



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*

September 2018

ALL VOLUNTEERS ARE INVITED
to a

Volunteer Social

Saturday, September 29, 2018

1 - 3 p.m.

Monsignor Klimek Community Auditorium
HSHS Sacred Heart Hospital

ACTIVITIES MUSIC.....
SOCIAL TIME SNACKS
..... BEVERAGES

BRING A FRIEND, SPOUSE,
NEIGHBOR!

Mark your calendar for Saturday,
September 29!

HOPE TO SEE YOU THERE!

VOLUNTEER PARTNERS



Dear Volunteer Partners,

Thank you so much for your time and dedication within our Hospital. Your efforts do not go unnoticed – your smiles and warm demeanor with patients and families, many times, is the first contact they have in our hospital.

I want to mention a specific situation where a volunteer went above and beyond to make sure a patient received care and compassion.

A few weeks ago, a Spanish-speaking woman came to our hospital. Previously, she had been communicating with our Marketing department through Facebook, and with the help of Prevea, had set up an appointment that happened to be in a different building. Thankfully, the volunteer at the Information Desk used her knowledge of the Spanish language to guide the woman to the correct building.

That volunteer's willingness to help in a tough situation is truly in line with our mission of helping all people. That's just one story. I know there are a hundred more.

I do realize that in order for you to continue to do an excellent job, you must receive updated information about our Hospital. Every month I provide a state-of-the-state called HSHS WWD Updates for colleagues, volunteers and providers. However, if you missed the most recent address, here are a few takeaways.

- The patient has the right to go to any hospital they wish for care. I've heard that some patients are asking if they have to go to a specific hospital for care. The answer is no. Regardless of what any doctor or provider says, patients get to choose which hospital they would like for care.
- Prevea and Oakleaf have new doctors being signed each month. If patients are looking for a certain type of physician, be sure to point them to Prevea Health and Oakleaf.

And, as always, if you have any questions, please do not hesitate to ask me or any director or administrator for more information. You may get questions as you interact with patients and families, so we want you to be as informed as possible. We're focused on the great care and compassion we provide to patients. You play an important role. Thank you for your hard work to keep Sacred Heart the hospital of choice for those in the Chippewa Valley.

"I will give thanks to you, LORD, with all my heart; I will tell of all your wonderful deeds."

Psalm 9:1

Sincerely,

Andy J. Bagnall
President and CEO, HSHS Sacred Heart Hospital



A note from your President



Hello and welcome to our Fall Volunteer Partners Newsletter.

My name is Bill McCullough, and I am pleased to serve as a volunteer in the Regional Cancer Center at HSHS Sacred Heart Hospital. For the coming year I will serve as President of our Volunteer Partners. We welcome our continuing board members and their willingness to continue their work and welcome Mark Richter as our new board member.

While each of us has come to this wonderful caring healthcare institution for various reasons, I feel the recent Winter 2018 edition of “Inspiring Health” says it best in describing, “This Is Why We Serve.” “The ties that bind us to one another and to this place are stronger because we believe in certain things. Every life is a gift. Every person is a unity of body, mind, and spirit and we each offer compassion and give special attention to those who are in the greatest need. For us, healing, mission, caring, and compassion are intertwined.” This is why we serve.

To be a volunteer is to possess and share an emotional connection to the organization and its cause. Volunteering is the ultimate exercise of democracy! We all vote at least annually, but when you volunteer, you vote every volunteer day about the kind of community in which you choose to live. Your Volunteer Board of Directors and the entire staff at Sacred Heart fully appreciate the volunteer hours contributed in providing a variety of services throughout the Hospital.

This year we encourage each of our dedicated volunteers to actively participate in, “Each One Reach One,” an effort of importance for us all to visit with a friend or neighbor and ask them to become a volunteer at Sacred Heart Hospital.

While many of our volunteers complete their “hours” within the walls of the hospital, a significant number work from their homes, working as “Handcrafters.” The work of this dedicated group contributes significantly to the mission of Sacred Heart. Thank You!

