

# Volunteer Update

A publication for Partners and Volunteers

Hello Partner Volunteers,

As winter continues to hang on, I hope you are finding ways to brighten your days even when the sun doesn't want to shine.

Some bright, shining moments about our volunteers were recently shared in patient comments received from the PressGaney survey for Froedtert West Bend Hospital. The comments speak directly to the dedication and compassion of our Partner volunteers and demonstrate the impact you have on the patient experience:

*"Everyone during my visit was very nice! I really like the idea of the volunteer person who walked me to where I needed to go! Just a nice personal touch!" - Ultrasound department*

*"Everyone was wonderful and treated me very well. Mr. & Mrs. Santa brought me a poinsettia. Hard to be there during the holidays but they made it positive." - Med/Surg Unit*

Since patients are becoming true consumers and are shaping health care services and resources in bigger ways than ever before, we need to be reminded our patients increasingly have the power to make more informed choices. High-quality care is an expectation, and the service they receive is how they measure their experience. This is true for their interactions not only with physicians, nurses and staff, but you as a volunteer. Remember that every interaction, no matter how big or small, contributes to the health care experience of our patients.

The timing for sharing these comments is appropriate since planning is underway for the annual **Partner Recognition Luncheon on April 22**. Please make sure to mark your calendars now and plan to attend. The luncheon, at West Bend Country Club, is a wonderful opportunity for us to thank you in person for all that you do. Invitations will be sent shortly, and we hope you are able to attend.

Two additional dates to keep in mind are the annual Wisconsin Hospital Association's **Advocacy Day on March 18** and the spring **Southeastern District meeting on March 24**. Advocacy Day will be held at the Monona Terrace Convention Center and State Capitol in Madison, Wis. The Southeastern District meeting will be at Aurora West Allis Medical Center. Both are great opportunities for volunteers to become more involved at the state level and to network with other volunteers from around the state. If interested in attending either meeting, please let us know by March 11 so we can include you in the registration.

Thank you for all that you do for the staff, patients and families of Froedtert West Bend Hospital. We are grateful you have chosen to share your time with us.

*Ann Johnson*

Foundation and Volunteer Services Director  
Froedtert West Bend Hospital



***Spread the word about volunteering and invite family members and friends to join you!***

## Welcome New Partners and Volunteers!

These individuals are new to the Partners. If you see them, please take a moment to introduce yourself and say hi!



Breanna Alioto



Pamela Arcuri



Barbara Belsky



Erica Boehnlein



Jean Kilbourn



Karen Konicek



Theresa Lenhardt



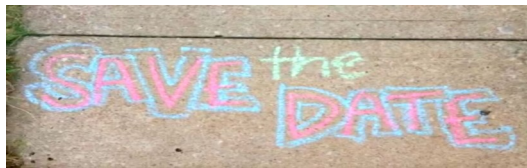
Rexanne Prom



Gina Roll



Meghan Thompson



[Wednesday—April 22, 2020](#)

Partner Volunteer Annual Spring Recognition

Luncheon at the West Bend Country Club. Watch for your invite!

# Remember

Annual Requirements:

- ⇒ Flu Shot—due November each year
- ⇒ Annual Education—due November each year
- ⇒ 15 volunteer hours—due December 31 each year

### Inclement Weather Policy

A quick reminder that if the West Bend School District closes due to inclement weather, all volunteering activities will also be suspended. Also, please use your own judgment if you are concerned about driving in snowy/icy conditions. Just let Keri or Lori (whichever staff person oversees your area) know if you are unable to be here. We would rather have you home safe than attempt the drive. Thank you!!!!

# Well Wisher Gift Shop News!

Stop by the gift shop to take a look at our new spring merchandise. You'll find new jewelry, handbags, home décor, apparel, and goats milk soaps and hand creams. New merchandise arriving every week!

