



HSHS
Sacred Heart
Hospital

The Volunteer Partners newsletter is published three times a year to communicate information of interest and usefulness to volunteers and friends. We welcome all suggestions and comments. You may contact me at 715-225-3978 or e-mail me at Jaci.Fuller@hshs.org
Jaci Fuller, Volunteer Partners Newsletter Coordinator.

VOLUNTEER PARTNERS MISSION STATEMENT

In partnership with HSHS Sacred Heart Hospital, the Volunteer Partners will provide compassionate, supportive services for patients, their families and hospital staff; promote community awareness of the Hospital's mission; and raise funds for Hospital needs.

HSHS SACRED HEART HOSPITAL

VOLUNTEER *Partners*

January 2018



2018

HAPPY NEW YEAR

A New Year Wish

How quickly the years go.
2017 is history - 2018 is here.
Volunteers making a difference,
every day - every year.

Greeting visitors and patients
With a smile and a cheerful way,
Delivering flowers to patients
- helping colleagues each day.

Not asking for thanks,
Volunteers are the best.
Here to make a difference-
In the lives of all the rest.

So to all the volunteers
Here's a wish for you:
Happiness and good health
be yours the new year too!

Jaci Fuller 2018



Directly speaking...

A new year, a clean slate, another chance to make changes or maintain what has been working well. There is a saying, “If it ain’t broke, don’t fix it.” I haven’t broken too many things this past year, I’ve kept my promises to family and friends and I’ve even been pretty good about eating healthier.

Why am I pondering this New Year’s Resolution thing? Every year I state I’m going to exercise more. Does it happen? Not really (maybe a smidge). I did purchase an exerciser from a neighbor, and I really do intend to start using it more. After all, it was a \$5.00 investment!

So, what kinds of resolutions do you make? Here are a few to think about and possibly adopt and adapt into your everyday living:

- Smile at people – at least one person each day.
- Learn a new word – each week.
- Laugh out loud – and often!
- Turn off all electronic devices and listen to the sounds of silence. You might be surprised at what you actually hear.
- Do something new each week. Big thing, small thing; it doesn’t matter. Just do it.
- Go to a movie with a friend or by yourself.
- Read a good book – read lots of books.
- Walk more often – take your time and enjoy your surroundings.
- Be or start living more minimally. Unclutter your house.
- Savor and be in the moment – don’t rush through things.
- Visit someone you haven’t talked to or seen in quite a while.
- Write down something you are thankful for and put it in a jar – do it every day or at least once a week. At the end of the year, take out all those notes and re-read them. How fun.
- Recruit your friends to volunteer at our hospital!

The 18th century English poet Alexander Pope said “Hope springs eternal.” It comes from his poem An Essay on Man. It is good to be optimistic. Look for the best, be the best, wish for the best.

I have hope, too. I hope to start anew in 2018 and check off a few of those ideas I’ve listed. I’m slowly in the process of uncluttering my home, but I have to get my husband on board more with that one! I plan to read more books, smile more often, enjoy the simpler things in life.

May 2018 be an amazing year for you all. I hope you enjoy good health, find meaning and happiness in all you do, and have so much fun you develop permanent laugh lines etched artistically in a constant wreath of smiles. May your eyes twinkle with joy and delight!

Be joyful in hope, patient in affliction, faithful in prayer. Romans 12:12 NIV

May God Bless,

Mary Pengra, Director
Volunteer & Community Services

*You’re are never fully dressed
until you wear a smile.*

A note from your President



A Happy and Prosperous 2018 to all of you!

2017 was a productive year with many changes occurring for HSHS Sacred Heart Hospital Volunteer Partners.

The Love-Light Program, organized and processed by the Volunteer Partners was very successful in raising money for our HSHS Sacred Heart Healing Place. The program was graced with lovely piano music that filled the atrium while participants enjoyed camaraderie, refreshments and cookies. We were then enlightened with reflective, thoughtful and loving words in the hospital chapel. The Hearts of Joy Choir and several pianists also shared their time and musical talent so beautifully. We concluded the program in the Healing Garden. As the lights came on, a collective gasp could be heard as participants took in the lovely scene.

The Paws for a Cause Program is a community outreach program run by the Volunteer Partners in its initial stages. All monies raised were spent on food for pets to be distributed by local food pantries. The program honored our beloved pets and included several speakers and the pet therapy animals. We concluded the program with an outside tree lighting ceremony on the west side of the hospital. Pet food was purchased and distributed in December to the food shelves. We hope to continue this program for many years.

