

# BELLINTEER

A Quarterly Publication for Volunteers of Bellin Hospital

Volume XX - Issue 3

January 2019

## *A Message from Your Volunteer Staff*

Happy 2019 to each and every one of you! We hope it will be a healthy and safe year for all!

As 2018 has come to an end, we wanted to extend our gratefulness for all of your volunteer efforts this past year! On average, we have approximately 400 volunteers assisting in all areas of our health care system. Our volunteers together donated a total of more than 30,000 hours. This is a true accomplishment!

On behalf of Bellin Hospital, we want to extend our most sincere **"Thank You"** for your many hours of dedicated volunteering with us! You can feel proud of your part in helping to make our visitors and patients feel welcomed.

We will look forward to gathering in the spring to once again celebrate with each of our wonderful volunteers.

As always, please stop in or call us anytime with your suggestions and comments.

 Dawn McCole, 433-3697  
Volunteer Coordinator

 Drew Russo, 433-3632  
Volunteer Coordinator



## Valet Parking Only When Necessary



We appreciate all that our volunteers do to help support Bellin every day. And we understand from time to time it is necessary for you to utilize our Valet parking.

Our Valet area does a tremendous job keeping the traffic flowing at the front entrance. On an average day, they will park 372 vehicles with their busiest time between 7:30-11:30 a.m.

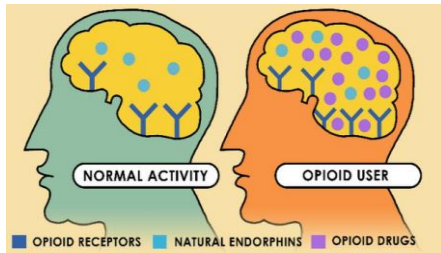
We are therefore asking all volunteers who may utilize the Valet service to only do so if necessary. Please help us to help the Valet area by parking your vehicle in the 725 Webster Medical Building parking lot across the street from the hospital.

By parking in the 725 Webster Medical Building parking lot, you are able to enter the building and take the elevator to the third floor to cross the skywalk to the hospital. This makes it even easier to come into the hospital when the weather is not so nice outside.

Your help in this matter will be greatly appreciated. Please feel free to call the Volunteer Office at 433-3697 or 433-3632 should you have any questions or concerns.

## Community Health Education Report

With this being my last article on the opioid epidemic, my thoughts go back to the beginning of this project and how much I've learned about this subject. The crisis touches all ages, socioeconomic groups, and ethnicities. Opioids describe legal prescription pain medications, as well as, illegal drugs such as heroin and recently synthetic fentanyl. Deaths from heroin increased until 2015. In 2016, overdose deaths from fentanyl surpassed those from all other opioids. Over 70,000 deaths from opioid overdose were recorded in 2017. There is no TYPICAL user.



We are becoming aware of the impact of opioids on the brain and subsequent behavior changes. Brain images show changes in areas of the brain used in motivation, decision making, judgment learning, and behavior control. (During adolescence, areas of the brain are still developing. Introducing drugs at this stage of development can cause brain changes and lack of brain development that have long-lasting consequences.) Other studies look at dopamine, a brain chemical that rewards a behavior with feelings of pleasure.

Drugs activate this “reward” area, causing release of dopamine in amounts 2 to 10 times the amount that natural rewards do, and the effects last longer, causing a person to take drugs again and again.

Prescription opioid pain relievers can improve the quality of life for people living with acute or chronic pain. Drastic increases in the number of prescriptions written and dispensed, social acceptability for using medications for different purposes, and aggressive marketing by pharmaceutical companies helped create the “environmental availability” of prescription medications, leading to misuse, abuse, and dependence. Surplus opioids got into the hands of anyone who wanted them. When state and government agencies began regulating and decreasing numbers of opioid prescriptions, those dependent on them turned to the illegal opioid heroin. Often a teen’s first exposure to opioids was after a dental procedure or sports injury.

These facts indicate the dilemma - there is no short-term fix because substance use disorder is a long-term struggle. There is a need for improved access to treatment and recovery services, accepted use of overdose-reversing drugs (Narcan), and support for research on pain treatment and addiction.

In the world of this epidemic, IGNORENCE IS NOT BLISS. Become aware of new developments. Encourage and advance education on better and acceptable pain management. And above all, start in your own home - lock/secure any opioid prescriptions. Dispose of any unused opioids. Discuss alternative treatments for pain with your health care provider. Continue to educate yourself and others. I hope I have introduced facts to help with this process.

