

# Helping Hands

A newsletter for the Mercyhealth Association of Volunteers

Spring 2017



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words from our manager

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new hospice volunteers

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and much more

# From our manager

## Passion



I would like to quote two individuals who I feel tell the story about what you do, and mean to Mercyhealth

Elizabeth Andrews said, "Volunteers don't necessarily have the time, they just have the heart."

Winston Churchill said, "You make a living by what you get. You make a life by what you give."

Having a passion for making lives better is our new mission statement here at Mercyhealth. I want to thank you for your passion, devotion, the ability to apply attention to a purpose, activity, time and dedication. When you perform your volunteer services you are portraying what you do best. You give us your devotion in all you do. Every volunteer has their own way of showing passion in the service they have committed to. Each one of you have your own special place here. You all seem to find the time and have the heart to volunteer. In our environment time is critical to us all, but again you all find the time. As you all know, I appreciate your dedication; you touch so many people's lives directly and indirectly each moment of the day. "You make a life by what you give." All of you give daily and dedicate your time to help someone in need. Please know you make a difference, and you are the difference.

Talk about passion—spring brings out new life and rebirth! Many of you know that this past winter we changed

our personal emergency response services provider to Tunstall. This is an upgraded technology, and provides mobile options that customers were requesting. We look forward to our new partnership with Tunstall. As part of this upgrade, we also have a new name for our service: Mercyhealth Safe Connect. We still provide personal customer service to all subscribers. More information to follow on p. 11.

I would also like to introduce Colette Finn who recently joined our team in the volunteer department. Colette is working with Heather Weberpal as a Mercyhealth Safe Connect Coordinator.

As most of you know, all of our events are listed in the newsletter. If you have any questions about events, please call our office. Also, look for our mandatory in-services in late spring and early summer. All active working volunteers must attend. More information will be mailed. We will update your files and review critical moments of service, which is required by Mercyhealth.

Springtime brings spring cleaning, so please remember to donate to Castaways Thrift Shop. Be sure to stop in the store and see all the new spring merchandise. I want to thank all the Castaway volunteers who helped with the changeover. The Mercyhealth Hospital gift shop also has its spring merchandise, including women's clothing, on display. Both stores have great treasures for you to find.

I would also like to thank Carol Scheele for her dedication as chairperson at Castaways. Carol has made a lot of improvements in the past year, which have all been well received. Even the backroom and bathroom have been updated.

National Volunteer Week was held April 23-29, 2017. All of you make a difference in the lives of others. Thank you for all the passion you bring to Mercyhealth.

Enjoy your summer!

Jill Ayres  
Manager, Association of Volunteers  
Mercyhealth

# Safe Connect

New Coordinator



Colette Finn

## A note from Colette Finn, new Mercyhealth Safe Connect Coordinator

I am very excited to now be a partner in the volunteer office. Before working in the volunteer office, I worked at the Mercyhealth business office in patient accounts for the past 20 years. I grew up in Janesville and graduated from UW-Whitewater with a degree in elementary education. I live in Janesville with my husband and 15-year-old, very active twin girls. I also, have an older daughter who lives in the Milwaukee area. In my spare time, I like to walk, ride my bike, and attend all the events that my girls are involved in. I am very excited to now be a partner in the volunteer office. Turn to p. 11 to see our new Mercyhealth Safe Connect products.

# Volunteer spotlight

## Weekend Meals On Wheels Driver: Irma Slawson

Bob Knudson, Meals On Wheels chair, would like to feature Irma, a very special volunteer from Brodhead, Wisconsin.