We have a number of activities planned for the year to include the following:

- Partners of West Central Wisconsin District Meeting to be held, September 11, 2018, at Sacred Heart Hospital.
- Upcoming Fall Social Event for Volunteer Partners
- Fund Raising Events: Love Lights, Pizza Ranch; Classic Music, Linen Sale, Book Sale

As the year moves along, please feel free to contact me or any of our board members with questions or suggestions you might have to further enhance the value of our Volunteer Partners.

Please refer to the newsletter section listing our new Board of Directors.

Thank you to all our wonderfully caring volunteers.

Bill McCullough, President

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Remember – It’s not how many hours you put in – it’s what you put into the hours!

VOLUNTEER PARTNERS



Directly speaking...

Life is truly precious and I am so thankful every day for the multiple blessings I enjoy. I've had a great deal of time to reflect and ponder this since my 93-year-old aunt's fall this past May. How quickly daily living can change! What is important – things or people? To me it would be people first and then some “things” that have sentimental value as well as some family heirlooms passed down. To my aunt who lost her independence and home, it was the many treasured possessions she had saved over the years as well as her ability to choose her daily path.

What is value-driven in your lives? I believe at Sacred Heart, when volunteering, it is important to:

- Be present
- Be aware of how we impact others
- Be respectful
- Be able to problem solve when needed
- Be a leader
- Be a follower
- Be helpful
- Be a good listener
- Be generous of heart and spirit
- Be kind
- Be considerate
- Be friendly
- Be all that you can be every time, every day
- Be happy – SMILE!

I'll bet many of the listed items could correlate and mirror one's daily lives as well. It does in mine. May the end of summer and beginning of fall offer a time to reflect on all that brings inner warmth to your mind and heart.

For where your treasure is, there will your heart be also. Luke 12:34

May God Bless,

Mary Pengra, WWD Director
Volunteer & Community Services

COMMUNITY PROJECTS

Volunteers are encouraged to contribute to the Annual Coat Drive for local families in need of warm clothing for the winter months. Collections will be from September 1st - 30th. Volunteers are also needed for Distribution Day on Saturday, October 6, from 9 a.m. - 3 p.m.

The Annual Food Drive will take place from October 6 - November 19, 2018. Monetary gifts are also appreciated as every dollar purchases \$10 worth of food. Proceeds are given to the St. Francis Food Pantry.

Drop off bins for both projects will be located in the main lobby and colleague/physician entrances.



Gift Shop News



I recently had a friend do something extremely kind to me. It seemed out of the blue to me but she said it was in appreciation for something I had done for her. I thanked her but it made me think of how a seemingly simple gesture on my part can mean so much to another person. Saying a kind word, a smile or buying a co-worker candy – all of which happen on a daily basis in the Gift Shop – can make the day better for another human being. You never know what struggles someone is fighting internally, and showing kindness can go a long way. There are so many considerate people in this Hospital, and the Gift Shop seems to be a nice place to gather and hear stories of people doing caring things for each other. So many caramels are given out as a thank you. Boxes of candy purchased for the great care a family member received while in the Hospital. A bracelet for a colleague who is having a tough day. The same goes for M&Ms, flowers and pocket tokens.

I see shining examples that restore my faith everyday. Are you one of the lucky ones on the receiving end of this heartfelt reminder of humanity? Or are you the kind soul who helps make someone's day brighter? The Gift Shop has all sorts of inexpensive items to help you say "thank you" or "I appreciate you" so the day and all of our struggles are easier to deal with. It's never the price but simply the act of generosity that shows another person you see them in a positive light. Sacred Heart Hospital is a great place to work, and the whole world is nicer to live in when we are considerate to those around us. Do something amazing for someone today.

Jen Stuber, Gift Shop Coordinator

Board Updates



A TIME TO REMEMBER

Our sympathy and prayers to the following volunteers on the loss of a family member: Jaci Fuller and Judy St. Arnault

Our sympathy and prayers to Sandy Grundman on the loss of her pet therapy companion Ginger.

Upcoming Events

PARTNERS OF WHA DISTRICT MEETING

The Volunteer Partners of HSHS Sacred Heart Hospital will host the fall West Central District meeting of the Partners of WHA on Tuesday, September 11, 2018 in the Msgr. Klimek Auditorium. Toni Simonson, PhD, FACHE, Executive Director of Behavioral Health, will be the main speaker, regarding mental health. The business meeting will be held, and the "Hearts of Joy" Hospital choir will entertain the group with their talented voices.

