partners Board of Directors years ago eliminated dues for volunteers. However volunteers can make a donation to help continue funding for the handcraft program, TAG program as well as other hospital projects. Our grateful thanks are extended to the following generous volunteers for their donations.

Amundson, Judy & Bob  
Berg, Margaret & Len  
Carr, Miriam  
Everhart, Pat & Lloyd  
Fandel, Kathy  
Fuller, Jaci & Tom

Green, Sharon & Bob  
Halfmann, Donna  
Kovell, Kathy  
McElroy, Russ & Marianne  
Ogan, Mary Ann & Dan  
Olson, Bonnie

Schug, Sharon & Gerry  
Spletstoser, Theresa  
Teske, Judi  
Walter, Clayona

### Gift Shop News



Happiness: How do you define happiness? Are you living your best life? What can you do to be happier?

Happiness comes in many forms and it is different for each of us. However, there are four basic values to measure happiness: faith, family, community and work. Each resonates differently

with every individual. Maybe it is your spirituality that brings joy to your heart or warmth of your family that you rely on day in and day out. Your community as a whole that you participate in to make a positive impact affects us and every one that you come in contact with each day affects us. But work is what fulfills us. Money does not buy happiness and as long as our basic needs are met, the more money you make does not equate to more happiness.

Work gives us purpose and defines us. Volunteer work, paid work or work of the heart all fall into that category. An article in the New York Times stated genes, events and

values are what determine our happiness. Blame those genes for everything from our high blood pressure to how happy we are. Certain life events like a college acceptance letter or birth of a new family member makes us happy as well. But, values...we control! I cannot count the number of times that a customer purchased three caramels, only to give the first one away to a colleague standing near or to a complete stranger. I am happier for having witnessed the exchange, the customer is happy to share something delicious and the recipient is happy for the kind gesture (and the sweet treat!). Such a small act but it resonates with everyone who witnessed or took part in it.

We control the values that guide our everyday life to ensure our happiness. There are many gifts in the Gift Shop that can make someone's day or maybe even bring you a bit of happiness. The Gift Shop is a fun break in your workday, a place for families to step away for a brief moment and where everyone can smile. New items arrive each week and we accept credit cards, payroll deduction and even cash once in a while.

Find your happiness...maybe it's in the Gift Shop. You just never know!

Jennifer Stuber, Gift Shop manager

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### Board Updates



#### A TIME TO REMEMBER

The Volunteer Partners wish to extend our sincere and heartfelt sympathy to the family and friends of the following volunteers, who will be honored in the TAG (Tuition Assistance Grant) Program: Clifford Abrahamson, Elizabeth Johnson, Doris McMahan, Charlene Zukaitis and Helen Zurcher.

Our sympathy and prayers to the following volunteers on the loss of a family member: Shirley Olson, Deb Stanke, Joanne Scheffler, Georgia Haley, Sandra Harman and Marie Thorson.

Joan Cook and Kati Diaz, Friendship Committee

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### PUBLIC POLICY AND EDUCATION

#### WI HOSPITAL'S STATEWIDE IMPACT TOTALS \$1.7 BILLION

According to the Wisconsin Hospital Association, Wisconsin hospitals spent \$1.7 billion in 2015 to support programs and services that had a positive impact in the communities they serve. These activities ranged from providing free care for those unable to pay their bills, to sponsoring free clinics and health improvement activities, health education, free screenings and working with local partners on complex socioeconomic issues.

Hospitals reported losing more than \$1 billion caring for patients in the Medicaid program and \$1.6 billion on Medicare, according to the Wisconsin Hospital Association 2016 Community Impact Report. Medicaid pays hospitals only about 65 percent of what it costs to care for this vulnerable, and often medically-complex, patient population. Medicare reimburses hospitals at a rate that is about 78 percent of cost.

Ken Anderson, Public Policy

## *Board Updates* continued

### **HEALTH EDUCATION**

#### **WHAT DIETS WORK!**

Well, it is the New Year and we will again be overwhelmed with constant ads about getting in shape and weight loss. It happens every year and never changes. Many of us will make resolutions to exercise more and lose weight. I would like to focus on the diets doctors recommend that actually work and will help us lose weight.

