



Association of Volunteers
1000 Mineral Point Ave.
Janesville, WI 53548

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Helping Hands

A newsletter for the Mercyhealth Association of Volunteers

Spring 2018

Celebrating Membership with our Mercyhealth Volunteers at our 2017 Fall Membership Luncheon



inside this issue

words from our manager

2017 highlights

a letter from our president

volunteer board members

and much more



From our manager

Welcome Spring 2018!



I would like to quote Susan J. Bissonette: "An optimist is the human personification of spring."

Reading this reminds me each day how fortunate we are at Mercyhealth to have volunteers who are always positive in their approach to their volunteer services. Spring brings sunshine, a little rain, and rainbows, and our volunteers are that ray of sunshine to all those who are served at Mercyhealth.

Volunteers are like rainbows by helping those who sometimes only see the rain. Do you remember Roy G. Biv, the colors of the rainbow?

Red: Color of passion, the passion to make lives better

Orange: Color of optimism, always positive

Yellow: Color of wisdom, full of knowledge

Green: Color of growth, you are all part of the growth of our integrated system

Blue: Color of peace, a sense of peacefulness

Indigo: Color of intuition, being observant and connecting with others

Violet: Color of harmony, always having a sense of calmness to those you serve

We have a lot of sunshine to look forward to in the next several months in the Volunteer Services Department. Once again, we will be scheduling annual in-services in late spring and early summer. You will be notified by mail when these sessions are scheduled for your area of service. These in-services are necessary for us to update your files each year, keep everyone aware of any changes within their area of service, and review the Mercyhealth Critical Moments of Service. We appreciate your involvement.

I invite you to visit the volunteer office and welcome our newest addition to the volunteer family. **Cara Arena** has joined the Volunteer Department as the new Mercyhealth Safe Connect Coordinator. She joins the team with **Colette Finn** and **Jackie Lee**. Cara is a long-time Mercyhealth partner of 25+ years. Cara comes to us from the Finance Department. Welcome, Cara.

Jackie Lee, Volunteer Coordinator, has many fundraisers planned for the summer and early fall. Please come in and enjoy these fun fundraisers—they are for everyone to enjoy! Some of the proceeds from these fundraisers help with the Scholarship Fund. We are excited to announce that the Board of Volunteers has voted to increase the Scholarship Fund from \$10,000 to \$12,000 this year. What a great opportunity for reaching out to more students. All our fundraisers are listed in this newsletter. Mark your calendars!

I give special thanks to the MHS Association of Volunteers Board Members who have served on the board for the past year or more. Castaways board member, **Heidi Huettl**, had served just over a year. She came to us with 20+ years of retail experience and implemented many new ideas. Heidi's husband was transferred to Green Bay, WI. Thank you, Heidi, for your service as the chair for Castaways. We wish you and your family the best in your new adventure.

Thanks to Gift Shop Co-Chair, **JoAnn Reed**, for her dedication to the board. We wish JoAnn well as she continues to pursue her passion for travel.

We also thank **Nancy Verhoeven** for the many years she served on the Volunteer Board in several different capacities. We're especially grateful for her strong commitment to the House of Mercy Homeless Center, where she served well beyond the call of duty.

A warm welcome to these new Board Members:

Kathie Moran, House of Mercy Homeless Center

Diana Pearse, Co-Chair Gift Shop

Sue Borman, Membership

Steve Gaffney, Co-Chair Mercyhealth Safe Connect

We look forward to their service on the board.

The new Mercyhealth Riverside Campus, on I-90 and Riverside Boulevard in Rockford, IL, will be opening in January 2019. Construction of our newest facility is going very smoothly, and we will keep you updated in the fall newsletter. This is a very exciting time for everyone associated with Mercyhealth.

I want to thank each and every one of you for your dedication, all your time and commitment, and volunteering with Mercyhealth. You are a breath of fresh air and you bring spring to us every day with your smiles and service. We always have a rainbow over Mercyhealth and you, the dedicated volunteers, are the rainbow.

Happy spring and summer!

Regards,

Jill Ayres

Manager, Mercyhealth Association of Volunteers
Mercyhealth Hospital and Trauma Center—Janesville
(608) 756-6713

2017 highlights

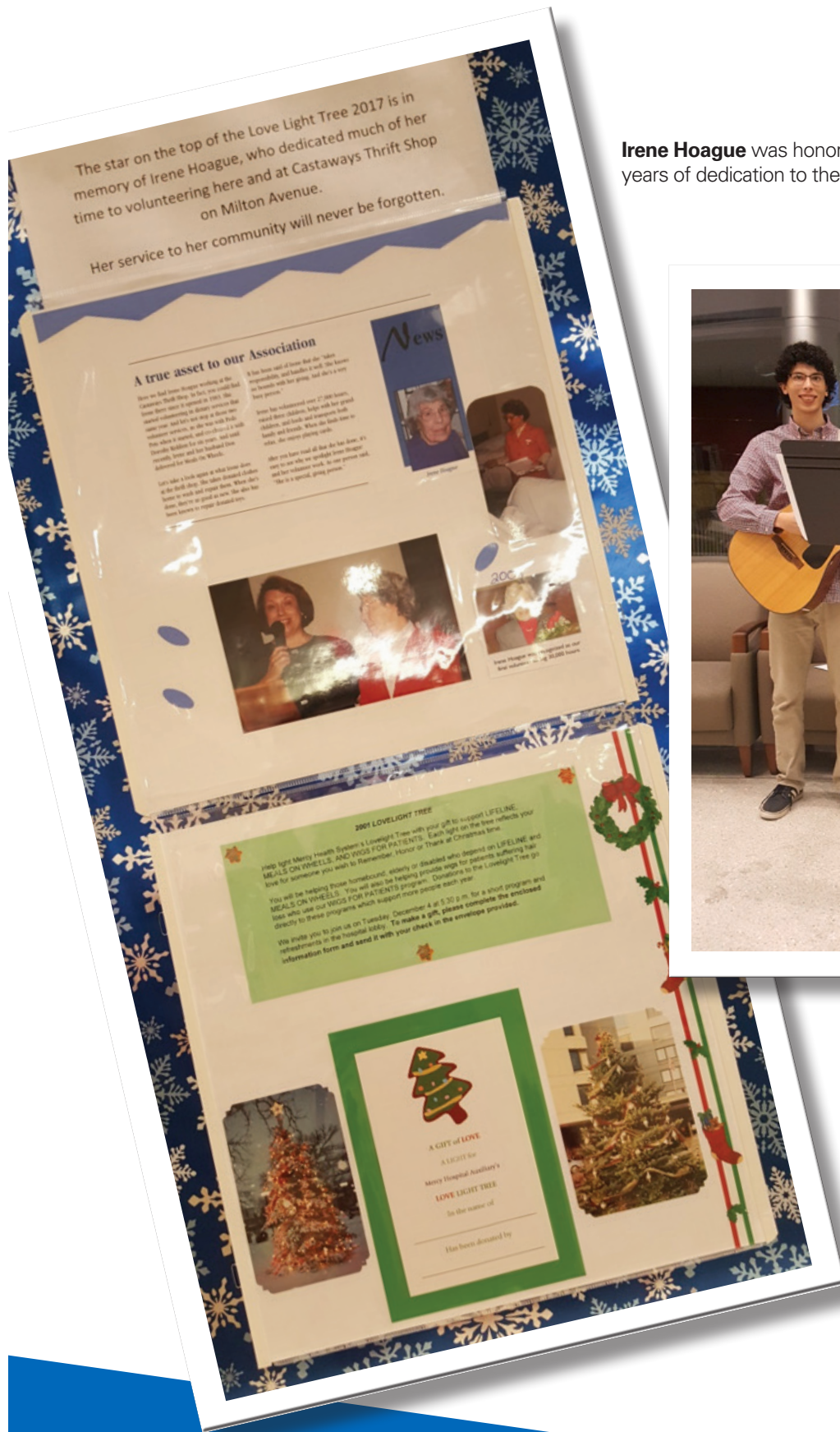


Members of the Rockford and Janesville Executive Volunteer Board visit the construction site of the new Mercyhealth Hospital at Riverside Boulevard. The hospital is due to open January 2019.

