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## From the Manager

As we close out our 125th year of Mercy Medical Center in Oshkosh, I would like to thank you for blessing Mercy with your presence this past year as a valued volunteer. Mercy Volunteers, over five hundred strong, are making a difference in the lives of our patients, visitors, staff and fellow volunteers every day of the week.

Over the past two years Mercy Medical Center, as a part of Ascension, has been coming together as a national ministry focusing on developing regional clinically integrated systems of care to best serve our patients, physicians and caregivers. The strength of our Mission will always be rooted in our identity and heritage as a Catholic ministry as the Sisters who started Mercy Medical Center one hundred and twenty-five years ago envisioned.

You will be hearing more about Ascension and our part in Ascension Wisconsin as we move forward in our commitment to deliver compassionate personalized care embracing all. Our desire to carry on the public healing ministry of Jesus remains the same. We will continue to draw from the many gifts of our local health ministries which include the time and talents of our volunteers.

We are already busy planning a recognition event to be held on April 27, 2017, to thank you for the kindness you give. Cheers to the next 125 years and beyond as your local community hospital and favorite place to volunteer!



Amy Brownson, Manager  
Volunteer Services  
[Amy.Brownson@Ascension.org](mailto:Amy.Brownson@Ascension.org)

## Volunteer Spotlight - Shari Carlson

Shari Carlson has been a volunteer at Mercy Medical Center for over nine years. She has held positions in several areas, but mostly spends her time at the Oakwood Reception Desk and in creating the bulletin board displays by the volunteer services office. Shari had never designed a bulletin board previously but she has a strong artistic background which helps her complete the task that she finds to be very rewarding. Specifically, Sharon has worked with stained glass, painting, silver jewelry, copper plate etching and many other mediums. Currently, she enjoys working with clay and has done so for the past three years.



Shari at the Oakwood desk



Shari and her display board creation

Retirement sparked Shari's interest in becoming a volunteer. Her mother, as well as other friends and people she knows were volunteers at Mercy, which is how she chose to become involved. She has also given her time to Aurora Medical Center as a gift shop volunteer. Her favorite part of volunteering is conversing with patients, staff, and other volunteers because she loves to be with people. Aside from volunteering, Sharon's hobbies include: fishing, photography, baking pecan pies and making special cookies. Her husband was the fire chief for eleven years, which also kept Shari busy as she graciously baked and crafted to help fund-raise for the fire department. We appreciate Shari for sharing her talents at Mercy.

Lexi McLaughlin, Field Placement Student  
Patient Access Department

## Ho, Ho, Ho!

Santa and Mrs. Claus are coming to Mercy Medical Center on Saturday, December 10, 2016 from 9:00 a.m. to noon. Come and share your wish list with Santa.

Bring your camera so you can take a photo with both he and Mrs. Claus. You'll be able to make a holiday craft and enjoy some refreshments too.



Diane Griffin  
Volunteer Services Specialist  
[Diane.Griffin@ascension.org](mailto:Diane.Griffin@ascension.org)



## Kudos to our Volunteers



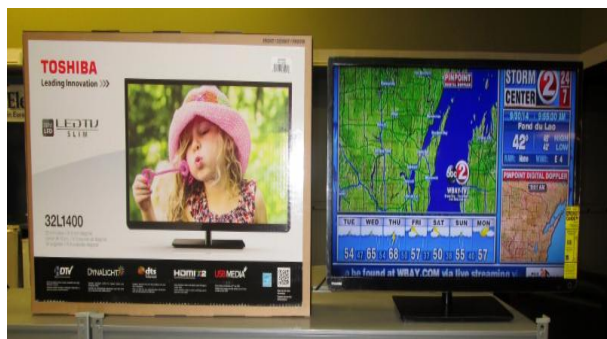
I want to put in a good word for the student volunteer at the information/errands desk - **Tanner Calo**. On the evening of 8/24, a visitor came to the desk and did not know where he parked his car. Tanner was very understanding and patient with the visitor, taking him to all of the exits to help him remember which entrance he may have come in and making sure he found his way. This volunteer was so kind and caring.  
Joan Bitter, Gift Shop volunteer

I want to send a thank you to volunteer **Lucia Franzen**. Lucia has agreed to take on a huge task of altering our unused curtains to replace all of the current Emergency Rooms curtains. The ER curtains are worn and really need replacement. This sewing endeavor will save our organization thousands of dollars as the cost of new curtains would be well over ten thousand dollars. I am so excited and I know the Emergency Department will be happy as well. This will take some time to do as Lucia is making two of each curtain so we can have a spare to replace each time we need to get them sent out for cleaning. That is over 30 curtains! Please join me in thanking Lucia as this is such an awesome gift to our hospital.