As we look at getting into shape, the number one question we have to understand is why we are doing it. We should want to do it for our self and not because someone else thinks we should lose weight. We should also understand that being healthy is not just losing weight. It is incorporating some form of exercise into our life. We need to find time in our life for self-care. We need to address how we eat. If we are able to incorporate these things we will be more successful at permanent weight loss.

According to Laurie Rothman, MD, the two diets that she most recommends to her patients are Weight Watchers and South Beach. She feels that both these plans help people learn how to eat differently and do not provide substitute food for lengthy periods of time that people get dependent on.

The Weight Watcher's plan provides accountability and uses a point system allocated to foods. It is advised to attend a weekly group for better success. It helps people make good food choices. For more information about joining Weight Watchers go to [www.weightwatchers.com](http://www.weightwatchers.com). The South Beach Diet stresses that we eat more vegetables and fruits. Eat more fiber. Eat less animal products. The result is that you will be healthier and lose weight. For more information about joining the South Beach plan go to [www.southbeachdiet.com](http://www.southbeachdiet.com).

These are only two of the many diets out there. One focuses on points and allows you more choices while the other plan focuses on clean eating. Both will be effective if you are ready to take the challenge. Remember to always talk with your doctor to see what is right for you.

Carol Gassert, Chair

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### **TUITION ASSISTANCE PROGRAM (TAG)**

The Volunteer Partners annually have awarded a total of \$5,000 in Tuition Assistance Grants to Sacred Heart Hospital colleagues. This year we are excited to announce some major changes to this program. In the past, these grants were distributed equally among all applicants who completed the necessary requirements, which resulted in grants of about \$300 being awarded to each of the successful applicants.

This year, five grants up to \$1,000 each, will be awarded to five applicants on a competitive basis. Among all applicants, finalists will be selected and interviewed by the TAG Committee and five of these finalists will then be awarded the grants. This change will make this a much more meaningful award for the recipients and it will enable the Partners to award these grants to the most worthy applicants.

Another important change is that volunteers will now be eligible to participate in this program. In the past, only colleagues were eligible to receive these grants but now volunteers who are taking courses in a degree program to prepare them for a career in the healthcare field will also be eligible to receive the grants. We think it is only fitting that volunteers should be eligible for this program that is administered by the Volunteer Partners.

We look forward to reviewing the applications that we receive and interviewing those applicants whom we select as finalists for these grant awards. The Volunteer Partners are proud to support our colleagues and volunteers with these grants as they pursue or advance their healthcare careers.

Steve Werner, TAG Committee Chair

### **ANNUAL FINANCIAL REPORT**

The Volunteer Partners 2015-16 fiscal year ended on June 30, 2016. Total annual receipts were \$40,198.72. The annual expenditures were \$32,044.67. The Love-Light Trees fundraiser brought donations of \$30,325. Other fundraisers held during the year brought in a total of \$10,167.25 and member donations amounted to \$1429.85. Interest on cash balances was a loss of \$1723.38.

After expenses, the Volunteer Partners were able to donate \$25,000 to the Healing Place. Other expenditures included WHA dues, education/meeting expenses, TAG scholarships, newsletter printing and mailing, office and craft supplies and Love-Light Expenditures.

Mary Ryberg, 2016/17 Treasurer

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## COLLECTIVE GOODS SALE

The Volunteer Partners sponsored a Collective Goods (formerly known as Books are Fun) fundraising event on Thursday and Friday, December 15 and 16, 2016 in the Rotunda. Colleagues, volunteers and visitors were able to purchase books and gifts at great savings. The sale was just in time for those “last-minute shoppers” and it was well received.



Thanks to all who visited the sale and purchased items. All profits benefit the hospital so we can better serve the patients and families. Thank you also to the volunteers who assisted at the sale.

Sharon Thobaben, Chair

## GIFTS TO THE FIRST 2017 BABY BORN

President Elect Sandy Gobler, representing the Volunteer Partners of Sacred Heart Hospital, presented to the parents a gift of \$100 and a beautiful layette set for the first baby born at Sacred Heart Hospital in 2017. Volunteer Jane Shermo made and contributed the layette set, which was greatly appreciated.