### How long have you been involved with Meals On Wheels?

Irma: *I have been involved for over a year. I come from Brodhead and drive on Sundays only.*

### What would you tell someone else who would like to become a Meals On Wheels driver?

Irma: *In the short amount of time I deliver Meals On Wheels, I feel so fulfilled. I get more out of it than I put in, and I think anyone would. Give it a try and see how it feels.*

### What motivated you to volunteer for Meals On Wheels?

Irma: *I have reached a point in my life where I want to give back. I want to reach out to other people. Getting involved in Meals On Wheels has given me purpose and fulfillment in helping others. I keep the same route each Sunday so I can get to know the clients I serve. I have bonded with my route, and I have some sweet stories to share from it.*

*I delivered to a house and the client met me at the door. The client excitedly told me that it was her birthday. I made*

*sure to wish her happy birthday a few times. I just wanted to make sure someone wished her a happy birthday.*

*Another time I delivered to a client and she commented on my bracelet. I found that she enjoyed bracelets herself. I went to a thrift store and picked up some bracelets and now I wear a different one every time I deliver meals to her. If she likes a particular bracelet, I like to give it to her.*

*Another client loves to give me a hug every time I deliver to her. It's special moments like this that give me purpose and inspire me to continue my route.*

Irma keeps herself busy. She works full time at Resurrection Catholic Cemetery in Madison and volunteers for the Green County Humane Society and Pregnancy Hot Line. Irma has four adult children and 13 grandchildren with a new baby girl just born a few weeks ago. Irma likes to garden and spends time reading daily devotions in the Bible.

Irma shows so much passion for her Meals On Wheels route. She truly is making the lives of our clients better, if only for a few short minutes. We thank Irma for her devotion to the program. **If you would like to become a Meals On Wheels driver, please contact the Volunteer Office at (608) 756-6077.**



# News from other services at MHTC

## Castaways Thrift Shop

Thank you to Carol Scheehle, chairperson at Castaways for the past year and a half. Carol came into her chairperson position with lots of great ideas for making changes to the back workroom. Changes include a new backdoor, an updated bathroom and store reorganization.

The backroom is running more efficiently with the volunteers pricing merchandise. Thank you Carol for your dedication, hard work and determination in getting building improvements accomplished.

Heidi Huetl is our new chairperson of Castaways. Heidi comes to us with more than 20 years of retail experience. We look forward to Heidi's new ideas and enthusiasm. Please stop in and see all the changes that have been made already. Spring has sprung at Castaways.

Thank you to the volunteers who volunteered on February 26 and 27 and helped with a very successful change-over from winter to spring. The volunteers were as chipper as the spring birds singing. Please stop in and see all the beautiful colors of spring blooming over at Castaways.

922 Milton Ave.  
Janesville, WI 53545  
Phone: (608) 754-5133

Hours:  
Monday-Saturday, 9 am-4 pm

## MHTC Gift Shop

The Gift Shop at Mercyhealth Hospital and Trauma Center is all set up for the spring season. Come see our beautiful spring colors with our new clothing, scarfs, purses, jewelry and home décor. Volunteers receive a 20% discount on select merchandise.

## New Volunteer Programs at MHTC

### Join our Facebook group!

Join our Facebook group to see last-minute opportunities to volunteer at Mercyhealth Hospital and Trauma Center in Janesville. You must be logged into your Facebook profile to join our group. Just search for Mercyhealth Association of Volunteers – Southern WI or visit [www.facebook.com/groups/MercyhealthVolunteersSouthernWI](http://www.facebook.com/groups/MercyhealthVolunteersSouthernWI) and click "join".

### Music for Patients

Mitch Gaver is a new volunteer who has been playing guitar and singing for over 40 years. He has a large repertoire of jazz, folk, country and pop songs. He will be scheduled with our patient experience team here at Mercyhealth. Music ministry fosters healing and enhance our patients' experience within Mercyhealth.

### Dietary Volunteers

This new program will help Mercyhealth in a meaningful way to improve the experience of patients and their families. As a volunteer you will work side by side with Mercyhealth dietary partners. Volunteers will help patients receive their meals. This includes removing clutter from over-bed tables and explaining to patients that their meal will be delivered momentarily.

If interested in this program, please call the Volunteer Department (608) 756-6713.

