

Volunteer Vitals

February 2017



Love Light Ceremony

The Love Light Ceremony was again a wonderful, very moving event.

Glenna Tack served as our Mistress of Ceremonies this year and did a great job, she gave the audience an update on the scholarships we have given over the years and introduced each part of the program. Dave Dobosenski was on hand to welcome everyone and to thank the volunteers for all that they do. Sandy Williams delivered the prayer.

Music was provided by the Valley Brass and the St. Croix Falls High School Chamber Singers...this always gets us going in the Christmas Spirit.

Adriana Mora gave us all an insight into what Christmas is like in Costa Rica. Adriana is an exchange student here in SCF and during her stay here she is working in our marketing department with Jessica Minor, as this is a field that she is interested in.

Our Honorary Tree Lighter this year was Connie Fangmeier. Connie is a huge supporter of the Love Light project and attends the ceremony every year in memory of her son, Daniel. She felt honored to be asked and did a great job of leading everyone outside to light the tree while singing "O Christmas Tree."

The sale of Love Lights netted a profit of \$989 to our scholarship fund. Thanks to everyone who helped this event as a helper or attendee.

Kathy Lucken

**News
for the
Volunteer
Partners
Of
St. Croix Regional
Medical Center**



What will 2017 look like?

You will recall at our September Member meeting Mickey shared that the Board of Directors is discussing the possibility of operating as a Council. At this time, we don't have more information to share with you. This move would involve some legal advice and so that will take a while.

But, what I can tell you is that the BOD has made some changes for this upcoming year. As such, we have included the 2017 Calendar for your reference. The two main changes are that the BOD will only be meeting every other month, those months are: January, March, May, August, October and December. As always, BOD meetings are open to ALL members and I would encourage you to come; we meet at 9:30 AM at SCRMC.

We will only have three (3) member meetings and they will be May, August and December. Because of the number of "snowbirds," and because of weather, the March meeting was eliminated. At the May meeting you will receive information about the Salad Luncheon to be held in June, at the August meeting you will hear information about upcoming conventions and Christmas events. As in the past, there will be a member meeting in December which will be our annual meeting and Christmas party. And of course, all will be invited to our annual recognition event in June.

There is an interest sheet included with this newsletter. Please look at it and let us know if you're interested in doing something new or you know someone who'd like to get involved to help our Volunteer Partners group be successful in 2017. When completed, please give to Mickey.



I trust you all had a great Christmas and I wish you a Joy-Filled New Year.

Kathy Lucken
President

2017 SCRMC Volunteer Partners Meeting and Activity Calendar

Six (6) Board Meetings

Three (3) Volunteer Partners Events

JANUARY

- 1st New Year's Eve baby gift basket
- 18th Wisconsin Hospital Association Annual Reports due
- 31st President's Reports sent to the District

FEBRUARY

Newsletter

7th Board/Council Meeting – @ 9:30 am (Glacier Room)

- "Request for Funds" forms circulated to departments
- 2016 Year-end Financial Report Reviewed
- Proposed 2017 Working Budget Reviewed
- Salad Luncheon committee activated
- Scholarship application forms sent to area schools
- Determine amount of funds to distribute in scholarships

- 14th Valentine treats for patients



MARCH - NO MEMBER MEETING

15th Board/Council Meeting - @ 9:30 am (Valley Room)

- Board review policies
- Salad Luncheon – vote on request for funds, committees should organize
- Spring district meeting sign-up
- Advocacy Day sign-up

23rd &

- 30th Women's Health Conference (watch local newspaper for event details)

APRIL

6th West Central Spring District Meeting

- 16th Easter baskets for patients
- 19th Advocacy Day in Madison

MAY

- 1st May Day baskets for patients
- 8th Newsletter (include salad luncheon information and flyers)
- 9th **Board/Council Meeting @ 9:30 am (Valley Room)**
 - Selection of Scholarship recipients completed and invited to today's luncheon
 - Review Salad Luncheon plans
- 9th **Volunteer Partners Event @ 12:00 pm (newsletter/postcard)**
 - Membership reviews and approves policies as submitted
 - Share Salad Luncheon plans with membership...fill committees if needed
- 14th Mother's Day Carnations for patients

JUNE

- 10th** Cake Walk (after Wannigan Days parade)
- 16th** Salad Luncheon & Bake Sale - 11 am—1 pm (St. Croix Falls High School)
- 18th** Father's Day Carnations for patients
- TBA** Volunteer Partners Recognition Event (invitation mailed)

JULY

- 17th** Blood Drive

AUGUST

Newsletter

- 10th** Board/Council Meeting @ 9:30 am (Valley Room)
 - State Convention sign-up
 - Love Light Committee Activated
 - Foundation Basket preparation
- 10th** Volunteer Partners Event – 12:00 pm (newsletter/postcard)

SEPTEMBER - NO MEMBER MEETING

- 7th** West Central Fall District Meeting

OCTOBER

3rd-5th WHA State Convention @ Wyatt in Green Bay "Hats Off to Volunteers"