Several of us attended the state convention for Volunteer Partners in Green Bay this year. Our district was in charge of organizing the convention, and HSHS Volunteer Partners of Sacred Heart were assigned registration. We had an excellent team that functioned well together. Registration ran smoothly thanks to everyone's efforts.

We made the last of three payments to the OB floor renovations in October, donating a total of \$150,000 over the past three years. Our amazing and wonderful selfless Volunteer Partners made this happen. We hope the patients and their families will enjoy the improvements made.

A recent commitment has been approved for a total of \$100,000 to HSHS Sacred Heart Cancer Center renovations over the next three years. This will be a positive update for HSHS Sacred Heart Hospital as we move into the future.

As we enter 2018 I would like to leave you with a verse from Hebrews 6:10 : "God is not unjust; he will not forget your work and the love you have shown him as you have helped his people and continue to help them."

As we immerse ourselves in the new year, we look forward to joyfully serving the patients and their families at HSHS Sacred Heart Hospital and representing the Volunteer Partners.

Sandy Gobler, Volunteer Partners President



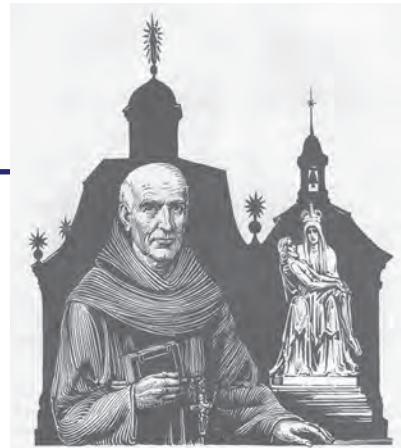
Volunteers Make a Difference

Volunteers have hearts
Of gold
Helping people, young
And old.

VOLUNTEER PARTNERS

OUR HISTORY

On July 2, 1844, a Franciscan priest, Father Christopher Bernsmeyer, witnessed the religious commitment of women in Our Lady of Grace Chapel in Telgte, a village outside the city of Muenster, Westphalia, Germany. This marked the foundation of the Hospital Sisters of the Third Order of St. Francis, a religious community dedicated to the service of the sick and those in need.



The community grew rapidly and in the early years provided assistance to the sick in Westphalia and Silesia. The Sisters were quick to respond to health crises whenever they were called. Accepting the invitation of Bishop Peter Joseph Baltes of Alton, Illinois, 20 Sisters arrived in the US on November 3, 1875. They established their Motherhouse in Springfield, Illinois and began their ministry by nursing the sick and poor in their homes. In small rural communities, hospitals were built—generally within walking distance of a railroad station. Over the years as the need for health care expanded and evolved, so too have the services provided by the 15 hospitals and network of physician partners of Hospital Sisters Health System.

The Beginning: 1889

The history of Sacred Heart Hospital in Eau Claire, Wisconsin, began more than 120 years ago on October 7, 1889 when two Hospital Sisters of St. Francis arrived from their Motherhouse in Springfield, Illinois to Eau Claire. Their working establishing the first hospital began in the residence of Mrs. J. Fitzpatrick, located in the 100 block of Putnam Street.



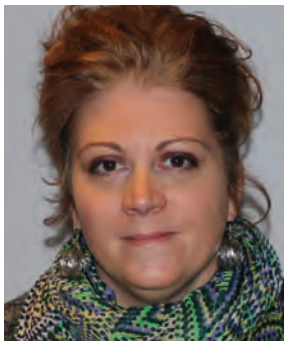
In the following spring, a new three-story building was erected on the northeast hill facing north Dewey Street, with accommodations for 50 patients.

On July 28, 1890, the Articles of Incorporation of the Hospital were sent to Madison, Wisconsin and were acknowledged on August 1 under the title of the “Hospital of the Sacred Heart of Jesus of the Sisters of St. Francis.”

The new hospital served 275 patients in the first year. It grew to meet community needs; the total patients in the following year increased to 422, for 9,903 days of nursing care. By 1901, the patient load reached 666 for 16,972 days of care.



Gift Shop News



January is one of my top ten months of the whole year! It's the perfect month to start fresh; whether it's your mind, body, home or community. The entire gamut from very small such as drinking more water, flossing your teeth every day or purging your home of unwanted "junk" to globally-minded volunteering on a mission trip or changing

your will and donating all your money to the Carter Center to eradicate Guinea worms in foreign countries. All can be fulfilling and hopefully make you a better, kinder person.

