

# VIP CONNECTION

Volunteers in Partnership with Community Memorial Hospital

Winter 2016

## From the Director - A Final Message

Most of you are aware of my upcoming retirement on Jan. 5, 2017 after 46 years of service to Community Memorial Hospital. The six years I have been with Volunteer Services, working with Volunteers In Partnership as well as staff, has been greatly rewarding. My one regret is that the opportunity to serve in this department did not come sooner for me.

During my tenure with the hospital's volunteer department, so much has been accomplished as a team in service and fundraising: the award winning Community Garden and cookie sales, Epic training for volunteers, increased gift shop sales, compilation of a 50th Anniversary Cookbook, the Comfort Dog program, continuance of the long-time Cheery Cherry Fall Fair and Koeze Candy/Nut Sale, Love Lights, lap quilts for palliative care patients, planning and hosting the Senior Breakfast, and many more valuable ways to help make the patient experience at Community Memorial Hospital exceptional!

There will be many more opportunities that come to Volunteer Services in the future. The strong team, dedication and humanistic approach of Volunteers In Partnership to our hospital and community will ensure success in those endeavors. That, in turn, will give you not only the recognition so deserved but warmth in your hearts for touching the lives of others in a positive way.



No doubt, I will miss the people I work with, volunteers and co-workers, as well as the service given to our patients and families to help make their visit a little more comforting. I am grateful to have had this opportunity to serve Volunteers In Partnership. You will forever remain in my heart.

*~ Sue Schuelke*

## Partners of WHA- 2016 Wisconsin Award For Volunteer Excellence

Congratulations Volunteers In Partnership for being the recipient of a 2016 Wisconsin Award for Volunteer Excellence (WAVE) from Partners of WHA! The award was for the weekly sale of Otis Spunkmeyer cookies in the category of fundraising. The cookies continue to be a strong seller on Thursdays thanks to great promotion and customer service delivered by our dedicated volunteers!

In addition to the WAVE, Volunteers In Partnership also received the 2015 Honor Point award along with other hospital members of the southeast district. This is the fifth straight year our organization has received the Honor Point award.

The award plaques were displayed at the VIP Annual Meeting and will be hung in the Volunteer Sign-In room for all to see.



Six volunteers attended the Partners of WHA State Convention held Oct. 4-6 in Appleton. Julie Kolinski, volunteer, and Anna Rohde, Volunteer Services Coordinator, accepted the WAVE award on behalf of Volunteers In Partnership. Char Kebis, volunteer, accepted the Honor Point award for the VIP.

## New VIP Service Program Lap Quilts for Palliative Care Patients

The third floor nursing unit has recently designed four rooms for palliative care patients. Volunteers were sought to sew quilts to help enhance the rooms, giving them a more cheerful and “homey” feel for the

patients and their loved ones. To date, 18 quilts have been donated.

Employee-sponsored grant money was received to help support the expense incurred for this project. Fabric and equipment needed to prepare the quilts for gifting has been purchased. Many of our quilting volunteers supply their own fabric collected over the years.

Sandy Meyer, volunteer, will serve as volunteer coordinator for the Lap Quilt project. Contact Volunteer Services at 262-257-3300 for more information or to join the team of quilters.



## Public Policy

New members of HEAT (Hospitals Education and Advocacy Team) are being recruited from volunteer organizations through the Wisconsin Hospital Association (WHA). HEAT provides information and insight into legislative issues that impact our hospitals and the communities they serve. Through your HEAT membership, you will receive alerts on important issues as well as the e-newsletter, Capitol Connection. There is no fee to join HEAT.

As an incentive to increase Volunteers In Partnership HEAT membership, the first three volunteers that join by Dec. 16 will receive a \$5 gift card to Cracker Barrel.

For more information, contact Ron Williams, volunteer, or Sue Schuelke, Director of Volunteer Services.

*~ Ron Williams  
Public Policy Chair*



## A Healthy You

**The flu season is near and if you haven't been vaccinated, it's time to do that!**



The following information was shared by the southeast district Partners of WHA Health Education Chair, Wayne Pinnow, at the Oct. 27 fall meeting.

Flu shots not only protect individuals from influenza, they help prevent

worsening symptoms of chronic illnesses such as COPD, asthma and diabetes that can lead to hospitalization and possible premature death. CDC guidelines recommend vaccination during the months of October and November, however vaccination can still be received after this.

Some people believe you can get the flu from the vaccine. This is a myth. The vaccine contains a killed virus. Sometimes side effects from the flu shot mimic those of the flu. These include redness, tenderness, and /or swelling at the injection site; low-grade fever; aching; or general sensation of not feeling well.

Flu shots are still available through the Internal Occupational Health department at the hospital. If you received a flu shot outside the hospital, please submit documentation from that clinic or provider to Volunteer Services promptly. Thank you!

## Welcome New Volunteers

Linda Johnson — Community Cuddler  
Diane Hart — Community Cuddler  
Renee Weinshel — Gift Shop  
Sandy Sawyer — Lap Quilts  
Virginia Patterson — Lap Quilts  
Donna Lubnow — Info Desk and Cookie Sales  
Edith Berke — Women's Health Center  
Barb Atkinson — Communion Ministry  
Talia Hindin — Community Cuddler  
Gi Gi Rentmeester — Gift Shop  
Norine Janzen — Special Projects/Events

## Volunteer Opportunities

Volunteer positions are available in the following areas:

- Courtesy Van Drivers
- Community Outreach Health Clinic
- Mailroom (subs)
- Lap Quilt
- Gift Shop

Contact Sue Schuelke for more information or if you or someone you know is interested.

