

Volunteer Update

A publication for Partners and Volunteers



The end of another challenging year – HIP, HIP HOORAY! While we continue to face unexpected changes our appreciation for you, our amazing volunteers is at an all-time high.

You play such an important role not only in the patient care being provided but in supporting our staff, who continue to put forth their best effort as they deal with the highest patient volumes they have ever seen in their careers.

While your time spent these days providing service may seem different, either at the patient ambassador desk, health center greeter desk, in the cancer center, the volunteer workroom, the Well Wisher gift shop, at recent fundraisers or wherever you have been kind enough to give of your time, please know it is greatly appreciated by our staff and leaders. You may not feel as busy since our outpatient procedures and family/visitor policies continue to be limited, but *please know* staff see you, they feel your presence and appreciate you just being here. You are providing a sense of normalcy which we all seem to be seeking at this time.

Looking back, we have many successes to celebrate. Our Well Wisher Gift Shop has been able to maintain regular hours which means more sales and is yet another way volunteers are supporting staff. The end of the year saw a number of special fundraisers that were successful even when staff are at their busiest. In addition to all of this, the Love Light committee had a record-breaking holiday tree lighting program for the community. Even though we were unable to be in person, just over \$8,100 was raised from the purchase of memorial and tribute lights, the highest amount raised ever! If you didn't get a chance, check out the virtual Love Lights to see the beautiful tree and hear from the honorary tree lighters this year, one our very own volunteers, Megan Olafsson!

With the close of 2021, as a reminder we have waived the 15 hours of service requirement given this past year. I want to thank you for all of your patience and diligence in submitting your flu and Covid vaccination verification as well as the additional educational modules that were needed. Our volunteers were the first to be compliant with all of these requirements for the health system which is even more proof of how much YOU ALL ROCK!

We look forward to continuing to work with all of you and our hope for this new year is that it is filled with nothing but AMAZING days ahead!

Ann Johnson

Volunteer Services Director
Froedtert West Bend Hospital



New Volunteer Services Staff Member

Welcome Kayla!

For those who have not had the opportunity yet to meet the new Administrative Assistant for Volunteer Services, please help welcome Kayla Weninger to the volunteer team when you do see her!



Kayla comes to us from Kohls Corporate where she worked in the Centralized Staffing Department working closely with staff and customers. She is a graduate of UW Oshkosh with a Bachelor's Degree in Human Services Leadership. Kayla's experience includes working in the Volunteer Services department with Aurora Medical Center in Oshkosh while in college which forged a passion in her to continue down this path in human services. Helping others is what led her to Froedtert West Bend Hospital. Kayla brings great energy to her role and looks forward to working with you all.

Inclement Weather Policy

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

Thank you!!!!



ENCHANTMENT IN THE PARK

THANK YOU to all the
awesome volunteers that
helped at Santa's Workshop
at Enchantment in the Park.

**From Santa and Mrs. Claus
to all the elves
THANK YOU!!!
Another successful season!!**

**If anyone is interested in
learning about the Head Elf
position that is still
available, please contact
Kayla Weninger.**

*(All volunteers hours have been
calculated and will be entered into
Volgistics for you.)*

**Thank
you!**



January:

Debbie Wolf	Jan. 1
Cindy Simon	Jan. 5
Rexanne Prom	Jan. 15
Carrie Kuehl	Jan. 18
Rick Taetsch	Jan. 19
Doris Rosenthal	Jan. 20

February:

Kathryn Engelbrecht	Feb. 2
Patricia Stifter	Feb. 13
Michael Bloedern	Feb. 14
Susan Mixdorf	Feb. 22
Kayla Samann	Feb. 22



Volunteer Shifts Available

January 25th - Cookie Sale

February 8th - Cookie Sale

February 9th - PRN Scrub/Shoe Sale

February 29th - Cookie Sale



Mark your Calendar

WHA Advocacy Day - March 23

Volunteer Appreciation Week - April 24-30

Southeast District Meeting - TBD



Joint Commission Window Now Open

Hospitals are regularly reviewed by the Joint Commission, on behalf of the Centers for Medicare and Medicaid Services (as well as other insurance carriers), to ensure they meet a minimum set of standards for funding and reimbursements. Surveyors show up unannounced so it's important we are prepared at all times. Froedtert West Bend Hospital's survey window is now until April 27. It's important to review your volunteer handbook and know where to find emergency procedures booklet in your volunteer area (red).

At-Home Hours

A reminder to make sure to submit any hours not counted in Volgistics to Kayla by 1/31/22.

If interested in helping, or questions about any of the dates please contact Kayla Weninger at 262-836-8075 or kayla.weninger@froedtert.com.

THANK YOU!!!!

Health Education Update:



INFLUENZA

Influenza, commonly called the “Flu, is caused by viruses that infect the respiratory tract. Compared with most other respiratory illnesses, such as the common cold, the flu causes a more serious illness.

Typical flu symptoms include fever (100 – 103 degrees F in adults and often higher in children) and respiratory symptoms such as cough, sore throat, runny or stuffy nose, headache, muscle aches, and often extreme fatigue. Although nausea, and diarrhea can sometimes accompany the flu, especially in children, gastrointestinal symptoms are rare. The term “stomach flu” isn’t a flu at all, but is caused by other viruses.

Most people who get the flu recover in 1 – 2 weeks, but some develop serious medical complications, such as Pneumonia.

Flu viruses are divided into 3 types, designated as A, B, and C. Influenza A and B are responsible for epidemics that occur almost every winter and are often associated with increased rates of hospitalization and death. Influenza C infections usually cause either a very mild respiratory illness or no symptoms at all. Efforts to control impact of the flu are aimed at Types A and B.

Flu viruses continually change over time and this changing enables them to evade the immune system, so that people are susceptible to the flu throughout life. A person infected with a flu virus develops antibodies against that virus; as the virus changes, the “older” antibodies no longer recognize the “newer” virus, and the person gets sick. The “older” antibodies can, however, provide partial protection against “newer” viruses.

Another change – called antigenic shift – occurs only occasionally. When it does occur, large numbers of people have no antibody protection against the virus. This may result in a worldwide epidemic, called a pandemic. In the last century there were 3 pandemics, each resulting in large numbers of deaths.

1918 – 1919 “Spanish Flu”: A – approximately 500,000 deaths in the US; 20 million worldwide

1957 – 1958 “Asian Flu” A - 70,000 deaths in the US

1968 – 1969 “Hong Kong Flu” A 34,000 deaths in the US

The viruses enter the body through mucus membranes of your nose, eyes or mouth. Every time you touch your hand to one of these areas you are possibly infecting yourself with a virus. Wash hands often!

Joanne Shirkey
Community Health Education Lead

Snapshots from 2021!



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