- 10th** Board/Council Meeting @ 9:30 am (Valley Room)
 - 2017 Calendar approval
 - Fall District meeting follow up
 - Set date to decorate the Gift Shop
 - Set date to decorate lobby and put up Christmas Tree
 - Report from state convention
 - Plans for Christmas Party
 - Love Lights event in place

NOVEMBER

Newsletter

DECEMBER

Blood Drive

- 7th** Love Lights Ceremony
- 7th &**
- 8th** Gift Shop Open House
- 11th** Board Meeting – @ 9:30 am (Valley Room)
- 11th** Volunteer Partners Christmas Party/Annual Meeting @ 11:30 am (newsletter/postcard)

Holiday baskets for all departments



Starts with one Random Acts of Kindness

Recently SCRMC recognized Random Acts of Kindness week by promoting, doing, and celebrating kindness. Staff was challenged to unite through kindness, demonstrate that kindness is contagious, and leave the world a better place and inspire others to do the same.

As volunteers, you understand the importance of kindness and give it freely, humbly, and all year long. Thank YOU for your kindness and inspiring others to act! When we look at everyone's kindness together, it's amazing to learn that in 2016, 114 volunteers gave 15,981.50 hours in service at St. Croix, Lindstrom, Unity, Frederic, and Webster and raised then donated \$23,881.14 towards: 2 specimen refrigerators, a patient meal cart, room safes for patients, comfort care kits for patients suffering with pain, spiritual care materials, color books and crayons, student scholarships, and Gift Shop Point of Sale system. Congratulations, and I hope you feel proud to be an SCRMC Volunteer Partner!

Your kindness at SCRMC ultimately impacts our patients' lives and makes our community a caring place to live, but did you know there are many personal benefits linked to kindness such as it increases the "love hormone", your energy, happiness, lifespan, pleasure, and serotonin and decreases pain, stress, anxiety, depression, and blood pressure. For more information, please read the enclosed "Kindness Health Facts."

It all starts with one random act of kindness. Let's make Kindness Contagious in 2017!

Volunteer Partners Goals

Service Goal—Increase Clinic Information Desk service hours from 361 (July-Dec) to 420 (Jan-June). In January, volunteers gave 73 service hours. Thanks to: Eleanore Collins, Phyllis Jamieson, Orval Johnson, Lynn Longnecker, Jill Netland, Jerry Platzer, Bev Stucky, and Jane Vance for greeting and welcoming patients, readily offering and giving assistance, and always being an advocate!



Service Goal-Increase Supportcard average from 3.58 to 3.6. The Supportcard is a way to see if departments/staff are happy with our services and identify areas for improvement. Quarterly departments rate Volunteer Partners on Accessibility, Accuracy, Attitude, Operations, and Timeliness using a 1-4 scale. Volunteer Partners last scorecard total was 3.7. Great job!

Growth Goal – Increase new volunteers recruited from 9 (July-Dec) to 12 (Jan-June) In January, 2 new volunteers joined: Cindy Wheeler-Gift Shop and Dianne Bystrom-baby cap knitter, and in February 3 new volunteers started: Carol Lenhart-hospital Information Desk, Carole England-Gift Shop, and Adrienne Stoffel-nursing departments. Welcome!

People Goal—Increase Volunteer Engagement survey participation from 0% to 40% or 38 volunteers to complete the survey. The Engagement Survey is a way to see if volunteers are happy and identify areas of improvement. We value and appreciate YOU and want you to STAY with us, SAY good things about SCRMC and feel proud to volunteer here, and STRIVE to be involved and give your best. The survey will be mailed in April. Please take the time to complete and return it. Thank you!

Finance Goal – Maintain expenses to 100% budget. Expenses are monitored monthly and adjustments made if needed.

2017 SCRMC Volunteer Partners Interest

PLEASE CIRCLE VOLUNTEER AREA(S)/ACTIVITIES OF INTEREST TO YOU

<u>Departments:</u>	<u>Events/Fundraisers</u>	<u>Skills:</u>
Administration	Bake Sales	Baking
Business Office	Blood Drive	Clerical (filing, typing, mailings)
Clinic	Book Sales	Computers
Education/Marketing	Cake Walk	Decorating
Emergency Room	Camps	Driving
Human Resources	Conferences	Entertainer:
Information Desks	Disaster Drills	
Kitchen	Fairs	
Lab	Gift Shop	Gardening
Maintenance	Love Lights	Knitting/Crocheting
Medical Records	Open Houses	Leadership
Medical/Surgical	Parades	Musician:
Obstetrics	Relay for Life	
Oncology	Salad Luncheon	Newsletter
Pharmacy	Tours	Pastoral Care
Physical	The Nutman	Pet Therapy
Rehabilitation	Purses For Nurses	Quilting
Quality Assurance	Linen Sale	Scrapbooking
Radiology		Sewing
Social Services		Telephoning
Surgery		Writing
		Other:



Pharmacy Volunteer

Looking for a temp. volunteer to help 1 day/4 hrs. a week in March. Help with deliveries, stocking, administrative tasks.

Training provided.

Contact Mickey

715-483-0331

Do you know someone interested in getting involved?