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## GIFTS DELIVERED TO PATIENTS

Angels

Angels come from up above,  
To show you God's eternal love  
They keep you safe from harm  
They surround you with their loving arm.

Just listen with an open ear,  
And they will calm your every fear,  
Have you ever thought you heard  
An angel's soft and gentle word?

Angels come from up above,  
To show you God's eternal love.

The above poem was attached to a small angel ornament as a bookmark, and given to patients at Sacred Heart Hospital on Christmas Eve day. Distributing the gifts were Sandra Harman - President of the Volunteer Partners Board of Directors, Janice Lorentz - volunteer, President Elect Sandy Gobler and Sandy's granddaughters Abbey (age 4) and Allison (age 6). The angel and bookmark were given to patients with wishes from the Volunteer Partners that Christmas and the new year bring blessings of health and healing.



L-R - back: Sandra Harman, Janice Lorentz and Sandy Gobler  
L - R - front: Sandy Gobler's granddaughters: Abbey and Allison

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## Upcoming Events

### NATIONAL VOLUNTEER MONTH

April is designated as Volunteer Month, with April 23 – 29, 2017 as National Volunteer Week. Established in 1974 by President Richard Nixon as a way to recognize and celebrate the efforts of volunteers, it has been continued each year by every U. S. president.

Thanks to our HSHS Sacred Heart Hospital volunteers for your dedication and giving your time and talent to help patients, families, visitors and colleagues.

### NATIONAL DOCTORS' DAY\*

Each year National Doctors' Day is celebrated on March 30. It is a special day to recognize and show appreciation to the doctors who provide care for our patients, our families and even us. Doctors' Day observances date back to March 30, 1933. It was started by Eudora Brown Almond of Winder, GA, wife of Dr. Charles B. Almond, who decided to set aside a day to honor physicians. The day also marks the anniversary of the first use of general anesthesia in surgery.

On March 30, 1958, the United States House of representatives adopted a resolution commemorating Doctors' Day. In 1990, Congress and the Senate approved legislation establishing National Doctors' Day.\*

\*Information from the 5 things You Need to Know this Week 3/22/16

### SPRING OPEN HOUSE

The Volunteer Partners Spring Open House will be held on Monday, April 24, 2017, in the Monsignor Klimek Community Auditorium from 11 a.m.- 2 p.m. Delicious snacks, provided by the Hospital and served by Nutrition Services will be available to attendees. The Volunteer Partners Board of Directors will conduct their annual business meeting, with election of officers and voting on bylaw changes. Volunteers with milestone years will be recognized at the Open House. Be sure to attend and participate in this important event.

### LINEN SALE

The popular Linen Sale will be held by the Volunteer Partners on Tuesday and Wednesday, May 16 and 17, in Bishop/Treacy Halls. There will be high quality beautiful comforters, blankets, throws, pillows and sheet sets. It is a perfect time to purchase gifts for graduation, weddings, other occasions and, of course, for yourself. Mark your calendar for this fundraising event! All proceeds benefit the Hospital.

### PIE & ICE CREAM SOCIAL

The annual Pie & Ice Cream Social will be held on Wednesday, June 21, 2017, in Bishop/Treacy Halls. There will be a variety of pies to choose from. Be sure to come early to get your favorite piece of pie! This popular event is sponsored by the Volunteer Partners.

## PARTNERS OF WHA

The Partners of WHA (Wisconsin Hospital Association) is a non-profit volunteer service organization affiliated with WHA. The organization emphasizes member participation in health education, volunteer service to Wisconsin's health care facilities with a strong focus on grassroots health care advocacy.

The Partners of WHA is committed to advocating for the health of our communities and advancing the success of local healthcare volunteer organizations, through the coordination and provision of volunteer education, development resources and leadership opportunities for healthcare volunteers and their organizations. The state is divided into districts, with each district having its own elected officers. The district chair serves on the Partners state board, giving representation to local volunteer health organizations of each district.

