



HSHS  
Sacred Heart  
Hospital

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  
Jaci Fuller, Volunteer Partners Newsletter Coordinator.

**Volunteer Partners  
Mission Statement**

In partnership with HSHS Sacred Heart Hospital, the Volunteer Partners will provide compassionate, supportive services for patients, their families and Hospital staff; promote community awareness of the Hospital's mission; and raise funds for Hospital needs.

H S H S S A C R E D H E A R T H O S P I T A L

# VOLUNTEER *Partners*

MAY 2016

## *Congratulations*

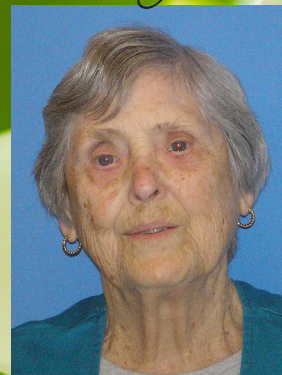
Volunteers were recognized and honored for their milestone years (anniversary recognition of date started in 5-year increments) on Tuesday, April 19, 2016 at the Volunteer Partners Open House. The following are the volunteers honored:

*25 Years*



Lee Anna Rasar

*20 Years*



Joan Cook

*15 Years*



Mary Frank



Etta Johnson



Shirley Olson



Pat Rumpel

Congratulations and thank you for your commitment, dedication and contributions in providing services for patients, families and colleagues!

Continued on back page

### *Message from Chief Executive Officer*



**Dear Volunteer Partners:**

We've been through a long winter that wasn't quite ready to give up, but May is here with warmth, flowers and sunshine.

During those grueling winter months we're focused on our tasks. Especially January through March – there is little to distract us. It's possible that we do some of our best work at the start of each new year. Look at all that you have done in those three short months.

The time and efforts you have put into the sale of linens, jewelry, and baked goods has not gone unnoticed. Every cent improves patients' lives. Every interaction you have with our colleagues boosts spirits in the hospital.

We wouldn't be the welcoming and compassionate hospital we are today without your support of yarn for baby hats, chemo patient hats, lapghans, baby blankets and material for rice bags for expectant moms in labor. Not only do you raise money for the project, but then you take the time to create these unique gifts for our patients. In addition, you're bettering the lives of colleagues by contributing to the Tuition Assistance Grant program. Without these grants, it would be difficult for some colleagues to receive additional education.

You are appreciated! Thank you for your hard during work those gloomy winter months, and always. Our compassionate care for the poor, outcast and oppressed is the Franciscan spirit. It's clear that the spirit lives within all of you. Thank you for your dedicated service to the hospital.

"The Lord bless you and keep you! The Lord let his face shine upon you, and be gracious to you! The Lord look upon you kindly and give you peace!"

~ Numbers 6:24-26

Sincerely,

Julie Manas  
President and CEO, HSHS Sacred Heart Hospital

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### *Volunteers*

*Please accept our special thanks*

*For bringing joy and cheer.*

*Your friendly smile and giving heart*

*Are felt throughout the year.*

## VOLUNTEER PARTNERS

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### *A note from your President*



As I reflect on the past year of my presidency, I consider all the things I have learned and all the opportunities I have encountered. I have been able to see firsthand how a fundraiser is organized. Much work goes into the preplanning with contacting a vendor, and deciding on a date and a place to hold the event. Volunteers are then recruited to make the fundraiser a success. I have seen the large amount of volunteers needed for events such as cardiac screening and other staff sponsored events for the benefit of the community. I have a deep appreciation for the gift shop, our largest fundraiser. The work that goes into the selection of merchandise and the display of the items is tremendous. Volunteers who help in this area are truly appreciated. Our second largest fundraiser, the Love-Lights, takes a great deal of preplanning starting in the summer and needs many volunteers to make it a successful community event.

I have a great appreciation for all the handcrafters, the clerical volunteers, the dog therapy and music therapy volunteers. The high school and college students are a great asset to the hospital. The list goes on as all positions make the hospital a warm and welcoming place for patients.

The attendance at some Chamber of Commerce Eggs and Issues breakfasts opened my eyes and ears to the regional issues facing the community, and the attendance at Advocacy Day in Madison attuned me to the legislative issues concerning health care. Attending the Wisconsin Hospital Association Conventions and the West Central District meetings helped me to connect with many other volunteers and to share ideas. I learned that having a voice in our government really does make a difference.

I was privileged to attend special functions, to deliver Christmas gifts to patients, and to deliver gifts to the first newborn of the New Year. For all of these privileges, I am grateful. Mostly, I am thankful for all the wonderful volunteers I have met and worked with in various capacities. We are all of one purpose to make a difference in people's lives. As new officers and new Board members begin their terms in August, volunteers will be presented with a new format for monthly Board meetings. Volunteers will have increased opportunities to learn of Board decisions, updated Hospital reports, public policy, and health related reports. More information will be forthcoming to keep you informed. The Board is here to serve and guide and you are all welcome to be a part of it. I look forward to working with you in the future. "The human contribution is the essential ingredient. It is in the giving of oneself to others, that we truly live." -- Ethel Percy Andrus

May God Bless You Always,  
Sharon Schug, 2015/16 Volunteer Partners President

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#### **TUITION ASSISTANCE GRANT RECIPIENTS**

Since 1998, the Volunteer Partners have donated money for tuition assistance to HSHS Sacred Heart Hospital colleagues. The Tuition Assistance Grant (TAG) program provides funds to help with costs in addition to the hospital's Tuition Reimbursement Program.