Jaci Fuller, Chair
West Central District of Partners of WHA



PAWS FOR A CAUSE

The Volunteer Partners again will sponsor the Paws for a Cause Program this fall. All donations will benefit Chippewa, Dunn and Eau Claire counties' food pantries to purchase pet food for people who cannot afford food for their pet. For a \$5 donation, one light will be added to a special tree for a pet that has

made a difference in someone's life. It is a time to remember our furry family members. The recognition program will take place on a date to be announced later. Stay tuned for more information as to when forms will be available and the date of the recognition program.

VOLUNTEER PARTNERS

PUBLIC POLICY AND EDUCATION

According to a Wisconsin Hospital Association (WHA) news report released on March 8, 2018, Wisconsin's hospitals have been ranked among the best in the country for safe and satisfying health care. In 2017, Wisconsin received the #1 ranking by the Agency for Healthcare Research and Quality. Also in 2017, Wisconsin's critical access hospitals were ranked #1 in their peer group by the Health Resources and Services Administration for quality reporting and levels of improvement.

To achieve this status, the hospitals have reduced their levels of infections, and improved patient satisfaction. Since patients are better informed concerning their health care, they are actively engaged, communicating with their health care providers and participating in discharge instructions.

Quoting WHA's Chief Quality Officer Beth Dibbert, "The delivery of effective, high-quality patient care creates healthy communities where people want to live and work. There is always more work to do, and knowing that our hospitals have a positive effect on people's lives gives us the encouragement to do even better."

Sharon Schug, Public Policy Education Chair

HEALTH EDUCATION

Sacred Heart Hospital volunteers are valuable people.

They provide valuable services and resources that the Hospital would normally not be able to provide.

Have you ever felt bad about yourself or how you live? Humans tend to get down on themselves, wish they had what others have and often struggle to love themselves. We are always looking at ways to make things better in our lives. What if we could satisfy some of these needs by doing one thing – serving others?

Volunteering provides a sense of commitment knowing that you are using your energy to help someone or something else. It takes the focus off you. Our own lives have a way of becoming more pleasant. We begin to feel more peace and tranquility. We have less time to mull over our problems/issues because we are spending our time serving others. We are also learning from each other.

Serving others through our volunteer work is essential to our happiness and our success to continue to grow as individuals.

Carol Gassert, Community Health Education Chair

TAG (TUITION ASSISTANCE PROGRAM)

The Volunteer Partners are happy to announce that again next year we will be awarding \$1,000 Tuition Assistance Grants to five Sacred Heart Hospital colleagues or volunteers. The purpose of the TAG program is to give financial support to colleagues and volunteers who are furthering their education so that they may further carry out the Hospital's mission of providing high-quality Franciscan healthcare. The determination of the financial need of each of the candidates, along with their interviews, is of special importance in selecting the recipients of the grants.

This year, for the first time, we awarded one of the grants to a Hospital volunteer. It was only last year that Volunteers first became eligible for this award. If you are a volunteer or a colleague at the Hospital who will be taking courses in 2019 toward a degree in the healthcare field, and meet the other eligibility requirements, we strongly encourage you to apply for one of these grants.

The program will be announced officially in early December in an email to colleagues and volunteers, and in the Hospital's publication, The News Letter. Application forms and further information about the grants will be available at that time. The deadline for submitting the applications will be January 31, 2019.

If you would like more information, please contact Mary Pengra, WWD Division Director-Volunteer Services.

Steve Werner, TAG Committee Chair

VOLUNTEER PARTNERS

BOARD OF DIRECTORS MEETING DATES

September 24, 2018
October 22, 2018
November 26, 2018
December – No meeting
January 28, 2019
February 25, 2019
March 25, 2019
April 22, 2019
May 28, 2019
June 24, 2019
July – No meeting



All volunteers are invited to attend the meetings from 10:15 a.m. – 11:30 a.m. Hospital updates, Gift Shop news and committee reports are given each month during this time. Plan to attend!