For more information regarding the Partners of WHA, including local information, newsletters, award requirements and much more, go to the website: [www.partnersofwha.org](http://www.partnersofwha.org)

**“Money can buy the husk of many things, but not the kernel. It brings you food, but not appetite; medicine, but not health; acquaintances, but not friends; days of joy, but not peace and happiness.”**

**Henrik Ibsen**

## Past Events

### VOLUNTEER PARTNERS FALL LUNCHEON

The annual Volunteer Fall Luncheon was held on Thursday, September 22, 2016, in Monsignor Edward Klimek Auditorium. Mary Pengra, Volunteer Services Director, welcomed everyone and introduced Philip Anderson, who gave a prayer before the lunch. The delicious complimentary lunch, hosted by HSHS Sacred Heart Hospital, was prepared and served by the Nutritional Services Department.

Sandra Harman, President of the Volunteer Partners Board of Directors, thanked the volunteers for their volunteer time and dedication to the hospital. She encouraged attendees to become involved in the activities of the Partners, and to attend the monthly meetings, in which the last hour will be open to all volunteers. The program titled “Suicide, QPR (Question, Persuade, Refer) was then presented by Laura Baalrud, Educator.

Thanks to the Hospital, the Nutritional Services Department and to the speaker for a very enjoyable day for the volunteers!

### VOLUNTEER PARTNERS' JEWELRY & GIFT SALE HELD

Back by popular demand, the Volunteer Partners sponsored the Jewelry & Gift Sale on Monday and Tuesday, October 17 & 18, 2016, in Bishop/Treacy Halls. Most items were only \$6.00, and there were gifts for all ages! The sale included style rings, earrings, necklace sets, scarves, bracelets, fashion watches, sports items, inspirational items, tote bags, belts, leather goods, purses, billfolds and much more!

Winners of the drawing on Monday, October 17 included: Kara Wesner - UHS, Valerie Rislove - Risk Management, and Georgia Smith - Oncology. Winners on Tuesday, October 18 included: Nicolle Ellious - Lab, Jessica Gums - Radiology and Ellen Rabbitt.

Thanks to all the volunteers who assisted in the sale! Thank you also to all colleagues, volunteers and visitors who supported this fundraising event!

Sandy Gobler, Chair

### ANNUAL CHRISTMAS TEA

Tables were decorated with holly and ivy centerpieces in the Rotunda as colleagues, administrators, and volunteers enjoyed refreshments, and holiday treats at the annual Christmas Tea held on December 15. The annual tea is a means of saying thank you to the hospital staff and employees who support the Volunteer Partners fundraisers and activities throughout the year.

Attendees enjoyed a variety of petit fours, breads, cookies and nuts, as well as coffee, punch and hot apple cider served by the Volunteer Partners Board members. In a prize drawing, nine lucky winners won the centerpieces created by Gift Shop Manager Jennifer Stuber.

Thank you to Sylvia Emerson for her guidance and assistance, to all the Board members who served at the tea, and to all who attended.

Sharon Schug, Chair

### WINNERS OF TABLE DECORATIONS

Listed are the winners of the Volunteer Partners Christmas Tea table decorations held on December 15, 2016.

Dawn Hink - Behavioral Health, Teresa Schultz - Mailroom, Donna Hoffmann - Volunteer, KC Bowers - Behavioral Health, Tonya Minot - SBD, Sherry Hansen - Organizational Learning, Betty Larsen - Nutritional Services, Ian Jeffries - SHH Foundation and Joyce Meinenger - Neuro-Peds. All were delighted to have won!





# VOLUNTEER PARTNERS

## Past Events continued

### ANNUAL COAT & BLANKET DRIVE

Sharing the Warmth and making a difference in our community!

HSHS Sacred Heart Hospital's Volunteer Services Department, King's Closet and Redeeming Grace Church partnered in the annual Coat & Blanket Drive held on October 1, 2016. Volunteers assisted in collecting the items that were brought to the hospital and on distribution day. The Coat Drive served 167 households, distributed over 400 coats, 90 blankets and hundreds of winter hats, gloves, scarves, etc.

Donations not given out will be distributed in other communities and at King's Closet. This community project is a free service to community residents in need of warm clothing for the cold winter weather.

Thanks to the volunteers who assisted in this worthwhile project!

