

**Volunteer
CONNECTION**

WINTER 2022

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Volunteer Services Update

Ascension Calumet Hospital Volunteer Services is under new leadership. Amy Brownson is the Volunteer Manager in addition to managing Volunteer Services at Ascension Mercy Hospital. Kristal Coats is the Volunteer Coordinator responsible for working with the auxiliary to promote the gift shop and their fundraisers in addition to coordinating the gift shop and fundraisers at Ascension Mercy. Read on in this newsletter to learn a little about both Amy and Kristal. The Volunteer Services staff will each be on site at Calumet Hospital at least once a week. They look forward to getting to know you and to being your volunteer resource.

Going forward the Volunteer Newsletters will be published three times a year (Spring, Summer, and Winter). Each newsletter will include important articles on items such as Volunteer Opportunities, Auxiliary News, Calendar of Upcoming Events, Volunteer Spotlight, Scholarships, Fundraisers, and many other topics.

Newsletters will be emailed and mailed to active volunteers addresses on file. Newsletters will also be emailed out to staff members at Calumet Hospital, Calumet clinic, and the Kiel clinic. A copy of the newsletter will be printed and distributed to the department mailboxes at the Calumet Hospital so that every department at the hospital receives a copy to display within their departments.

Thank you for your support of Calumet Hospital as a valued volunteer. We appreciate all that you do. Have a Merry Christmas and a Happy New Year!

Joe Vanevenhoven
Vice President - Operations
Fox Valley Hospitals
Ascension Wisconsin



Welcome New Volunteer Staff Members



Kristal Coats began her role as the Gift Shop and Fundraising Coordinator at Ascension Mercy Hospital in November 2021. Kristal previously worked in the Patient Access departments at Aurora Medical Center and at Ascension Mercy Hospital. While completing her Bachelor's degree at Marian University she was also an intern in the Volunteer Services department for two semesters.

When asked why she chose Ascension to advance her professional career, she stated that she appreciates the positive culture at Ascension, and she enjoys working with volunteers and staff saying, "Ascension feels very community based."

Outside of work, Kristal enjoys spending time with her husband and her extended family. She also enjoys crafting, being outdoors, and is an avid animal lover. She currently has two cats and one dog but would rescue all the animals in the world if she was able to.

Kristal looks forward to adding Calumet Hospital on to her role within the Volunteer Office and to expand her relationships with volunteers within Ascension.

Amy Brownson
Volunteer Manager

Amy Brownson first started working with Ascension in 1990. It didn't take her long before she transitioned into her role in the volunteer services office in 1993. Since becoming the manager of Volunteer Services in 1998, Amy has worked with many volunteers and hospital staff to ensure that the department remains an integral part of the hospital. She has helped manage and run several different projects including implementing the Project SEARCH internship at Mercy Hospital and also the screening desks during COVID. Amy's role with the Volunteer office allows her to get to know each one of the volunteers and make sure that each volunteer assignment runs smoothly.



Outside of work, Amy is an avid traveler. There are only a handful of states & continents that she has not yet traveled to. Amy states that she will get to them all one day- it's on her bucket list! Amy is also very family oriented, spending much of her time with her two daughters and three grandchildren. Amy often will take her grandchildren on special trips creating memories with them.

Amy looks forward to working at Calumet Hospital with another group of amazing volunteers!

Kristal Coats
Volunteer Coordinator

Volunteer Spotlight: Eileen Keuler

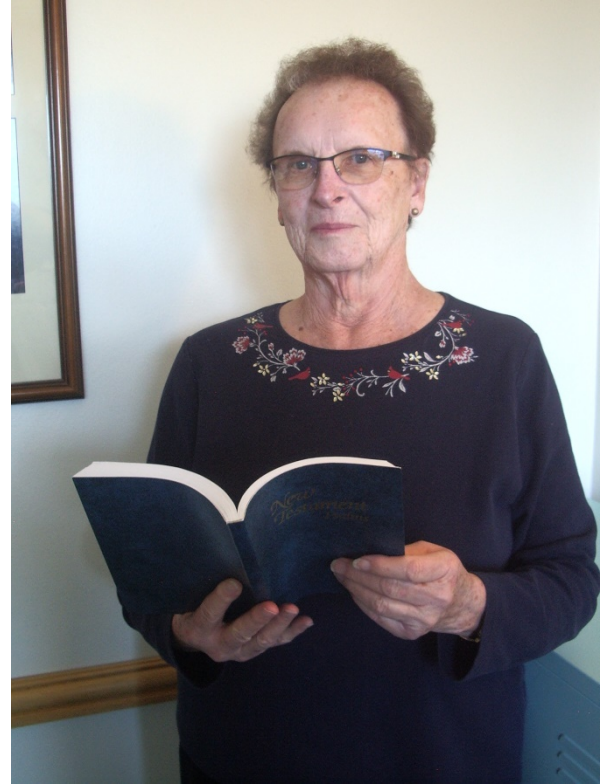
Eileen started volunteering at Calumet Hospital in 2002 after she suddenly found herself without a job. After talking with some of the volunteers, she decided to volunteer instead of looking for another job and she soon found that it would be something she would love to do. After 20 years she has continued to volunteer in multiple areas.