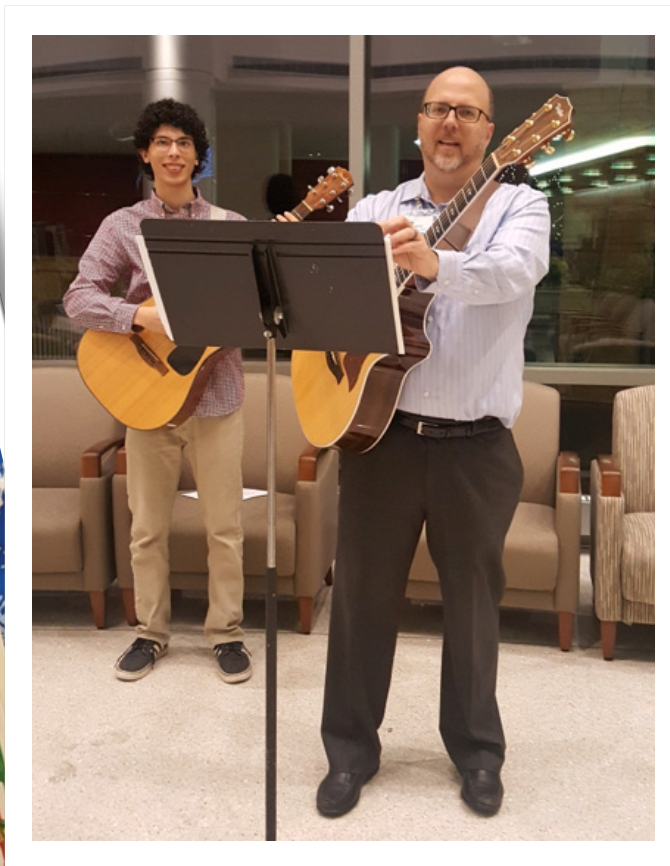
Sandi Plosaj (left) and **Bob Knudson** attend the Partners of WHA Southern District meeting in September, 2017, at Circus World Museum in Baraboo, WI.



Our Janesville volunteers were busy last summer taking part in annual in-services held at Mercyhealth Hospital and Trauma Center in Janesville.



Irene Hoague was honored with the tree top star for her many years of dedication to the Mercyhealth Association of Volunteers.



The Love Light Tree Ceremony at Mercyhealth Hospital and Trauma Center in Janesville was a wonderful success with the help of many volunteers, including our Healing Tones fellows, **Angel Rodriguez** (left) and **Mitch Garver** who played Christmas songs before the ceremony.

A letter from our president



Winter may have seemed long and cold with too much snow, but I want to take a moment to reflect on some successful accomplishments we had late in 2017.

In fall, our Holiday Markets both in Janesville and Mercyhealth Walworth drew many shoppers who wanted to get a head start on Christmas decorating and gift-giving. Proceeds from the Holiday Markets support projects such as the House of Mercy Homeless Center, scholarships for young people planning to enter the health field, and purchases for Mercyhealth Hospital and Trauma Center. These events cannot succeed without your volunteer involvement and your many hands to make the work easier.

The Love Light Tree fundraising campaign provides a way to remember or honor loved ones. The 2017 campaign raised over \$20,000. That allows us to help fund the Wigs for Patients Program, Meals On Wheels, and the Hospitality House.

Now we are looking forward to spring, with warmer weather, sunny days, new growth of seeds and colorful flowers. We also are hoping to see continued growth within our organization as we plan our projects and services for 2018. Check out the schedule of upcoming events you can attend in the months ahead.

The Scholarship Committee is busy reading applications submitted by graduating seniors and adults continuing their education. There will \$12,000 in scholarships given this year.

I hope each of you will continue to volunteer in our many service areas. I hope you all experience a rewarding feeling of being able to share some time and a smile with someone else. Remember to spread the word to your friends that we have a place for them to meet new people and make new friends.

Truly,
Arlene Knudson
President, Mercyhealth Association of Volunteers Board of Directors

Volunteer Board Members



Our 2017 board members who attended the Fall Membership Luncheon

Back row (l-r): Elaine Lawrence, Gift Shop Co-Chair; JoAnn Reed, outgoing Gift Shop Co-Chair; Kathie Moran, incoming House of Mercy Homeless Center Chair; Sherry Dux, Past-President and Mentoring Chair; Judy Jaggard, President Elect; Jean Lademann, Hospitality House Chair; Sue Kumlien, Health Education and Scholarship Chair; Bob Knudson, Meals on Wheels Chair.

Front row (l-r): Nancy Verhoeven, outgoing House of Mercy Homeless Center Chair; Sue Borman, incoming Membership Chair; Linda Bigelow, Secretary; Coral Nyquist, Public Policy Education Chair; Arlene Knudson, President and Front Reception Chair; Pris Meyer, SOS Chair; Becky Esselman, Mercyhealth Safe Connect Chair; Sandi Plosaj, Hours and Awards Chair.

Not pictured: Bill Anacker, Treasurer; Chuck Elliott, Escort Chair; Diana Pearse, incoming Gift Shop Co-Chair; Suzanne Moore, Hospice Chair; Linda Olander, Hospitality Cart Chair; Lisa Brown, Newsletter Chair; Sharon Henning, Oncology Chair; Steve Gaffney, Mercyhealth Safe Connect Co-Chair; Carol Gilhooley, Walworth Co-Chair; Linda Varva, Walworth Co-Chair.

Introducing your board members

Diana Pearse, Gift Shop Co-Chair

Diana relocated to Janesville in 1993 and joined after attending a recruitment breakfast. Diana started in the SOS group, Sewing/Craft Group, Meals On Wheels committee, and the Gift Shop. This gave her a great opportunity to meet new people in the community where she and her husband John had relocated.

Diana gradually started buying Teddy Bears and other plush animals with Judy Startell—oh, the Beanie Baby craze was a great time in the gift shop!

Diana also co-chaired the Holiday Market with Doris Henning and Joan Root for 10+ years. It was an enormous undertaking and a great fundraiser! Diana also worked on the Scholarship Committee for a few years and really enjoyed reviewing the students' applications. She says, "I was very encouraged by the bright young people interested in pursuing careers in the field of medicine."