To be eligible, colleagues must be employed by HSHS Sacred Heart Hospital for at least a year, be hired at a minimum of 16 hours per week, be accepted in an accredited program and provide proof of enrollment. Tuition assistance applies only to the courses taken in the specified calendar year which are not covered by the hospital's Tuition Reimbursement Program.

This year the Volunteer Partners have awarded grants of \$326 each, for a total of \$6,194, to the following employees:

NAME	DEPARTMENT	COURSE OF STUDY
Colleen Barber	Oncology	BS – Nursing
Jennifer Comeau	Admitting	BS – Enviro. Public Health
Angela Comerford	Post Anesthesia (PACU) Gen/Main	BS – Nursing
William Drath	Urgent/Priority Care - Onsite	Community Paramedic
Kelli Dwyer	Urgent/Priority Care – Onsite	BS – Nursing
Kayla Gardner	Cath Lab	BS – Nursing
Alicia Henck	Medical/Surgical Unit 1	BS – Nursing
Amanda Hilgart	Medical/Surgical Unit 1	BS – Nursing
Kayla Kubis	Cath Lab	BS – Nursing
Khia Lockbaum	Medical/Surgical Unit 1	BS – Nursing
Michelle Moats	Urgent/Priority Care – Onsite	Community Paramedic
Stacey Powell	Clinical Education	MS – Nursing
Jo Pretasky	Intensive Care Unit Medical	MS – Nursing
Hannah Schroeder	Clinical Education	MS – Nursing
Brook Steele	Medical/Surgical Unit 1	Doctorate – Nursing Practice
Kristi Swartz	Surgery Procedures – General	Certified Nursing Assistant
Amber Sweeney	Medical/Surgical Unit 1	BS – Nursing
Jeremy Vicek	Urgent/Priority Care – Onsite	Paramedic Refresher
Jamie Wright	Medical/Surgical Unit 1	BS - Nursing



## Directly speaking...

Aloha Hoaloha (Hawaiian for hello friend). In April the annual spring open house and volunteer recognition was held where many of us shared laughs, good food and camaraderie. Mahalo nui loa na ho'olaule'a me la kaua means "thank you for celebrating with us." The Hawaiian Luau theme was joyful – grateful thanks to volunteers Sharon Schug and Georgia Haley for their terrific idea. Volunteer Don Winrich researched and provided first-rate luau music as well as acted as our event photographer. Thanks Don. Even though I had a sore back and hip, I certainly tried to provide a little hula dancing for your viewing pleasure (or not) – and wouldn't you know it Don was right there to capture that sight! It's probably not a good thing that I danced, but my enthusiasm hovered on the surface bursting forth, and the essence of the moment propelled me to swish that hula skirt!! Additional thanks to the Volunteer Partners Board of Directors members for assisting with other activities. TEAM – together everyone makes a difference...and you do!

During the calendar year, January – December 2015, ho'opono (faithful) volunteers gifted our hospital with an excess of 45,723 hours. This total includes our in-house volunteers and handcrafters service. Kokua (help, cooperation). Within this calendar year 79 people became volunteers while 22 left us for other destinies.

As I reflect back on this past year, it is with a glad and a somewhat sad heart. I am so very glad for all the new volunteers – high school, college and adult. Everyone comes for their own personal reasons whether it is to make a difference physically, mentally or spiritually as well as learn new skills, meet new people, make friends or to accumulate service hours for graduation purposes. Gladness abounds for the volunteers who become gainfully employed – sometimes at Sacred Heart. Good knowing we will see them in the hallways, departments or hospital units.

The sadness comes into play when saying goodbye to those students who are moving on for either advanced school, new career possibilities or because of extenuating life changes. I'm truly glad for their educational growth but sad I won't see them anymore as they continue their life journey. Bittersweet feelings enter the picture when a volunteer shares they know it is time to retire. I rejoice in their gift of self and wish them life's best. The emotional struggle within acknowledges to my head and heart the concreteness of not seeing or interacting with those beautiful, giving volunteers. A hui hou kakou (until we meet again).

Your charity of heart is inspirational. Mahalo nui loa (Hawaiian word used when thanking someone = thank you very much) to our extraordinary volunteers.

Mahalo E Ke Akua No Hoapili ~ Thanks be to God for close friends

All the best,  
Mary Pengra, Director, Volunteer Services

## Gift Shop News



Changes in the weather mean changes in the Gift Shop. Super bright colors for spring transform the shop and warm you like the rays of the sun. There are garden stakes, lighted fairy jars, stepping stones, gardening hand lotion and lighted signs just to name a few of the new items that will be coming soon. It can be a gift for a friend or something for your own

outdoor space, but I am sure you will find something unique that is exactly what you are looking for. And don't forget about Mother's Day and Father's Day coming soon. Moms and dads always like to be remembered, and all these cool things for their garden are a nice way to say "I love you."

I am excited about the new summer tops that have been

popular in the past and continue to grow in popularity. Purses "fly out the door" as fast as they come in - talk about HOT! We are also carrying a few new products you may have heard of such as Crabtree, Evelyn and Takobia. The first company is a well established lotion/bath and body line with great smells and an even better product. Takobia earrings are all hand-etched and silver plated to protect the finish, and each pair is quite unique. If you are looking for something different and original, these earrings will definitely fit the bill.

We are always striving to get new pieces in the shop, and our inventory turns over quite quickly. We do not carry large quantities of items, and at least once a week a customer inquires about some merchandise they saw in the gift Shop the previous week. Our response is "Sorry, folks, it's gone now!" Therefore, it is best to buy it when you see it or put it on a 24-hour hold to think about it overnight. You will be happy you did when you come back the next day and it's still here with your name on it!