### VOLUNTEER PARTNERS ATTEND STATE CONVENTION



The annual Partners of WHA convention was held at the Radisson Paper Valley Hotel, Appleton, on October 4 - 6, 2016, with the theme "Kick Up Your Heels for Volunteers". Representing the Volunteer Partners of HSHS Sacred Heart Hospital were volunteers Sandra Harman, Sharon Schug, Sandy Gobler, Carrol Gassert, Barb Filla, Sylvia Emerson, Jaci Fuller and Volunteer Services Director Mary Pengra. Bonnie Olson, a volunteer at both HSHS Sacred Heart and St. Joseph's hospitals, completed her two year term as President of the State organization.

During the two-day convention, participants attended informative and educational workshops. On Tuesday, October 4, the keynote speaker was Kim Hodous with an inspirational message of "How to Kick Up Your Heels and Live Life to the Fullest." Wave awards were given at the evening banquet. Wednesday's agenda included the popular chief executive officer panel discussing today's health issues and the Best of the Best award and Honor Points awards were given. The closing keynote speaker was Dr. Todd Mahr, with an educational update on "All about Asthma: What's New."

### HONOR POINTS REQUIREMENTS

At the 2016 State Convention held on October 4 - 6, 2016 at the Paper Valley Inn, Appleton, the Volunteer Partners of HSHS Sacred Heart Hospital Board of Directors President Sandra Harman accepted the certificate for the Honor Points from Bonnie Olson, State Partners of WHA President.

To qualify for the Partners of WHA Honor Points, an organization must be a member in good standing according the bylaws, and minimum points needed are 40 points. For the year 2015, the Volunteer Partners of Sacred Heart Hospital earned 52 points. Requirements include:

- Annual local reports completed and mailed by due date.....10 points
- Delegates to the Partners annual meeting & State convention (5 points each) max. of 2 delegates....10 points
- Two delegates to the spring district meeting.....6 points
- Two delegates to the fall district meeting.....6 points
- Have or implement a scholarship program in the health care field.....4 points
- Produce and distribute a minimum of three newsletters per year.....4 points
- Have a display at the Partners Annual Meeting and State Convention.....2 points
- Donate an item for the silent auction at the Partners Annual State Convention.....2 points
- Attend WHA Advocacy Day in Madison.....4 points
- Submit an application for the WAVE award.....2 points
- Submit an application for the Best of the Best Administrator Award.....2 points
- Have a designated Public Policy Education (PPE) Chair.....2 points
- Have a designated Community Health Education (CHE) Chair.....2 points
- TOTAL POSSIBLE POINTS.....56 Points



## For Your Information

### NEWSLETTER NEWS FLASH!

VOLUNTEER PARTNERS NEWSLETTERS...The Volunteer Partners Newsletter, which is published three times per year - January, May and September - is now on the HSHS Sacred Heart Hospital website ([www.sacredhearteauclaire.org](http://www.sacredhearteauclaire.org)). Go to Sacred Heart Hospital, Ways to Give, Volunteer Partners, Newsletter. If you do not have access to a computer and wish to receive a hard copy, please call the Volunteer Services Director. Copies will be available in the Volunteer Services office.

Keep in the “know” about the activities of the Hospital and the Volunteer Partners and receive the Hospital publication “5 Things You Need to Know...” electronically or go to the Sacred Heart Hospital website for the Volunteer Partners newsletters!

### THE MAYBERRY GURU

Ken Anderson, a volunteer in the Cancer Center at HSHS Sacred Heart Hospital, a member of the Volunteer Partners Board of Directors, Public Policy Education Chair on the Board and a retired teacher, is well-known in the community, the state and in fact all over the United States! Ken portrays Barney Fife of the Mayberry TV series, complete with uniform, squad car and even a “fake” gun with “fake” bullets! In the summer he travels throughout the state of Wisconsin in local parades, and is a “crowd pleaser” where ever he goes. Ken has published a book based on his experiences and the lifestyle back in the Mayberry days. You can visit his website “[themayberryguru](http://themayberryguru.com)” for more information. He was also contacted by Nostalgia Magazine from Spokane, Washington to submit his story about Mayberry and it is available to view on the following link:



<http://nostalgiamagazine.net/ken-anderson-the-mayberry-guru/>

It will also appear on the Nostalgia app, available for smartphones and tablets via the app Store and Google Play.

Congratulations to Ken!