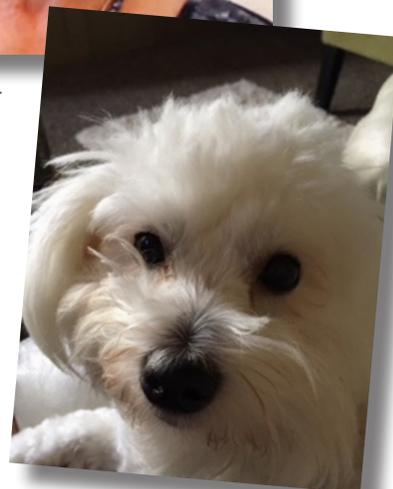
WHY I VOLUNTEER

A few years ago, my husband David was a patient at HSHS Sacred Heart Hospital in the Regional Cancer Center. As David's caregiver, I accompanied him to every checkup and treatment session. We loved all the wonderful folks in the Cancer Center. They were so caring and wonderfully supportive to both of us.

As David's cancer worsened, my conversations with God intensified, I never blamed God. Rather, I depended on Him to comfort and nurture me during this time. He spoke to my heart and gave me a clear vision of what I was to do after Dave was gone...I was to return to the Cancer Center and help others who were facing the challenges that our family experienced. What? Did I hear Him correctly? Oh, yes, He was absolutely clear. So, I retired from my job and began my journey as a volunteer here. In talking with patients and their caregivers, I found that I was healing too! I discovered my voice and my strength. Less than a year later, I brought my puppy Petey to the hospital and we have been a therapy dog team since. What an absolute joy he is!! The staff and patients love Petey and look forward to his visits.

I was then given yet another blessing. I was asked to take over the basic tasks of the Look Good Feel Better program offered to female cancer patients. Oh my goodness!! What a joy! So, all in all, I can honestly say, I have received way more than I have given. Thank you so much, from Petey and I, for allowing us to share our time and love to the staff and patients, I pray we can do it for many more years.

Lynnda Peterson, Volunteer



ARTICLES WANTED

The above article was submitted for the Volunteer Partners Newsletter. If anyone has their story to share please submit it to me for possible publication in the Volunteer Partners Newsletter. We would like to hear from you! Thank you, Lynnda, for sharing your story.

Jaci Fuller
Jaci.Fuller@hshs.org

Past Events

ADVANCE DIRECTIVES SEMINAR

An Advance Directives Seminar, hosted by the Volunteer Partners of HSHS Sacred Heart Hospital, was held on June 4, 2018 in the Community Auditorium. Moria Kneer was the featured speaker and explained the form to the attendees. She did a great job of educating the audience on all aspects of the Advance Directives. Those in attendance then had the opportunity to complete the form and volunteers from the Board of Directors acted as witnesses when people signed their forms. Refreshments were served prior to the program. Seventeen people attended, with several people taking copies home to family members.

Our goal is to reach as many people as possible to educate them on the value of having Advanced Directives forms completed before they are actually needed.

Judy Peak, Chair



FLU VACCINATIONS ON THE HORIZON
Starting the second week in October, Sacred Heart Hospital will implement their flu vaccination clinic. Please watch for specific dates and times. If you typically get your flu shot elsewhere, you will need to bring in a copy for verification purposes. For those who have a medical or religion declination of the flu vaccination, a copy from your doctor or religious leader is required to place on file.

THREE THINGS IN LIFE

Three things in life that, once gone, never come back:

1) time 2) words 3) opportunity

Three things in life that can destroy a person:

1) anger 2) pride 3) unforgiveness

Three things in life that you should never lose:

1) hope 2) peace 3) honesty

Three things in life that are most valuable:

1) love 2) family & friends 3) kindness

Three things in life that are never certain:

1) fortune 2) success 3) dreams

Three things in life that make a person:

1) commitment 2) sincerity 3) hard work

VOLUNTEER PARTNERS

For Your Information

VOLUNTEER PARTNERS BOARD OF DIRECTORS

Bill McCullough, President
715-832-7053 (home)
Webirish5all@gmail.com

Sandy Gobler, Past President
715-491-5486 (cell)
goblers@gmail.com

Sharon Schug, Board Member
715-225-0106 (cell) 715-875-4254 (home)
gsschug@wwt.net

