

# Newsline

## Volunteer Services Mission is

**“Volunteers of UnityPoint Health-Meriter offer their gift of time to enhance the patient and family experience and promote a place of care and healing.”**

This new mission statement was drafted and approved by the Friends of UnityPoint Health-Meriter Advisory Council on April 18, 2018. We will be using this mission statement on our volunteer service descriptions and in all future newsletters.

## Do You Practice the 10/5 Rule?

Remember, YOU are the Patient Experience! Acknowledge every family, patient, guest, staff member or fellow volunteer you see today. SMILE, MAKE EYE CONTACT, AND SAY “HELLO”.

Thanks to Bert Penn, Service Excellence Volunteer, for Seizing Opportunities to make our patients stay more comfortable. Bert suggested using the monthly Brain Busters found in the Wisconsin State Journal as an activity to share with antepartum patients and patients who are bored and looking for ways to “while away” the time. Kudos, Bert!

## *Rock ‘n’ Roll is here to stay!*

As you can see, this year’s Volunteer Luncheon/Volunteer Recognition week was ‘50’s themed. The luncheon was held at a new location, the Marriott Hotel, on Wednesday, April 11, 2018. Attendees dined on meatloaf with mashed potatoes and green beans; and vegetarian lasagna. 50’s trivia was fun – very enlightening for some of us – and LOADS of fun for all! Hula hooping and yo-yoing; picture opportunities; and *GREAT* music!!



Bev and Tom Royston,  
AYS/Info Desk Volunteer

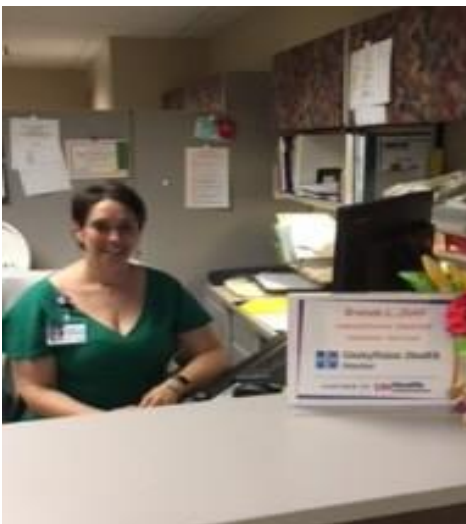


Advisory Council surprising (recently retired) Barbara in all of her brilliance!



### Barbara is retiring to Florida!

I started when we were Madison General in 1976, left 1986-1992, returned, left 1996-1997, returned and stayed! I've been in many different departments and felt appreciated and respected every day. Volunteer Services has been the crème de la crème so to speak...working part-time with great staff and volunteers doing a lot of what I really enjoy – planning “parties”!!



### Volunteer Services new team member!

Well with Barbara's retirement comes change to our little team. On May 14 we welcomed Brenda Johll to our Volunteer Services Department. Some of you may recognize her from being out and about as a volunteer. Welcome!

### IN MEMORY OF Friends of UnityPoint Health—Meriter Volunteers

\$20 is donated to the Foundation's Friends of UPH-Meriter Memorial Fund! This fund is used to purchase yarn that Meriter volunteers who knit use to make newborn caps for the Birthing Center. We remember the following volunteers who have passed away this year:

*Inge Borucki (2014-2018) Knitter – 2225 hours*

*Arlene Failing (1988-1999) Bistro and Gift Shop – 1745 hours*

*Emma Grant, 4 legged friend. (2016-2018) Handlers name is Leslie Grant. –56 hours*

## Volunteer Services Statistics Jan—May 2018

Active Volunteers	<b>461</b>
Volunteer Hours Served	<b>24,848</b>
Volunteer New Hires	<b>85</b>
Volunteer Departures	<b>115</b>
Average YTD Hours Served per Volunteer	<b>53.9</b>

## Important Dates

### June

6/26, 27, 28 – Nutman in the Hospital **Cafeteria**  
6/28 – Nutman at MBC

### July

7/4 – Vol Services Office Closed for 4<sup>th</sup> of July  
7/27 – Blood Drive 8:30a-2:30p Classrm 9 McConnell Hall



PARTNER OF **UWHealth**

**Volunteer Services**  
UnityPoint Health—Meriter  
202 South Park  
Madison, WI 53715

**Phone and E-mail:**  
608-417-6414  
brenda.johll@unitypoint.org

608-417-6026  
julie.hannifan@unitypoint.org

608-417-6257  
laurie.ingwell@unitypoint.org

# Volunteer Services Welcomed 65 New Volunteers January – April 2018

## Other Placements

### 4T Welcome Desk

Haley Schuster

Team up

### Animal Assisted Activities

Sandra Clement

Knitter , Volunteer Services

### At Your Service

Nicole Farley

Theresa Johnson

Marjean Kraemer

Anna Schwenn

### Birthing Center

Sara Allen

Erin Ditter

Amelia Dudek

Lilly Kue

Hunter Kurbel

Elise Leeder

Megan Nedden

Chloe Strait

Ellie Sullivan

Mariah Larson

Heart & Vascular Short Stay

Bryn Sutherland

Knitter

Haley Primuth

Special Projects

### Comfort Care Blankets

Gloria Haug

Sheri Speth

Knitter

### Digestive Health Center

Kylie Knutson

Jason Yang

### Emergency Services

Stephen Agyemang

Caitlin Brommel

Maxwell Clavette

Kenneth Fiala

Laura Koch

Thanh Thanh Nguyen

Jacob O'Hearn

Shivani Patel

Samantha Powell

Sydney Ring

### Emergency Services

Rebecca Rodriguez

Sydney Ryback

Sophie Smith

Zackary Turner

Carissa Waldo

Elise Warda

Kate Willeford

Katelyn Werth

Heart & Vascular Short Stay

### Heart & Vascular Short Stay

Jaime Call

Hailee Hoffmann

Abigayle Hoover

Ashton Lehner

Lindsay Lemke

### HELP

Breanna Hambuch

Eric Knudson

Pamela Lewis

Lindsay Wilson

Cecilia Cardenas

Perinatal

### Joint Care

Audun Saterbak

### Knitter

Kris Johnson-Hirsch

Andrea Schraepfer

Beth Vold

St. Ignatius Church

### Pharmacy

Nancy Ngo

### Physical Therapy

Elizabeth Bohn

Eleanor Jansen

Amanda Long

Kayleigh MacGregor

William Palmer

Mark Selby

### Team Up

Isabelle Mandarino

Samantha Meyer

Madison Vang