## HISTORICAL CORNER

### HISTORY OF THE BELL

The bell, presently located in the HSHS Sacred Heart Hospital's Healing Gardens in a brick enclosure, rings at 7 a.m., noon and 6 p.m. daily.

In the spring of 1890, Sacred Heart Hospital was constructed on Eau Claire's northeast hill facing north Dewey Street. To announce Mass times and remind the community of the mission in which the hospital was founded, a bell was purchased by the Hospital Sisters of St. Francis and placed in the hospital's front lawn. Upon the hospital's move to its current Clairemont Avenue location in 1964, the bell was placed in storage for several decades. In the 1990's, Sister Agnes McDougall arrived and had it installed in a brick housing enclosure outside the chapel entrance. Dr. Louis Nezworski and his son Joe were responsible for the installation of the electrical mechanism. However, because of the addition in front of the hospital in the early 2000's, the bell was taken down and again placed in storage.

In an effort to reunite this bell with the public eye, as yet another symbol of the mission that began in Eau Claire more than 125 years ago, Sacred Heart Hospital's Volunteer Partners committed more than \$14,000 to fund the reinstallation of the bell in the Sacred Heart Healing Gardens located in front of the hospital's main entrance. Margaret Berg, 2010/2011 President of the Volunteer Partners Board of Directors spearheaded the effort, as a way to celebrate the Volunteer Partners 70th anniversary.

The brass bell was made in 1921 by Henry Stuckstede Bell Foundry Co in St. Louis MO. The former company was the largest producer of bells west of Cincinnati. The bell is to ring at 7 am, noon and 6 p.m. daily in the hospital's Healing Gardens, in honor of the “Angelus” which is a Catholic devotion and to remind the community of the mission in which the hospital was founded more than 121 years ago.

### FOR SALE!

The following items are for sale:

1. **Volunteer Partners Helpful Hints Almanac.** It has all the information you need for cooking, in the kitchen, laundry cleaning, etc.! Only \$5.00
2. **HSHS Sacred Heart Hospital Volunteer Partners 75th Anniversary Cook Book.** Delicious recipes (volunteers are the best cooks!) plus historical information. Only \$5.00
3. **“A Year of Memories – A Journal”** - A book to record memories of your life or your loved ones. A nice keepsake. \$5.00

The above make great gifts or for you to have for your own personal use! Please see Mary Pengra, Volunteer Services Director to purchase any or all of the above.

## VOLUNTEER PARTNERS

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### *For Your Information* continued

#### **RENOVATION TO BEGIN SOON**

The sounds of construction will soon fill the halls of Sacred Heart Hospital as the Women's and Infants Services (third floor) Renovation begins early in 2017. Last updated in 1988, rooms will have improved bathrooms, a second surgical delivery room and additional labor and delivery rooms will be added as well as an enlarged NICU and a general update of decor will be included.

Major gifts to the Sacred Heart Foundation make possible this project. Volunteer Partners have pledged a supporting gift. Volunteers and the general public may be interested in leaving a lasting legacy by making a donation of \$125 to dedicate a tribute plate to someone close to their hearts: a mother, child or other loved ones. The plates will be permanently displayed in a public area on the third floor.

Anyone interested can get more information and a form by calling the Foundation at 715-717-4925.

Joan Cook  
Member of Foundation Leadership Council

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#### **31ST ANNUAL LOVE-LIGHT PROJECT**

The Love-Lights Ceremony was held on Sunday, December 4, 2016 and the project raised \$28,142. All proceeds benefit The Healing Place.



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#### **EXCELLENCE IN VOLUNTEERING**

- \* Inform the department if you will be absent from your shift - when and duration.
- \* If ailing, please call as able to inform the office of your absence.
- \* Always sign in and out when you come to volunteer regardless of assigned shift, task or event - no exceptions unless approved by the director.
- \* Always wear proper attire as well as a volunteer vest/jacket and volunteer name badge while volunteering.
- \* Complete your yearly updates in a timely manner (includes TB vaccine as appropriate).
- \* Short-term absences (less than six weeks): the office will make every attempt to recruit substitutes for the area of need.
- \* Long-term absences (more than six weeks): the office will look to replace a critical area of need.
- \* Respect all areas including the Volunteer Office by keeping areas neat, safe and clean and noise levels at a minimum.
- \* Respect employees when they are on the phone or in an office with other individuals discussing matters (exception: emergency situations).
- \* Minimize personal conversations with respect to surroundings/service area.
- \* No loitering in lobby or other areas outside your work station.
- \* Food and beverages: food should not be eaten at work stations; beverages must be covered.
- \* Breaks: all breaks must be taken in the cafeteria - not in the Atrium, not in the Volunteer Office or other work areas.
- \* Support change - changes will occur as business grows and policies and procedures are reviewed.