I like to clean the areas where I spend time; both work and home get a thorough going over. Everything at home is moved and cleaned and by the end of the month, the whole house

has been done. I can then rest and relax and enjoy the remainder of winter. The corners of the Gift Shop get touched, too. It's easy to overlook the nooks and crannies during the year so it feels good to get this big job done. Windows are washed. Shelves are wiped down. And then finally, the Gift Shop is ready for the new items to be put out. And almost everything is new!! Printed wall posters! Cement flower pots! Angus! It seems as if everything is bright and shiny and new. There are new mugs, shiny new jewelry and brightly colored crystals. So much work is involved, and the end result is so very worth it.

Stop in and see the new merchandise. You never know what you might find for yourself or someone special. I am excited for this new year, and I hope you are as well. There are so many things to look forward to in 2018. Put the Gift Shop on your list of "to do's" every month. There's always something new and interesting to look at!

Jen Stuber, Gift Shop Manager

Board Updates



A TIME TO REMEMBER

The Volunteer Partners wish to extend our sincere and heartfelt sympathy to the family and friends of the following volunteers who will be honored in the TAG (Tuition Assistant Grant) Program: Mary-Charlotte Crill, Elaine Hagen and Leone Dickerson.

Our sympathy and prayers to the following volunteers on the loss of a family member: Sharon Schank, Karleen Notham, Jaci Fuller and Sandy Goble.

Joan Cook, Friendship Committee

The Gardens of Kindness Never Fade

A garden is measured not by its
Withered leaves,
But by each budding flower
And the smiles it receives.

A day is measured
Not by hours that have flown,
But by how much we've done
And the compassion that
We've shown.

Our lives are measured
Not by what we have or take,
But by what we give back
And the difference that
We make.

-Author unknown

PUBLIC POLICY AND EDUCATION

WHA ADVOCACY DAY

When: March 21, 2018

Where: Monona Terrace Convention Center, Madison

What: Opportunity to gain information that is critical for all to be aware of important issues and the role of Wisconsin Hospital Association (WHA). Meet with key legislators and advocate for these critical healthcare issues.

Hospitals Find Experienced Nursing, Entry-Level Positions Difficult to Fill:

This report indicates that because the number of people over age 65 living in Wisconsin is expected to double by 2030, the healthcare workforce will need to grow by more than 30 percent to meet the demand for care. This presents a challenge for healthcare organizations to successfully compete for entry level applicants. Hospitals list advanced practice nurses as the most difficult positions to fill. The good news seems to be that millennials are showing increased interest in healthcare positions. Millennials value teamwork and form strong bonds with their employers, all strong values for healthcare.

Advanced In-Home Technology:

In-home technology is being used to monitor patients with chronic conditions so they do not need to travel to a clinic or hospital. Patients can be remotely monitored by nurses, physicians or therapists who can facilitate self-care or direct patients to the appropriate care setting if their health cannot be managed in the home. Telemedicine has brought the expertise of specialists located anywhere in the country to the bedside and exam room to diagnose, monitor and treat patients.

According to the WHA survey, over 75 percent of Wisconsin hospitals have implemented some form of telemedicine. With a shortage of physician specialists, telemedicine can be available in hospitals and clinics in rural areas of the state.

“Kill the Pill”:

With the Opioid epidemic at record high levels, doctors in the Green Bay area are trying a new approach to treating knee surgery pain that avoids prescribing opioids. This new procedure completed in pre-surgery is helping doctors eliminate opioid prescriptions post-surgery for this most painful type of surgery. The difference is that either laughing gas or nitrous oxide is used to cool a needle which is then inserted just under the skin around the peripheral nerves in the knee. The coolness affects how the nerves feel pain for months after surgery. This procedure can be given in an office and is covered by most insurance. The goal is to “kill the pill” over the next ten years.

HEAT: Hospital Education & Advocacy Team

If you are not a member, you are missing out on the critical healthcare issues of the day. This is a free service provided by the Wisconsin Hospital Association. Simply email at the following address to join and be informed: www.wha.org.

Bill McCullough, Public Policy Education Chair

HEALTH EDUCATION

NEW HABITS FOR THE NEW YEAR

With the approach of 2018, everyone will be making New Year's resolutions. The idea in picking habits and goals is to be realistic in picking habits that you really want to work on. Focus on one habit at a time as to not set you up for failure.

I would like to share the process to start a 66-day journey to success. This is a concept that has been shared by Dan Erickson who is a teacher, public speaker and writer. He has his own website and writes numerous articles. Dan states that studies have discovered that it takes about 66 days to start a new habit. You can create new habits if you stick with something for 66 days. Start with one simple habit and it only takes a few minutes a day.