Rachel Loduha  
Director of Environmental Services

## Armchair Quarterback Raffle

Mercy Medical Center Volunteers (MMCV) are kicking off the football season with an Armchair Quarterback Raffle! We have received the generous donation of a 32" Television from Kossel's TV & Appliance and a recliner donated by the MMCV.



Tickets are available for purchase in the gift shop. There will be a limited number (100) sold at the price of \$25 per ticket. We will be drawing the name of the winner a week before the Super Bowl on Friday, January 27, 2017. So even if your team doesn't win you could finish the season ahead of the game, as the 2017 Armchair Quarterback winner! Proceeds to fund hospital and community health care programs or student scholarships.

Amy Brownson



## School of Radiology Scholarships

Mercy Medical Center Volunteers are pleased to award three \$1000 scholarships to students in the Marian University Radiologic Technology (RT) Program for the 2016 - 2017 academic year; Kristal Wiese, Elizabeth Zuelke and Stephanie Thurber. The students were honored at the Fall General Meeting and Luncheon.



Left to Right, Elizabeth, Kristal and Stephanie are the this year's Radiologic Technology scholarship winners

Bev Fretchel, Scholarship Chair

## UW-Oshkosh Nursing Scholarships Awarded

The Mercy Medical Center Volunteer (MMCV) board is pleased to announce the recipients of the MMCV scholarships for the academic year 2016-2017. Three scholarships were awarded to students enrolled in the College of Nursing at the University of Wisconsin-Oshkosh at their Honors and Awards Ceremony in September of 2016. The recipients are Ryan Niemuth, Sabrina Popenfus and Ashley Jones.



Left to Right, MMCV Chair Sue Boerschinger, Scholarship Chair Bev Fretchel, and Scholarship winners Sabrina Popenfus and Ryan Niemuth at the UW-O awards ceremony

Each scholarship of \$1,000 is applied to the cost of tuition. Each student has demonstrated financial need and excellent academic achievement.

Bev Fretchel, Chair  
Scholarship Committee

## Reducing Stress During the Holidays

Holidays can be exciting but reducing stress continues to remain a common concern for many people. Holiday decorations, nostalgia, memories and commercialization can easily paint an unrealistic picture of what your family get-together and experience should look like.



Caution! Holiday excitement and anticipation can be healthy and renewing, but if anxiety and pressure to perform up to "perfect" standards are taking the cheer out of your season, then here's a tip: Use perfection and vision as a guide for what you do, not as performance measures for how well you succeed.

Excerpt from Employer Solutions - Frontline - Dec. 2015 edition

Diane Griffin

## Erik the Red Sees Green

This year Children's Screening Services (CSS) Volunteers, who are affiliated with Mercy Medical Center and Prevent Blindness Wisconsin, donated 45 picture books entitled Erik the Red Sees Green to preschools, day care centers, public and parochial school sites where CSS Volunteers screen children for general vision and color deficiency. When a vision or color deficiency is identified, that child is referred to a vision specialist. CSS Volunteers, who screened over 1,000 students in the 2015-2016 school year, also teach hand washing to the younger students.



Left to Right, Cath Hursh, Anne Gassere, Kelly Zdanovec (Davis Child Care staff), Viv Goupell and Angie Soda (Davis Child Care Staff)

Erik the Red Sees Green will help teachers, students and families understand the needs of color deficient children. For every one girl who is color deficient, there are about twenty boys who are color deficient. In fact, about one out of twelve boys has some degree of color deficiency. Frequently parents and teachers are unaware these children are color deficient. This book was funded by Optivision Doctors Fund of the Oshkosh Area Community Foundation, Thrivent Financial, and the CSS Volunteers of Mercy Medical Center.

Becca Bollant, Field Placement Student  
Volunteer Services

## Greetings from the Gift Shop

Christmas gift and decorating ideas abound in the MMC Gift Shop. Stop in during the busiest time of the year. You're sure to find décor to make your home festive for the holidays.

