Overview of WAVE Awards Programs
The Wisconsin Awards for Volunteer Excellence (WAVE) program was established by Partners of WHA, Inc. to recognize outstanding contributions of organized volunteer programs, and is patterned after the AHA HAVE Awards program.

In addition to acknowledging the value of volunteerism to individual lives and institutions, the awards program is designed to:

- Encourage service that greatly exceeds expectations, as a result of innovation, creativity and leadership;
- Promote visibility and goodwill toward the hospital or health care system;
- Increase allegiance among volunteers; and,
- Promote collaboration among organizations and community service.

2018 WAVE Committee Members:
Pat Freeders, Chair
SSM Health St. Mary’s Hospital Auxiliary, Madison

Joyce Breen
Volunteer Partners of River Falls Area Hospital, River Falls

Jan Christiansen
Aurora Memorial Hospital of Burlington Volunteers, Burlington

Julie Steiner
Friends of Vernon Memorial Healthcare, Viroqua

Recognizing Outstanding Volunteer Programs

Partners of WHA

2018 WAVE Awards

Presented at the Partners of WHA Annual Convention

October 3, 2018
Holiday Inn Hotel & Convention Center, Stevens Point, WI
Category: **Community Service Programs**  
**Winning Program:** “Babysitting Clinic”  
**Winning Organization:** Partners of HSHS St. Joseph’s Hospital, Chippewa Falls

At least three times a year, members of the Partners of HSHS St. Joseph’s Hospital hold their Babysitting Clinic for 11 and 12-year-old students in the Chippewa Falls area. Volunteers are responsible for the planning, promotion, implementation and maintenance of each clinic, with about 100 adolescents receiving the training annually, and nearly 1,500 trained since the program began 15 years ago. Volunteers coordinate the dates and locations, compile the supplies and teaching materials, and teach the established curriculum, which is also reviewed and updated regularly by the volunteers. The clinic is offered for only $10 per student, which is significantly less than other babysitting classes in the community, because of the full participation of the Partners group. Since they have developed a waiting list of students wanting to participate in their clinics, the Partners often take requests from schools and other community groups to offer their clinics more often each year.

Category: **In-service Hospital Volunteer Programs**  
**Winning Program:** “Patient Comfort Hand Massage”  
**Winning Organization:** SSM Health-St. Mary’s Hospital Auxiliary, Madison

Members of the SSM Health-St. Mary’s Hospital Auxiliary support the healing ministry of their health system by providing patients with a complimentary hand massage, intended to improve overall comfort and enhance their experience while in the care of SSM Health-St. Mary’s Hospital. The hand massage is one of eight options on the Comfort Menu, given to each patient upon admission. The Patient Comfort Hand Massage is unique in that it provides the patient with one-on-one attention from a fully-trained volunteer who is present and focused on being a caring listener and human connection. Data results from the 651 patients who received hand massages in 2017 indicate that 89% agreed with the statement “Receiving a hand massage increased my comfort today.” Since its inception, a pool of 34 volunteers who provide this service has been built, dedicating over 775 hours of service.

Category: **Fundraising Programs**  
**Winning Program:** “Snowflake Bazaar”  
**Winning Organization:** Aurora West Allis Medical Center Women’s Auxiliary, West Allis

The Snowflake Bazaar is a two-day craft sale, featuring items hand made by members of the Aurora West Allis Medical Center Women’s Auxiliary and held in the lobby of their hospital. Volunteers share ideas for craft projects and work together to complete some of them. Volunteers also set up, clean up and man the sale throughout its duration. Since its inception in 2005, the Snowflake Bazaar has raised nearly $41,000 for the Auxiliary Scholarship Fund. The volunteers use this fund to award annual scholarships to qualified high school or college students going into health care. Recipients can be hospital volunteers themselves, or children or grandchildren of a volunteer or employee of Aurora West Allis Medical Center.

Category: **Community Outreach and/or Collaboration Programs**  
**Winning Program:** "Healthy Kids Club"  
**Winning Organization:** Aurora Memorial Hospital of Burlington Volunteers, Burlington

The “Healthy Kids Club” was started in 1994 as a community outreach program by the then Memorial Hospital Burlington Auxiliary, now known as the Aurora Memorial Hospital of Burlington Volunteers. It is an interactive health education program for kindergarteners from area schools. The program averages 650 students from 17 schools each year. Volunteers coordinate the visits with the schools, set up and clean up each session, and host training sessions for volunteers who want to participate on-site during the sessions. In addition, funds raised in the Volunteers Hospital Gift Shop are used to pay for the registered nurse, who presents a portion of the program, and for the giveaways for each participating child.