You will need a journal, a pen and ten minutes a day. Here are some ideas to write in your journal:

Goals: Put daily goals in writing. Then add a list of ways you can reach them.

Daily Life Lessons: When you learn something new, write it down as a reminder for later.

Achievements: Track your exercise/fitness accomplishments.

Gratitude: List a few things you are grateful for every day.

Remember to spend time with your journal daily. Keep your journal near a place you frequent every day, for instance when you have your daily coffee. This will help you to remember to journal. The idea is to start small. Once you develop the habit of keeping a journal, you can add another 66-day habit.

Believe in yourself and good luck in 2018 with your new found successes.

Carol Gassert, Community Health Education Chair

VOLUNTEER PARTNERS

TAG (TUITION ASSISTANCE PROGRAM)

Again this year the Volunteer Partners are offering to the HSHS Sacred Heart colleagues and volunteers an opportunity to apply for a tuition assistance grant. A total of \$5,000, in the form of five grants of up to \$1,000 each, will be awarded. These are contingent upon all the guidelines being met for application and completion of the coursework.

Any adult or student volunteer or colleague at the Hospital pursuing a degree in healthcare who meets the criteria may apply. All applications received will be reviewed by the Volunteer Partners TAG Committee. The determination of the financial need of each of the candidates along with interviews will be important in selecting the recipients of the grants.

TAG applications must be returned to the Director of Volunteer Services by January 31, 2018. The TAG application form and accompanying information form are available on the Hospital's intranet under People Services/Benefits section (Tuition Assistance Grant). Forms are also available in the Volunteer office.

Steve Werner, TAG Committee Chair

Past Events

VOLUNTEERS ATTEND STATE CONVENTION

Volunteers of Sacred Heart Hospital attending the 2017 Partners of WHA (Wisconsin Hospital Association) state convention October 3 - 5, 2017 in Green Bay included: Sharon Schug, Carol Gassert, Steve Werner, Bill McCullough, Mary Ryberg, Sandy Gobler, Jaci Fuller and Director of Volunteer Services Mary Pengra. They were in charge of registration for the convention, and with the leadership of Mary Pengra along with Volunteer Partners Board President Sandy Gobler and "crew," everything went like clock-work.

Workshops and speakers emphasized the theme of the convention "Building on the Future." Sandy Gobler, President of the Volunteer Partners Board of Directors, accepted the Honor Points certificate on behalf of the Volunteer Partners of Sacred Heart Hospital.

The 2018 Partners of WHA state convention will be held on October 2 - 4, 2018 at the Holiday Inn, Stevens Point, with Sheree Schaefer, North Central District, as Chair. The theme will be "Volunteer Super Heroes" and will explore the super powers of volunteers to make the local hospital and community a better place.

ANNUAL COAT AND BLANKET DRIVE

Volunteers assisted with the annual Coat and Blanket Drive in October, 2017. Coats, blankets, gloves and other winter items were brought to Sacred Heart Hospital and accepted by volunteers, to be sorted at King's Closet. They were distributed on October 7, 2017 at King's Closet and were assisted by Redeeming Grace Church and the volunteers of Sacred Heart Hospital.

Donations not given out were distributed in other communities and at King's Closet. This community project is a free service to community residents in need of warm clothing for cold weather.

PAWS FOR A CAUSE

A new Volunteer Partners fundraiser event "Paws for a Cause" was very successful for the inaugural year! For a \$5 donation members of the community could have a light on a specially designated tree located in front of the hospital next to the Sacred Heart of Jesus statue for their special pet. The Recognition Program took place on Sunday, October 3, 2017 in the Monsignor Klimek Community Auditorium, with the tree lighting following,

All donations benefit Chippewa, Dunn and Eau Claire Counties' food pantries. The proceeds allowed the Partners to purchase 1,564 pounds of cat and dog food. On Friday, December 8, the pet food was taken to the Feed My People Food Bank. On behalf of the Volunteer Partners, they will distribute to the counties as needed. Thank you to all who helped make this a successful event.

VOLUNTEER PARTNERS \$6 SALE SUCCESSFUL!

On October 30 and 31, 2017 the Volunteer Partners held their annual HUGE SALE - Almost Everything \$6 fundraiser. There were many items to satisfy the eager customers who wanted to shop for themselves and others. With the Christmas season approaching, colleagues, volunteers and visitors were able to do their Christmas shopping.