Diana was chairperson of the gift shop for six years and then headed to Castaways for six years. She has come full circle to chair the gift shop again with Elaine Lawrence. "Buying trips are fun as we search out companies that have unique merchandise we can offer our customers. I enjoy working in the shop and hearing shoppers say they enjoy dropping in to see the interesting things we have. We are making a few changes in the gift shop and we encourage you all to drop by!" Diana says.

Sherry Dux, Past President and Mentoring Chair

Sherry has been a volunteer for about eight years. She dove in head first! She has done everything from the Hospitality Cart to overseeing the Holiday Market the last seven years. Castaways is her home away from home. Sherry is a very dedicated volunteer who spends at least part of her day thinking about volunteering here or in her community of Milton.

As the Mentoring Chair, Sherry speaks with new volunteers as they get settled into their volunteering roles. She is there to answer questions, offer support, and share all the opportunities that volunteering has to offer.

Her favorite benefits of volunteering:

1. The good feeling that results when something good happens.
2. An expanded group of new social friends that never would have happened without volunteering with others.
3. The feeling of repaying for all of the good others have given each of us when we were unable to volunteer.
4. A reason to get up in the morning!

Another area that Sherry loves is the Hospitality Cart because it provides the welcome treat of the newspaper. The newspaper improves the comfort level of patients and visitors. It helps reduce the patient's stress and makes them feel as if we really do care about their welfare.

Sherry is Chair of the Holiday Market which is held the beginning of November. It is a happy introduction to the holiday season and allows customers to feel that they are supporting the hospital in a worthwhile fundraiser. We provide an atmosphere where the customers have a little mini vacation while shopping, enjoying the pops of color and the festive look.

Sherry also spends a great deal of time at our thrift shop. Castaways provides an outlet for the community to recycle their items while helping shoppers affordably improve their home and family life. Donors feel good doing something to help out and provide resources to raise money. Castaway staff feels that they are giving back something worthwhile in their retirement years by serving in a useful manner. The store is a gathering place for both customers and staff that creates a growing respect for everyone in our community. Relationships that form within the store enhance the social lives of the staff as they provide a necessary service.

Introducing your board members *(continued from page 7)*

Judy Jaggard, President Elect

Judy started volunteering in the early 1980s with the encouragement of her mother, Anita Sass. Judy started in the Gift Shop and then became quite involved with the Meals On Wheels program, serving as committee chair, board member, church coordinator and driver. Judy now serves on the volunteer board.

As president-elect, Judy has several tasks, not the least of which is to fill in for the President whenever needed. The President-elect is the chairperson of the Love Light Tree and part of the executive board. She also serves on the nominating committee. As part of her extended volunteer duties, Judy has responsibilities at the district level with the Partners of WHA (Wisconsin Hospital Association), serving as the Southern District Chair.

As incoming president, Judy is hopeful that more volunteers will step forward to accept leadership roles on the board.

Jean Lademann, Hospitality House Chair

Jean started volunteering for Mercyhealth in January 2016. She had retired from the business field in 2013 and was looking for ways to serve and give back to the community.

Jean's first volunteer area, and one of her current ones, is serving the Hospitality Cart. She finds this very rewarding. The patients appreciate the newspaper. It helps them pass the time. Their visitors also enjoy the coffee and cookies we offer. The patients also like the fact that their guests are offered something. Some make a little party of it, brightening everyone's day.

Last fall, Jean accepted the position of Hospitality House Chairperson. She works with Jill Ayres, the Volunteer Manager, to maintain the house and welcome our guests. The house accommodates hospital patients' out-of-town families. Last year, there was a large car accident on I-90. We were able to accommodate the seriously injured patient's family. At such a tragic time, they were most appreciative to have immediate housing and to not worry about where they would stay or the expenses. Jean said it is rewarding to be part of the Hospitality House team, providing housing and comfort to the loved ones of our seriously ill patients. "We make a difference in easing their burdens at a very stressful time in their lives."

As a new member of the Mercyhealth Board of Volunteers, Jean is learning the different functions of the board. Her goal is to be of service in areas that need help and to broaden her knowledge of the health care field. Jean stepped out of her comfort zone to attend the Wisconsin Hospital Association Advocacy Day on March 21 in Madison.

Bob Knudson, Meals On Wheels Chair

Bob started volunteering for Meals On Wheels (MOW) in 2005 and liked it so much, he never left. As the Meals On Wheels chair, Bob does so much for the office and kitchen staff that he often doesn't realize how we would be lost without his dedication to the program.

Bob does everything from teaching new drivers their routes and how to do their paperwork, to helping get substitutes when our regular drivers need a day off.

Bob simply put that his goals for MOW are to have clients satisfied with the service we provide. He receives the most joy from working with both the volunteers and clients!

Sue Borman, Membership Chair

Sue joined us in spring of 2017 and really took a liking to volunteering in the hospital. She started at the front desk, but was asked to help with a project in the Human Resources. There she works side by side with Mercyhealth partners to assemble new partner packets for orientations and help with partner WOW Awards.

She was also asked to take over as Membership Chair. She gathers membership dues and sends out membership cards to all members. She is hoping to meet all members in person. Please introduce yourself if you see her around the buildings.

Coral Nyquist, Public Policy Education Chair

Coral started volunteering for Mercyhealth when she was a stay-at-home mom. That was quite a while ago, as volunteers weren't even assigned numbers back then. Once her three daughters were in school, she returned to teaching in an elementary school.

Coral has always lived by the Golden Rule of treating others as she wishes to be treated. She loves interacting with people who come to the front desk. There she answers the phone and greets people as they enter the building. If no escorts are available, Coral

will gladly take people to their appointments. She also delivers flowers and serves as a witness as patients sign documents.

What we don't see is that when Coral is at home, she pours over legislation and government issues that affect health care. She is very diligent with her research and reporting for the board meetings, keeping us up to date on things that happen on the local and national level. She will encourage you all to become a member of HEAT (Hospitals Education and Advocacy Team), which provides information, insight, strategies, and assistance in order for you to talk about the issues that impact our hospitals and communities where we live and where we serve as volunteers. More information about HEAT is in the Public Policy Education report.

Arlene Knudson, President and Front Reception Chair

Arlene started volunteering at Mercy in 2006 after she retired. She started by delivering Meals On Wheels with Bob, her husband, who is the Meals On Wheels Chair.

After doing Meals On Wheels, she wanted to find another area to work. She moved to the Surgical Waiting Room. Then she started with SOS and still helps when needed. When volunteers were no longer needed in Surgical Waiting Room, Arlene moved to Day Reception and is now Chair of that area. Day Reception answers phone calls and questions from visitors. She also helps escort patients.

Arlene says of her duties: "We try to assist patients and visitors alike. Since we are one of the first people seen as someone enters the hospital, we try to project a caring, friendly face and attitude to all who enter."

"I was most pleased when I was escorting a patient to the area they needed to be and the person thanked me and said her hometown hospital didn't have anyone to assist patients. We do truly provide a needed service."

Becky Esselman, Mercyhealth Safe Connect Co-Chair

Becky joined us about five years ago in SOS. SOS helps the volunteer department and other departments with mailings, sending out surveys, and other tasks.