**JANUARY**

Sharon Schug 01/05  
 Karleen Notham 01/07  
 Bonnie Olson 01/08  
 Rita Brunner 01/15  
 Kayla Pocernich 01/18  
 Pam Weiland-Schuster 01/18  
 Sharon Stearns 01/21  
 Judy Snudden 01/21  
 Alane Wick 01/21  
 Judi teske 01/22  
 Marge Gharrity 01/26  
 Mikayla Solberg 01/28  
 Leora Hansman 01/30  
 Mary Frank 01/31

**FEBRUARY**

Jack Ruppelt 02/05  
 Bev Seibel 02/08  
 Jim Culbert 02/10  
 Denise Madland 02/11  
 Cathy Vanderheiden 02/11  
 Lindsey Semler 02/17  
 Claire Schlobohm 02/23  
 Georgia Haley 02/25  
 Carol Mieske 02/26  
 Carol Dittmar 02/26  
 Patricia Thorsbakken 02/28  
 Isabella Puls 0228

**MARCH**

Carly Schreiner 03/02  
 Brenda Sommerfeldt 03/06  
 Janice Lorentz 03/08  
 Pat Rumpel 03/11  
 Amber St Clair 03/19  
 Hallie Hancock 03/19  
 Kati Diaz 03/21  
 Bert Hagman 03/24  
 Kathy Ruscin 03/29

**APRIL**

Linda Kerckhove 04/03  
 Judy Peak 04/04  
 Pat Janowitz 04/04  
 Connie Olson 04/05  
 Betty Schafer 04/08  
 Skylar Huite 04/13  
 Sylvia Emerson 04/16  
 Martha Munger 04/16  
 Katrina Chu 04/16  
 Mary Burt 04/17  
 Gerri Bainter 04/19  
 Joanne Scheffler 04/22  
 Russ McElroy 04/22  
 Mary Ryberg 04/22  
 Jaci Fuller 04/22  
 LaVonne Santala 04/25  
 Josh Rislove 04/26  
 Chhavi Piplani 04/26  
 Steven Folstad 04/29

**DRIVING IN SNOW AND ICE**

The best advice for driving in bad winter weather is to not drive at all if you can avoid it. Don't go out until the snow plows and sanding trucks have had a chance to do their work and allow yourself extra time to reach your destination.

If you must drive in snowy conditions, make sure your car is prepared and that you know how to handle road conditions. It's helpful to practice winter driving techniques in a snowy, open parking lot, so you're familiar with how your car handles. Consult your owner's manual for tips specific to your vehicle.

**Driving safely on icy roads**

1. Decrease your speed and leave yourself plenty of room to stop. You should allow at least three times more space than usual between you and the car in front of you.
2. Brake gently to avoid skidding. If your wheels start to lock up, ease off the brake.
3. Turn on your lights to increase your visibility to other motorists.
4. Keep your lights and windshield clean.
5. Use low gears to keep traction, especially on hills.
6. Don't use cruise control or overdrive on icy roads.
7. Be especially careful on bridges, overpasses and infrequently traveled roads, which will freeze first. Even at temperatures above freezing, if the conditions are wet, you might encounter ice in shady areas or in exposed roadways like bridges.
8. Don't pass snow plows and sanding trucks. The drivers have limited visibility and you are likely to find the road in front of them worse than the road behind.
9. Don't assume your vehicle can handle all conditions. Even four-wheel and front-wheel drive vehicles can encounter trouble on winter roads.

## VOLUNTEER PARTNERS

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### *New Volunteers Welcome*

Welcome to the volunteers who have joined the Volunteer Program at Sacred Heart Hospital since September 2016. You are providing a valuable service to the patients, their families and hospital staff while being a critical part of the hospital's healing mission as you give your time and talents. Thank you for your service!

