



**Sparrow Women's Hospital Association  
1896-2011  
115<sup>th</sup> Annual Meeting  
May 16, 2011**

**SPARROW WOMEN'S HOSPITAL ASSOCIATION  
WOMEN'S BOARD OF MANAGERS**

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Improving the health of the people in our communities by  
providing quality, compassionate care to everyone, every time

March 9, 2011

Dear Sparrow Volunteer

As a Sparrow Volunteer, you are a member of an enormously talented and extraordinarily generous group of more than 1,600 adults and students who freely donate time and energy to make significant differences in the lives of our Patients, their families, and our Staff.

Volunteers ease and support the workload of our Staff, which allows them to devote more time to our Patients. The work of our Volunteers also has a substantial economic impact on the Hospital and helps assure our financial well-being and ability to continuously re-invest in Sparrow's future.

You are part of a unique group which demonstrates our "Patients First" philosophy through countless acts of Radical Loving Care.

Ralph Waldo Emerson has written, *"To know even one life has breathed easier because you have lived. That is to have succeeded."* Sparrow's strength is based on a 115-year tradition of clinical excellence and memorable Patient and Guest experiences. As a Sparrow Volunteer, you provide the personal touch, which is so profoundly appreciated by every Patient and Visitor.

On behalf of all Caregivers, Board Members and especially our Patients, thank you for your acts of kindness, courtesy, dignity and respect for all who rely upon us. As a Volunteer, you are an essential member of our Sparrow team, and we are grateful for your willingness to share your passion for excellence, understanding, enthusiasm and empathy.

Sincerely,

A handwritten signature in black ink that reads "Dennis".

Dennis A. Swan  
President and CEO

**Dennis A. Swan**  
President & CEO

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## *Annual Meeting Minutes*

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**May 18, 2010**

**The 2010 Annual Meeting** was held at the Lexington Lansing Hotel, Lansing, Michigan. Jean Aben, President of the Women's Board of Managers, welcomed all attendees.

**Invocation** – The Reverend Senia Taipale delivered the invocation. The lunch was then served.

**Greetings** – James Butler, III, Chair of the Sparrow Health System Board and Dennis Swan, President & Chief Executive Officer, extended their sincere thanks to all volunteers for their dedication and hard work in helping Sparrow become recognized as a national leader in health care. The volunteers viewed a video on Sparrow's new branding.

**Business Meeting** – Jean Aben called the 114th SWHA Annual Meeting to order. The minutes of the 2009 Annual Meeting, dated May 13, 2009, were approved as printed in the Annual Report.

The 2009 financial report of the Sparrow Women's Hospital Association (a nonprofit corporation) was prepared by Sparrow. The report was presented by Jean Paull, on behalf of Zoe Slagle, Treasurer of the Sparrow Women's Hospital Association, and was accepted as printed in the Annual Report.

Education-Scholarship Committee – Cristy Bennett chaired the committee and reported in 2009, the Sparrow Women's Hospital Association donated \$5,000.00 to the Sparrow Nurses' Certification Fund and another \$5,000 toward Sparrow nurses attendance at the national Magnet conference.

Nominating Committee – Margaret Hedlund provided the report on behalf of the committee and presented the following slate to the Sparrow Women's Hospital Association at the 114<sup>th</sup> Annual Meeting on May 18, 2010:

For a first three-year term:            Barbara Alspaugh  
   Nancy Bobinski  
   Marianna Klaver

The slate was accepted and new members were introduced.

The following Managers are eligible for re-election:

1 <sup>st</sup> year of third 3 year term:	Judith Garchow
1 <sup>st</sup> year of fourth 3 year term:	Jean Aben – Past President
	Zoe Slagle – President Elect

Barbara Clark moved that nominations be closed and that the nomination slate for 2010-2011 be accepted unanimously. Dee Hughes seconded the motion. Motion Passed.