Tammy Henninger, (920) 639-9322  
CHE Chairperson

“You don't have to wait  
until Valentines Day to show  
someone how much they  
mean to you.”



## Homemade Hand-Held Pies Make a Hit in the Coffee Shop

Happy New Year from Backstreet Espresso! We have finally turned the page to 2019, and we hope it is again a prosperous year for our hospital coffee shop. Last year, we again set a record in August, with the highest sales ever in the history of our shop! Let's hope we can do that again a few more times this year.

With the new year, we are pleased to announce the introduction of another new item on our menu. We are now featuring homemade hand-held pies, baked fresh from the Amish bakery in Cecil. Although you can hold them in your hand, you need large hands and big bellies to be able to eat an entire pie in one sitting. They are good sized, and in my opinion, two servings. Each pie features homemade crust, smooth glaze, and a wonderful filling in various flavors. We have been trying all the different flavors to determine our customer's favorites, and it looks like apple and cherry are strong contenders. Other flavors like raspberry, blueberry, and lemon have also sold out within 24 hours. Thursday is delivery day, and we have yet to have pies longer than three days. Each pie sells for \$3.25, and volunteers can use their meal pass to purchase one. We hope you will stop by to catch a glimpse, smell, or taste of our new hot seller!

The January drink special is "The Blizzard," but I hope our weather doesn't reflect our drink special's name. This drink is a favorite of many, but especially the mint lovers. White chocolate and cream de mint are the featured flavors, and they make a smooth, fresh combination. Whether it is below zero, or you are stuck in a snowdrift, The Blizzard is the perfect January drink.



Congratulations to Bruce and Ellen who work Friday mornings. They have set the all-time record of highest sales on a shift! On November 30, in only three and a half hours, they sold \$389.62 in products! This shows that good teamwork can make anything happen! I am still in awe and so proud of all your hard work on this day and all others. Thank you from Bellin Health!

A big thank you again to all our coffee shop volunteer baristas! For all the times you came in early or stayed late, for helpful suggestions in support of our shop, and for caring during difficult times, please know how much I appreciate you, your time, and your talent.

To all Bellin Health volunteers, I wish you a year of good health, deep belly laughs, big smiles, and comfort knowing you work on the best team of volunteers there is. All the best in 2019, and beyond.

Kim Holmes, 433-3547  
Retail Coordinator

## Parking Permits



The 2019 parking permits are now available in the Volunteer Office. If you volunteer at the main hospital, please stop in and pick up your new permit for use when parking on the main campus.

It is important that you display the permit on your front dash when entering the 725 Webster Medical Building parking lot. This helps the parking lot attendant to identify our volunteers.

The parking permits are only needed by those helping at the main hospital. All other volunteers are not required to have a parking permit.

If you are not sure you will need a parking permit, please contact the Volunteer Office at 433-3697 or 433-3632.

## Christmas Décor & Ornaments “Fly Out” of Gift Shop



Although it's been said, many times, many ways...Happy New Year 2019! We made it through another holiday season in our hospital gift shop, and are pleased with the results. Our November was strong, and we beat last year's number. I think my tired legs and sore feet were proof of that! Although our two sales promotions of the month went well, we saw an increase in our regular daily sales.

This past November, we had the biggest selection of our best-selling clothing line, Simply Noelle, and we know that drove a lot of sales over November and December. Simply Noelle's designs of tops, jackets, jewelry, and winter-weather accessories were excellent this year! Styles sold out quickly, with customers returning and asking where their size of clothing was. Our regular customers know, if you really love it, you'd better buy it, or it will be gone the next time you shop. This year, in particular, we sold out of two different style dresses, that could be worn with leggings or with hosiery. The one style, named “Dancing in the Moonlight” sold out immediately. This lovely dress featured a sheer floral print material over a solid color liner, with long cuffed sleeves and jeweled buttons. The floral pattern featured color tones of either navy and beige, or sangria red and beige. The soft sheer fabric, along with puffy sheer sleeves and a buttoned cuff made this the perfect holiday dress. I am happy we helped to dress some good looking women for the holidays!

Our trees were once again packed with many different styles and themes of ornaments. Each year, I try to find new patterns of ornaments in occupations, military themes, animal-lover types, and memorial-remembrance styles. Of course, there are more types than just these mentioned, but these tend to be good sellers for us yearly. This year, I would say our cardinal-themed ornaments sold the fastest. Our customers relate to the connection of cardinals with our loss of loved ones, and many of them shared their stories with us while checking out. I will have to watch for more cardinal styles for next year. Holiday signs that could hang on the wall or sit on a counter also did very well for us. The “red truck” theme was also big for us. We featured everything from lighted wall prints, to night lights, to kitchen hand towels, all with the classic red truck theme. It will be interesting to see what the trends for Christmas 2019 will be. I am grateful to say I will be attending the Las Vegas Market again the end of January. I already have my appointments set up and I know the time will go fast. There is so much to see and so many different vendors there. I look forward to doing the bulk of Christmas 2019 buying at Market, and getting ideas for everyday merchandise, as well.