Jennifer Stuber, Gift Shop Manager

## 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: Germaine Gibbons and Alice Fleury.

Joan Cook, Friendship Chair

### **A DREAM AND A VISION FOR VOLUNTEER PARTNERS TEAM**

“The strength of any team is each individual member. The strength of each member” is the ‘glue that binds the team together.’ Beginning in August we, the Volunteer Partners Board, are inviting all volunteers to attend monthly updates following the Board meeting. We are very excited to share with you a new dream and vision.

The result of “Our Volunteer Partner Team” will be collaboration, planning, and more involvement for each participant. Being part of a close knit Team opens doors/windows of opportunity both for the organization, the community and for each of you personally. I feel that nothing makes for a better sense of personal satisfaction than having ownership of new initiatives, which add value to the lives of those that we have chosen to serve.

In May watch for more information with all of the details of how we have designed the beginning foundation for this dream to come true. Once you catch the “enthusiasm fever” and start attending, I think each member of the Team will recognize their vital role in binding the Volunteer Partners Team efforts together even more strongly.

We need your involvement to seal the glue which assures this vision and dream will become reality.

“The strength of any team is each individual member. The strength of each member” is the ‘glue that binds the team together.’

Sandra Harman, President Elect

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### **PUBLIC POLICY AND EDUCATION**

#### **ADVOCACY DAY 2016**

On March 30, over 1000 hospital leaders, employees, and volunteers from hospitals all over Wisconsin, including many from HSHS Sacred Heart and St. Joseph’s Hospitals, attended the annual WHA Advocacy Day in Madison.

The day’s events included a bipartisan state legislative panel made up of two democrat legislators and two republican legislators. Following the noon luncheon the attendees heard a speech from Governor Scott Walker. Following his speech, Governor Walker signed an important WHA legislation – the Wisconsin Health Care Data Modernization Act.

During the afternoon, 550 attendees spent time meeting with their elected officials in the State Capitol. The advocates made sure their legislators were aware of the role hospitals play in communities across the state in providing high quality, high value healthcare and how the legislature can support those efforts through the policies it enacts.

Ken Anderson, Public Policy Education Chairman

### *Board Updates* Continued...

#### HEALTH INFORMATION

##### Stress in Retirement—Facts and Myth

Once upon a time when I heard Seniors talk about not being able to get things done, I likely had a somewhat incredulous look on my face wondering why in the world would they not have time, because after all, they are retired. Oh my, the innocence of the young! Having now been retired for almost three years, I have a lot more understanding of the changes that occur to us as we age. I often feel overwhelmed, frustrated much more easily now than I ever did. It does indeed cause me stress when the demands of my time outweigh what I feel I can give or want to give at any particular time. After all the grands often need a sitter and along with the grands often comes the family pet. The church needs workers, the elderly neighbor is sick and needs help. Perhaps you have regular or ongoing caretaker responsibilities of someone. And less we forget, we have our own household tasks, as well as our outside interest that factor into the demands of our time.

##### Once Upon a Time: “The Reality”

- I was better at saying no.
- I had a lot more energy.
- I thought I was a super woman/man and could do it all. I became overwhelmed so much less frequently.
- I did not awaken and have to give myself extra time to get the bones and joints in sync so that I feel like plunging into the day.
- Children were not involved in extracurricular activities every day of the week causing parents to have to rely on grandparents as much as society now demands.
- I could work with the speed of lightning and multi task successfully, without losing focus or even worse, sometimes confused. (My mental computer was much more updated.)
- I prided myself on almost never being a procrastinator! If I did, I was able to use the stress of the delay to shoot me quickly into “get it done mode.”

The Myth: We are still in control of being just as we have always been and there really is no difference.

**So Why Are We Stressed?** We often fail to say no, often because we feel guilty. After all we are “retired and have more time on our hands”. We do indeed have physical and mental limitations that slow us down and cause us to stress. So often now, no matter how hard we try, we fail to work with the same speed and clarity as in the days gone by. Increased societal demands on children/parents spill over to grandparents. Frequent demands for babysitting or attendance at all those sporting/artsy events can “push the stress button”. Finally, do you now find yourself procrastinating with your responsibilities? I too often now find myself putting things off until tomorrow because after all “I am retired and I can do this.” Stress results when tomorrow already has a plate full of plans/responsibilities.

##### Solutions:

- It has been, and still is, okay to say no when you feel overwhelmed with too much activity.
- Allow yourself to accept your physical and mental changes. Having said this, however, I do strongly believe that one should do things to keep yourself challenged physically and mentally.
- Get enough sleep and eat healthy. With age we need at least 8 hours of sleep a night.
- Make sure you plan something into your week that is just fun or enjoyable to you. We all need “me time.” Hopefully you have someone to share with, laugh with, and share activities/hobbies.
- Prioritize your plans for any given day and don’t require yourself to have to complete all tasks if it really is not necessary to do so.
- Have a good friend whom you can laugh with, talk with, have some fun activity with on a regular basis.
- If you have a hard time accepting your lifestyle changes, talk with someone who can assist you. Stress is continuing to attempt to be “all things to all people “all the time.”

Each of you, more than likely, have a multitude of things you could personally add to this list. But the good news is we are retired. As stated, we don’t have control over many things in our life, but hopefully I have gotten your attention here. My bottom line goal was to remind you that what we do have control over is the choices that we make and to a large extent, how we take care of ourselves. ENJOY YOUR LIFE. YOU WORKED HARD TO EARN THIS!