The committee is grateful to realize a profit of \$784.80. These proceeds will help the volunteers support the many ongoing hospital projects and programs. We give thanks to our colleagues, volunteers and visitors who supported this event and the volunteers who helped. During the two-day event, door prize drawings were held and the lucky winners were: Alyssa Rumpel - Marketing, Kim Scheidler - OIS, Rob Perlberg - IS and Lynn Weber - Rehab/OT. Congratulations to the lucky winners!

Sandy Gobler, Chair
Kathy Herfel, Co-Chair



NOVEMBER 29-30, 2017 LINEN SALE

Thank you to all who assisted in this important fundraiser by your volunteer time or by your purchase. We are pleased to share the Volunteer Partners realized a profit of \$853.79, which will help fund our ongoing hospital projects and programs.

There were many blankets and oh-so-soft sheet sets sold either for oneself or as gifts for holidays, birthdays, and other special occasions. We look forward to planning next year's event. Stay tuned for the upcoming 2018 date!

Bill McCullough, Chair

CANCER PATIENTS SUPRISED BY VOLUNTEERS

Cancer patients on the Oncology Unit were in for a surprise this past Thanksgiving eve when they were treated to warm handmade fleece blankets by teenage members of the Pleasant Valley 4-H Club. The members have worked a Thanksgiving community service program for the past 6 years. This year, under the leadership of Oncology nurse Heather Iverson, the group chose to make the blankets for our patients. They worked on them at their meetings this past fall and delivered them to the Oncology Unit on November 22, 2017.

Two of the local TV stations were present to capture the donations as the twelve 4-H members went from room to room giving a blanket to each of the 8 patients on the unit. In all, 9 blankets were donated, with one being held in reserve for any patient who might be admitted later that night. The 4-H group so enjoyed the experience that they want to do this again next year. How nice to see the caring hearts of the volunteers of the future in action!

Submitted by:
Georgia J. Smith, Executive Director of Cancer Care Services



32nd YEAR FOR THE LOVE-LIGHT PROGRAM

For the 32nd year the Volunteer Partners sponsored the Love-Light program. The ceremony was held on Sunday, December 3, 2017 with Christmas cookies, punch and coffee served beginning at 4:45 p.m. in the Sacred Heart Hospital lobby. Christmas carols, provided by pianist Carol Dittmar filled the air. At 5:30 p.m. the program was held in the Father Christopher Chapel, with Volunteer Partners Board of Directors President Sandy Gobler presiding. Speakers included Julie Manas, Amy Sigerstrom and Father John Schultz. Music was provided by the Hospital Hearts of Joy Choir.



Carol Dittmar

Following the program, attendees gathered around the Christmas trees in front of the Hospital to witness the lighting of the trees. Each night throughout the Christmas season, the lights glowed, along with the tree toppers and Nativity scene.

The Love-Light Program is a fundraising event to honor and remember family and friends and a unique way for individuals to memorialize a loved one or honor a relative or friend by making a small donation to reserve a white, blue, red, green or gold light. The program was implemented in 1986 by volunteers Trish Watkins and Kathy Bartl. All proceeds supplement the funding of The Healing Place: A Center For Life's Journey. To date, the Volunteer Partners have gifted over \$444,000.

THE HEALING PLACE

The Healing Place was established in October 1989 by the Hospital Sisters of St. Francis to commemorate the 100th year of Sacred Heart Hospital. It is a community outreach service to anyone in the community who has experienced a loss and is in need of spiritual and emotional support. The mission is to provide a healing presence to persons experiencing issues of grief and loss due to transitions in their life and to offer education and support to institutions, agencies and surrounding communities regarding these issues.

Free services offered include individual grief counseling, resource center, community education and support group services such as parents grief group (lost a child), pregnancy and infant loss group, adult loss of a parent, transcending divorce as well as several other services.

For more information regarding services, contact The Healing Place at 715-717-6028.

BOOK & GIFT SALE

The Volunteer Partners held the Book & Gift Sale on December 18 and 19, 2017 for those "last-minute" Christmas shoppers. Christmas music filled the air, and cookies, coffee and punch were available. Thanks to the following volunteers who volunteered their time: Jan Lorentz, Judy Snudden, Kathy Herfel, Jaci Fuller, Donna Hoffmann, Emily Onken and LuAnne Foiles. The door prize drawing winner was Jane Eggen, Radiology-CT, who won the Better Homes New Cookbook – 16th edition. Congratulations!

Profits from the sale will be used for ongoing hospital projects.