The officers of the Women's Board of Managers elected at the May 11, 2010 Women's Board of Manager's meeting and assuming their positions June 1, 2010, are:

President	Candy Parker (1 <sup>st</sup> of 2 years)
President-elect	Zoe Slagle (1 <sup>st</sup> of 2 years)
Recording Secretary	Judy Garchow (2 <sup>nd</sup> of 2 years)
Corresponding Secretary	Mary Jane McGuire (2 <sup>nd</sup> of 2 years)
Treasurer	Jean Paull (1 <sup>st</sup> of 2 years)
Assistant Treasurer	Eva Evans (1 <sup>st</sup> of 2 years)

These women have agreed to meet the commitments as Managers of our board and to support the mission of Sparrow.

The Women's Board of Managers was asked to stand and be recognized. The WBM Honoraries were then asked to stand and be recognized.

Awards – Eva Evans, Volunteer Services Committee Chair, and Cathy Cogswell, Assistant Chair, recognized the following groups and leagues celebrating an anniversary:

- 70 years Division IV
- 50 years Mercy League
- 50 years Sparrow Teen Volunteers
- 30 years Sparrow Escorts
- 10 years Cardio Ambassadors
- 10 years Hello Hospital
- 5 years Kind Companions

Eva Evans recognized the honorees with five and ten years of service and noted that each received a service award pin in advance of the luncheon so that the pin may be worn to the meeting. Dennis Swan and Melissa Sherry presented the Felsing prints for 15, 20, 25, 30, 35, and 40 years of service to the individual awardees. The two fifty-year awardees, Martha Freeman and Arline Roe, each received a Waterford clock and flowers. A total of 72 awards and 92 pins were given this year.

After closing remarks, Jean Aben expressed her gratitude to the volunteers for the opportunity and honor of serving as the President of the Women's Board for the year. She then introduced Candy Parker, the incoming Women's Board President.

Candy Parker shared her greetings and with there being no further business, the meeting was adjourned by the WBM President, at 2:10 pm.

Lori Glencer  
Administrative Assistant  
Volunteer Services Department

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## **Sparrow Volunteer Service Awards Presented in 2010**

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### **50 Years**

Martha Freeman - *Service Auxiliary*  
Arline Roe - *Junior Division/Escort Information Desk/Division IV*

### **40 Years**

Peg Bergmann - *Mary Magdalen League*  
Marjorie Clemetsen - *Service Auxiliary*  
Maeta Face - *Service Auxiliary*  
Estelle Schafer - *Escort/Information Desk*

### **35 Years**

Barbara Donahue - *Service Auxiliary*  
Catherine Humes - *Service Auxiliary*  
Delores Lentz - *Mary Magdalen League*  
Shirley Pentecost - *Service Auxiliary*  
Dorothy Rice - *Service Auxiliary*  
Joanne Snoddy - *Service Auxiliary*

### **30 Years**

Phyllis Ammons - *Service Auxiliary*  
Margaret Bates - *Service Auxiliary/WBM*  
Joyce Case - *Service Auxiliary*  
Marlene Courser - *Mary Magdalen League*  
Susan Leavitt - *Service Auxiliary*  
Jean Randall - *Service Auxiliary*  
Kay Underwood - *Service Auxiliary*  
Ellen Jean Walworth - *Tel-Med/Escort Information Desk/McAuley League*

### **25 Years**

G. Althea Gibson - *Service Auxiliary*  
Diane Griffiths - *Surgical Lounge*  
Annette Ophaug - *Mary Magdalen League/WBM-Volunteer Services*  
Darlene Robinson - *Service Auxiliary*  
Marcia Stockmeyer - *Service Auxiliary/WBM*

### **20 Years**

Laurel Blasi - *Service Auxiliary*  
Georgia Brown - *Mary Magdalen League*  
Thomasina Canty - *Service Auxiliary*  
Gigi Cawood - *Sparrow Guild*  
Alice Cook - *TLC Critical Care*  
Karen Douglas - *Information Desk/Emergency WBM-Archives*  
Jack Draper - *Escorts*  
Doris Feldpausch - *Eucharistic Ministers/Pastoral Care*