Sandra Harman, Chair

## VOLUNTEER PARTNERS

### Past Events

#### NO-BAKE SALE –SUCCESSFUL AGAIN!

Every fiscal year of the Volunteer Partners a “No-Bake Sale” fundraiser is held. Many volunteers made donations totaling \$480 in this 100% profit-making event. THANK YOU! Special appreciation to Chair Sandy Gobler and Co-Chair Ken Anderson for their leadership and follow-up.

Barb Filla, Interim Treasurer



#### GOURMET FUNDRAISING EVENT

I hope you didn't miss it! The Volunteer Partners sponsored the second gourmet chocolate sale on March 21 and 22. The initial comment from our customers was the same as last year: “Oh my gosh!” What else was there to say when South Bend Chocolate Company filled Bishop/Treacy Hall with 70 varieties of gourmet chocolates and coffee cakes, award winning salsas, relishes, jams and BBQ sauce. Who could resist the temptation? Joyell Anderson, Case Management Department, certainly couldn't as she was the proud winner of our door prize, an Easter Basket filled with over a \$100.00 worth of those goodies.

A special thanks to our volunteers who went the extra mile to assist with sales: Gerri Bainter, Pat Everhart, Jaci Fuller, Donna Hoffmann, Patti Johnson and Janice Lorentz.

Mark your calendars next fall. They'll be back just in time for Halloween!

Sylvia Emerson, Chair

#### VOLUNTEERS ATTEND ADVOCACY DAY

Colleagues and volunteers from HSHS Sacred Heart and St. Joseph's Hospitals traveled to Madison on March 30, 2016, via the “Blue Dog Express” bus for the 2016 Advocacy Day, sponsored by the Wisconsin Hospital Association. Representing the Volunteer Partners of HSHS Sacred Heart Hospital were Sharon Schug, Barb Filla, Jaci Fuller, Ken Anderson and Linda Anderson. Advocacy Day is an annual event that connects hospital supporters with their legislators in Madison so lawmakers can learn how issues impact local hospitals and communities.



Bonnie Olson, a member of the Volunteer Partners of HSHS Sacred Heart Hospital and President of the state organization Partners of WHA, gave a brief welcome at the opening session and led attendees in the Pledge of Allegiance.

Following Governor Scott Walker's luncheon address, the 2016 Advocacy All Star Award was presented to HSHS (The Hospital Sisters Health System). Accepting this award on behalf of the entire system were Therese Pandl, President and CEO of the Eastern Wisconsin Division, and Julie Manas, President and CEO of the Western Division. This annual award is presented to one hospital or health care system that exemplifies dedication to grassroots advocacy, contributions and support.

(For more information regarding Advocacy Day, see Board Reports, Public Policy Education report by Ken Anderson, PPE Chair.)

#### ADVOCACY DAY – Very Informative, Productive, and Fun

There is so much to share, but I will focus on the presentation by Rick Pollack, President and CEO of American Hospital Association (AHA), “Insider's Look at Washington DC and Federal Political Update.” Some key points were about the ‘big picture’ of health care. The ‘big picture’ is necessary to understand where we are today, what is likely coming in the future, so that we can design the best solutions for now and future.

##### Big Picture information on State/Federal Health Care

- Hospitals are the most complex institution in history
- Are 1,000 hospitals in the U.S.
- AHA is committed to keeping the word ‘hospital’ in its name as hospital is a strong brand known to both consumers, providers, with possibly some redefining of a hospital in our culture

##### Chronic Conditions plague:

- Wisconsin: 55% have them today; 16% have 2 or more; 12% have 3 or more
- Alzheimers – by 2040 24% will have this disease
- Federal: 149 million people in US have today; 179 million will have by 2030

##### Social and Economic Impact of healthcare on the US

- Today and Future: Consumerism in healthcare has huge impact - Consumers want everything NOW, which increases costs greatly
- Future: some daycare, but most people want constant attention

##### Questions and concerns to consider

- Rural vs. urban hospitals – how design and implement their purpose as a hospital?
- What chronic conditions can be managed at home?
- What are new care models to invent to serve the needs?
- Attach Emergency Rooms (ER) to skilled nursing facilities? – Is that better than free standing ER or ER's attached to hospitals?

There was so much more important discussion, information and visits with legislators. You missed out on a lot if you didn't go this year. PLAN to attend Advocacy Day next year: April 19, 2017

By Barb Filla, District Public Policy Education Chair

## Past Events continued...

### **VOLUNTEER OPEN HOUSE**

On April 19, 2016, the Father Klimek Community Auditorium was transformed into a Hawaiian beach, complete with sand (well, in a child's swimming pool!), palm trees (however fake!), and a delicious Hawaiian Luau (for real!) provided by the Hospital and served to guests by Nutrition Services while Hawaiian music filled the air. Volunteers and guests came in colorful attire, sunglasses, sun visors and there was even a grass skirt!



The Open House event was held during Volunteer Month to celebrate all volunteers and to recognize volunteers with milestone years (from 25 to 5 years), and recently retired volunteers. Each attendee received a tote with sunglasses, lip balm, lotion, a bottle of water and a beach towel. The Volunteer Partners 75th Anniversary Cookbook and Helpful Hints Almanac were available for \$5 each, and board members were present to greet guests and answer questions.