Carol Gassert & Sharon Thobaben, Co-Chairs

VOLUNTEER PARTNERS

Past Events continued

BRINGING COMFORT AND JOY TO PATIENTS

No one wants to be in the hospital over the holiday, but the Volunteer Partners at HSHS Sacred Heart Hospital brought some hope and good wishes and cheer and to the patients during the holiday season. Christmas Santa stockings and hats were delivered to the babies born during the week of Christmas. For the first baby born at Sacred Heart Hospital in the New Year, the Volunteer Partners gave a beautiful layette set and \$100 into a savings account for the baby. Board President-Elect Bill McCullough presented the gifts to the parents.

On Christmas Eve morning, December 24, Volunteer Partners Board of Directors representatives delivered to each patient in the Hospital an angel ornament and a bookmark with an angel poem, with good wishes for healing and good health in the new year.



President Elect Bill McCullough presenting gifts

Upcoming Events

ANNUAL VOLUNTEER RECOGNITION LUNCHEON

Volunteers are invited to attend the volunteer recognition and annual business meeting luncheon to be held in the auditorium on Monday April 23, 2018. There will be the annual business meeting of the Volunteer Partners which will include the election of board members and officers. A delicious buffet luncheon will be served followed by the recognition of volunteers with milestone years. The theme will be "Pirates" so volunteers are encouraged to come dressed in the theme! Mark the date on your calendar and plan to attend!



Carol Gassert and Mary Ryberg at the Love-light Ceremony

PARTNERS OF WHA DISTRICT MEETING

The spring West Central District meeting will be held in Rice Lake on Wednesday, April 25, 2018. Reports will be given by the Partners of WHA State Public Education Chair and the WHA State Community Health Education Chair in addition to a report by the President of the Partners of WHA. The West Central District officers will conduct the district business meeting.

ADVANCE DIRECTIVES SEMINAR

An Advance Directives Seminar will be held for the community on June 4, 2018 in the Community Auditorium of Sacred Heart Hospital. The purpose of a Community Advance Directives Seminar is to educate the public regarding the importance of Advance Directives and provide an opportunity to complete the document. There will be a speaker to explain the importance of the form and instructions to complete it. Volunteers will be available to witness signatures.

More information will be available at a later date.

Judy Peak, Chair

VOLUNTEER PARTNERS

HISTORICAL CORNER

Some interesting facts from the minutes of the Volunteer Partners Board of Directors:

September 23, 1974 minutes: Cigarette sales in the Gift Shop: Workers have been asking whether the Auxiliary could sell cigarettes in the Gift Shop. (The answer was that cigarettes would not be sold in the Gift Shop.)

September 23, 1974 General Meeting: Christmas poinsettias have been purchased for distribution to patients at Christmas. Two hundred twenty-five were ordered from Mays' Floral at a cost of \$1.25 each.

Administrative Policies and Procedures 7/1/82: The Auxiliary will pay 21 cents per mile for vehicles driven for auxiliary functions, such as WHAA meetings.

For Your Information

APRIL - NATIONAL VOLUNTEER MONTH!

April has been designated as National Volunteer Month and National Volunteer Week is April 15 - 22, 2018. It began in 1974 when President Nixon signed an Executive Order establishing the week as an annual celebration of volunteering and since then, every U.S. president has signed a proclamation promoting National Volunteer Week.

For more than 79 years volunteers have been a significant part of the healthcare team at HSHS Sacred Heart Hospital and share a vital role in helping to fulfill the Hospital's mission to provide high quality health services and promote good health and well-being. Volunteers are active in many areas of the Hospital and accept assignments with dignity, a sense of duty and sincerity of purpose.

At HSHS Sacred Heart Hospital, volunteers continue to provide excellent supportive services, are dedicated and give selflessly of their time and talents. Thank you, Volunteers, for all you do!

WHAT IS HSHS?

It is a question often asked, especially by new volunteers.

Hospital Sisters Health System, commonly referred to as HSHS, is a highly integrated, multi-institutional healthcare system comprised of 15 hospitals and more than 225 physician practice sites across Illinois and Wisconsin. HSHS is a Franciscan healing ministry rooted in the historic mission of the Hospital Sisters of St. Francis that began more than 140 years ago. HSHS honors the legacy of the Hospital Sisters while being committed to today's best practices and most advanced medical technology. A significant part of the HSHS mission is to reach beyond hospital walls to provide benefits to local communities, with a special emphasis on the poor and vulnerable.