Kit Fisher - *Mary Magdalen League*  
Charlotte Hagerman - *Service Auxiliary*  
Amanda Lawton - *Service Auxiliary*  
Carole Mehling - *Sparrow Auxiliary/Division IV*  
Ann Pischea - *Sparrow Auxiliary*  
Laveda Poyet - *Division IV*  
Monica Rademacher - *Division IV*  
Emiline Reifsnnyder - *Mary Magdalen/Service Aux.*  
Dolores Robinson - *Service Auxiliary*  
Betty Steen - *Service Auxiliary*  
Alice Stehlik - *Gardner Wellness/Mary Magdalen/Service Auxiliary*  
Lana Wagner - *Service Auxiliary*

### **15 Years**

Frank Bacigal - *Escort/Information Desk/Popcorn*  
Jane Baker - *Division IV*  
Pauline Balcer - *The Sparrows*  
Patty Bean - *Sparrow Guild*  
Viberta Conn - *Service Auxiliary*  
Anne Coultas - *Service Auxiliary*  
Judith Garchow - *Patient Ambassadors/WBM*  
Martha Gearhart - *Division IV*  
Dawn Gribben - *Sparrow Guild*  
June Hazen - *Escort/Information Desk*  
Alice Hill - *Service Auxiliary*  
Bonnie Howard - *Volunteer Services/Service Auxiliary*  
Susan Kulick - *Service Auxiliary*  
Arleita Leslie - *ETC*  
Nancy Linn - *Mary Magdalen League*  
Norma Listing - *Patient Ambassadors*  
Nancy Morgan - *Information Services*  
Frances Mort - *ETC/CH Lifetime*  
Ila Parker - *Mary Magdalen League*  
Margaret Pearson - *Service Auxiliary*  
Jane Pryce - *Escorts*  
Betty Rau - *Mercy League*  
Virginia Strine - *Mercy League*  
Barbara Subastian - *Service Auxiliary*  
Diane Talsma - *Sparrow Auxiliary*  
Carol Zhulkie - *Popcorn*  
Charles Zhulkie - *SLH Service Volunteer*

## **10 Years**

Paul Babbitt - *Surgical Lounge*  
Marcia Bennett - *Mary Magdalen League*  
David Boechler - *Eucharistic Ministers/Pastoral Care*  
Dawn Boechler - *Eucharistic Ministers/Pastoral Care*  
Iva Butler - *Sparrow Auxiliary*  
Sue Connelly - *Hospice*  
Ivanna Edwards - *Service Auxiliary*  
Mary Enderle - *Service Auxiliary*  
Candy Gronseth - *Surgical Lounge*  
Betty Hall - *ETC/Sparrow Auxiliary*  
Nancy Idalski - *Service Auxiliary/Surgical Lounge*  
Cathy Kerwin - *Sparrow Guild*  
Daun Ketcheson - *Sparrow Auxiliary*  
Marianna Klaver - *Mary Magdalen/Angelus League*  
Joan Kollins - *Hospice*  
Eugene Krasicky - *Mercy League*  
Wilma Lantrip - *McAuley League*  
Ellen Leiby - *ETC*  
Robert Leiby - *Cardio-Ambassadors*  
Patricia Menning - *Hospice*  
Nancy Milne - *Service Auxiliary*  
Anne O'Brien - *Mercy League*  
Rosann Peabody - *Service Auxiliary*  
Lorie Powers - *Surgical Lounge*  
Arthur Rice - *Cardio-Ambassadors*  
Mary Robison - *Hospice/Escorts*  
Norman Robison - *Hospice*  
Dorothy Schneider - *McAuley League*  
Lucille Seiler - *ETC/CH Lifetime*  
Theresa Shepard - *Surgical Lounge*  
Donna Skinner - *McAuley League*  
Linda Smith - *Sparrow Guild*  
Pauline Solomon - *Sparrow Auxiliary*  
Dorene Spellman - *ETC/Lifetime*  
Henry Strieff - *ETC/CH Lifetime*  
Dolores Vanneste-Smith - *Hospice*  
Mary Kathryn Van Tiflin - *Eucharistic Ministers/  
Pastoral Care*  
Sally Vescolani - *TLC Critical Care*  
Judith Wood - *Eucharistic Ministers/Pastoral Care*