## The Value of Customer Service

Volunteers are an important element in the patient experience at Community Memorial Hospital. Greeting and smiling at those who pass the reception desks or pass you in the hallways leaves an impression that is remembered. Assisting visitors with wayfinding is critical to avoid delays in service or class and meeting attendance.

A note of gratitude was recently received by volunteer, Dick Grote, which read:

*Dear Dick, thank you for the warm greeting and directions! I've never been to Menomonee Falls and am now in Wisconsin. After getting lost, I was in such a panic. You were the perfect person to meet when I arrived! Thanks again!*

Don't underestimate the value of the simple gestures that brighten someone's day!

## VIP Advisory Council Meeting

The VIP Advisory Council met on Oct. 13.

Highlights from the meeting:

- Jackets in the old corporate colors for escort volunteers are still available for \$15.00 each. The council decided not to replace the jackets. There are two car coats in corporate blue that can be used if needed.
- The Community Garden had a record harvest of 2,218 lbs of fresh fruit and vegetables by the end of the season, Oct. 13! Thanks to volunteers Mike Hau and Gordie Birschbach for their coordination of this year's project.
- The Workplace Violence Response Plan specific to Information Desk and Volunteer Services was reviewed. The plans are posted in the Volunteer Sign-In Room.

- The quarterly Support Services Survey rates Volunteer Services and Information Desk on how well our staff and volunteers meet the expectations of customer service for other support areas in the Froedtert & the Medical College of Wisconsin hospitals and clinics. For FY2016, a rating achieved for both departments was over 99 percent!

## New Golf Cart for Grounds

The exceptional fundraising by VIP this year provided additional dollars that were used to replace the golf cart in the Grounds department. This purchase will ensure a safe ride for the volunteers and Grounds crew that help with keeping the hospital campus clean and well groomed.

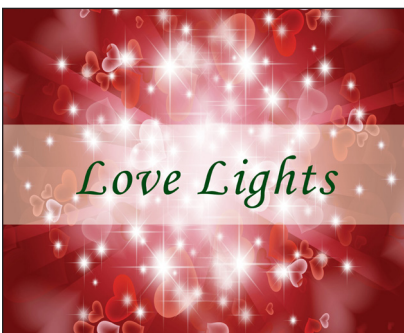


## Special Events and Fundraisers

### Accessory Sale

The fall Accessory Sale took place on Nov. 16-17. This \$6 sale was a perfect opportunity to purchase holiday gifts for friends and family. Many of the items, such as jewelry, watches and scarves made for great stocking stuffers! All proceeds went to benefit the purchase of patient care equipment at Community Memorial Hospital.

### Love Lights



In November we had the kickoff of a returning event to Community Memorial Hospital — Love Lights. Interested participants may purchase a light

for \$5 each in memory or in honor of a loved one. Red lights representing “in honor” and white lights representing “in memory” will be strung on trees in the front of Community Memorial Hospital near the main entrance. The ceremony and viewing of the tree lighting will be on the third floor atrium of the Heart and Vascular Center at Community Memorial Hospital on Wednesday, Dec. 7, at 5 p.m. The event features holiday refreshments, the official tree lighting and musical entertainment.

Donor forms should be returned by Wednesday, Nov. 23 for inclusion on the memory/honor board that will be displayed at the event. Donor forms for 2016 will still be accepted through Friday, Dec. 2. All names being honored and remembered will be acknowledged online as well. Proceeds from this event will benefit the Heart and Vascular Center.

### Cheery Cherry Fall Fair



The 48th annual Cheery Cherry Fall Fair took place on Sunday, Sept. 25 in Village Park. Attendees enjoyed handmade arts and crafts from 78 different vendors and were able to snack on food from our extensive food tent that included nachos, walking tacos, loaded baked potatoes, Pop’s custard, hamburgers, brats, homemade bakery and much more! As always, Door County cherry products and von Stiehl wine were offered, as well as a silent auction and raffle.

New to the fair this year was nationally known gardening expert, Melinda Myers. Melinda put on a one-hour presentation on how to get your garden and yard ready for the winter months. After her presentation, she held a book signing. Many individuals took advantage of Melinda’s extensive knowledge and asked her many questions related to

keeping their own gardens and yards healthy year round.

Over \$18,700 was raised at the fair and the proceeds will benefit the Cancer Care Center at Community Memorial Hospital. Thank you to each of the committee members, volunteers and staff members for their long hours and dedication to help make this event a success. We look forward to the 2017 fair.

### **Koeze Gourmet Candy and Nut Sale**

We kicked off our annual Koeze Gourmet Candy and Nut Sale on Nov. 2 in the Community Memorial Hospital Cafeteria. Individuals that placed a prepaid order were given the opportunity to enter to win a Koeze gift basket that included their famous Colossal Cashews and Chocolate Pecan Turtles in glass decanters and a chocolate candy bar. Orders were accepted through Nov. 22 and can be picked up in the cafeteria on Thursday, Dec. 8 from 11 a.m.–3 p.m. All proceeds benefitted the purchase of patient care equipment and services at Community Memorial Hospital.

## **Upcoming Events and Meetings**

### **Love Lights Ceremony**

Dec. 7

CMH Heart & Vascular Center

### **VIP Advisory Council**

Feb. 9

Conference Dining Room

### **VIP Annual Safety/Security Education**

Feb. 22

Treiber Conference Center

### **Senior Breakfast**

March 1

Treiber Conference Center

### **Volunteer Services Mission Statement:**

As an integral component of Community Memorial Hospital, our mission is to provide an efficient and humanistic volunteer staff which offers an extra dimension of care and services to patients, families, and visitors, and provides supportive services for the hospital staff.

We welcome enthusiastic individuals of all backgrounds and abilities, and do not judge applicants by race, religion or age, but rather by commitment, dependability, and the desire to be of service.