Eileen currently volunteers as a Eucharistic Minister and also in the Gift Shop. As a Eucharistic Minister she delivers Catholic prayers to patients. Eileen is very people oriented which allows her to excel in these volunteer areas; making sure each patient or guest is taken care of. She has also served as the Treasurer on the Board of Directors for the Calumet Auxiliary for several years now.

Outside of Ascension, Eileen volunteers at her local Church and for senior meals. Eileen also loves to quilt, read, and put together puzzles in her free time.

What Eileen loves most about volunteering is meeting people and helping others. Eileen states, "We do a lot of helping others- it gives you satisfaction that you've done something good for the community." Through her volunteer work, Eileen has gained several friendships and some memorable experiences- such as the time when a tornado touched down in a town nearby and the hospital had to go on an actual tornado lockdown drill. When asked what her plans for the future were, Eileen responded "live day to day."

Kristal Coats
Volunteer Coordinator



Eileen K. in Eucharistic Ministry

WELCOME New Volunteers

Michelle Blatz

Theresa Hostettler

Timely News

Greetings from the Calumet Gift Shop

It's beginning to look a lot like Christmas in the Gift Shop! We have everything you need for your holiday decorating or gift giving needs. The Gift Shop volunteers and staff are more than willing to help you find the perfect item for those on your list.

Stop in during our open hours:

Monday 10:00 A.M. - 2:00 P.M.

Tuesday 10:00 A.M. - 2:00 P.M.

Wednesday 10:00 A.M. - 2:00 P.M.

Thursday 10:00 A.M. - 2:00 P.M.

The Christmas Open House was a huge success this year. We wouldn't be able to keep the gift shop running without our amazing coworkers and customers, so thank you for your support. I wish you all a Happy Holiday Season!

Diane Bendickson
Gift Shop Chair



Caregiver Background Checks - For Your Information

The following message is from Ascension Human Resource Operations regarding the Wisconsin Caregiver Background Check law.

In compliance with the state and federal equal rights laws and the state caregiver background check law, Ascension conducts Caregiver Background checks on existing volunteers at least every four years. Ascension Wisconsin will consider volunteer criminal arrest and conviction records in complying with statutory requirements. A history of criminal conviction will not automatically eliminate a person from consideration for volunteering with the organization. Ascension Wisconsin will evaluate the conviction record in light of the requirements of state and federal laws. In addition to criminal background checks, the organization will conduct other background checks as required by law.

All in-facility volunteers are required to notify the Volunteer Services department regarding changes related to any of the items listed below. The notification must be in writing and forwarded as soon as possible, but no later than the next working day from a criminal arrest, conviction or one of the following events:

- * Convictions of any crime
- * Substantiated findings of abuse, neglect or misappropriation
- * Current investigations related to abuse, neglect or misappropriation
- * Professional credential restrictions, limitations or revocations
- * Program licensure limitations, revocations or denials
- * Discharged from any branch of the US Armed Forces, including any Reserve component; residency outside the state of Wisconsin
- * Rehabilitation review requests

Human Resources

Winter Safety - Walk Safely *Like a Penguin*

During winter weather, we want you to be safe. Walking to and from parking lots or between buildings during the winter requires special attention to avoid slipping and falling. Our facilities management staff work hard to remove as much snow and ice from parking lots and sidewalks as possible. We recommend keeping the following safety tips in mind:

Watch your step! Be sure you wear appropriate footwear to get safely from your vehicle to your work site across potentially slippery parking lots.