Steve Werner, President-Elect
715-832-4705 (home)
werner@alumni.nd.edu

Kathleen Diaz, Board Member
715-456-7748
ktdiaz@hotmail.com

Judy Peak, Board Member
715-210-6337 (cell)
nursegoodbody@ymail.com

Sharon Thobaben, Secretary
715-456-9742 (cell) 715-839-7847 (home)
Sharonth48@gmail.com

Carol Gassert, Board Member
715-308-2905 (cell) 715-235-6745 (home)
cegassert@gmail.com

Mark Richter, Board Member
715-497-6441 (cell) 715-514-4702 (home)
msrichter61@gmail.com

Mary Ryberg, Treasurer
715-577-1177 (cell) 715-834-9000 (home)
Dryberg9000@charter.net

Kathy Herfel, Board Member
715-577-1883 (cell)
kathy.herfel@gmail.com

ROVING REPORTER

The following volunteers were asked what their favorite duty is and what they like best about volunteering at Sacred Heart Hospital?

Mark: I enjoy telling jokes to others to see them smile and laugh. I like being useful and I have volunteered at Sacred Heart Hospital for 16 years.

Yvonne: I enjoy giving back to the Hospital and I like helping people. I have volunteered for about two years in the Gift Shop. However, I had volunteered previously at the Hospital. The staff and people I work for are wonderful!

Bill: I enjoy the interaction with people coming to the Gift Shop – visitors and colleagues of the Hospital. I also volunteered here 14 years ago. I also enjoy helping people.

Tom: I started volunteering 16 years ago after I retired to give me something to do. A family member had been a patient here so I thought I it would be a good place to volunteer. Volunteering gives me something to do and gets me out and about!

Dan: My wife has been a volunteer at Sacred Heart Hospital and we are also involved in the Hearts of Joy choir. I have only volunteered for 4 weeks but enjoy it!

HAPPY BIRTHDAY

SEPTEMBER

Carmelita Hogan 09/06
Judy St. Arnault 09/06
Charlotte Hanson 09/07
Mark Hediger 09/07
Keith Jorgensen 09/08
Deb Webb 09/09
Ruth Crouse 09/11
Deb Stanke 09/14
Phyllis Pecor 09/18
Roxie Miescke 09/19
Tom Zimbauer 09/22
Marie Vandenbark 09/22
Sandy Hart 09/23
Janie Julson 09/23
Margaret Racanelli 09/27
Sharon Thobaben 09/28
Ana Thormann 09/28
Steve Lange 09/29
Sally LaRose 09/30

OCTOBER

Megan Larson 10/03
Lynnda Peterson 10/10
Dennis Lackey 10/11
John Snyder 10/13
Ceil Marshall 10/15
Judy LaFave 10/16
Bill Youngblood 10/17
Shirley Olson 10/17
Deb Ridenour 10/18
Sandy Gobler 10/21
John Mieske 10/24
Linda Polinske 10/25
Paul Vanderheiden 10/25
Mary Ann Bowman 10/29
Don Winrich 10/30
Theresa Blaskowski 10/31

NOVEMBER

Sandra Stanton 11/01
Matthew Kim 11/05
Sharron Green 11/09
Marne Milanowski 11/11
Judy Ciske 11/12
Jennifer von Klein 11/12
Kitty Pille 11/15
Chuck Rumpel 11/17
Padmi Khatri 11/17
Donna Hoffmann 11/18
Alicia Day 11/20
Cathy Vanderheiden 11/21
Paul Glittenberg 11/22
Marianne McElory 11/26

DECEMBER

Diane Parr 12/05
Kathy Fandel 12/07
Sophia Grupe 12/08
Joyce Playter 12/09
Bob Green 12/12
Jennifer Lashley 12/14
Carole Klinke 12/16
Lee Anna Rasar 12/16
Margaret Berg 12/19
Devon Hucek 12/20
Emily Onken 12/21
Carol Lange-Gassert 12/22
Sarah Annen-Stephan 12/28
Pat King 12/29
Luanne Foiles 12/30
Mary Sanford 12/30

To all a birthday wish for a beautiful day and a year of happiness!