HSHS Illinois hospitals include: HSHS St. Mary's Hospital in Decatur, HSHS St. John's Hospital in Springfield, HSHS St. Francis Hospital in Litchfield, HSHS Good Shepherd Hospital in Shelbyville, HSHS St. Anthony's in Effingham, HSHS St. Joseph's Hospital in Highland, HSHS St. Joseph Hospital in Bresse, HSHS Holy Family Hospital in Greenville, HSHS St. Elizabeth's Hospital in O'Fallon and System Services Center in Springfield.

HSHS hospitals in Wisconsin include: HSHS St. Nicholas Hospital in Sheboygan, HSHS St. Vincent Hospital in Green Bay, HSHS St. Mary's Hospital Medical Center in Green Bay, HSHS St. Claire Memorial Hospital in Oconto Falls, HSHS St. Joseph's Hospital in Chippewa Falls and HSHS Sacred Heart Hospital in Eau Claire.

More information regarding Hospital Sisters Health System (HSHS) can be found at www.hshs.org

VOLUNTEER PARTNERS

TEN COMMANDMENTS FOR GOOD LIVING

1. **SPEAK TO PEOPLE** - There is nothing so nice as a cheerful word of greeting.
 2. **SMILE AT PEOPLE** - It takes 72 muscles to frown, only 14 to smile.
 3. **CALL PEOPLE** - The sweetest music to anyone's ears is the sound of their own name.
 4. **BE FRIENDLY** and helpful - If you would have friends, be a friend.
 5. **BE CORDIAL** - Speak and act as if everything you do is a genuine pleasure.
 6. **BE GENUINELY** interested in people - You can like almost everybody if you try.
 7. **BE GENEROUS** with praise - cautious with criticism.
 8. **BE CONSIDERATE** of the feelings of others - There are usually three sides to a controversy: yours, the other fellows and the right side.
 9. **BE AERT** to give service - what counts most in life is what we do for others.
 10. **ADD TO THIS** a good sense of humor, a big dose of patience and a dash of humility and you will be rewarded many fold.
-

DID YOU KNOW?

Did you know that carrying a medical information wallet card with you can help keep you safe and healthy? Free medical information wallet cards are available at the Information Desk and the Family Waiting Center for you to keep a record of your medications. Also listed on the cards is insurance information, contact and pharmacy information and who to contact in case of an emergency. These Emergency Medical Record Cards are made available, free of charge, by the Volunteer Partners of Sacred Heart Hospital. Pick one up today!

In using your medical information wallet card, be sure to:

- Fill out your medical information wallet card
- Carry it in your wallet at all times
- Keep the information up to date and review it with your doctor and pharmacist.

EXCELLENCE IN VOLUNTEERING:

- Inform the department if you will be absent from your shift – when and duration
- If ailing, please call as able to inform the office of your absence
- Always sign in and out when you come to volunteer regardless of assigned shift, task or event – no exceptions unless approved by the director
- Always wear proper attire as well as a volunteer vest/jacket and volunteer name badge while volunteering
- Complete your yearly updates in a timely manner (includes TB vaccine as appropriate)
- Short-term absences (less than six weeks): the office will make every attempt to recruit substitutes for the area and shift
- Long-term absences (more than six weeks): the office will look to replace a critical area of need.
- Respect all areas including the Volunteer Office by keeping areas neat, safe and clean and noise levels at a minimum
- Respect employees when they are on the phone or in an office with other individuals discussing matters (exception: emergency situations)
- Minimize personal conversations with respect to surroundings/service area
- No loitering in lobby or other areas outside your work station
- Food and beverages: food should not be eaten at work stations; beverages must be covered
- Breaks: all breaks must be taken in the cafeteria – not in the Atrium, not in the Volunteer Office or in any other work areas
- Support change – changes will occur as business grows and policies and procedures are reviewed



JANUARY

Sharon Schug 01/05
Karleen Notham 01/07
Bonnie Olson 01/08
Kay Kruse-Stanton 01/12
Rita Brunner 01/15
Jack Mapstone 01/16
Kayla Pocernich 01/18
Pam Weiland-Schuster 01/18
Sharon Stearns 01/21
Judy Snudden 01/21
Alane Wick 01/21
Judi teske 01/22
Marge Gharrity 01/26
Leora Hansman 01/30
Mary Frank 01/31

FEBRUARY

Jack Ruppelt 02/05
Bev Seibel 02/08
Jim Culbert 02/10
Denise Madland 02/11
Lindsey Semler 02/17
Georgia Haley 02/25
Carol Mieske 02/26
Carol Dittmar 02/26
Patricia Thorsbakken 02/28