We are looking for Friday morning and afternoon volunteers in the Gift Shop. If you would like to know more, please stop by the shop. We would be happy to give you a tour and answer any questions.

A special thanks to our hardworking team of volunteers in the Gift Shop. We once again made it through a crazy time of selling, restocking, cleaning, and gift bagging. I am so grateful to everyone for working their scheduled shifts and picking up hours when able. Thank you for your help and support throughout the year!



We hope all volunteers are having fun spending their \$5 coupon to the Gift Shop, that is courtesy of Bellin Health Volunteer Services. *(This coupon came in a card sent to each volunteer in November from Volunteer Services.)* We have met new faces through this promotion and are happy to get to know you all!

May wishes of good health, positivity, and kindness of heart be with you always during this new year!

Kim Holmes, 433-3547  
Retail Coordinator





# 'Twas The Diet After Christmas



'Twas the day after Christmas, and all through the house,  
nothing would fit me, not even a blouse.  
The cookies I'd nibbled, the eggnog I'd taste,  
at the holiday parties had gone to my waist.

When I got on the scales there arose such a number,  
when I walked to the store (less a walk than a lumber).  
I'd remember the marvelous meals I'd prepared;  
the gravies and sauces and beef nicely rared.

The wine and rum balls, the bread and the cheese,  
and the way I'd never said, "No thank you, please."  
As I dressed myself in my husband's old shirt,  
and prepared once again to do battle with dirt.

I said to myself, as I only can,  
"You can't spend a winter disguised as a man!"  
So away with the last of the sour cream dip,  
get rid of the fruit cake, every cracker, and chip.

Every last bit of food that I like must be banished,  
"Till all the additional ounces have vanished.  
I won't have a cookie - not even a lick.  
I'll want only to chew on a long celery stick.

I won't have hot biscuits, or cornbread, or pie.  
I'll munch on a carrot and quietly cry.  
I'm hungry, I'm lonesome, and life is a bore.  
But isn't that what January is for?

Unable to giggle, no longer a riot.  
Happy New Year to all and to all a good diet!



# Flu Vaccination Reminder



As an organization committed to the health and well-being of our patients, visitors, employees, and volunteers, Bellin continues to strongly endorse and encourage universal flu vaccination.



Within the 2018-2019 flu seasons, employees and volunteers who decline the flu vaccination must wear a protective mask throughout their shift. This precaution will last through the entire flu season and applies to employees, contract workers, independent practitioners, volunteers, students, and product vendors. This includes those with or without direct patient contact.

Free flu shots were made available to employees and volunteers beginning in October, the start of Bellin's annual campaign to vaccinate those within the health system.

We strongly encourage you to get vaccinated this season and greatly appreciate all of your efforts to help the people in our region be the healthiest in the nation.

If you choose not to have the flu vaccination or to wear the mask, you will be required to take a leave from your volunteer duties until the end of the flu season.



**Should you have any questions,  
please contact the Volunteer Office at 433-3632 or 433-3697.  
Thank you for your support!**

## Bellin Volunteer Deadlines:

- March 15, 2019, for the April 2019 newsletter.
- June 15, 2019, for the July 2019 newsletter.
- September 15, 2019, for the October 2019 newsletter.
- December 13, 2019, for the January 2020 newsletter.

***Anyone can contribute articles!  
(Please mark these dates on your calendar.)***



Kay Lyndahl, (920) 746-5122 (summer); (813) 633-6624 (winter)  
Editor, e-mail: [kaylyndahl@aol.com](mailto:kaylyndahl@aol.com)

## Call Me



If one day you feel like crying...call me.  
I don't promise you that I will make you laugh,  
but I can cry with you.

If one day you want to run away...don't be afraid to call me.  
I don't promise to ask you to stop,  
but I can run with you.

If one day you don't want to listen  
to anybody...call me.  
I promise to be very quiet.

But, if one day you call and there  
is no answer...  
come fast to see me, perhaps I need you!