When you are arriving to the hospital pay close attention to the sections of the parking lot that is already cleared of winter debris – please park in those sections versus your normal place to park. NOTE: Do not park in a section that is not cleared.

Use special care when entering and exiting vehicles; assume all wet, dark areas on pavements are slippery and icy. Walk in designated walkways as much as possible. Taking shortcuts over snow piles and other frozen areas can be hazardous. Look ahead when you walk.

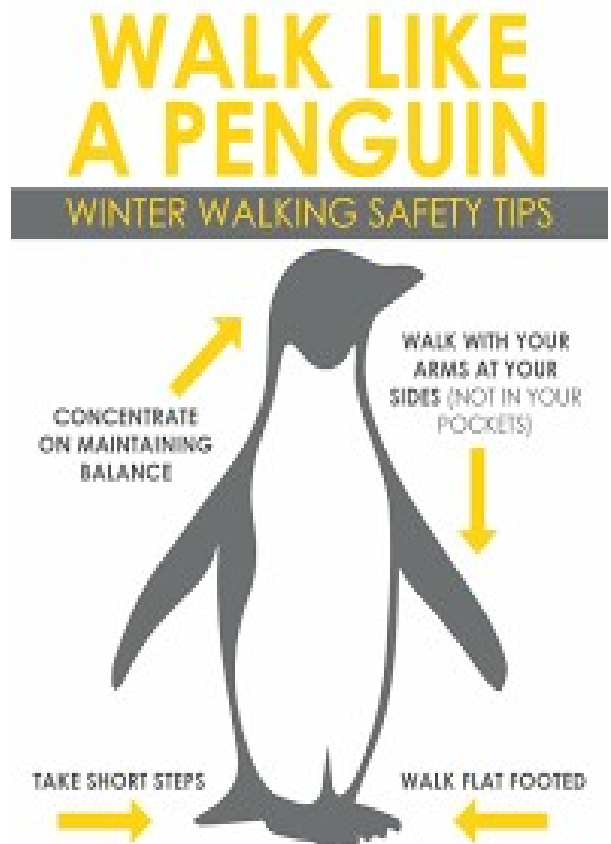
It is the season where our entryways can become slick FAST. If you volunteer at one of our entrance desks and YOU LEARN THAT THE ENTRANCE WALKWAY IS STARTING TO GET SLICK, AND YOU ARE PHYSICALLY CAPABLE OF DOING SO, YOU CAN SALT THE WALKWAY. There are green (garbage) containers outside each entrance with salt in them. Always call Maintenance so they can assess the situation as well.

A friendly reminder when parking at Mercy Hospital - please do not park in the North/ER lot unless you have a handicapped parking permit or are parking in areas farther from the entrance. The yellow lined spaces are reserved for patients.

If you have a cell phone, be sure it is well charged and within reach. Program your department phone number into the phone so it is handy to call in if you'll be late.

If the roads are treacherous, we don't want you on them. Call volunteer services and the department where you are assigned if you are not able to come in due to road conditions. Think slow in snow while driving!

Carl Mohl, Safety Officer
Facilities Management



Calumet Auxiliary News

From the Calumet Hospital Auxiliary President

As 2022 will soon be coming to an end, I want to personally thank every one of our volunteer staff at Ascension Calumet Hospital for your continued efforts in providing quality patient care services to our community. Our mission of providing services to Ascension Calumet Hospital as well as generating funds to aid in the support and delivery of quality personalized care would not be possible without the commitment and dedication of hard working individuals like you. I am happy to report that the fundraising efforts for the fiscal year of 2022 have been very successful in providing medical equipment and financial support for students in Calumet County pursuing healthcare education.

Some of the fundraising events held were:

- | | |
|----------------|-------------------------------|
| December 2021 | Annual Love Light Celebration |
| | Holiday Gift shop Sale |
| | Annual Bake sale |
| May 2022 | Annual Geranium sale |
| September 2022 | Annual Mum Sale |
| | Crafty Apple Gift shop Sale |



Food Pantry Box Donation

These fundraising events generated over \$10,000 dollars which helped support Ascension Calumet Hospital medical equipment, patient care needs, food pantry box, Collective Goods program, and student scholarships. Again, your generosity and commitment to the Ascension Volunteer program and its fundraising events is greatly appreciated. I look forward to all of you working together in 2023 for another successful year.