The Volunteer Partners' annual business meeting was held at noon with election and installation of officers and board members for 2016/17. The following were elected: Sandy Gobler - President-Elect, Mary Ryberg - Treasurer, Sharon Thobaben - Secretary, Carol Gassert - Board member, Bill McCullough - Board Member, Steve Werner - Board Member and Kathleen Diaz - Board Member. Serving as the 2016/17 President is Sandra Harman and Past President is Sharon Schug. Also serving on the board are Ken Anderson and John Mieske.

Volunteer Partners President Sharon Schug presented to Amy Segerstrom, The Healing Place Coordinator, a symbolic check to signify the Volunteer Partners gift of \$25,000 (proceeds from the Love-Lights) to The Healing Place. Amy expressed her gratitude and thanks to the Volunteer Partners for the donation as it supports many programs that touch people's lives in the community.

The winners of the drawing for \$25 gift certificates to the Gift Shop were: Sandy Hart (Volunteer), Rose Manzella (Volunteer) and Linda Martin (Colleague).

### **PEDIATRIC HEALTH FAIR**

At the 38th annual Fit Kids/ Pediatric Health Fair sponsored by 3D Community Health, 900 second grade students from 16 area schools, converged on the Eau Claire Indoor Sports Center on Wednesday, April 20.

Thirteen Volunteer Partners assisted with guiding students to and from buses and leading them to each of the 8 offered stations. These volunteers were aided by eight students from the Memorial High School Health Occupations classes.

Sessions offered to the students this year included: Cardiac Rehab - Heart Health/ Exercise, Nutrition Services - healthy eating/healthy snacks, UW Eau Claire PD - Bike Helmet Safety, HSHS Pediatrics - hand washing, HSHS Behavioral Health - Bullying/Cyberbullying, CVTC Dental Hygiene Students - Dental Health, YLEG/GOBOOTH, and RCU - Financial Fitness. The entire group ended their session with RogCity exercise.

To quote Kelly Lauscher, 3D Community Health Educator, "being 'healthy' doesn't mean having a healthy body. For total wellness we stress to the kids: it's a healthy body, mind and spirit." She highlighted the GOMyway/Chippewa Valley website: free online tool to encourage all community members to move 15 minutes/day." Doing whatever it is you like to do."

I extend sincere appreciation to John Mieske and his crew for packing boxes with materials for the various schools, to Margaret Berg for co-chairing the event, to Kathy Mosack for coordinating the recruitment of the Memorial High School students, and to all volunteer partners who have given their time to make this event a success.

Sharon Schug, Pediatric Health Fair Chair

### **VOLUNTEER PARTNERS ATTEND DISTRICT MEETING**

The Spring West Central District meeting hosted by Our Lady of Victory Hospital Volunteer Partners in Stanley on April 19, 2016 was attended by HSHS Sacred Heart Hospital Volunteer Partners board members Sharon Schug, Sandra Harman, Sandy Gobler, Jaci Fuller, Barb Filla and Mary Pengra. The morning consisted of the district business meeting with elections and installation of officers. Jackie Hillman of St. Croix Regional Hospital is the District chair, Jaci Fuller, of the Volunteer Partners of HSHS Sacred Heart Hospital is Chair Elect and John Tully, Lakeview Medical Center Rice Lake, Secretary/Treasurer. These officers are elected for a two-year term. The State Officers then gave their reports.

The State organization of the Partners of WHA (Wisconsin Hospital Association) is made up of eight districts, with the following hospitals in the West Central District: Amery Regional Medical Center - Amery; HSHS St. Joseph's Hospital - Chippewa Falls; Cumberland Memorial Hospital - Cumberland; HSHS Sacred Heart Hospital - Eau Claire; Mayo Clinic Health System - Red Cedar - Menomonie; Osceola Medical Center - Osceola; Lakeview Medical Center - Rice Lake; St. Croix Regional Medical Center, St. Croix Falls; Our Lady of Victory Hospital - Stanley and River Falls Area Hospital - River Falls.

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



# VOLUNTEER PARTNERS

## MEET THE 2016/2017 VOLUNTEER PARTNERS BOARD OF DIRECTORS



**PRESIDENT** - Sandra Harman works in the Family Waiting Center. She is from Georgia and moved to Eau Claire to be with her daughter and two grandchildren. Sandra retired in 2012 following a 50-year career in healthcare. In her free time, she enjoys working on the computer, reading, writing, and she also loves music and sings in the church choir.



**BOARD MEMBER** Bill McCullough is a cancer survivor and volunteers in the Regional Cancer Center. He is a graduate of Drake University with a degree in sociology and retired from the Royal Credit Union. Bill enjoys volunteering also as a tutor for Literacy Volunteers and an instructor for Junior Achievement.



**PRESIDENT ELECT** - Sandy Gobler volunteers in the Gift Shop and also in the Family Waiting Center. She grew up in Tilden, WI, graduated from McDonnell High School, received an education degree from UW-Eau Claire and taught middle school math and physical education. Sandy enjoys family activities, golfing, sports and dancing, to name a few.



**BOARD MEMBER** Steve Werner volunteers, along with a music therapist, on fourth and ninth floors, singing hymns and other songs for patients. He also volunteered many years in the Family Waiting Center. Steve enjoys singing with the Master Singers and the Valley Gospel Choir.



**TREASURER** - Mary Ryberg volunteers in the Gift Shop and as a Eucharistic Minister. She is from Winona, MN, and obtained a degree from St Catherine's College in Minnesota. Mary was a part-time math instructor at Chippewa Valley Technical College for 26 years. She enjoys playing bridge, golfing, flower gardening, reading and babysitting her grandchildren.