~ Anonymous

# New Volunteer Name Badge Update



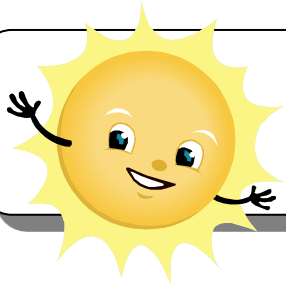
As you should already know, all current Kronos clocks will be replaced in mid to late February with new updated versions. The new clocks are activated by tapping your badge, not swiping as done currently. This change requires new badges for all volunteers. Since new badges will be printed, we are also using this opportunity to update all volunteer pictures.

To facilitate the process of having all Volunteer pictures retaken, we did schedule photo session for Volunteers in September. If you should still need to have a picture taken, please contact the Volunteer Office.

Prior to installation of the new clocks, we will receive the new badges and see that your new badge is mailed to you along with instructions on how to clock into the new system.

If you have questions about this process, please contact Drew Russo at 433-3632 [drew.russo@bellin.org](mailto:drew.russo@bellin.org) or Dawn McCole at 433-3697 [dawn.mccole@bellin.org](mailto:dawn.mccole@bellin.org).

Thank you for your support as we transition to the new badge system.



**Those who bring sunshine to the lives of others  
cannot keep it from themselves.**

James Barrie  
From the book, "The Essence of Attitude"

# Annual Education Requirements



The Volunteer Annual Education information has been updated once again with new information important for all of our volunteers.



In order to remain active as a volunteer, you **must** complete the mandatory annual education information packet and return the completed test to our office **within 30 days**.

Look for your annual education packet in the mail. The packets are mailed out on a monthly basis upon the anniversary of the day you first entered our program.

So, please make certain to update any changes in your mailing address with the Volunteer Services Office.

Thank you all for your help in this matter. We really do appreciate it.

Dawn and Drew  
Volunteer Coordinators

# ~ Volunteer Opportunities ~

## *Maternity Security Door Volunteer*

The volunteers in this position are stationed outside the Maternity Unit and are responsible for providing access to the Maternity Unit for both visitors and staff. All volunteers are provided with general training for allowing access through the security door. The general hours for this position are from 12 noon to 4 p.m.

## *Hospital Support Volunteers*

If you enjoy helping to escort patients and visitors to their final destination here at Bellin, we would like to hear from you. We are currently looking for additional volunteers to help out at the front entrance to the hospital. Hours are available Monday through Friday both in the mornings and afternoons.

## *Heart & Vascular Center Greeter*

We are looking for your assistance at the desk located on the 2<sup>nd</sup> floor entrance to the Heart & Vascular Center near the lobby elevators. Duties would include helping with patient flow and assisting with various projects as needed. We are looking for volunteers to assist with these duties Monday through Friday from 12 noon to 4 p.m.

## *Neuro Team Concierge*

Additional volunteer support is needed at the entrance of the 725 Webster Medical Building located across from the hospital. Volunteers are needed to assist with directing visitors and patients to their destination, help to transport patients from the clinics to the front entrance when discharged in a wheelchair, assist customers in the waiting room, and assist with clerical support as needed. There is current a need on Monday, Tuesday, Wednesday and Friday afternoons from 12 noon to 4 p.m.

## *Dietary Survey Volunteer*

Volunteers are needed to help with nutrition surveys given out to patients in order to gather feedback on the quality of the food served. This is a great opportunity for those who would like to interact with our patients while assisting Food & Nutrition Services. The hours are flexible for this position.

## *Service Assistant*

Some of the general duties for this opportunity would include restocking the supplies in patient rooms, help to clean equipment, visit with patients, and transport patients via wheelchair. The hours and days of the week are flexible.

## *Bellin Expressive Arts in Medicine (BEAM)*

Volunteering with Bellin's Expressive Arts in Medicine, or BEAM, is an extremely rewarding experience for an enthusiastic, positive, nurturing person who loves people. Bring a BEAM Art Cart to patients during their hospital stay and offer an art or craft project to patients at no cost, along with a smile and conversation. Art is part of the healing process, provides distraction from anxiety, and creates a nurturing, healing environment. Art is calming, soothing, and uplifting for patients and those that support them. Leave each day with a feeling of fulfillment, knowing you made each patients day a little brighter. This is a perfect volunteer opportunity for those interested in a career in medicine and working more closely with our patient population.



## Digestive Health Greeter

Digestive Health Services, located on the 3<sup>rd</sup> floor of the 725 Webster Medical Building, has an opportunity for volunteers interested in helping in their area. The general duties consist of greeting patients, monitoring the waiting room area, guiding patients to specific areas within Digestive Health Services, and helping to assist the staff as needed with other duties. The general hours for this position are from 7-11 a.m. This is a wonderful position for anyone interested in working in a clinical environment.