*Gift Shop
Clinic Info Desk
Hospital Info Desk*

regular & subbing opportunities available

Cut here and return to Mickey! THANK YOU!



SALAD LUNCHEON

Friday, June 16

11 am—1 pm

St. Croix Falls High School

The Salad Luncheon is our largest fundraiser, and it's success depends on everyone's help. We're grateful that Grace Bjorklund accepted chairing this year's event. She has helped with the Salad Luncheon for many years and knows what needs to be done. At this point, she's contacting people to serve on the Committee.

There are a variety of ways to participate from selling tickets, making salads, waiting tables, working in kitchen, etc. Please mark your calendar and help if you can. Thanks!

Women's Health Conference

Volunteers Needed

March
23rd & 30th

Evenings filled with great information and outstanding speakers. Volunteers help in a variety of ways such as registration, health fair activities, directions, speaker handouts, refreshments, etc.

Looking for 6 volunteers each night. If interested or need more information, please contact Mickey.

715-483-0331



THANK YOU for brightening the holidays!

Rayola Edling (and daughter) for knitting over 75 festive Christmas stockings for our patients and hospital Information Desk volunteer “elves” for delivering them filled with treats to patients in December.

St. Croix Falls Middle School students and Counselor Denise Sinclair-Todd for designing bright and cheerful placemats with holiday and well wishes for our patients!

Grace Bjorklund and Audrey Johnson for assembling holiday baskets with yummy treats and delivering to departments and wishing staff “Happy Holidays!”

News from the Gift Shop

Starting in September, the ladies of the gift shop have been in high gear. We started by marking all the new Christmas merchandise and then preparing the gift shop for our Open House. The Open House was a great success again this year. I want to thank Grace and Audrey for prepared a fantastic table of treats and samples of soups, dips and fudge for those visiting the gift shop during its Open House. And a big thank you to all of you who helped mark merchandise, helped unbox all merchandise the day of decorating and turning the shop into a winter wonderland. Lots of volunteers also helped during the two days of the open house. We took in \$3,155.65 with all proceeds going back to SCRMC for patient care.

The Gift Shop was closed for a week in November to complete the final inventory on the floor in preparation to go live on November 28 with the much anticipated POS system. Mickey and I have worked very hard to get the POS system up and running. We were a little nervous as to how the ladies were going to receive this change from something they have been used to for years. We have never been more pleased, relieved, surprised and proud of these ladies. They approached their training with an open mind, and were ready to learn. All of them have done a fantastic job!

Thank you ALL from the bottom of my heart!

Already we’re looking forward to another successful year with the gift shops in our out lying pharmacies in Frederic, Unity and St Croix Falls, along with the main gift shop at SCRMC.

Stay warm!

Gift Shop Coordinator
Jackie





A Life Saving Gift

On December 5th, SCRMC hosted another blood drive to help during a crucial time, and a total of 37 units of blood were collected. The American Red Cross was pleased with the overall results and appreciated donors willingness to share this life saving gift. Thank you to staff and community members for donating and to Volunteer Partners, Stephanie Shobe and Phyllis Jamieson, for running this event. Congratulations!

Valentine's Day gives us the opportunity to share love with not only special people in our life but also with everyone we meet.

Thank you to Audrey Johnson and Bonnie Roettger for sharing Volunteer Partners love with patients by delivering Valentine treats.

You all are SWEETHEARTS!



"There is only one happiness in life, to love and to be loved."

George Sand

"Love only grows by sharing. You can only have more for yourself by giving it to others."

Brian Tracy



25% Off

Over the Counter Medications
at all St. Croix Valley Pharmacy locations.

First Wednesday of Each Month

See upcoming events for more details.



Christmas Party Recap

Volunteer Partners celebrated a wonderful 2016 with a luncheon at Tippy Canoes in December. Pastor Schumann offered an inspiring prayer and SCRMC's Dave Dobosenski cheered us with Christmas wishes.

Dave then called Christmas bingo and Leota Schwanz read a most thoughtful Christmas prayer.

Glenna paid tribute to Mickey Gebhard who is a gem of a person and works hard for us throughout the year. She also shared how grateful she is for SCRMC respecting and appreciating our service.

It's been a year of change with the new point of sale system now in place. This up-to-date system will no doubt help us make 2017 a GREAT year!

Volunteer Partners support Chapel project

Dear Volunteer Partners,

We just wanted to express our great appreciation for your generous funding which is allowing the updating of the Chapel. The new furniture has arrived and is in place and looks beautiful. The hunt for a universal phone charger and additional wall picture are underway. Thank you for your partnership and funding which is making it all possible.

We hope that the chapel will be more used and a welcoming place of comfort and solace in times of need. Thank you for helping us make a difference.

Pastor Kevin

Laura Jensen

Address Service Requested

Volunteer Partner Leaders

Kathy Lucken, President/Treasurer	715-483-1061
Glenna Tack, Vice President	715-294-2739
Jackie Hillman, Gift Shop	715-483-9401
Gail Faulk, Secretary	715-294-3399
Carolyn Ward, Member	715-483-9214
Mickey Gebhard, Volunteer Mgr	715-483-0331

Volunteer Partners
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