She also helped with data entry for LifeLine, which has since changed to Mercyhealth Safe Connect. This personal emergency

response system includes equipment in a client's homes that they can use to get medical or family help if they fall or need assistance of some sort.

Becky's goals with Mercyhealth Safe Connect is to get information out to the public about the service and to be sure we always have trained volunteers to help install the equipment. This service truly helps relieve the stress of the family who can't be with their loved ones 24 hours a day. With Safe Connect, help is just a push of a button away.

Sandi Plosaj, Hours and Awards Chair

Sandi joined our volunteer group in 2011 in the surgical waiting room. Before that, she escorted patients at Mercyhealth West. She now volunteers as a Meals On Wheels weekend caller. You may recognize her voice on the line if you drive weekends for us. She also helps at Castaways, with Mercyhealth Safe Connect, and new this year, she is helping in the Gift Shop as her schedule permits.

Sandi's main job, as Hours and Awards Chair, is to keep track of everyone's hours. This job comes with a lot of responsibilities, not just for the volunteers, but also for Mercyhealth and the Wisconsin Hospital Association. Make sure to accurately fill in your hours of service sheets and turn them in to Sandi.

Sandi's goal is to always ease the burden of someone else, whether it is a Mercyhealth partner or a patient's family member who needs help finding their way. She always offers a smile, and the most important thing she does is listen to what people are saying. "Sometimes, just giving people a friendly ear by listening, makes me feel like I've helped them in some way." She truly enjoys the people she spends time with and the variety of tasks she has.

Sharon Henning, Oncology

Sharon has been a volunteer for about three years. She volunteers in the oncology department where she provides snacks and lunches, warm blankets, pillows and conversation for the patients. Her goal is to improve the patient's well being and comfort. She also keeps the patient stations supplied with linens and pillows and cleans the patient stations after the patient leaves.

Sharon's joy is helping. Her favorite quote, by Tim Russert, is "The best exercise for the heart is to bend down and help someone."

2018 Calendar of Events



Site key:

MHTC = Mercyhealth Hospital and Trauma Center, Janesville
 MCB = MercyCare Building, Janesville
 WAL = Mercyhealth Hospital and Medical Center, Lake Geneva

April

15-21 - Volunteer Week
 24 - Collective Goods (formerly Books are Fun) Sale, MCB lower level, 10 am-3 pm
 25 - Collective Goods Sale, MHTC 1128A, 10 am-4 pm

May

2 - Geneva Linen Sale, MCB lower level, 9:30 am-1:30 pm
 3 - Geneva Linen Sale, MHTC 1128B, 9 am-4 pm
 4 - Geneva Linen Sale, MHTC 1128B, 8 am-3 pm
 8 - Cookie Sale, MHTC G206, 9 am-1 pm

June

4 - Nutman Sale, MHTC G206, 9:30 am-3 pm
 4 - Nutman Sale, MCB lower level, 9:30 am-2 pm
 5 - Nutman Sale, MHTC G206, 9:30 am-3:30 pm
 12 - Cookie Sale, MHTC G206, 9 am-1 pm
 19 - Nutman Sale, WAL, 9:30 am-2 pm

July

10 - Cookie Sale, MHTC G206, 9 am-1 pm

August

14 - Cookie Sale, MHTC G206, 9 am-1 pm

September

11 - Cookie Sale, MHTC G206, 9 am-1 pm
 19 - Nutman Sale, MCB lower level, 9:30 am-2 pm
 19 - Nutman Sale, MHTC G206, 9:30 am-3 pm
 20 - Nutman Sale, MHTC G206, 9:30 am-3:30 pm
 24 - Lionne Design Jewelry Sale, MHTC G206, 9 am-5 pm
 25 - Lionne Design Jewelry Sale, MCB lower level, 9 am-2 pm
 27 - Nutman Sale, WAL, 9:30 am-2 pm

October

2-4 - Partners of WHA State Convention, Stevens Point, WI
 9 - Cookie Sale, MHTC G206, 9 am-1 pm

November

4 - Holiday Market, MHTC 1128A&B, 10 am-4 pm
 5 - Holiday Market, MHTC 1128A&B, 7:30 am-6 pm
 6 - Holiday Market, MHTC 1128A&B, 8 am-1 pm

December

3 - Love Light Tree lighting Ceremony

House of Mercy Charity Ball

Saturday, June 9

Janesville Country Club
 2615 W. Memorial Dr., Janesville

This fun and elegant evening begins at 5:30 pm with a social hour, hors d'oeuvres and cocktails, followed by a gourmet dinner, music and a live and silent auction. Proceeds for this event support the House of Mercy, a 25-bed facility in Janesville that provides homeless families with short-term emergency shelter and access to housing, job placement and child care services.

Event tickets are \$100 per person. Donations to our silent auction are welcomed. For more information, call (608) 741-2422, or visit MercyCharityBall.org.

Golf Play Day

Monday, June 25

The Beloit Club
 2327 S. Riverside Dr., Beloit

Hit the links for camaraderie, good food, prizes and contests. It's all for a good cause—Mercyhealth at Home Home Health and Hospice.

Cost is \$150 for individual or \$600 for foursome (includes golf cart, lunch and dinner). The event starts at 11 am. Registration, lunch and shotgun start at noon, followed by a dinner reception and prizes at 5:30 pm.

For more information, call the Mercyhealth Development Foundation at (815) 971-4141 or (608) 741-2422, or visit MercyhealthGolf.org.



Mercyhealth Safe Connect

Personal Emergency response system



Hi, I'm Cara Arena, Mercyhealth Safe Connect Coordinator. My husband, Jay, and our two teenage sons are the lights of my life! I also can't forget my two doggie friends, Sully and Reba, that I rescued from a shelter seven years ago.

I consider myself lucky to have worked for Mercy since 1986. After starting in the dietary department at a young age, opportunities have come along for me to grow professionally over the years. I am very excited to join the Mercyhealth Volunteer Services to work with our community and the Mercyhealth Safe Connect Personal Emergency Response System (PERS) program. I will assist our program's vision of growing this year by educating Mercyhealth partners and our community on the benefits of the Mercyhealth Safe Connect service. I consider myself lucky to be involved with such a great group of volunteers and partners.

Are you interested in bringing a feeling of comfort and security to your senior community? We are searching for individuals who have an hour or two free a week, to volunteer as installers. It is as simple as plugging in a landline phone and testing around the home. This volunteer commitment is the basis of our program and sets us apart from the "other" programs or online ordering services. We offer basic landline, cell signal and mobile GPS units.



Landline Model



Cell Model



Belle / Mobile



Mobile Mate

If you have a family member, friend or neighbor who would feel more secure knowing help is a press of a button away, give **Colette Finn** or me a call at **(608) 756-6784**.

Community Health Education (CHE)

Recent changes brought on by the opioid crisis

The rising number of deaths from opioids has decreased life expectancy in the US and brought about actions to help combat the crisis.