MARCH

Brenda Sommerfeldt 03/06
Janice Lorentz 03/08
Anna Bachmeier 03/09
Steve Bohrer 03/12
Pat Rumpel 03/11
Kati Diaz 03/21
Bert Hagman 03/24
Renee Ward 03/25
Kathy Ruscin 03/29

APRIL

Linda Kerckhove 04/03
Judy Peak 04/04
Pat Janowitz 04/04
Connie Olson 04/05
Jessica Sabbagh 04/05
Judy Schroeder 04/11
Sylvia Emerson 04/16
Martha Munger 04/16
Mary Burt 04/17
Gerri Bainter 04/19
Russ McElroy 04/22
Mary Ryberg 04/22
Jaci Fuller 04/22
LaVonne Santala 04/25
Josh Rislove 04/26

To all a birthday wish for a beautiful day and a year of happiness!

*Because of all that you do
And all that you are,
You deserve a special
Birthday Blessing from afar.*

*As a volunteer you do so much
for others,so celebrate on your day
Enjoy yourself and do
Have a Wonderful Birthday!*



VOLUNTEER PARTNERS

New Volunteers Welcome

Welcome to the volunteers who have joined the Volunteer Partners Program at Sacred Heart Hospital since September 1, 2017. You are providing a valuable service to the patients, their families and hospital staff while being a critical part of the hospital's healing mission as you give your time and talents. Thank you for your service!

ADULTS

Jane Julson

COLLEGE

Hannah Dvorak
Madeline LaPointe
Jack Mapstone
Emily Onken
Mallory Thies

PET THERAPY

Deb Webb & Madison

HANDCRAFTERS

Liza Seibel
Sandy Wright-Mondovi Sewing Group
Margie Zank

DATES TO REMEMBER

Date	Event	Location
March 21, 2018	Advocacy Day	Madison
April 15 – 20, 2018	Volunteer Week	
April 23, 2018	Volunteer Recognition Luncheon And Annual Business Meeting	Auditorium
April 25, 2018	West Central District Meeting	Rice Lake
June 4, 2018	Advance Directives Seminar	Auditorium
September 11, 2018	Fall West Central District Meeting	Auditorium
October 2-4, 2018	State Partners of WHA Convention	Stevens Point



BOARD OF DIRECTORS MEETING DATES

January 22, 2018	May 21, 2018	All volunteers are invited to attend the meetings from 10:30 a.m. – 11:30 a.m. Hospital updates, Gift Shop news and committee reports are reported each month during this time. Plan to attend!
February 26, 2018	June 25, 2018	
March 26, 2018	July, 2018 – no meeting	
April 23, 2018		

BOARD MEMBER NOMINATIONS

Would you like to belong to an active, enthusiastic, committed group of volunteers? If so, the Volunteer Partners Board of Directors may be the answer. This energetic group organizes fundraising events, educational and community programs and other activities supporting the mission of care at HSHS Sacred Heart Hospital.

Expectations of board members include:

- Be an active (50 hours or more) volunteer.
- Commit to a 3-year term.
- Be able to attend morning meetings the 4th Monday of the month (no meeting in July or December).
- Be willing to accept a special assignment such as Health Education, Public Policy, fundraising event chair, etc.
- Promote the Volunteer Partners.
- Attend special events, open house, district meetings, etc.
- Assist with special projects as needed.
- Be ready to enjoy the camaraderie of a great group!

If you are interested in serving on the Board of Directors or would like more information, please contact Sandra Harman at 715-514-1387 or email at sharman12@charter.net

2017/18 Volunteer Partners Board of Directors



Front: Sharon Schug, Carol Gassert, Judy Peak and Sharon Thobaben

Back: Mary Pengra, Kathy Herfel, Mary Ryberg, Steve Werner, Bill McCullough, Kati Diaz, Sandy Gobler, Julie Manas.

Absent: Sandra Harman

VOLUNTEER PARTNERS

The Volunteer Partners of Sacred Heart Hospital is an organization made up of the volunteers of the Hospital and part of the State-wide Partners of WHA (Wisconsin Hospital Association). Volunteers who volunteer on a regular basis are considered members, pay no dues, can serve on committees and be elected to serve on the Board of Directors. Elections are held at the annual business meeting during the spring luncheon.

The objectives of the Volunteer Partners are to assist HSHS Sacred Heart Hospital in meeting the high standards in caring for the sick, the aged, poor and terminally ill, to raise funds for the Hospital projects and to promote the interests of the Hospital within the community.



Assisting at the Love-Light ceremony



Hearts of Joy Choir



Love-Lights Nativity



Jewelry Sale



Volunteer Partners attending District Meeting