Rosemary Born
President Calumet Auxiliary



2022 Crafty Apple Fundraiser Event



2022 Annual Geranium Sale

Calumet Medical Center Auxiliary Love Lights Celebration

The tradition of the Love Light Tree Program began in 1987 by the Calumet Medical Center Auxiliary as part of our annual fundraising events. Each year hospital & community members are invited to submit names of family, friends, teachers, co-workers, neighbors, military personnel, and so on to be displayed on the tree. Traditionally red & green ornaments are used to honor those special people in our lives and white ornaments are used in memory of those who are now deceased. There is no set cost to add a name to the tree, only a suggested minimum donation of \$5 per name. All proceeds for this event go directly towards the Scholarship program provided by the Calumet Medical Center Auxiliary. This year's tree lighting celebration was held on December 1st at 6pm in the Cafeteria. The Auxiliary provided hot chocolate, music, and a prayer to enjoy during the tree lighting ceremony. In total we had over 45 people donate to this year's event and we can't wait for next year to be even better!

Linda DeTroye
Fundraiser Chair



Linda D. and the 2022 Love Light Tree

Volunteer Opportunities

Volunteers age 16 or more are needed to give of their time and talents for approximately four hours a week in a variety of positions:

Gift Shop: Volunteers operate the cash register, credit card machine and assist customers with shopping for various items. Volunteers help keep gift shop displays stocked and looking full throughout their shift.

Transport: Volunteers provide patient wheelchair escorts, deliver supplies and equipment to and from departments and assist with special projects.

Fundraisers: Volunteers promote, staff and lead fundraisers to generate charitable funds. Volunteers may also assist with set up and take down of fundraiser event space.

If you or anyone you know may be interested in volunteering at Ascension Calumet Hospital, please contact Volunteer Services at 920-849-1717 or email MHVolun@ascension.org.



Calendar of Upcoming Events

TBD = dates to be determined

January 10 th	Annual Auxiliary Board Meeting	11AM- 7 Angels Restaurant
February 14 th	Monthly Auxiliary Board Meeting	11AM- Location TBD
March 24 th	Monthly Auxiliary Board Meeting	11AM- Location TBD
March TBD	Collective Goods Book Sale	Main Entrance Hallway
April 16 th -22 nd	National Volunteer Appreciation Week	Various activities/locations
April 19 th	Advocacy Day	More details to come

Healthcare Advocacy

As the leading voice on health care in Wisconsin, WHA's **Hospitals Education & Advocacy Team (HEAT)** is the statewide network designed to facilitate your grassroots involvement in health care public policy. The HEAT program provides you with the information, strategy, and assistance you need to share your insight on how legislative issues impact hospitals and the communities they serve.



Stay informed of the issues and join thousands of others in making the voice of Wisconsin hospitals heard loud and clear. **Sign-up for HEAT today to receive:**

- Action alerts, called **HEAT Alerts**, on important, timely public policy facing the Governor, State Legislature, or Congress that could impact Wisconsin hospitals and health care in the state.
- An invitation to WHA's annual **Advocacy Day** where you will join more than 1,100 hospital administrators, employees, trustees, volunteers, physicians, patients, and others passionate about protecting Wisconsin's high-quality, high-value health care system as they lobby in the state Capitol.
- Periodic **public policy updates** keeping you informed of the status and progress of legislative priorities.
- **Election resources** so you know where your candidates stand on health care issues.

Act Now and sign-up for HEAT Alerts at: <https://www.wha.org/HEAT-SignUp>

Laura Hensel

Excerpted from the WHA website at <https://www.wha.org/actioncenter>

Fast Facts on Heart Health

Every February is recognized as American Heart Month to call attention to and educate people on the impacts of heart conditions. According to the National Institutes of Health, heart disease is the number-one leading cause of death in the United States for both men and women. The Centers for Disease Control and Prevention also notes that heart disease is the leading cause of death for most ethnic and racial groups. Coronary heart disease is the most common type of heart disease.

The Wisconsin Hospital Association Information Center (WHAIC) analyzed data from September 2018 to September 2021 to see how Wisconsin hospitals and patients are impacted by heart disease. Visit counts per quarter were fairly consistent throughout the year, except for April through June of 2020, during the COVID-19 shutdown.