## **5 Years**

Jack Bates - *Service Auxiliary*  
Ruthi Bloomfield - *Hospice Pet Therapy*  
Marilyn Brookes - *Helping Hands*  
Barbara Brown - *ETC*  
Gregory Brown - *Surgical Lounge*  
Sharon Burrell - *TLC Critical Care*

## **5 Years Continued**

Ruth Clark - *Service Auxiliary*  
Linda Clingersmith - *Service Auxiliary*  
Jack Cook - *Escorts*  
Roslyn Covey - *Service Auxiliary*  
Mary Crawford - *Helping Hands/Infant Massage*  
Sharon Dawson - *Sparrow Guild*  
Kathleen DeLuca - *Escort-InfoDesk/Sparrow Auxiliary*  
Joyce Divine - *Division IV*  
Phillip Douglas - *Archives*  
Lori Emmons - *Surgical Lounge*  
Mary Ettinger - *Surgical Lounge*  
Albert Evans - *Escort/Information Desk*  
Bernadette Fairfax - *Angelus League*  
Kay Fullerton - *Service Auxiliary*  
Ann Greenfield - *Mary Magdalen League*  
Shawna Haid - *Infant Massage*  
Sarah Hawley - *Sparrow Auxiliary*  
Margorie Heskitt - *KindCompanions/Mercy League*  
Patricia Hollenbeck - *Sparrow Guild*  
Karen Kalis - *Service Auxiliary/Surgical Lounge*  
Mary King - *Angelus League*  
Arthur Korroch - *TLC Oncology*  
Margaret Liedholm - *Sparrow Guild*  
Phyllis Markiewicz - *Cardio-Ambassadors*  
Alice Martin - *Patient Ambassadors*  
Terry Michitsch - *Office Support*  
Betty Moore - *Sparrow Guild*  
Jolene Neilson - *Infant Massage*  
Joan Nolff - *Mercy League*  
Mary Lou O'Connell - *Sparrow Guild*  
RuthAnn Palacios - *Hospice*  
Jeri Promer - *Sparrow Auxiliary*  
Mary Royce - *Eucharistic Ministers*  
Jill Schaad - *Infant Massage*  
Joyce Schaub - *Industrial League*  
Kelley Schmitt - *Escorts/Surgical Lounge*  
Cheryl Smith - *Service Auxiliary*  
Rhoda Smith - *Archives*  
Pamela Solitro - *Helping Hands/Surgical Lounge*  
Alicia Stapleton - *Patient Ambassadors*  
Kathy Swan - *Sparrow Guild*  
Sharon Trumpie - *Surgical Lounge*  
Lee Villarreal - *Division IV*  
Penny Wickham - *Hospice*  
Susan Wilkis - *TLC Oncology/Service Auxiliary*  
Mary Wilson - *Office Support*  
Rhonda Zimmerman - *Sparrow Guild*



## ***Background and History of Volunteer Awards***

**Service Awards** - Sparrow places a high value on its volunteer program and the recognition of its volunteers' many years of service.

Prior to 1982, volunteers were given a certificate for 15 years of service and a pin for 25 years of service. In 1982, the Women's Board of Managers, under the leadership of Janet Hines, decided it was time to honor dedicated years of service in a new way. After much research, and with support from Vice-President Tom Plasman, Michigan artist Norman Brumm was commissioned to create a series of copper enameled sculptures, using a sparrow theme. Karl Neumann, then President of Sparrow Hospital, provided the funds to purchase the Brumm pieces. The original awards honored 15, 25 and 35 years of service. In 1987, 1989, and again in 1998, additional pieces were created to recognize those giving 40, 45, 50 and 55 years of service.

In 1995, volunteer pins were created, using a drawing by Mason, Michigan artist John Felsing, Jr. The pins honor five-year and ten-year volunteers. This design is easily recognizable as it is used on our annual report cover and invitations.