1. The Drug Enforcement Agency reduced the amount of opioid drugs that could be manufactured in the US by 25 percent in 2016.
2. The Centers for Disease Control and Prevention (CDC) issued new guidelines (March 2016) for how to prescribe the drugs to patients.
3. Major insurers report that they won't cover opioid drug prescriptions in many cases.
4. States have taken approaches such as mandating use of the PDMP (physician drug monitoring program) when prescribing an opioid. This resulted in 17.5 million fewer opioid dosages dispensed from April to June 2016.
5. States are filing lawsuits against pharmaceutical companies for their role in the overuse of opioids. (In a news release on February 10, 2018, Purdue Pharma the maker of the powerful painkiller OxyContin, said that it will stop promoting opioid drugs to doctors. The company's statement said it eliminated more than half its sales staff and will no longer send sales representatives to doctors' offices to discuss opioid drugs.)

Wisconsin is also taking action

Gov. Scott Walker has issued two executive orders to fight opioid abuse. One order creates the Governor's Commission on Substance Abuse Treatment Delivery. The commission would study the feasibility of regional resource centers for addiction treatment. Recommendations would be due by November 30, 2018.

The other order requires the State Department of Health Services to create the Governor's Faith-based Summit on Opioids for ministers and priests; to develop best practices for police and emergency workers responding to overdoses; and to develop statewide standards for data submission on people seeking addiction treatment.

Local action

The public health departments of Rock and Walworth counties have new full-time staffers solely dedicated to the opioid crisis. Their title is Substance Use Reduction Coordinators. They will connect various county groups fighting addiction and help coordinate one cohesive response.



What we can do

Take action to raise awareness of the opioid crisis right here in our community. Participate in events aimed at stopping the horrors of opioid abuse. *Put up a poster, talk about it in groups you belong to, write an article for a newsletter, and find out and share information about local drop-off locations for drugs. What an impact we can have if we all participate!*

Public Policy Education (PPE)

Public policy issues are in the forefront now more than ever. Even if you don't wish to become politically active, you need to consider listening to the conversations around you because they might ultimately affect your way of life.

We hear about health insurance, health care issues and medical supply shortages (both in equipment and personnel). We must realize that all have an impact on our life styles.

What we need to do is to take an active interest in the issues surrounding us. The ways we can do this are many: listen, learn, sort out the truth, think seriously, share information and discuss with an open mind.

Our Partners of WHA Public Policy Chair gives us many ideas about how we personally, or as a group, can take some action.

1. Check in daily to news and information. Make it a habit.
2. Gather your information from several different sources to obtain a broader scope of the issues.
3. Communicate with legislators from our grassroot perspectives and experiences.
4. Communications can take the form of email contacts, postcards or letters, phone contacts, or in-person visits.
5. Become a member of HEAT (Hospitals Education and Advocacy Team). HEAT provides information, insight, strategies and assistance in order for you to talk about the issues that impact our hospitals and communities where we live and where we serve as volunteers.



HEAT is free of charge! Go online to www.wha.org/heat-sign-up-now.aspx, or talk with **Coral Nyquist**, the PPE Chair of Mercyhealth Association of Volunteers.

Partners of WHA

2017 Best of the Best Administrative Award



Javon R. Bea
President/CEO Mercyhealth

In October, Partners of WHA, Inc. was pleased to present the 2017 Best of the Best Administrative Award to Javon Bea, president and chief executive officer of Mercyhealth in Janesville, Wisconsin. Over the last 28 years, Mr. Bea has transformed Mercyhealth Hospital from a stand-alone community hospital with 89,000 annual patient visits into a vertically integrated, multi-regional system with 2.1 million annual patients visits, five hospitals, more than 650 physician partners, more than 8,000 employees, 85 primary and specialty care locations, a home health / hospice division and a wholly owned and operated insurance company. And throughout that time, Mr. Bea has been a "tireless advocate" for the Mercyhealth Association of Volunteers.

In nominating Mr. Bea for this award, our volunteers shared he is a "critical bridge between our volunteer organization and the larger system," taking "responsibility as the leader of our volunteer group far beyond that which is required, regularly attending meetings, personally celebrating with our volunteer group, and actively volunteering in multiple volunteer programs."

Mr. Bea helps us "communicate and coordinate our efforts and is an inspirational champion for our work, exciting other leadership team members and community members about our programs and missions."

He provides volunteer services updates to the health system executive council, encouraging them to engage their department staff in volunteer program efforts. He also supports and involves the volunteer association staff in WHA's Advocacy Day at the state capitol, and "participates in and recruits for our ambassador program, encouraging others to speak with community, civic and corporate organizations in our area about our mission."

In our nomination of Mr. Bea for the 2017 Best of the Best Administrative Award, we noted "...thanks to our nominee's forward-thinking approach, we are more than a service organization with the hospital. Our volunteers have created and maintained programs that operate as their own entities." We also shared, "It has been our honor to work with someone whose every endeavor is truly and honestly focused on making our community a better, healthier place to live."

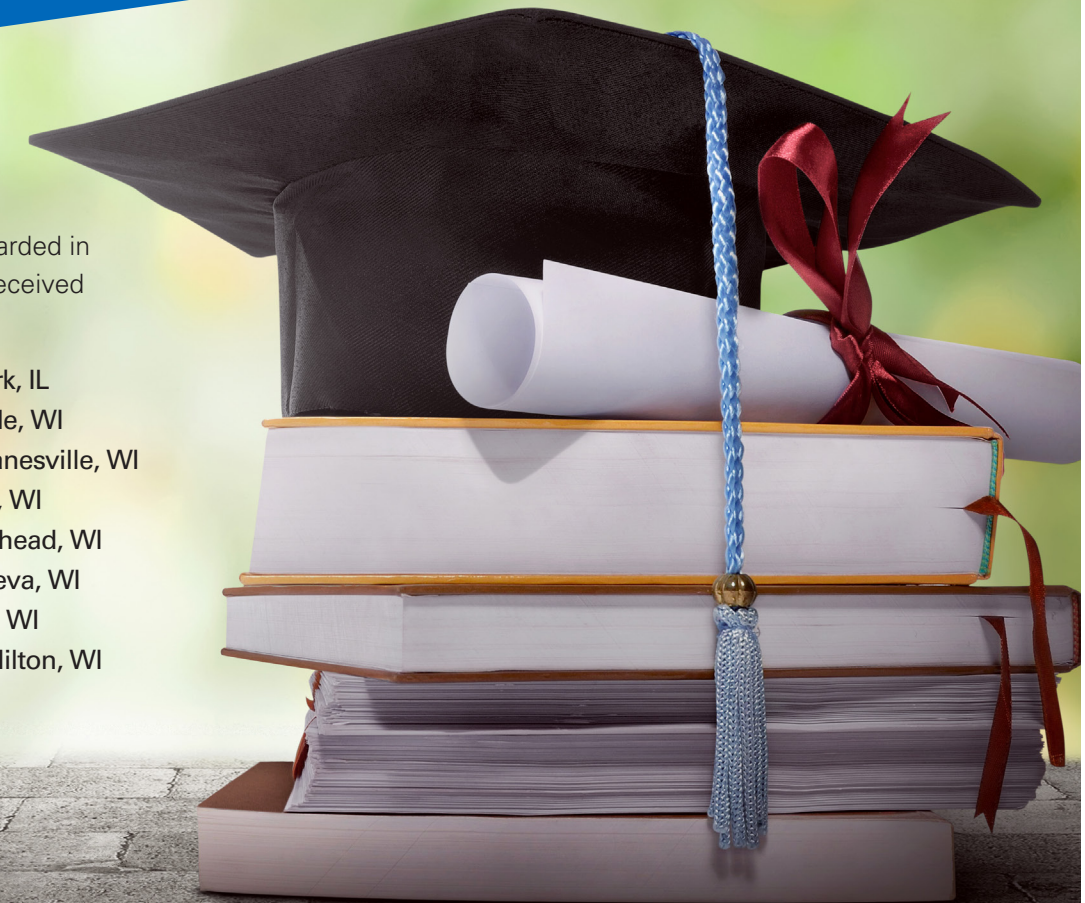


Left to right: Jill Ayres, Coral Nyquist, Sue Kumlien, Sherry Dux, Javon Bea, Nancy Verhoeven, Jan Molaska, President-Elect of the Partners of WHA, Jackie Halverson, Chairperson of the Best of Best Award, Judy Jaggard, and Barb Bortner.