#### ADULTS

Carol Dittmar  
Yvonne Goth  
Mike Mattison  
Lynnda Peterson  
Mark Richter

#### COLLEGE

Zach Arndt  
Colette Bernsteen  
Katrina Chu  
Emily Clancy  
Devon Hucek

Skylar Huite  
Madisyn Kephart  
Claire Schlobohm  
Carly Schreiner



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### **DATES TO REMEMBER**

<b>Date</b>	<b>Event</b>	<b>Location</b>
Jan. 23, 2017	Board of Directors Meeting	MERC#1
Feb. 27, 2017	Board of Directors Meeting	MERC#1
March 27, 2017	Board of Directors Meeting	MERC#1
April 24, 2017	Spring Business Meeting/Open House	Monsignor Klimek Auditorium
April 26, 2017	Pediatric Health Fair	Sports Center
May 16 & 17, 2017	Linen Fair	Bishop/Treacy Halls
May 22, 2017	Board of Directors Meeting	MERC#1
June 21, 2017	Pie & Ice Cream Social	Bishop/Treacy Halls
June 26, 2017	Board of Directors Meeting	MERC#1

#### **YOU ARE INVITED TO THE BOARD OF DIRECTORS' MEETINGS**

All volunteers are invited to attend the Board of Directors' monthly meetings from 10:30 a.m. - 11:30 a.m. Hospital updates, Gift Shop news and committee reports are reported each month during this time. Plan to attend!

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### *spotlight on Volunteers*

For the past 11 years, the Brunswick Busy Bees Homemaker Club has made patient tray cards for HSHS Sacred Heart Hospital for at least nine holidays per year. The patient tray cards normally consist of 4x6 inch blank index cards which are folded in half in order to stand on patient food trays. At least 50 cards are made at most meetings. The cards usually have computer generated messages inside and out. They are decorated using stamped images, colored pencils, markers and assorted stickers. A great number of Christmas cards are made using recycled parts from old Christmas cards. To date the club has made over 6,000 patient tray cards.

Established in the 1940's as a homemaker club within Eau Claire County Extension, the Brunswick Busy Bees Homemaker Club has always been community service oriented. Part of their creed states, "to be true to God and country and of lasting service to our homes and communities."

When the Eau Claire County Extension Homemakers ceased to exist in the early 2000's, the members of the Brunswick Busy Bees voted to remain a community club. Comprised of women of the neighborhood, the club presently consists of 14 members of various ages. The homemaker club meets in neighbors' homes for seven months of the year, enjoys a ladies night out and has a Christmas pot luck party with gift exchange. A regular meeting is held with community service discussed as well as hosting an occasional speaker.

With money generated from bake sales and generous non-monetary donations from members, the club has aided Apple Pregnancy Care Center, Beacon House, Bolton Refuge House, King's Closet, Sojourner House, Western Dairyland and other organizations. The club continues to participate in Operation Christmas Child. In the neighborhood, the club takes meals to the ill and helps with other needs.

# spotlight on Volunteers continued

Members of the Brunswick Busy Bees Homemaker Club include: Kathy Clausen, Marion Heintz, Ardis Jaquish, Sandy Moszer, Patsy Phillips, Debbie Powell, Janet Riedel, Donna Riekemann, Sharon Schug, Marcia Schuh, Peggy Schwengel, Bonnie Thalacker, Audrey Tweet and Kimari Voldberg.

Sharon Schug, a member of the group, is also a volunteer at HSHS Sacred Heart Hospital. She is a Eucharistic Minister and helps patients with Advance Directives. Sharon is a member of the Volunteer Partners Board of Directors and past president.

Thank you to the members of the Brunswick Busy Bees for your service and contributions!



Back left to right: Sandy Moszer, Kimari Voldberg, Marion Heintz, Patsy Phillips, Debbie Powell, Peggy Schwengel, Janet Riedel, Ardis Jaquish, and Kathy Clausen;

Front row: Sharon Schug and Audrey Tweet; missing: Marcia Schuh, Bonnie Thalacker, and Honorary member Donna Riekemann



Stamping patient tray cards. Kimari Voldberg, Bonnie Thalacker, and Kathy Clausen