Ischemic heart disease accounts for the most visit counts when looking at heart disease conditions. Men accounted for 58% of all visit counts related to heart disease. The national average age for a heart attack is 64 for men and 70 for women. WHAIC data shows that for the average age is 66 men and 69 for women. Accordingly, the age group with the largest visit count during this period was 61-70.

National Today provides the following facts about heart health:

1. **Heart attacks can be silent.** One in five heart attacks occurs without the person even knowing they had one.
2. **Heart attacks affect women differently.** Women may experience different symptoms than men. They include pain in the back, arm, neck, or shoulder; nausea; fatigue; shortness of breath; vomiting.
3. **Young women are at a higher risk than men.** Women under the age of 50 are twice as likely to die of a heart attack as men in the same age group.
4. **Another reason to hate Mondays.** Heart attacks are more likely to occur on Monday mornings than other days of the week. Scientist's attribute this to the disruption in our circadian rhythm over the weekend which leads to increased blood pressure and other changes to the nervous system.
5. **Diet soda raises heart attack risk.** If you drink one or more diet sodas a day, your chances of having a heart attack are 43% higher than those who drink regular soda or none at all.

Laura Hensel

Excerpted from the WHA Newsletter, Vol 66 Issue 5, 2-3-22



Patient Experience

What is Service Recovery?

Service recovery is the proactive process of addressing a patient/family concern in real time regarding an unmet expectation in care and/or service delivery.

A simple standard for serving others...



Listen to understand



Take ownership



Work together



Extend kindness

Listen to understand

- Listen without interruption, allowing individuals to share their whole experience before asking questions. While the individual is talking, make eye contact, provide non-verbal cues that show you are listening, and sit when possible.
- Acknowledge and validate emotions. *“I can see that you’re upset/frustrated/worried, and I’m sorry you’re feeling this way.”*
- Ask open-ended, clarifying questions to improve understanding. *“Can you tell me more about that?”*
- Validate full understanding of the need, issue or concern. *“I want to be sure I understand, so I’ll recap what I’ve heard so far...[summary of complaint/concern]. Is there anything I said that wasn’t correct or that I’ve left out?”*

Take ownership

- Apologize. *“I’m sorry this has happened.”*
- Make a commitment. *“I will do everything I can to get this resolved.”*
- Take action. *“Here’s what I plan to do...how does that sound?”*

Work together

- Acknowledge the individual as a partner in the resolution process and validate emotions. *“I know this is frustrating. Thank you for your patience as we work together to make this right.”*
- Collaborate with others in the organization to find solutions. *“Let me call the cath lab team and see if they can give us an update on your procedure time.”*
- If there are options, allow the individual to decide what he/she/they would prefer. *“There are two things we could do, which do you prefer?”*

Extend kindness

- Express appreciation. *“Thank you for bringing this to our attention and allowing us to make this right?”*
“We’re sorry we didn’t meet your expectations. We appreciate you bringing it to our attention so we could work through it together to find resolution. We value your input and appreciate you choosing Ascension for your care.”

Volunteers in Action



Diane B., Eileen K., Rosemary B., & Ann K. at WHA Convention



2022 Love Lights Celebration



Bonnie S. working in the Gift Shop



2022 Cookie Making



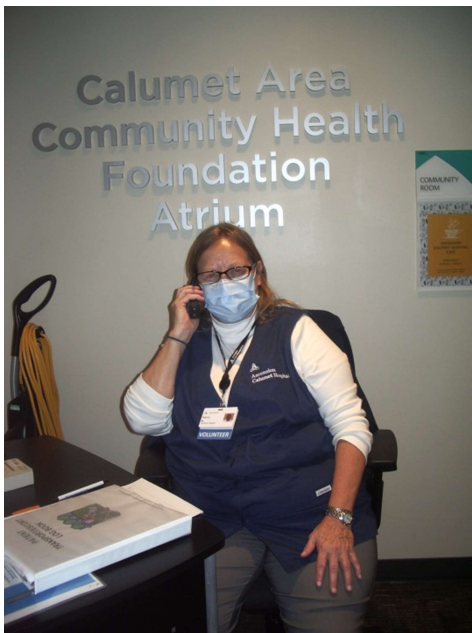
Joanne E. in the Gift Shop



Marlene T. in the Gift Shop



Diane B. & Eileen K. in the Gift Shop



Nancy M. in Transport



Ann K. in Transport



2022 Love Lights Celebration



Bonnie S. & Diane B. in the Gift Shop