# Spring Update: Expect the Unexpected

Arlene Knudson, President



The unexpected warm February weather had our thoughts turning to spring, budding flowers and breaths of crisp air. Fresh ideas and renewed hope sprout as quickly as those new buds. And the air chases away the doldrums that may have popped in for a winter visit. I don't know about you, but I am particularly looking forward to the unknown expectations of this upcoming year.

It seems when you step into a new role, the unknown is a companion for a time. As your new president, the unknown won't remain for long. You are part of a group of people who surrounds others with experience, wisdom, giving spirits and dedication. I welcome that as I work with you and get to know you even better. Please introduce yourself to me and share your volunteer story. Here's a short version of mine:

I began volunteering in 2006, following my retirement, with two goals: stay active and get out of the house. My husband, Bob, delivered Meals On Wheels, so it was natural to join him. We still continue that activity when our church's turn comes up.

It didn't take long to realize I could help out more regularly, which I mentioned to Marie Bilek (our past association

director, who retired in December, 2014). She told me there was a need in the surgical waiting room area, and off I went. Later, I moved to the reception area in the hospital lobby and served as chairperson for the volunteers in that service area.

Then a friend told me about the SOS group that does as-needed, short-term projects. I work with them when things come up and around my activities on the volunteer board of directors.

Not so unexpectedly, I like each service area I help out with and have thoroughly enjoyed meeting new people and making friends.

We have different reasons for becoming a volunteer, and even more reasons for continuing. Some of you have given years of service. Others may be new. New or seasoned, you provide value to people served by Mercyhealth. You may not realize how significant your words, actions, kindness, or smile may be...and the impact that becomes.

A vivid experience occurred when I was escorting a lady to her appointment area. She shared that she was from out of state and said, "No one would have helped me like this in my local hospital."

One little job for me—one powerful impression for her. Each person's job is so important EVERY day spent volunteering. YOU are important!

As your new president, I look forward to meeting you and hearing about your experiences. Please tell your friends how you enjoy sharing your time with others. Please tell them about the joy you receive by helping others and giving back to your community. Invite them along to experience that as well. Now, I'll look forward to meeting you AND your friends this year!