Our Scholarship Recipients

Our 2017 scholarships were awarded in January 2018. These students received \$1,000 scholarships:

- Kathleen Foti**, Loves Park, IL
- Kristina Green**, Janesville, WI
- Viktorria Glissendorf**, Janesville, WI
- Hannah Hughes**, Milton, WI
- Jordan Naramore**, Brodhead, WI
- Emma Pezza**, Lake Geneva, WI
- Jane Toberman**, Milton, WI
- Catherine Vickerman**, Milton, WI



In early 2017, we awarded Rebecca Glass of Janesville, WI, a \$500 scholarship for her continuing adult education at Blackhawk Technical College. **Congratulations to all of our winners!**

2018 scholarship applications were sent to schools in Rock, Walworth and McHenry counties in early January and were due March 30, 2018. Our Scholarship Committee is busy making final decisions. We will award \$12,000 in scholarship opportunities in 2018. Thank you

to the Volunteer Board for increasing this amount to help more students.

In the past few years, we have made attempts to have a representative at each scholarship awards night. Last year, **Sue Kumlien** attended Mercyhealth Rockford's Scholarship Ceremony at the hospital. It gave her a great idea that we too should have one night to recognize these students in a special way. Details are in the works. Stay tuned for further news.

Our Meals On Wheels V Route Volunteers

The Meals On Wheels program began in Janesville in March of 1970. Lois Hickey was responsible for getting it started. She had heard of a program in Great Britain where meals were taken to shut-ins and she felt there was a need for this in Janesville.

The first meal was delivered at a cost of \$1.25 for the hot meal and 50 cents for a cold meal that was sent along for the evening meal. The menu was prime rib, mashed potatoes and gravy, asparagus and lemon cream tart. The cold meal was a chicken sandwich, molded cherry salad and an orange.

When Lois left Janesville, she did not want the program to end so she approached the Mercy Hospital Auxiliary (now the Mercyhealth Association of Volunteers) to take over. We feel our program is unique in that it is a non-profit volunteer service. We have an elected chairperson from the Association Board and a volunteer committee of men and women from the Janesville community. **Here, we honor six people from the Volunteer Route, V route.**



Gene and Edie Herbst

Gene and Edie Herbst started delivering meals on March 8, 2001. They began on V route and are still on the same route 17 years later. They deliver every Monday of the month. When Gene retired, he wanted to keep busy but not a regular job. Edie also did knitting for babies and giving newspapers to patients. Both Gene and Edie enjoy talking with the people to whom they deliver meals. They also did breakfast club at an elementary school. They have three children and eight grandchildren.



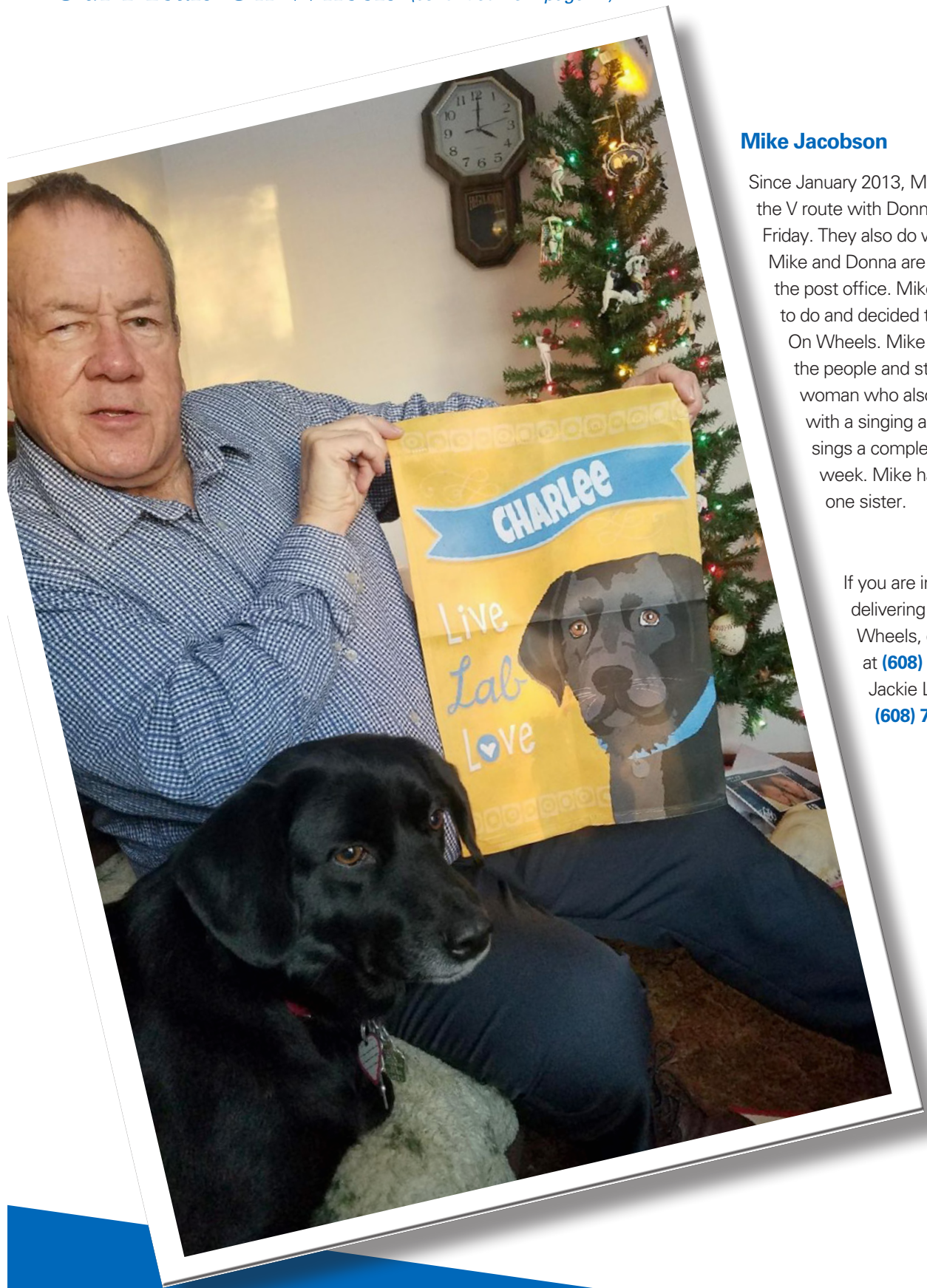
Roger and Lillian Punzel

Roger and Lillian Punzel started delivering meals on October 14, 2008. They began on V route and remain on the same route after nine years. They deliver every Wednesday of the month. When Roger retired from the post office, he wanted to do something with people and enjoyed talking with them. Roger and Lillian also would deliver meals with their grandchildren who learned valuable life lessons about serving other people. They have two children and four grandchildren, two of whom will be graduating from high school.



