

# The Pulse

## 2021 Volunteer Award Winners



### Maggie Goltra East Campus Volunteer of the Year

Maggie has 1850+ hours. Maggie started in admitting and subsequently volunteered her clerical skills for the Care Management Department. After taking some time off, she came back and volunteered in the FBC until COVID suspended that service. Last summer Maggie didn't want to wait for the FBC to open-up again and decided to volunteer in the lobby area. Maggie does a variety of duties including:

- Helps patients check in at the kiosks
- Escorts patients and visitors throughout the hospital
- Signs in visitors and delivers items upstairs
- Sanitizes everything
- Maggie is always offering to substitute for the other Volunteers
- Maggie sings and dances with our organ player which is a bonus

Maggie does all of this with a big smile and gracious attitude. She is a joy to be around! a joy to be around!



### Mary Kerper West Campus Volunteer of the Year

Mary is one of the volunteers who didn't let COVID stop her from volunteering. She stayed active until we suspended all volunteers and returned immediately when we could open-up the Information Desk area of service – our only service area for a while. She took on an extra shift and was a *rock* throughout that very uncertain time.

Additional accolades include:

- She is vigilant – always alert to who is coming through the doors
- She subs and trains new volunteers often
- She offers good feedback for implementation
- She is a problem solver extraordinaire
- She is helpful, compassionate, calm, and caring and even with a mask, her smile is evident
- She always dresses up for holidays and dresses up her partners and staff too
- She donates items for the Family Birthing Center

Mary is the epitome of what it takes to be a volunteer award winner.

### Norma Bauer Sandy Zinn Martin Award Winner



This award was named after a former volunteer, Sandy Zinn Martin and that spirit lives on as we reflect on Norma's volunteer service.

Norma's selfless service is extraordinary. She has been with us all throughout COVID and immediately offered to volunteer anywhere we needed her; being flexible, changing service areas often, and always willing to go where needed.

She supports her fellow volunteers in many ways. When she subs on a different shift, which is often, she is gracious and respectful, always honoring everyone's routine.

Several comments from her nominations:

- Norma has old-world mannerisms that are obvious to all who engage with her
- I learn from her and appreciate that she is consistently willing to help and educate along with being pleasant, polite and professional
- She is gracious and welcoming – a true role model in the program
- She deserves this recognition

Yes, we agree – she does deserve this recognition!

**CONGRATULATIONS AWARD WINNERS!**

## Surprising and Celebrating our Award Winners



Another year without the ability to host our Annual Volunteer Recognition Luncheon and another year where the winners couldn't be announced with their peers present. We did our best to cheer vigorously for them!



2021, like the year before, reflected on the limitations due to the pandemic with 40% of the volunteer service areas open.

Volunteer hours for the year: 58,041 which translates to \$1,274,629 or the equivalent of 24 full-time employees.





## Reflections - Volunteer Efforts

In a recent article from the American Hospital Association, it is estimated that some 4,000 hospitals in the United States engage volunteers. We are SO GLAD that we are one of them! They went on to state that volunteers are active partners in:

- Improving quality
- Promoting wellness and prevention
- Improving patient engagement
- Enhancing the patient experience
- Promoting safety
- Enhancing community engagement
- Supporting health care workforce development

Each day we see the above among you and your efforts.

- You share ideas for improvements
- You brighten a patient's day with a smile, a helping hand, a word of encouragement
- Whether you are directly working with staff or not, your efforts are felt throughout our organization
- Volunteering promotes your own wellness which is supported by studies that prove how volunteering is good for you

To highlight just a couple of recent observations -

- A patient requested information at one of our reception areas and she subsequently stayed at the desk for a bit, needing to talk and to share. The volunteer was an active listener who demonstrated empathy throughout the conversation. Without hearing any feedback from the patient, it was readily apparent that her need to talk and the volunteer's willingness to listen was greatly appreciated.
- An unsolicited comment was received from a visitor who stated that she observed a challenging interaction and was in awe of how the volunteer handled this. The volunteer was able to explain our protocols in a kind manner when a patient was challenging her and extend superb customer service. In the visitor's words, the patient went from disgruntled to content in a matter of minutes.

## Volunteer Uniforms

***The following are the next quarter's exceptions to our Uniform Policy***

Take a break from your usual volunteer uniform and enjoy dressing up for these holidays -

### **Memorial Day**

**May 23 - 30**

*Wear red, white and blue*



### **Rodeo Days**

**June 28 - July 4**

*Wear your western attire*



## Lori's Gift Shop



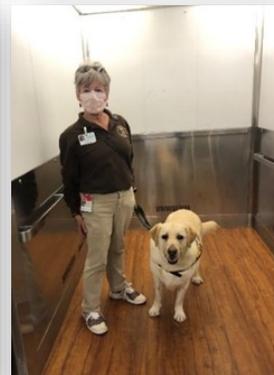
Very nice to have the Gift Shops open once again and to see the volunteers who have returned.

## PAWS Resume Patient Visits

Could it really be 24 months since our handlers and our furry volunteers visited patients in their room? “Yes” is the answer and “Hooray” being the response.

It was wonderful to hear the enthusiastic comments shared from patients and clinical staff.

Handlers pictured getting ready to make their way from the lobby and the elevator to find their way once again to the patient rooms.



## AWARDS LIST



### Volunteers Awarded During January, February, March 2022

#### 100 Hour Pin

Kathleen Coombes  
Debbie Davis  
Richard Gregory  
Marilyn Holmes  
Alycia Metcalf  
Barbara Mishler  
Don Poulsen  
Pam vanDriel  
Efrain Zavala

#### 200 Hour Pin

Barbara Drache  
Sharlia Hartness  
Nancy Klein  
Chris Latta  
Terri Lee  
Jo Poulsen  
Wayne Russell  
Peggy VanderHorst

#### 350 Hour Bar

Ron Bratton  
Sheila Ann Perry

#### 500 Hour Bar

Bruce Behrends  
Per Bjune  
Steve Button  
Carrie Knickerbocker  
Ann Mather  
Deirdre Rogers  
Stan Schambach  
Pam Stone  
Anita Turner  
Debbie Weidner

#### 850 Hour Bar

Mike Andreas  
Georganne Grotey  
Maria Sancho  
Dick Sheldon  
Michael Willahan

#### 1000 Hour Bar

Marshall Case  
Ted Lee  
Dan Olsen  
Rick Smith

#### 1500 Hour Bar

Leigh Downing  
Jackie Gallant  
Shirley Perryman  
Jacque Stewart

#### 2000 Hour Bar

Patti Blackwood  
Ed Imbierowicz  
John Maldonado

#### 2500 Hour Bar

Dee Tomlinson  
Richard McBride

#### 3000 Hour Bar

Judith Greenwald

#### 4000 Hour Bar

Kathy Avery  
Sue Cholewa

#### 4500 Hour Bar

Norma Bauer

#### 5000 Hour Bar

Tom Hubbard

#### 5 Year Pin

Mike Andreas  
Diana Ashby  
Donald D'Angina  
Mary D'Angina  
Debbie Behrends  
Debra Granger  
Judith Greenwald  
Tammy Kempton  
Rhonda Kremer  
Dan Olsen  
Pat Owings  
Ken Schiltz  
Gayle Scott  
Rick Smith

#### 10 Year Pin

Jim Stoner

#### 15 Year Pin

Kathy Pessin  
Phil Weliky

#### 20 Year Pin

Lee Lidess  
Peg Rhodes

**Congratulations  
and Thank You!**

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