## Sixth Floor Reception Desk

We are currently looking for volunteers to help both visitors and patients as they come to the Sixth Floor for surgical procedures. Responsibilities for this position include helping to answer general questions, keep refreshments supplied for visitors, and helping the surgical staff to locate family members. Hours are available Monday through Friday from 7-11 a.m. or 11 a.m. to 3 p.m.



❖ ❖ ❖  
If you are interested in any of the above opportunities,  
please contact the Volunteer Office at 433-3632 or 433-3697.



We look forward to hearing from you.



If your baby is "beautiful and perfect, never cries or fusses,  
sleeps on schedule and burps on demand, and an angel all the time,"  
you're the grandma.

~ Teresa Bloomingdale



## Bellin Health Surgical Unit Making a Difference



The Bellin Health Surgical Unit is making pillows for our patients to help them through their journey back to health.

- ❖ They are offering regular pillows for abdominal surgeries so patients can hold them against their abdomens while they are coughing and deep breathing.
- ❖ They also have heart-shaped pillows for our mastectomy patients to aid in their healing/comfort.



If anyone is interested  
in helping with this project,  
please contact Sue Kassner at  
[sue.kassner@bellin.org](mailto:sue.kassner@bellin.org) or ext. 203610.

# Heartbeat News

## MEETING NOTICE

*The next Concerned Hearts Club meeting will take place on:*

**Tuesday, February 12, 2019  
Wertel's Tap  
2545 Manitowoc Road, Green Bay**

**Social: 11 a.m. ♦ Lunch: 12 noon**

♦ ♦ ♦  
**RESERVATIONS ARE NECESSARY**  
♦ ♦ ♦

Call Bernie Miller at (920) 336-3994 or Dixie Tubbs at (920) 494-4754 by  
**Friday, February 9, 2019**, to reserve your spot.

Menu is Prime Rib, Two-Piece Broasted Chicken, or Pork Chops;  
Vegetable; Potato; Dinner Roll; and Dessert  
for \$10.00 - beverage not included



## THANK YOU!



A huge thank you goes to Jim Dietsche, Chief Operating/Financial Officer for Bellin Health, for donating a brand new Singer sewing machine to the Concerned Hearts Club!

Every three months, the Concerned Hearts Club members make Heart Hugger pillows for open-heart patients.

There are approximately 384 pillows made every year and given to patients from this generous Club. The new sewing machine is very appreciated.

A sincere thank you Jim for thinking of us!

## IN MEMORIAM

- ❖ *Florence Vandeleese*, 88, passed away on Thursday, December 6, 2018. She and her husband, Warren, were married 67 years after being introduced on a blind date two years before.

Florence and Warren spent many hours volunteering at the desk and even for holidays, training new volunteers, officers of the Concerned Hearts Club, and participating in the creation of a video that is shown to patients and family members prior to open-heart surgery.

She is survived by two sons and their wives, Jeffrey (Mary) and Gregory (Martha), plus other family relatives and friends.

Her caring, compassions, strengths, and playful sense of humor will always be remembered.

Mary Jane Bublitz  
Volunteer Coordinator, Concerned Hearts Club

## GENEROUS DONATION!



Steve Maricque, President of The Bellin Health Foundation, presented a plaque to Jan and Ron Antonneau (*brother and sister*) for their generous donation to the Bellin Health Concerned Hearts Club.

Welcome new members...we are honored to have you!

Todd Prochniak  
President, Concerned Hearts Club

# A Sweet Lesson in Humanity



Years ago, a 10-year-old boy approached the counter of a soda shop and climbed onto a stool. *“What does an ice cream sundae cost?”* he asked the waitress.

*“Fifty cents,”* she answered.



The youngster reached deep in his pockets and pulled out an assortment of change, counting it carefully as the waitress grew impatient. She had “bigger” customers to wait on.

*“Well, how much would just plain ice cream be?”* the boy asked.

The waitress responded with noticeable irritation in her voice, *“Thirty-five cents.”*

Again, the boy slowly counted his money. *“May I have some plain ice cream in a dish then, please?”* He gave the waitress the correct amount, and she brought him the ice cream.

Later, the waitress returned to clear the boy’s dish and when she picked it up, she felt a lump in her throat. There on the counter the boy had left two nickels and five pennies. She realized that he had had enough for the sundae, but sacrificed it so that he could leave her a tip.

**The Moral:** *Before passing judgment, first treat others with courtesy, dignity, and respect.*

Adapted from “A Lifetime of Success” - Pat Williams, Fleming H. Revell