Donna Kelekovich

Donna started volunteering on May 1, 1998, on the weekends. Five years ago, she started delivering the V route on Fridays with Mike Jacobson. Mike and Donna also deliver weekend routes. Donna started delivering meals because of an 11-year-old girl she cared about. After Donna and the girl delivered the meals, they would go out and have lunch. Donna likes volunteering because it makes her feel good inside. She likes talking to the people and seeing the smiles on the people when their meals are delivered. Donna has a son who lives in Chicago.



Mike Jacobson

Since January 2013, Mike has been on the V route with Donna Kelekovich every Friday. They also do weekend routes. Mike and Donna are both retired from the post office. Mike wanted something to do and decided to help with Meals On Wheels. Mike likes to talk with the people and started singing to one woman who also answers him back with a singing answer. Mike now sings a complete song to her every week. Mike has two brothers and one sister.

If you are interested in delivering Meals On Wheels, call Jill Ayres at **(608) 756-6713** or Jackie Lee at **(608) 756-6739**.

Christmas Cookie Baskets

for Hospice Patients



On Tuesday, December 12, 2017, Mercyhealth volunteers helped bake and assemble cookie baskets for our hospice patients. We were able to assemble 35 baskets with over 900 assorted homemade cookies, candies, plus rice krispy, cereal, and pretzel treats! We also provided 16 dog treat bags and three cat treat bags as a part of our Pet Peace of Mind program.

Pam Casiday provided fresh-grown catnip toys in homemade bags. Our patients' kitties will have so much fun with them. Each toy smells so fresh. All of our patients and their furry family members greatly appreciated the tasty treats.

Thanks to **LaVaughn Buehl, Pam Casiday, Marti Everts, Pam Govert, Olive Hamilton, Mary Kettle, Terri Larimore, Judith Lawrence, Erika Penny, Carol Schultz** and **Chris Wackrow** for all of the baking and assembling of the cookie baskets. Thanks also to **Amy Bucholz, Carol Kennedy, Bev Pomeroy, and Katie Stumpf** from the Mercyhealth staff for baking treats as well. Special thanks to **Pam Casiday** for her excellent shopping skills and finding so many beautiful tins! Additional thanks to **Pam Govert** and **Ann Perry** for announcing this event to the Widows Coffee Support Group.



Assembly team (l-r): LaVaughn Buehl, Mary Kettle, Judith Lawrence, Carol Schultz, Olive Hamilton, Erika Shields, Marti Everts and Pam Casiday. **Not shown:** Terri Larimore, Chris Wackrow, Pam Govert, Ann Perry and Erika Penny

The cookie baskets are a way we can show families who are going through challenging times that they are cared for and that we are supporting them.

Volunteer opportunities at Mercyhealth Hospice

- Memory Pillow makers needed
- NEW Life Story Volunteer Group

Volunteers help record our patients' life stories as a gift to their families.

- NEW Grocery Team volunteer service

Please contact **Erika Shields** at (608) 756-8203 or eshields@mhemail.org for more information concerning any of these volunteer opportunities.

News from the
House of Mercy Homeless Center

From the desk of Tammie King-Johnson
 Manager, House of Mercy Homeless Center



Since joining the House of Mercy in mid-October 2017, I've had the opportunity to get to know our amazing team of volunteers. Each volunteer contributes to our success in our quest to provide a home-like environment for families struggling through very challenging times. It is simply a privilege to work alongside the most committed individuals that I've ever met. In 2017, we had 123 volunteers who assisted 228 individuals and provided 8,042 shelter nights.

Since we opened our doors in 1996, our volunteers have contributed 169,906 hours to serving homeless families. They give their selfless time, energy and resources. We simply could not do what we do without our volunteers. To each one of them we say thank you!

Volunteers share why they choose to be part of the House of Mercy Homeless Center

Chuck Adams: "It's important to give back to society. When I was working, I was able to give money but now that I'm retired, I give my time. There was a time in my life that I literally lived in a tent. Any one of us could end up homeless under the right circumstance."

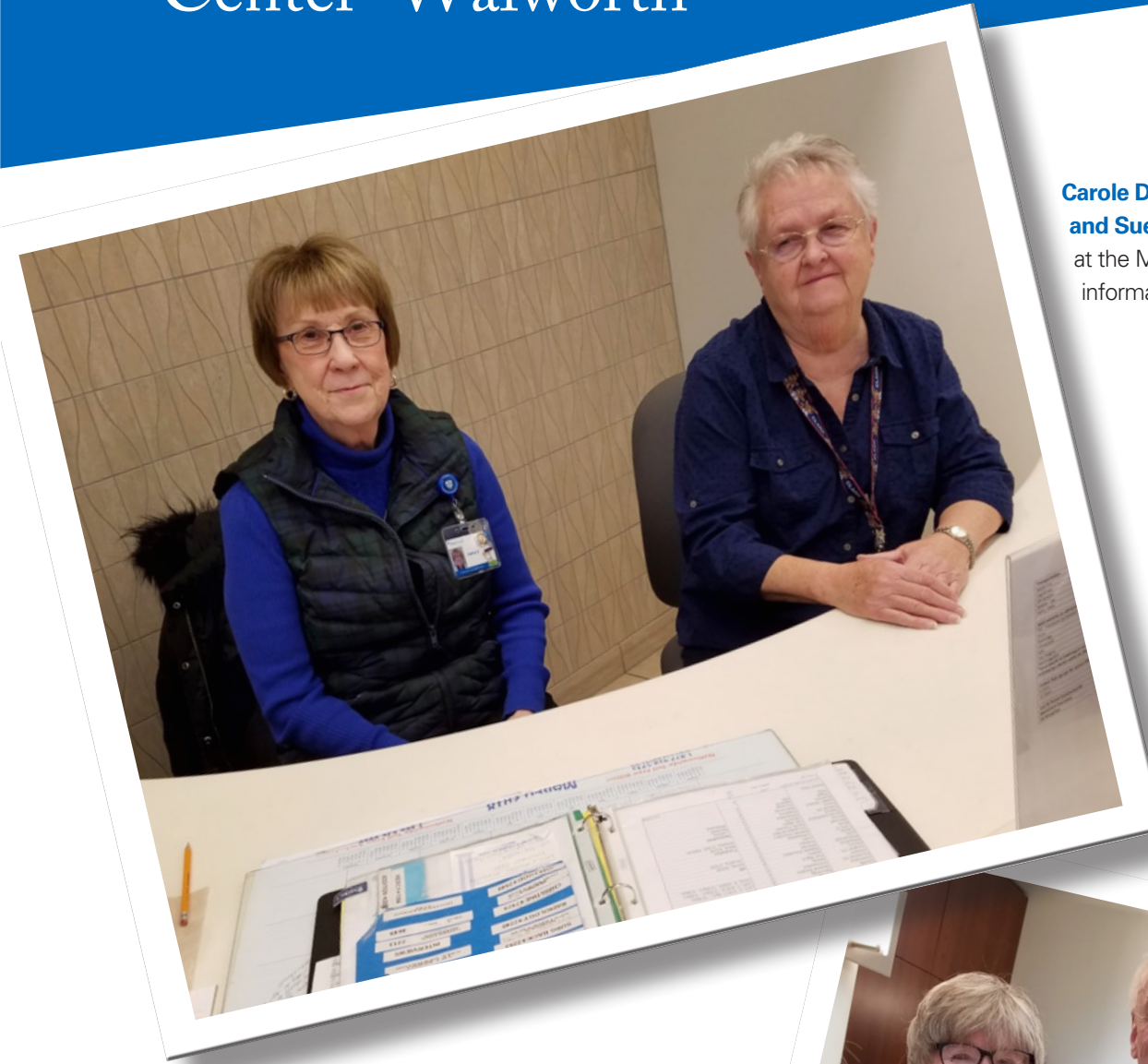
Shuning Li (Lisha): "When I was in China, I was concerned about the Chinese charity organizations and came to the United States to study. It was important for me to contribute to the society here because it offered me the opportunity to study in the US. It was important for me to know more about the American society."