Warmly,  
Arlene Knudson



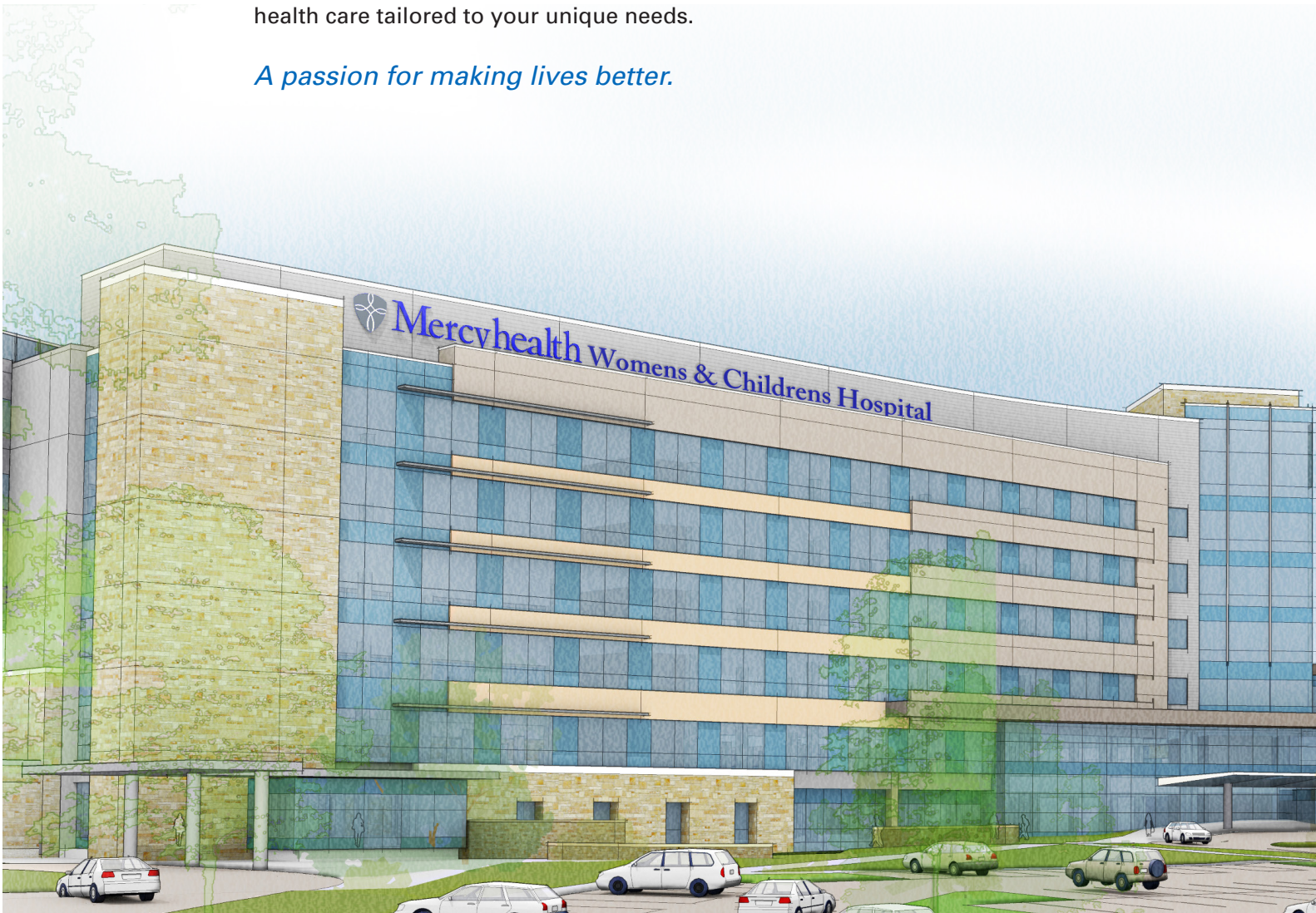
# Here for you today

When you choose Mercyhealth, you have access to more specialists, more locations and more convenience than ever before. Now with five hospitals and 80+ primary and specialty care locations throughout southern Wisconsin and northern Illinois, health care is always close to home. From primary care doctors to expertly trained specialists, our 750 physicians are here to help you heal and keep you well.

We continually add new technology, services and locations to meet the growing needs of our communities. Our home health, hospice and medical equipment teams provide compassionate, skilled care. And our team at MercyCare Health Plans offers a wide variety of affordable insurance plans so you can get the care you need, when you need it.

All of these things come together under one umbrella to give you exceptional health care tailored to your unique needs.

*A passion for making lives better.*





# Growing for you tomorrow

## Opening in late 2018

Located just 20 minutes from Janesville, the **Mercyhealth Women's and Children's Hospital and Medical Center** will provide the most cutting-edge technology and highly trained physicians, nurses and critical care teams tailored to meet the unique needs of our region. Our trauma hospital will care for adults of all ages and feature specialized care for women, children and infants.

*The following services are now available at Mercyhealth Hospital–Rockton Avenue (Rockford Memorial Hospital). These services will move to the Mercyhealth Women's and Children's Hospital and Medical Center when it opens in 2018.*

### Critical care for all stages of life

- Highest level trauma care
- Highest level neonatal intensive care (NICU)
- *New* Small Baby Unit
- Pediatric intensive care (PICU)
- Adult intensive care

### Highly specialized care for children

- Cardiology
- Emergency services
- Endocrinology
- Gastroenterology
- Neurology
- Radiology
- Surgery