The volunteers are ready to help you find the perfect gift for that special someone and they will wrap the purchase for free. We celebrate Christmas - we celebrate giving.



Nancy Reichenberger  
Gift Shop Coordinator  
[Nancy.Reichenberger@Ascension.org](mailto:Nancy.Reichenberger@Ascension.org)



## Partners of WHA Convention

On October 4, 2016 June Wiechman and I joined 306 volunteers at the Radisson Paper Valley Hotel in Appleton for the Partners of WHA Convention. The convention consisted of three days spent expanding our knowledge of volunteering.

The opening keynote speaker was Kim Hodous. She stressed the need to set goals to know where you are going but the most important thing to remember is to have fun, laugh and break your patterns for variety in life. She ended with an inspiring message about how she achieved one of her goals despite the death of her two year old daughter from leukemia.

On October 5, a CEO panel consisting of four hospital representatives, including our own Chief Administrative Officer, **Jeremy Normington-Slay**, discussed the future of health care. Awards were given that evening and the Mercy volunteers received the 2015 Honor Point Achievement Award. Dr. Todd Mahr, a pediatric allergy physician from LaCrosse, delivered the closing presentation "All About Asthma - What's New" on October 6.

The conference allowed volunteers from throughout the state to share knowledge and learn new skills. We were sent home with renewed energy and a good time was had by one and all. Would you consider joining us next year?



Sue Boerschinger  
MMCV Chair  
[sboers01@netzero.com](mailto:sboers01@netzero.com)



## Thank You!

Thank you Mercy Medical Center Volunteers (MMCV) for your support of the Mercy Health Foundation. Through your fundraising efforts over the past year a gift of \$15,007 was presented to the Mercy Health Foundation at the Volunteer Luncheon on Monday, September 26. Patients at Mercy Medical Center benefit from the yearlong fundraising efforts and continued generosity of the MMCV. Dollars gifted this year will contribute to funding the Cancer Patient Assistance Fund, The Fitness for the Physically Challenged program, the PEACE (Physical Exercise After Cancer Enters) program and Reach Out and Read, an early literacy program within the Affinity Medical Group Pediatrics department. In addition, UW Oshkosh Nursing students will benefit through a gift made to the endowed scholarship fund, ensuring the MMCV impact on this important endeavor remains indefinitely.

Since 1988 the MMCV has gifted \$1,097,972.74 to the Mercy Health Foundation for programs and services provided to enhance the care provided at Mercy Medical Center as well as the health of Oshkosh and surrounding communities. Your commitment is a testimonial to the mission of Mercy Medical Center. The Mercy Health Foundation is thankful for our longstanding relationship and grateful for your support. Thank you for having an impact on so many lives in our community!

With sincere gratitude,

Lynn Kleman, CFRE  
Development Manager  
Mercy Health Foundation  
[Lynn.Kleman@ascension.org](mailto:Lynn.Kleman@ascension.org)



Sue Boerschinger hands over the MMCV donation check to Tanya Dederling Foundation Executive Director and Lynn Kleman, Foundation Manager at the Mercy Health Foundation Sponsored MMCV general meeting and luncheon in September

## Project SEARCH Kicks Off



Project SEARCH Students

Project SEARCH is a collaborative employment program between the Oshkosh Area High Schools, Mercy Medical Center, Division of Vocational Rehabilitation, and Goodwill Industries. This program works on improving skills, reaching career goals, and being able to implement these goals in the work field.

The Project SEARCH interns started their first job rotations at Mercy Medical Center and Franciscan Courts this fall. There are 12 interns in the program this year. Currently interns are assisting in the areas of PCU-1, PCU-2, Birthplace, Environmental Services and Food and Nutrition Services at Mercy. At Franciscan Courts they are helping in the areas of Nursing, Environmental Services, and Maintenance. They have three rotations within the internship to get the opportunity to explore different areas. At the start of their day, they learn skills in a classroom setting taught by Dana Zander and then they go off to their site to complete their assigned jobs. "The interns are fortunate because they see how the working world works", Dana said. At the end of the day they come together and discuss how their day went.

This program has been successful at Mercy Medical Center. The employees of the hospital are very welcoming of the interns and have even expressed interest in hiring them. Scott Schuld, Manager of Food and Nutrition, raved about how well his interns were doing. "Angel and Cooper are great workers. Angel is always smiling and always wants to be helping out."