***Mark your calendars!***

***Well Wisher Spring Open House—April 28 & 29***

***Volunteers are needed to staff the refreshment kiosk  
and wrap lobby sale purchases.  
Please see Keri Schwartz to sign up!***



The annual WHA Advocacy Day is designed to educate and motivate health care employees, trustees and volunteers on important health care-related issues and to encourage grassroots advocacy opportunities. Each year, featured national speakers give timely insight to state and federal health care issues. There is no cost to attend.

Registration and travel is arranged by the Volunteer Services Department. If interested in attending, please contact Lori Keon by March 11, [lori.keon@froedtert.com](mailto:lori.keon@froedtert.com) or 262-836-8391.



A big **THANK YOU** to all our student volunteers. We know you are required to have service hours , but we really appreciate that you choose to help us out. You are all so caring and enthusiastic and you keep us mature volunteers on our toes. We hope you continue to share your time with us after your requirements are met.



Collective Goods	April 1, 2020	Wednesday	2 to 5 p.m.
	April 2, 2020	Thursday	7:30 to 10:30 a.m. 1:30 to 5 p.m.
	April 3, 2020	Friday	7:30 to 10:30 a.m. 10:30 a.m. to 1:30 p.m. 1:30 to 4 p.m.
Bake Sale	May 8, 2020	Friday	Get your recipes ready!
Nutman Sale	June 2, 2020	Tuesday	8:30 to 11 a.m. 11 a.m. to 1:30 p.m. 1:30 to 4:30 p.m.
	June 3, 2020	Wednesday	7:30 to 10:30 a.m. 10:30 a.m. to 1:30 p.m. 1:30 to 4:30 p.m.
	June 4, 2020	Thursday	7:30 to 10:30 a.m. 10:30 a.m. to 1:30 p.m. 1:30 to 4 p.m.
Nutman Sale	June 15, 2020	Monday	8:30 a.m. to noon Noon to 3 p.m.
PRN Scrub Sale	July 14, 2020	Tuesday	7 to 10 a.m. 10 a.m. to 1 p.m. 1 to 4 p.m.

\*Class Monitor—help with participant registration, be available if presenter needs anything, help with clean-up after class

\*PRN, Nutman, Collective Goods—help with register and bagging merchandise

\*Blood Drive/Flu Clinic—help with patient flow



## **MENTAL ILLNESS**

Schizophrenia – one of the most common mental illnesses and difficult to treat.

It's a German word that when translated into English means "split brain." Consequently, there is a misconception this mental illness is a multiple personality disorder.

Schizophrenia is a serious mental disorder in which people interpret reality abnormally. It may result in some combination of hallucinations, delusions and extremely disordered thinking and behavior that impairs daily functioning. Hallucinations generally are in the form of voices that occur in the absence of actual voices, some actually seeing things that aren't there. Delusions are thoughts or beliefs that wouldn't occur to the normal human reasoning process. They start to feel like others can insert thoughts into their thoughts, or that others will be able to hear what they are thinking, or that they are receiving special messages from an outside source.

People with schizophrenia require life-long treatment. Early treatment may help get symptoms under control and improve long term outlook.

Symptoms involve a range of problems with thinking (cognition), behavior and emotions. They can vary in type and severity over time, with periods of worsening and remission. Suicidal thoughts and behaviors are common. In men, symptoms typically start in early to mid 20's, in women their late 20's, rarely in children and those over 45 years of age.

It is not known what causes schizophrenia, but researchers believe that a combination of genetics, brain chemistry, and environment contribute to development of the disorder.

Risk factors are family history, some pregnancy and birth complications such as malnutrition or exposure to toxins or viruses, or taking drugs during teen years or as young adults.

The vast majority of people with schizophrenia are not aggressive or violent and it does not change a person's kindness or likability, though they can be dangerous if the illness isn't recognized and treated.