### Perinatal Center for a 15-county region

- Specialized care for women and babies before, during and after birth

### Maternal-fetal care

- Specialized care for women with high-risk pregnancies

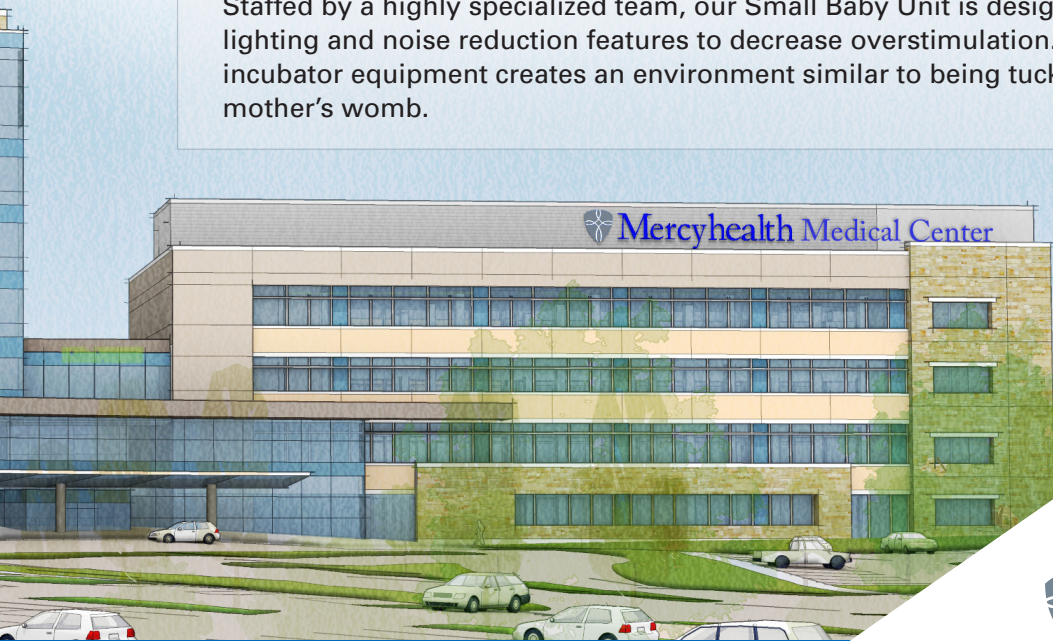
### Gynecologic oncology

- Specialized care for women with cancer of the reproductive organs

## Our newest addition: Small Baby Unit

Over the last few years, Mercyhealth's NICU team, along with past patients and families, have researched the development of a Small Baby Unit to increase the survival rates among the region's smallest babies. These infants are born at less than 27 weeks gestation or weighing less than 1,000 grams (2.2 pounds).

Staffed by a highly specialized team, our Small Baby Unit is designed with specific lighting and noise reduction features to decrease overstimulation. Specialized incubator equipment creates an environment similar to being tucked away in the mother's womb.





# A Time for Pruning

by Nancy Leafblad, MDiv, Chaplain

**To prune: to cut off or remove dead or living parts or branches to improve shape or growth**

My husband grew up in a family of landscapers and came to love caring for anything you can put in a yard. Consequently, I have never mown a lawn. Why would I rob my husband of something that brings him joy?!

The thing that Terry is most skilled at doing is pruning trees. He can see just what needs to be removed to reshape a tree to perfection. Our son asked Terry to prune two of his trees for him because he had seen the results his dad had achieved over the years. Terry began by studying the trees, walking around them to see each from every angle. Then he went to work, lopping off the smaller branches and sawing larger limbs until he was satisfied the pruning was complete. When he was done, the two looked pretty sad, mere twigs compared to what they had been. When our son's wife saw them, I thought she would cry. She had never seen the results and was now only able to see the loss. Terry assured her that the next year these trees would be the most beautiful in the yard. She thought they should just be removed, but our son prevailed and so they waited and watched until the next season of growth. Slowly, these two trees grew in a more defined manner, responding to the pruning with new growth in just the right places to become beautiful, healthy trees. They grew tall and straight and are truly the most beautiful in the yard.