John cleaning with Environmental Services Staff, Renee



Peter moving supplies in Surgery

The interns seem to be enjoying what they are doing at the hospital. Deanna, one of the interns, mentioned that she wanted to work with people who have special needs. Working alongside the patients and talking with them has given her experience that she can use in her future career. "I just go right in and talk with them. It's just easy to do."

A Project SEARCH information night will be held on Tuesday, November 22, from 6:00-7:30 p.m. at Franciscan Courts. Those interested in learning more about the program and application process for next year are welcome to attend.



Deanna organizes supplies on PCU 1

Becca Bollant, Field Placement Student  
Volunteer Services

## Winter Safety Tips



During winter weather, we want you to be safe not only while you're volunteering but while you're on your way to and from volunteering so plan ahead using the following safety tips. Watch your step! Be sure you wear appropriate footwear to get safely from your vehicle to your work site across potentially slippery parking lots.

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 if you are not able to come in due to road conditions. Think slow in snow while driving!

To be prepared in the event of an emergency, it's good to keep a vehicle safety tool kit with the following items in your car: a shovel, windshield scraper, jumper cables, tow chains, warm clothing/blanket and gloves, high energy food, candles, flashlight with extra batteries, and matches or a lighter.

A friendly reminder when parking at Mercy Medical Center - please do not park in the North/ER lot unless you have a handicapped parking permit or are parking in a white lined space. The yellow lined spaces are reserved for patients.

Tom Laabs, Manager  
Facilities & Hospital Support Services

## Volunteer Opportunities

### Gift Shop

Bring your special retail therapy talents to our gift shop. The Mercy Medical Center Gift shop is a cheery place to spend time as a volunteer and a great place to shop. You will operate the cash register, credit card machine and assist customers with shopping for baby items, fashionable jewelry and accessories, trendy clothing, candy and many other unique items. Evening, weekend and daytime shifts are available.

### Oakwood Desk

Your friendly smile and knowledge would be appreciated by visitors and patients (including our Pediatric Clinic) at the Oakwood Desk to greet, provide information and directions to help them find their destination(s). Duties also include answering the desk telephone and keeping the lobby area tidy. There is limited physical activity at this desk and duties do not include wheelchair transport of patients. For more information, please contact Volunteer Services, at 223-0225 and, if new to volunteering, apply online.



Jodie Schindler ready to serve at the Oakwood Desk

Diane Griffin



## Invite a friend to volunteer

Do you know of any friends or family who may be interested in volunteering at Mercy? If an Ascension associate or volunteer recruits a new volunteer to Mercy, their name will go in the hat for a prize drawing at the volunteer recognition event in April of 2017. Recruiters must be present at the event to win. The main prizes in 2016 were a one-night stay at the Hawthorn Inn and Suites in Oshkosh, a one-night stay at the Oshkosh Premier Waterfront Hotel and two \$100.00 gift certificates to be used at any Oshkosh Chamber Member Business. Currently we have fourteen names entered. Can we add yours to the list below?

**Joan Bitter, Georgeanne Chier, Betsy Fox, April Frank, Sharon Handy, Kaelyn Huebschman, Haley Klysen, Sarah Lairson, McKennah Matulle, Carol Murphy, Nancy Nigl, Joyce Prill, Tim Richman, and Natalie Roesch.**

If you have someone you would like to recommend, call 223-0225, stop in the Mercy volunteer office, or e-mail [mmcvolun@affinityhealth.org](mailto:mmcvolun@affinityhealth.org). New volunteers can apply on-line.

Diane Griffin

## Dynamic Duo Appreciated



Jim and Prince at awards event

Mercy's Pet Therapy Volunteer, Jim Papenfuss and Prince (his loyal Golden Doodle), recently received the High Five award from Ascension - Ministry Home Health. Awardees are celebrated for their support of our mission, role model behavior and compassionate presence in the work place. Jim and Prince also received accolades from State Senator Ron Johnson's office and the Oshkosh City Mayor. In addition this dynamic duo was featured on a local TV news station.

Jim and Prince have provided pet therapy at Mercy Medical Center, Ministry Home Health, and Bethel home among many other area agencies. At Mercy alone the pair has given over 400 hours of service to patients, visitor, staff and volunteers.