**BOARD MEMBER** Kathleen Diaz currently volunteers on the 7th floor on Monday nights. She was born and raised in Chippewa Falls, received her undergraduate degree in Business and Masters in Training and Development from UW-Stout. Kathleen is married with two children.



**SECRETARY** - Sharon Thobaben enjoys the Pet Therapy program with her Golden Retriever at HSHS Sacred Heart Hospital. She is an Eau Claire native and graduated from UW-EC. She enjoys attending sporting events and school programs. Sharon has two children and five grandchildren.



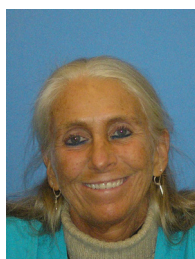
**BOARD MEMBER** Ken Anderson volunteers in the Regional Cancer Center. He taught in the elementary grades for 36 years, 30 of which were in Fall Creek. Ken is also known as the "Mayberry guru" and travels throughout Wisconsin giving presentations, attending parades and community festivals. He and his wife Linda have been married for 45 years.



**PAST PRESIDENT** Sharon Schug volunteers as a Eucharistic Minister and helps patients with Advance Directives. During her career, she taught middle school in several west and central Wisconsin locations and Regis Middle School. Sharon and her husband have six children and 13 grandchildren.



**BOARD MEMBER** John Mieske volunteers in Transport and his wife Carol volunteers at the Information Desk. He was born and raised on a farm in the Fall Creek area, attended UW-EC for three years, in the US Army for two years and was employed by Phoenix Steel, working as a consultant. John enjoys hunting, fishing, biking, cross-country skiing, playing cards and family get-togethers.



**BOARD MEMBER** Carol Gassert is in the pet therapy program with her two dogs. She worked as a social worker for over 30 years in Milwaukee and the last 20 years in Eau Claire County. Carol likes to swim 5 days a week, enjoys theater and works part time for Weight Watchers.

## VOLUNTEER PARTNERS

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### *Upcoming Events*

#### **LINEN SALE TO BE HELD**

The popular Linen Sale by Geneva Distributing is scheduled for Monday and Tuesday, May 16 & 17, 2016 in Bishop/Treacy Halls. This event, sponsored by the Volunteer Partners, will feature sheet sets in a variety of colors and sizes, blankets, comforters, throws and pillows. This is an excellent opportunity to select graduation, Mother's Day and wedding gifts. Proceeds benefit the hospital and go toward the Tuition Assistance Grant Program and handcrafters program.

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#### **PIE & ICE CREAM SOCIAL**

On Wednesday, June 22, 2016, the Volunteer Partners will host the Annual Pie & Ice Cream Social in Bishop/Treacy Halls for colleagues, volunteers and visitors. There will be a variety of pies, for everyone to enjoy their favorite slice of pie and ice cream will be offered also. Any profit from this event will go toward the Tuition Assistance Grants Program for colleagues.

**AND SPEAKING OF PIES...**Do you know the history of pies? The first pies were made by early Romans who may have learned about it through the Greeks. These pies were sometimes made in "reeds" which were used for the sole purpose of holding the filling and not for eating with the filling. The first pie recipe, published by the Romans, was for a rye-crust goat cheese and honey pie.

Pyes (pies) originally appeared in England as early as the twelfth century. Fruit pies or tarts (pasties) were probably first made in the 1500's. English tradition credits making the first cherry pie for Queen Elizabeth I. Pie came to America with the first English settlers. Over the years, pie has evolved to become what is today "the most traditional American dessert." Pie has become so much a part of American culture throughout the years, that we now commonly use the term "as American as apple pie."

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### *For Your Information*

#### **"LIST IT, DON'T RISK IT!"**

##### **Medicine List Wallet Cards**

The Volunteer Partners of HSHS Sacred Heart Hospital joined with the Partners of Wisconsin Hospital Association (WHA) and Safe Care Wisconsin to promote a special medicine list wallet card. The card is contained in a small plastic sleeve and has space to record medications and other medical information. It is recommended that the card be updated whenever medications change and be carried at all times, as emergencies can strike at any moment. In addition, the card should be presented at medical appointments or upon hospital admission.

Free cards are available at HSHS Sacred Heart Hospital's Information Desk, Registration, ER, Radiology Imaging and the Regional Cancer Center. All employees, volunteers and visitors to the hospital are strongly encouraged to take a card.

Remember to "List it, don't risk it!"

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#### **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. We encourage volunteers to use this method to read the latest issue. **We will no longer send the newsletter electronically to volunteers beginning with the January 2017 issue as the newsletters are on the Hospital website.** If you have questions, please contact Jaci Fuller or Mary Pengra.

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**5 THINGS YOU NEED TO KNOW THIS WEEK**..is a publication of information and upcoming events for HSHS Sacred Heart Hospital and HSHS St. Joseph's Hospital, which is sent out electronically each week. It replaced The Spirit, the HSHS Sacred Heart newsletter. If you would like to be on the email list to receive this weekly publication, please contact Dan Paulson, Marketing Specialist, at [Dan.Paulson@hshs.org](mailto:Dan.Paulson@hshs.org) with your name and email address.

Keep in the "know" about the activities of the Hospital and the Volunteer Partners and receive the Hospital publication electronically or go to the Sacred Heart Hospital website for the Volunteer Partners newsletters!