There are times when God takes us through periods of pruning. Sometimes we are just going in so many directions that our activities need to be curtailed. Other times, we have added things to our lives that we should have never entered into and they need to be removed. The pruning is often painful; however, it is always done with great love, by the Master Gardener, to shape and form us into our best self. We just need to be patient as we wait to see and grow into the result.

I am the real vine; my Father is the vine-dresser.  
He removes any of my branches which are not bearing  
fruit and he prunes every branch that does bear fruit  
to increase its yield.

*~John 15:1, 2 (Phillips Translation)*

# New mobile products

available through Mercyhealth Safe Connect

## belle®

belle® is a small, easy to use emergency pendant that offers you confidence to live life on your terms, and easily get help at home or away from home; anywhere in the US where there is AT&T 3G coverage.

- Simple one button access
- Compact lightweight design
- Water resistant
- Two-way voice Emergency Response Center Operator
- Location assistance technology



The rechargeable battery lasts up to 30 days per charge. A simple charging cradle makes recharging easy.

## Mobile-Mate

Mobile-Mate is a mobile safety device that allows subscribers to remain active and independent, at home or on the go. Mobile-Mate operates on the AT&T™ cellular network and features GPS & LBS technology\*, three-way conferencing, and optional automatic fall detection\*\*. Whether at home, in the garden or on a walk, subscribers can feel secure knowing that help is readily available.



- Simple one button access
- Compact lightweight design; can be worn as a pendant, on a belt clip or tucked away in a purse or pocket
- Water resistant activator designed to be worn in the shower or tub
- Two-way voice Emergency Response Center Operator
- Automatic fall detection\*
- GPS & LBS location technology\*\*
- Audio messages announce call progress/status messages to subscriber
- Visual message indicators
- 36 hour standby battery\*\*\*

\*Location accuracy may vary depending on environmental conditions

\*\*Fall detection feature does not detect 100% of falls. If able, users should always press their button when they need help.

\*\*\*36 hour battery life based on standby operation and may vary with activity level.

 **Mercyhealth** Safe Connect

## Welcoming Judy Jaggard, our new Southwest District Chairperson



Judy Jaggard

Becoming the Southern District Chairperson of the Partners of Wisconsin Hospital Association (WHA) brings about a whole new level of commitment to a hospital volunteer.

Judy Jaggard has accepted that challenge as of January 1, 2017, due to the resignation of the previous chairperson.

secretary/treasurer. It is the chairperson's responsibility to oversee the proceedings and activities of the local volunteer organizations within his/her jurisdiction; to instill enthusiasm for hospital work, and to encourage attendance at district and state meetings. He/she is the liaison between the volunteer organizations of his/her district and the Partners of WHA, Inc. president.

In the Southern District, there are 13 hospitals represented with volunteer organizations. Never one to turn down a challenge, Judy has jumped right into the new responsibilities, and has hopes that the next two years will run smoothly. Thank you, Judy for stepping into this role!

The Partners of WHA, Inc. is divided into seven districts. Each district is governed by an executive committee consisting of a chairperson, a chairperson-elect, and a