*Because of all that you do
And all that you are,
You deserve a special
Birthday Blessing from afar.*

*As a volunteer you do so much
for others, so celebrate on your day
Enjoy yourself and do
Have a Wonderful Birthday!*



VOLUNTEER PARTNERS

New Volunteers Welcome

Welcome to the volunteers who have joined the Volunteer Partners Program at Sacred Heart Hospital since January 1, 2018. You are providing a valuable service to the patients, their families and hospital staff while being a critical part of the hospital's healing mission as you give your time and talents. Thank you for your service!

ADULTS

Dan Kneer
Linda Polinski
Padmi Khatri
Patricia Desjardin
Sandy Cochran
Sara Hansen
Steve Lange
Sue Donahue
Sue Norgaard

COLLEGE

Therese Milanowski
Ana Thormann
Micah Wildes

HIGH SCHOOL

Numair Javaid
Marne Milanowski
Carolyn Shult
Rachel Szeplieniec

PET THERAPY

Linda DesForge & Gidget



DATES TO REMEMBER

Date	Event	Location
October 6, 2018	Annual Coat Drive	King's Closet/Redeeming Grace Church
Oct. 6 – Nov. 19, 2018	Annual Food Drive	(proceeds given to St. Francis Food Pantry)
October 26, 2018	Linen Sale (one day)	Bishop/Treacy Hall
December 2, 2018	Love-Light Ceremony	Fr. Christopher Chapel
December 6-7, 2018	\$6 Jewelry/Gift Sale	Rotunda (Holiday Refreshments served)
December 17, 2018	Book Sale	Bishop/Treacy Hall

FUNDRAISING EVENTS

The Volunteer Partners will be hosting a number of fundraising events this fall listed under Dates to Remember. We encourage volunteers, colleagues and visitors to participate in these important events. All proceeds benefit the Hospital in order to better serve the community.

Watch for the Love-Light donation forms which will be sent in mid-October. This is a large fundraising project to memorialize and honor loved ones, living and deceased and all profits are given to the Healing Place which provides free grief and life transitions support to anyone in the Chippewa Valley and service areas of HSHS Sacred Heart Hospital.

Spotlight on Volunteers

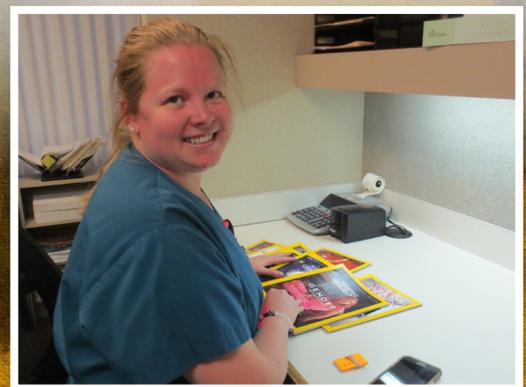
OPERATION SCHOOL BACKPACKS AND SUPPLIES

Volunteer Services sent out an e-mail plea to volunteers and colleagues regarding a need in the community schools for backpacks, school supplies, tennis shoes and other necessities for local schools to distribute to needy and homeless children enrolled in their schools.

Boy, did the volunteers and colleagues come through! The Volunteer Services office was filled with backpacks and supplies. The backpacks were then filled with the supplies for the appropriate grade and stored until delivery. There were piles of tennis shoes – all sizes, colors and styles – plus undergarments and other items. The office volunteers worked diligently on the project, labeling each backpack for the grade intended.

The following items were donated for an estimated donation value of \$7,500: 136 backpacks, 77 pairs of tennis shoes, 595 pairs of boys and girls socks, 454 pairs of boys and girls underwear, 164 boxes of kleenex, 11 bottles of hand sanitizer, 91 boxes of clear Ziploc bags and miscellaneous additional school supplies

On Thursday, August 16th, a group of volunteers loaded up their vehicles to deliver the backpacks, clothing and tennis shoes to the schools. What a great effort on the part of the colleagues and all the volunteers who donated. A special thank you to office volunteers, Sandy Hart and Kayla Pocernich, for all of their work and dedication!



Kayla Pocernich



Sandy Hart