## For Your Information

### WANTED: MAGAZINES FOR HOSPITAL LOUNGES

Used magazines that are NO MORE than 3 months old are needed for the hospital lounges. Donated magazines must be "family friendly" and in good condition with no rips or pages torn out. Please NO NOT cut off the mailing label, but you may blacken it out with a marker. Volunteers will place a sticker over your mailing address. Magazines can be brought to the Volunteer Services Department or the Information Desk.

### HELPNG KIDS REDUCE STRESS

According to a recent report, suicide is the leading cause of death in teenagers in the area. Helping kids reduce stress can help prevent suicide. If you have a child, a grandchild, a niece, nephew or there are children you know, you can help them reduce stress. Trying to get good grades, fitting in with a group of friends, or making a sport team can lead to stress. When you add problems at home such as parents getting a divorce, having money troubles, losing a job or having health problems, stress for a child can get serious.

To help reduce stress, you can suggest to the child:

- 1) Get physical - ride a bike, skate, dance or play sports.
- 2) Laugh - watch a funny movie or show, read a funny book and start looking for humor in everyday situations.
- 3) Try something new with the child - a hobby, visit a historical site, etc.
- 4) Help the child establish goals and start working on the goals with the child.
- 5) Provide a list of people (priest, pastor, teacher, counselor, friend) the child can go for help or to confide in.
- 6) Listen to them. Talk things out. Don't hold in feeling of anger, joy, hurt, sadness or excitement.

YOU can make a difference!

continued

### VOLUNTEERS NEEDED!

The Volunteer Partners sponsor fundraising and community events throughout the year. Board members usually coordinate these events but welcome help from all volunteers. We would like to compile a list of people who would be willing to help with these projects. In addition to staffing events, we could use assistance with calling when an event is approaching and workers are needed. Notices and sign-up sheets are always available in the office when events are scheduled. Please contact us as we would really appreciate your help. **WE NEED YOU!**

**Mary Ryberg**  
dryberg9000@chater.net  
715-834-9000

**Sandy Gobler**  
goblers@gmail.com  
715-491-5486

From the Volunteer Services Department: Please note that you must be current with education updates, health-related screenings as wells as the flu immunization (during identified flu season only) to volunteer in the hospital in support of these events.

### FOR SALE - WHILE SUPPLIES LAST!

- "Helpful Hints" Almanac - \$5.00
- "Volunteer Partners 75th Anniversary Cookbook" - \$5.00

Please make check out to HSHS Sacred Heart Hospital  
See Mary Pengra, Director of Volunteer Services  
Proceeds will benefit the Volunteer Partners

### HISTORICAL CORNER

In going through some old newsletters, there are many interesting articles, including the following:

#### July 1967 Sacred Heart Hospital Auxiliary Newsletter:

An Auxilian who works a double shift or six hours at one time is entitled to a meal ticket. Tickets are limited to 50 cents and are available in the Volunteer office.

The Sewing Circle, which meets twice monthly to supply the puppets for every child patient in the Pediatric Department, provides a service which merits our sincerest thanks. Puppets made January through June 1967 - 289! Other auxiliarians and volunteers have made 36 pair of slippers for the children.

#### October 1968 Sacred Heart Hospital Auxiliary Newsletter:

Our latest project is our pledge of ten thousand dollars to the Hospital to aid in its Cardiac Intensive care system. We are happy to report that we have paid thirty-five hundred dollars toward this pledge. In order to fulfill our obligation we find it necessary to promote some fundraising activities, as our Gift Shop alone can not carry this burden.

## VOLUNTEER PARTNERS



### MAY

05-03 Mary Ann Ogan  
05-04 Steve Werner  
05-04 Etta Johnson  
05-06 Samantha Reiter  
05-06 Kathy Kovell  
05-08 Claire Everson  
05-10 Mary Jacobs  
05-13 Janet Lesniewski  
05-14 Katelyn Zuelsdorff  
05-15 Aleah Hogan  
05-15 Miriam Carr  
05-18 Judy Amundson  
05-19 Alex Zedler  
05-20 Jennifer Reetz  
05-21 Barb Fiskars  
05-24 David Hartmann  
05-27 Marian Olson  
05-28 Alana Olson  
05-29 Breanna Jagodzinski

### JUNE

06-03 Sandy Grundman  
06-05 Bob Ciske  
06-08 McKenzie Pillsbury  
06-17 Patti Johnson  
06-20 Donna Halfmann  
06-22 Scott Stagliano  
06-24 Arly Gruber  
06-25 Penny Miller

### JULY

07-01 Samantha Taleff  
07-04 Carol Oller  
07-06 Josh Waits  
07-07 Lucas Emmerich  
07-07 Mavis LeBarron  
07-08 Kathy Peterson  
07-08 Sohil Brahmhatt  
07-09 Pat Everhart  
07-17 Calvin Diaz  
07-18 Celine Sabbagh  
07-18 Pat Jensen  
07-18 Julia Rohn  
07-18 Edie Weisenbeck  
07-20 Barb Gordon  
07-22 Sandy Gravunder  
07-24 Samantha Wegener  
07-24 Dick Hazelton  
07-26 Barb Filla  
07-27 Terri Gardow  
07-27 Joni Anderson  
07-28 Theresa Spletstoser  
07-29 Kitty Seyffer  
07-31 Diane Richards

### AUGUST

08-01 Kathy Dawald  
08-03 Brittany Hink  
08-04 Jacquelyn Smithson  
08-08 Chris Deich  
08-09 Owen Moyer  
08-10 Sandra Harman  
08-10 Beth Moos  
08-12 Kathy Mosack  
08-12 Hannah Marthaler  
08-16 Marie Thorson  
08-17 Mary Theisen  
08-17 Nita Kniefel  
08-19 Kelly Lemke  
08-25 Amanda Sharaf  
08-25 Barb Schumacher

### VOLUNTEER PARTNERS

The Volunteer Partners of HSHS Sacred Heart Hospital is an organization made up of the volunteers of the hospital and is a part of the State-wide Partners of WHA (Wisconsin Hospital Association). Hospital volunteers (except those doing court-mandated community service work) who contribute 50 hours of volunteer service in the prior calendar year, complete their orientation, attend a mandatory in-service training sessions and meet all health screening requirements are members of the Volunteer Partners for the current year.