# Upcoming Fundraisers 2017

## May

9 – Cookie Sale, MHTC G206 9 am-1 pm

## June

7 – Nutman Sale, MercyCare Building, 9:30 am-1 pm

7 – Nutman Sale, MHTC G206, 9:30 am-2:30 pm

8 – Nutman Sale, MHTC G206, 9:30 am-3 pm

9 – Nutman Sale, MHTC G206, 9 am-2 pm

13 – Cookie Sale, MHTC G206, 9 am-1 pm

## July

18 – Cookie Sale, MHTC G206, 9 am-1 pm

## August

8 – Cookie Sale, MHTC G206, 9 am-1 pm

## September

12 – Cookie Sale, MHTC G206, 9 am-1 pm

27 – Nutman Sale, MercyCare Building, 9:30 am-1 pm

27 – Nutman Sale, MHTC G206, 9:30 am-2:30 pm

28 – Nutman Sale, MHTC G206, 9:30 am-3 pm

29 – Nutman Sale, MHTC G206, 9 am-2 pm

## October

3 – Lionne Jewelry Sale, MercyCare Building, 9 am-1 pm

4 – Lionne Jewelry Sale, MHTC G206, 9 am-5 pm

5 – Lionne Jewelry Sale, MHTC G206, 8 am-3 pm

10 – Cookie Sale, MHTC G206, 9 am-1 pm

18 – Linen Sale, MercyCare Building, 10 am-1 pm

19 – Linen Sale, MHTC 1128B, 7 am-4 pm

20 – Linen Sale, MHTC 1128B, 8 am-3 pm

## November

5 – Holiday Market, MHTC 1128A and 1128B, 1-4 pm

6 – Holiday Market, MHTC 1128A and 1128B, 7:30 am-6 pm

7 – Holiday Market, MHTC 1128A and 1128B, 8 am-3 pm

16 – Volunteer Luncheon, Janesville Country Club, 11 am-1 pm

28 – Collective Goods Sale, MercyCare Building, 9 am-1 pm

29 – Collective Goods Sale, MHTC 1128B, 9 am-4 pm

30 – Collective Goods Sale, MHTC 1128B, 9 am-4 pm

## December

4 – Love Light Tree Service, MHTC Lobby, 6 pm

13 – Nutman Sale, MercyCare Building, 9:30 am-1 pm

13 – Nutman Sale, MHTC G206, 9:30 am-2:30 pm

14 – Nutman Sale, MHTC G206, 9:30 am-3 pm

15 – Nutman Sale, MHTC G206, 9 am-2 pm

# New Hospice Volunteers

WELCOME

We welcome these individuals to our team of compassionate, caring hospice volunteers:

- Marti Everts
- Kimberly Reese
- Beth Scherdell
- Steve Sparhawk
- Tammy Tucker
- Tammy Whiteaker
- Lauri Ashley
- Diane Barcellona
- Dawn Bull
- Heidi Dickinson
- Duane Harvey
- Peter Irvine
- June Loper

To learn more about volunteer opportunities at Mercyhealth at Home Hospice, call (608) 754-2201. A short orientation will be provided (includes background check).



## House of Mercy welcomes new team member: Brooke



Hello from the House of Mercy Homeless Center! It has been a very busy year so far. I am pleased to introduce to you Brooke Anderson, who has joined our team as the Operations Coordinator. In this role, Brooke will schedule volunteers, write grants and coordinate resident intake to the House of Mercy.

Brooke is a recent graduate from the UW-Whitewater School of Social Work. She is already familiar to many of our current volunteers from her time as the House of Mercy intern in the fall of 2016. Brooke will be an awesome addition to our team, and we are excited to have her!

As always, thank you for all you do as volunteers to make our mission of sheltering the homeless in our community a possibility.

Erin Loveland  
House of Mercy Manager

## Mercyhealth Hospital and Medical Center-Walworth Volunteer Update

- We continue to seek quality, affordable merchandise for our customers. We're introducing a new clothing line in the gift shop called Habitat. Also, we'll be carrying Crabtree & Evelyn lotions, hand and body creams.
- Our snowbirds are slowly returning from vacationing south. We'll be welcoming them back with open arms.
- We've established new volunteer hours for the information desk and gift shop: Monday-Thursday, 8 am-noon and noon-4 pm. Friday hours will vary.
- The sewing group is doing a fabulous job sewing chemo hats, preemie hats, quilts, lap blankets, stuffed animals, mittens, etc. They're looking for donations of fabric, thread, batting, etc.
- We've ordered our Christmas merchandise which will be less than last year. We'll be focusing on holiday wear at the request of our customers.



With all our heart. With all our mind.®  
**Association of Volunteers**  
1000 Mineral Point Ave.  
Janesville, WI 53548

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