Chuck has volunteered since June 2009. Shuning has volunteered since September 2017.

For more information about House of Mercy volunteer opportunities, call Brooke Anderson, Operations Coordinator, at (608) 754-0045.



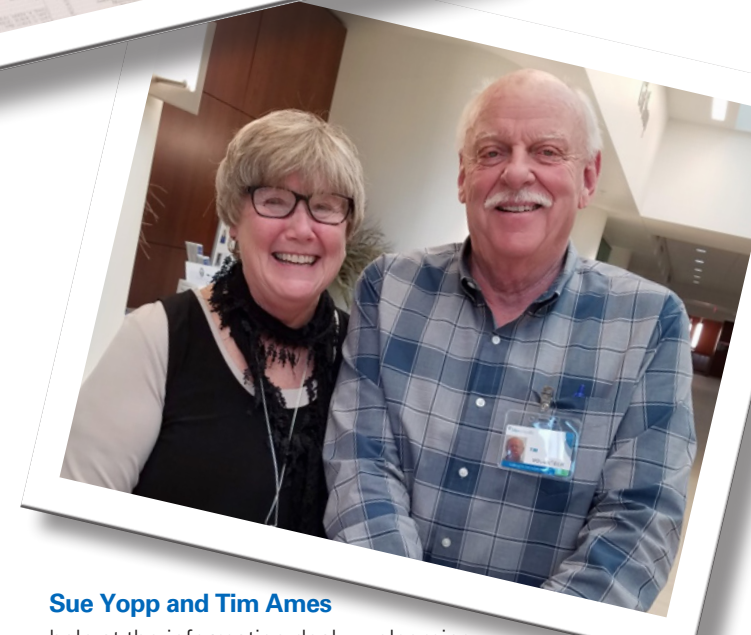
News from the
Mercyhealth Hospital and Medical Center—Walworth



Carole Disparti (left) and Sue Reisal
 at the Mercyhealth Walworth information desk

Mercyhealth Walworth has a small but dedicated group of volunteers. We were happy to add six new volunteers to our ranks this year. We now have 28 volunteers—both men and women—who staff our information desk and gift shop.

We had a successful 2017 in the gift shop. The Christmas season was especially busy and the shop looked great! Our big event during the holiday season is the Silent Auction. This year's donations included 20 items including baskets, wreaths, small decorated trees and a beautiful hand-painted snowman wall decoration made by volunteers and staff.



Sue Yopp and Tim Ames
 help at the information desk, welcoming clients and patients to Mercyhealth Walworth.

Mercyhealth Hospital and Medical Center–Walworth

(continued from page 21)

This year, our third annual event was held December 7 and 8—just in time for those looking for a unique Christmas gift. Bids were accepted on both days, and winners announced at the end of the day on the 8. We made a little over \$1,000. This is the first time we broke the thousand-dollar mark. Staff, patients and visitors enjoyed the silent auction. We hope to continue in 2018 with our 4th annual event.

The gift shop is busy all year, but sales seem to dip after the holidays, so we held Customer Appreciation Days on February 12-14. Valentine cookies and a chance for a discount or a special gift were offered to everyone who visited the gift shop during those days. Everyone liked the extras—especially the cookies! We bought 100 individually wrapped cookies and didn't have one left by the end of Valentine's Day. **Carol Gilhooley** even had to bring in the extra box she had ordered for home so that we wouldn't run out in the shop! (Broke her husband's heart!)

Our gift shop volunteers are anxiously awaiting two things—the return of our "snow birds" and the arrival of spring merchandise. We are expecting many lovely apparel and jewelry lines in the shop including Simply Noelle, Rebecca & Co., and Howard's. We also have a beautiful assortment of scarves that would go with any outfit. We have lots of trendy items for the home, too, including metal decorative items and succulents. Lovely! Our information desk is always busy helping patients and visitors. They not only direct and escort individuals to clinics and hospital rooms; they push wheelchairs, deliver flowers, and practice infection control by wiping down our wheelchairs with alcohol wipes and distributing masks during this especially high-volume flu season. **Carole Disparti**, one of our long-term volunteers, also says she's always learning something new at the information desk. Every day there's a different question!

We also help with serving lunches for our oncology patients six days a month. Volunteers prepare trays for the patients, offer pillows and blankets, and generally try to make chemotherapy visits comfortable for our oncology patients.



Phoebe Oshirak, is one of our new volunteers. She is a retired nurse and has retail experience, so she fits right in at Mercyhealth Walworth.

Finally, our book cart is a favorite of all who come to Mercyhealth Walworth. Donated books are offered to anyone interested in one. Some folks leave a small donation and others bring one, take one!



Newsletter writers needed

Do you think of yourself as a good writer? Do you just enjoy reading, or do you also enjoy writing articles? Do you love volunteering? If you answered yes, please call **Jill Ayres** at (608) 756-6713, or **Jackie Lee** at (608) 756-6739. We are looking for enthusiastic volunteers to help with future newsletters.

Volunteers needed:

Volunteers are needed in many areas of our hospitals and other areas. **Please call Jill Ayres at (608) 756-6713 or Jackie Lee at (608) 756-6739.**

Check out Facebook page also: <https://www.facebook.com/groups/MercyhealthVolunteersSouthernWI/>

We have volunteer opportunities in these areas

Gift Shop	Meals On Wheels	House of Mercy Homeless Center
Castaways Thrift Shop	Reception (front desk)	Escorting patients/visitors
SOS	Sewing, crafts, knitting	Cookie sales
Hospice	Pet Peace of Mind	Coffee cart
Safe Connect	Healing Tones	Newsletter
Oncology	Love Light Tree	Holiday Market
Health fairs and health screening		