The objectives of the Volunteer Partners, per the Bylaws, is to assist HSHS Sacred Heart Hospital in meeting the high standards they have set in caring for the sick, aged, poor and terminally ill, to raise funds for the Hospital projects and to promote the interests of the Hospital within the community. The Volunteer Partners organization is non-profit and charitable in nature and any and all monies realized from the activities of the Volunteer Partners shall be used solely for the furthering of the objectives set forth above.

The Board of Directors of the Volunteer Partners consist of the President, President-Elect, Treasurer, Secretary, Past President and six other board members elected to the Board. Members of the Board organize fundraising events, educational programs and other activities supporting the mission of HSHS Sacred Heart Hospital.

Volunteer members are encouraged to become involved in any or all of the activities of the organization and to serve on the Board of Directors. For more information, please contact a board member. Your contributions are important - and NEEDED!

## VOLUNTEER PARTNERS

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### *New Volunteers Welcome*

We welcome all of our newest members to the Volunteer Partners Team. Serving from the heart by joining up with us is a special gift of your time that is appreciated by fellow Volunteer Partners, hospital staff and the patients and family members that we serve. We hope that you will find it most rewarding. Be sure to attend the fall luncheon for the opportunity to meet other volunteers. Details will be announced early September 2016.

#### ADULTS

Steve Bohrer  
Ruth Crouse  
Jiggy Patel  
Chhavi Piplani  
Chuck Rumpel  
Megan Schultz  
Kitty Seyffer  
Judy Snudden

#### COLLEGE

Anna Bachmeier  
Chris Deich  
Lucas Emmerich  
Breanna Jagodzinski  
Kelly Lemke  
Jacquelyn Smithson  
Calvin Thai  
Alex Zedler

#### HIGH SCHOOL

Mikayla Solberg  
Jake Waits

#### HANDCRAFTERS

Bethesda Lutheran  
Brethern Church  
Cindy Johnson  
Angelia Mouth-Shervey



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### **DATES TO REMEMBER**

<b>Date</b>	<b>Event</b>	<b>Location</b>
Mon. May 23	Volunteer Partners Board of Directors Meeting	MERC1
Mon. & Tues. May 16 & 17	Linen Sale	Bishop/Treacy Halls
Wed. June 22	Pie & Ice Cream Social	Bishop/Treacy Halls
Mon. June 27	VP Board of Directors Meeting	MERC1
Tues. & Wed. Aug. 16 & 17	Books Are Fun Sale	Bishop/Treacy Halls

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### *spotlight on Volunteers*

On Tuesdays, you may see Memorial High School students volunteering at HSHS Sacred Heart Hospital. They are in Memorial High School's Work Skills Program which provides community work experiences for students with intellectually disabilities. The program can improve and increase social skills, vocational skills, job skills and work behaviors in order for the students to become more employable after high school. This work program has been in operation for over 30 years.

Students from Memorial High School have been volunteering at HSHS Sacred Heart Hospital since 2003. They began in the print shop which was located in the basement. Next, the students worked in the Laundry Department and Cafeteria. The students are currently working with Environment Services. Throughout the years, each department has provided tremendous support and flexibility for the work program. Students are given an opportunity to work as a team as they develop many skills.

Before they can volunteer at HSHS Sacred Heart Hospital, students must sign a Volunteer Orientation Agreement and obtain their immunization and flu shots. While volunteering they participate in exceptional work experience which benefits them greatly in their future. The students and teachers of Memorial High School are very appreciative of the opportunity which the hospital and Volunteer Services provide.

Continued on back page

## spotlight on Volunteers

continued

When asked what they like about volunteering at HSHS Sacred Heart Hospital, the students replied they like to wear the vests and have their own name tag. They also enjoy helping and doing new things. During the school year (October through May) two students each week volunteer at HSHS Sacred Heart Hospital through Memorial's Work Skill's Program. Deb Zwiefelhofer is the teacher for students with Intellectual Disabilities and Cheryl Webber is Support Staff.



Pictured are the students with their Teacher and Support Staff: (L-R) Cheryl Webber (Support Staff), Pablo Ocotl -Garcia, Cazayela Turner, Cecora Ward, Pritev Patel and Debra Zwiefelhofer (Teacher)

## Congratulations

continued from page one

### 10 Years



Mandy Alvar



Sharon Schug

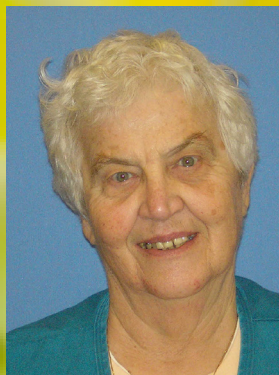
### 5 Years



Sylvia Emerson



Carol Lange-Gassert



Julia Rohn



Kathy Ruscin



Marie Thorson

*Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience and just plain love for one another.*

Erma Bombeck