Just recently a couple stopped into the volunteer office to say what a wonderful experience they had with Prince (and Jim). The wife said on the first day they were here, she asked if she could pet Prince and after she did, Prince immediately went to her husband who was recently diagnosed with cancer. Prince climbed right next to her husband and connected with him. The husband was very moved and wanted to let us know how much this

meant to him. His wife agreed, saying this offered comfort in what has been a very difficult week. They wanted to let us know how much they appreciated this service and how lucky we are to have both Prince and Jim. We couldn't agree more. Thank you to the dynamic duo!

Amy Brownson

## OCM Cards Available in Gift Shop

A limited number of Oshkosh Community Media (OCM) cards are available for sale in the Mercy Medical Center Gift Shop. These cards, priced at \$10.00 each, are good through December 31, 2017. They offer customers 10% or more discounts on a large selection of restaurants and other businesses, such as the House of Flowers, Ground Round, Dockside, Durango's, Hardees and Cousins. There are 22 vendors on the card.



This is a MMCV fundraiser that also supports community media TV channel 2 and radio station 101.9. For more information see [www.friendsofocm.org](http://www.friendsofocm.org)

Amy Brownson

## Caregiver Background Checks - For Your Information

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 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 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 in regards to 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:

- \* 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

## In Memory ...

Nancy Schmidt passed away on Sept. 6. Nancy began volunteering in 2014 in addition to remaining an Affinity employee. She volunteered in the Gift Shop and for fundraisers but her main volunteer assignment was with our Craft Project group on Wednesday mornings. Her talents are greatly missed.



Diane Griffin



## Volunteer Holiday Hours



No volunteers will be scheduled on Thanksgiving Day which is Thursday, November 24. This year, Christmas Eve is on a Saturday, Christmas Day and New Years Day are on Sundays. No weekend volunteers will be scheduled on those days. New Years Eve "day" is not considered a holiday except for those who volunteer after 4:00 p.m. If you have any questions on holidays, please call the Volunteer Service office at 223-0225.

For those who would like to mark their calendar for 2017, here is a list of all of the holidays where volunteers are not scheduled: Good Friday (4-14-2017), Easter Sunday (4-16-2017), Memorial Day (Monday, 5-29-2017), July 4, 2017 (Tuesday), Labor Day (9-4-2017), Thanksgiving (Thursday, 11-23-17), Christmas Eve (Sunday, 12-24-17) and Christmas Day (Monday, 12-25-2017).

Diane Griffin



### New Volunteers 7/26/16 - 10/31/16

Becca Amick - ER  
Bryanna Andrey - ER  
Maddie Averkamp - Patient Access/ER Reception  
Rebecca Bollant - Field Student Volunteer  
Andrew Follensebee - Food & Nutrition Services  
Isaac Greuel - P.E.A.C.E. Program  
Sandra Guerard - Projects  
Kelly Hansen - Cancer Center; P.E.A.C.E. Program  
Austin Heidl - Pharmacy  
Christy Jahns - Outpatient Testing  
Angie Kramer - Job Coach  
Tony Mack - ER  
Samira Martinez - Behavioral Health Unit  
Janelle Moore - Birthplace  
Carolyn Morehouse - Patient Access/ER Reception  
Tiffany O'Bright - Outpatient Procedures  
Daniel Palfrey - Outpatient Procedures  
Stephanie Reinhardt - Job Coach  
Danielle Rhody - Errands  
Michelle Schroeder - Children's Screening Service  
Sarah VanderLoop - Patient Access/ER Reception  
Samantha Urbas - Errands  
Christine Waddell - ER  
Julie Wright - Projects  
Harry Zhang - Errands

Diane Griffin

## Calendar of Upcoming Events



### 2016

Dec. 2 Volunteer and Employee Bake Sale  
Dec. 8-9 Collective Goods - Book Sale  
Dec. 29 PRN Uniform Sale

### 2017

Jan. 26-27 PTK Jewelry Sale  
Feb. 13 Benvenuto's Dine Out Fundraiser  
March 23 PRN Uniform Sale  
Mar. 2-3 Collective Goods - Book Sale  
Apr. 6-7 Dimples Jewelry Sale  
Apr. 23-29 National Volunteer Week  
Apr. 27 Volunteer Recognition Dinner  
May 17-18 Geranium Sale



*Wishing you a Joyous Holiday Season and a Blessed New Year*

*Diane*

*Ang*

*Nancy*