Joanne Shirkey

Community Health Education Lead

## 2020 CALENDAR OF EVENTS

March	3	Cookies	August	4	Cookies
	4-6	Nutman Sale @ FWB		6-7	Collective Goods @ FWB
	17	Nutman @ ISC		18	Cookies
		Cookies			
	18	Advocacy Day @ Madison	September	1	Cookies
	24	Spring SE District meeting		15	Cookies
	31	Cookies		24	PRN Footwear Sale
				29	Cookies
April	1-3	Collective Goods @ FWB			
	14	Cookies	October	6-9	State Convention
	22	Spring Recognition Luncheon		13	Cookies
	28-29	Gift Shop Open House		20-22	Nutman @ FWB
				27	Cookies
May	8	Spring Bake Sale			
	12	Cookies	November	3	Cookies
	26	Cookies		4	Nutman @ ISC
				10-11	Gift Shop Open House
June	2-4	Nutman @ FWB		16	Nutman @ WP
	9	Cookies		19	Collective Goods @ ISC
	15	Nutman @ WP		24	Cookies
	23	Cookies		30	Collective Goods @ FWB
July	7	Cookies	December	1-2	Collective Goods @ FWB
	14	PRN Scrub Sale		6	Love Lights
	21	Cookies		11	Bake Sale
				15	Cookies

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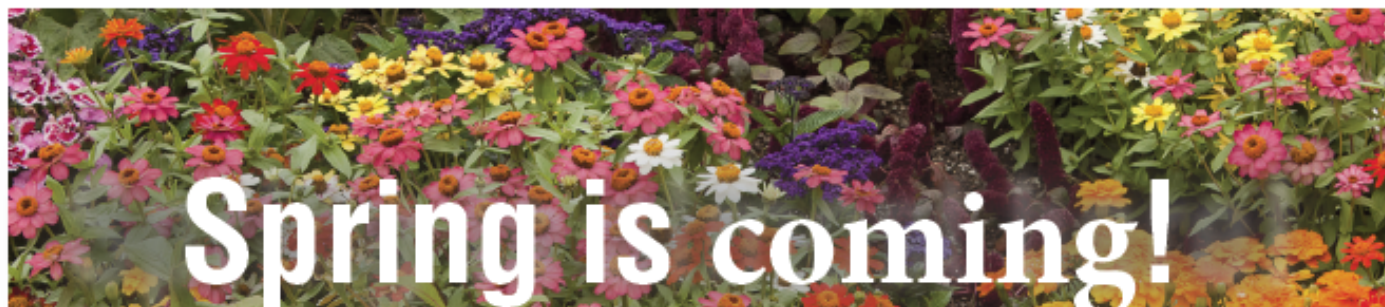
**Any problems, questions, concerns—please feel free to contact us!**

Ann Johnson—Foundation/Volunteer Services Department Director  
 Ann.johnson@froedtert.com                      262-836-7828

Keri Schwartz  
 Volunteer/Well Wisher Gift Shop Coordinator  
 Keri.schwartz@froedtert.com  
 262-836-8063

Lori Keon  
 Executive Assistant/Volunteer Associate  
 Lori.keon@froedtert.com  
 262-836-8391





# Spring is coming!

*Help raise funds for Froedtert West Bend Hospital  
while shopping for flowers and vegetables.*

Froedtert West Bend Hospital Partner Volunteers and Groth's Country Gardens can help you create the garden you are dreaming of! This colorful fundraiser allows you to buy a \$25 certificate through the Partner Volunteers and use it at Groth's Country Gardens. Pick out flowers, shrubs, fruits and vegetables - everything you need to create a beautiful garden.

- ✿ You can buy and use as many certificates as you want - there is no limit to what you can use per shopping trip.
- ✿ Certificates can be used for any product.
- ✿ Certificates are available at the Volunteer Greeter/Transport Desks and Hospital Administration.
- ✿ Pay with cash or check (made payable to FWB Volunteer Partners). (payroll deduction through hospital administration)
- ✿ Partner fundraising proceeds benefit the community by enhancing FWB Hospital patient services and programs, and supporting local youth health care career scholarships
- ✿ Buy now and start shopping ... certificates expire June 30, 2020.



Froedtert   
West Bend Hospital  
PARTNER VOLUNTEERS