



Volunteer Voice

PRESIDENT'S MESSAGE

The leaves have turned golden, red and some still green. Some have fallen and cover the ground. The beauty surrounds us, if we'd but look. Each year we watch the seasons change and each year we're amazed. As our volunteer year progresses, we move from the summer brat fry to fall bazaar and on to our holiday events. We plan and work and enjoy the fruit (results) as well as the camaraderie along the way.

Seven of us (Kay, Liz E, Char, Jo, Cyndy, Louise and myself) just returned from a great three day Partners of WHA State Convention at



the Radisson Paper Valley Hotel in Appleton. Motivational speakers and workshop sessions kept us busy considering how to better ourselves as leaders and our volunteer group as a whole.

The WAVE (Wisconsin Award for Volunteer Excellence) winners were highlighted, as well as the Best of Best Administrator. A four person Chief Executive Officer (CEO) panel discussed concerns and issues relating to medical care and impact on hospitals in Wisconsin. Once again, Aspirus Medford was awarded a Certificate and ribbon for the 2015 Honor Point Achievement. Woo-hoo! Ok, we had fun too. We met and got to talk with others from our own North Central District as well as those throughout the State. The food was good and we heard a good cowboy/cowgirl band (good harmonica & banjo). Happy Trails to you...

So you know we actually listened to the speakers, here's some Convention gems that they shared:

Show up, pay attention, be present in the moment and in what you are doing and have some fun at the same time.

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Passion for Excellence.

Compassion for People.

Aspirus is an **integrated**, community governed healthcare system, which leads by advancing initiatives **dedicated** to **improving** the **health** of **all we serve**.

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Important Dates:

Fall Bazaar - Friday, October 28 from 9am-3pm, cmtly educ room

Membership meeting: Tuesday, November 15 at 2:30 p.m., community education room.

Lites of Love ceremony Tuesday, December 6 at 5:00pm, cmtly educ room

Holiday Bake Sale - Thursday, December 8th, 9am, cmtly educ room.

Holiday Christmas party December 13th, watch for invitation.

YOUR RESPONSIBILITY IS TO KNOW & DO:

A.I.D.E.T

A-Acknowledge

I - Introduce yourself to patients and visitors

D - Duration: give details when you can & "Manage Up" the team.

E - Explanation: Tell them how great we are!

T - Thank them for choosing us!



Volunteer Executive Board
Members for 2016-2017:

Barb Enerson, president
(715.803.6104)

Kay Ludwig, president-elect

Liz Emmerich, secretary

Char Drolshagen, treasurer

Dorothy Obenhoffer, past
president



PRESIDENT'S MESSAGE CONTINUED....

When you set goals, you know what you're aiming for and are more likely to reach it/them.

Whatever you start with, you end with. If you begin with negativity, it propagates and continues, and that's what you end up with. It works the same way with being positive. Which will you choose?

Whatever you look for in a person (positive or negative) is what you will find. Look for the positive.

Talk is cheap. Below is what people really hear.

55% = Body Language

38% = Tone and Timing

7% = Words.

As we did last year, we included a two question questionnaire for attendees to answer based on our hospital display board pictures and articles. KUDOS to our winner, Donna Cramer! Woo-hoo.

The two questions were:

How many shoppers stopped to participate in Pam's pulse oximetry test?
(50)

What does "I" stand for in A.I.D.E.T.? (I hope you know this answer.)

Last year, only five people participated in our questionnaire. We're happy to report that this year, fifteen people participated. This is a great way to encourage people to actually look at our board and learn about what we do.

Finally, here's a joke I found on a table at Convention one day.

What do you call a cow
who just recently had
its baby?
(decalfinated).
Haha...

Be sure to attend and support our upcoming Fall Bazaar on Friday, October 28th, AND attend our next membership meeting on Tuesday, November 15th, Community Education Room, 2:30.

We will begin our 'Listening Sessions', so come prepared to share how we all can do better as Aspirus Volunteers – Medford.



Barb Enerson,
Volunteer President

HEALTH EDUCATION REPORT: MY VOICE IS CHANGING

Have you noticed a change in your voice (presbyphonia) or that of a relative or friend? Your voice changing can be a natural occurrence of aging, but if it lasts longer than three weeks or you think it's getting worse you should see your doctor. There is the possibility that the change is disease related. In about 10 to 30 percent of the aging population this change is not disease related.

There are numerous diseases or illnesses that can cause this voice change. The simplest is hoarseness due to a viral infection. More serious diseases may be cancer of the throat, Parkinson's disease, vocal tremor, thyroid issues, gastro esophageal reflux disease (GERD), stroke or multiple sclerosis. Less serious causes besides viral infection are corticosteroid inhalers, allergies, frequent heart-burn, excessive alcohol use or a chronic cough.

In the natural aging process the vocal cords can undergo change. The vocal cords are part of your voice box. These changes can occur in the voice box muscles or the tissues of the vocal cords may lose their elasticity or become dehydrated. These changes can cause your voice to become "thinner", breathy, change the pitch of your voice or cause your voice to fatigue more easily. As stated earlier if these changes worsen see your doctor to rule out any disease process.

Once the doctor has ruled out any disease process there are several choices you can make regarding the voice change. If the change doesn't bother you no further treatment is necessary. As people age they tend to talk less, so make a point of speaking out loud more frequently; this could be reading a book out loud, if you have pet talk to it, sing or any other activity that involves using your voice.

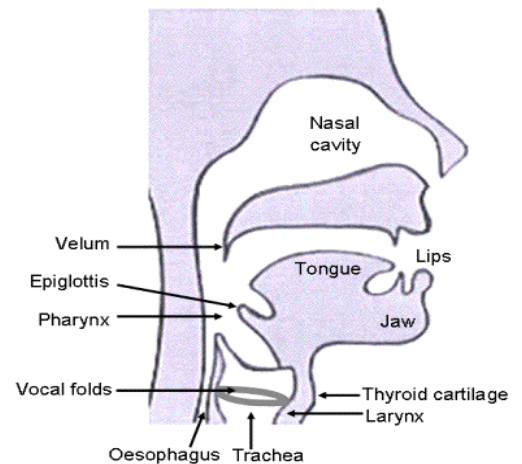
If the change is upsetting to you and you feel it is interfering with your daily activities ask your doctor to refer you to a speech pathologist for an evaluation. The speech pathologist may not be covered by your insurance plan so be sure to check that out before making the appointment. After the speech pathologist completes the evaluation they will proceed with several therapies. They involve an educational element to teach you more about why a voice changes, develop a set of goals you want to achieve for use of your voice, vocal exercises and activities to practice at home.

If the voice therapies are not successful your doctor may recommend a bulking up procedure which will cause the vocal cords to plumb up. This is considered a temporary fix and if successful will need to be repeated periodically. Another option is a surgical procedure to produce a more permanent fix. Both procedures may involve having sedation or anesthesia.

In order for everyone to keep their voice healthy do not smoke, avoid second hand smoke, stay hydrated and most important keep talking daily.

Lorna Chipman, Health Education Chair

Source: Mayo Clinic Health Letter, Oct 2015



Volunteers Celebrating Birthdays

Cathy Peissig - November 2
Cheryl Steliga - November 4
Larry Emmerich - November 6
Priscilla Weinke - November 13
Judy Hlnce - November 16
Kathy Hamrick - November 19
Dorothy Obenhoffer - November 21
Kattie Linge - November 22
Kathleen Gaab - November 30

Karen Frosch - December 12
Dee Habeck - December 12
Wanda Lietzke - December 15
Judy Pinkston - December 16
Louise Paul - December 20
Carol Ewan - December 25

HAPPY BIRTHDAY!

Remember the Military and Loved Ones....

Guns sound off and a flag is folded when a funeral is held for a soldier, but it is probably the moment when the haunting melody of "Taps" is played that evokes the most emotion.

Are you familiar with the story behind the song? In 1862 during the Civil War, troops were stationed near Harrison's Landing, Virginia. The Union army was camped on one side of the small strip of land, and the Confederate Army on the other.

One night, Union Army Captain Robert Ellisombe heard the terrible moans of a wounded soldier lying out in the field. Under gunfire, Captain Ellisombe, not knowing whether it was one of his men or a Confederate soldier, risked his life and crawled out onto the field to help the injured man. He finally reached the soldier and managed to drag him back to his encampment. Unfortunately, the soldier died before the Captain was able to reach safety.


The part of the story you really need to know is that when Captain Ellisombe took a look at the young man, he discovered it was his own son! He had been in the South when the war broke out, and without telling his family had enlisted in the war.

Heartbroken, the Captain requested a military burial for his son. Since the boy was a Confederate soldier his request was only partially granted. When the Captain asked if he could have an Army band play a funeral dirge, the request was denied, but out of respect for the father they allowed him to have one musician - he chose a bugler.

The bugler was asked to play the musical notes that were found on a piece of paper in the son's uniform.

Here are the words to the infamous song, "Taps" :

Day is done	Fading light	Thanks and praise
Gone the sun	Dims the sight	For our days
From the lakes	And a star	Neath the sun
From the hills	Gems the sky	Neath the stars
From the sky	Gleaming bright	Neath the sky
All is well, safely rest	From afar	As we go
God is nigh.	Drawing nigh	This we know
	Falls the night.	God is nigh.



Veteran's Day is Nov. 11th.

Participate in the heartwarming holiday tradition of the annual Lites of Love program. Remember the military, loved ones or honor friends by reserving a **Lites of Love** in their memory or honor. Lights are available for a contribution of \$2.00 per donor, per listing and gratefully accepted now through November 18th.

A formal tree lighting ceremony will be held on Tuesday, December 6th at 5:00 p.m. in the hospital's community education room. This event is free and open to the public. Entertainment and refreshments provided.

Please note, 2016 marks the *20th anniversary of the Lites of Love program*. Your attendance and support is appreciated. Proceeds from this fundraiser support local high school graduates in their pursuit of a medical career. Each donation is welcomed and valued.

Lites of Love forms are available at: www.aspirus.org/medfordvolunteerevents. Extra copies are located at Crosswalk Café, the 2nd floor way-finding desk and Volunteer Services office (ext. 8789).