**Family of Sparrows Sculpture** - This exquisite piece was presented by Sparrow Hospital Administration in May of 1977 to Mrs. Gladys Sprinkle in honor of her remarkable volunteer service with the Women's Hospital Association and the Michigan Association of Hospital Auxiliaries. The sculpture, created by Norman Brumm, is in the form of metal and wood, depicting a family of sparrows. The sculpture was also intended as a permanent tribute to all Sparrow volunteers, and, since 1977, it has been displayed in the main lobby of Sparrow Hospital as a reminder of the significant time and effort that volunteers contribute.

**Sparrow Bird Prints** - A series of four sparrow prints, created and signed by John Felsing, Jr., was commissioned in 1986 and prints were first given as favors at Sparrow Hospital's 90th Anniversary Celebration. Mr. and Mrs. Arthur Lindell led the process of commissioning the artist for this project, with the full support of the hospital administration. Every year since then, a print, signed by Mr. Felsing, has been presented to the president of each volunteer group. It should be noted that Mrs. Lindell was a member of the Service Auxiliary and the Women's Board of Managers.

**Sparrow Health System Centennial** - In 1996, Sparrow volunteers celebrated 100 years of continual service with some very special awards:

**The Founders' Award** - This award was named in honor of the 114 women who founded the hospital on March 18, 1896. The award is in the form of an elegant duo of Steuben crystal shooting stars and is on permanent display in the Sparrow Hospital Lobby. A smaller crystal piece is awarded each year at the March Founders' Day celebration to an individual who has made a significant contribution to the quality of health care in the Mid-Michigan region. Dolores Hughes was the Chairman when the original Founders' Day award was created.

**Caritas** - Caritas is the name of an original bronze sculpture by Nancy Leiserowitz, an artist from Mason, which is located in the main lobby of Sparrow Hospital. This centennial gift to the hospital was made possible through the contributions of Sparrow volunteers, their families and friends. Caritas (meaning caring, love, and benevolence) was unveiled and dedicated on May 15, 1996. Volunteer Jan Hines led the fund-raising process for this beautiful sculpture.

**Centennial Quilt** - This quilt was created by volunteers to commemorate the volunteer groups that served during 1896-1996. Volunteer Diane Kent coordinated the process of obtaining and assembling the quilt squares, and the Women of Emanuel First Lutheran Church did the final quilting. The quilt was framed and is located off the Cancer Center parking deck.

### **NOTES ON THE ARTISTS:**

**Norman Brumm** - Enamel fused on precious metal is one of the most ancient art forms. From the earliest beginnings of civilization, in ancient Egypt and China, come works of great delicacy and depth, utilizing these jewel-like glass enamels. Here are some comments from the artist on his love of nature and his joy of working in enamel fused on precious metal:

“My first drawings were of the birds and thistles, etc., that cover the northern Michigan hillsides. Following college (with a degree in painting and printmaking), I taught school for a while, eventually leaving that to become a full-time artist. I have lived and worked in Charlevoix, Michigan, eventually opening a workshop and gallery there. While I was working in the woods near my cabin, I met Judy, who introduced me to the richness and depth of glass enamel. I found these powders worked wonderfully in depicting the birds and wildflowers, which lived in the woods at my doorstep. When I am not working in my studio, I am traveling, drawing and collecting, always with a deepening sense of wonder and mystery in the world of nature.” \*

Each piece is unique and speaks of the artist’s love and appreciation of the natural world around us.

In February 2008, Mr. Brumm passed after a grave illness. Prior to becoming ill, he was able to complete his 26<sup>th</sup> order for Sparrow’s volunteer awards. The awards given in 2008 were the last Brumm service awards to be given by Sparrow.

**John Felsing, Jr.** - Mr. Felsing began drawing and painting as a child in Battle Creek. After studying zoology at Michigan State University, he spent several years in the late 1970s illustrating publications issued by the Binder Park Zoo, near Battle Creek, where his innovative designs brought him several awards and national recognition. He also worked as a staff artist of *Natural Resources*, a magazine issued by Michigan’s Department of Natural Resources, before becoming a full-time painter at the age of 30, primarily working in oils. His works have been featured in galleries in New York City, Santa Fe and Michigan. His drawings of birds are featured in *Birds of Michigan*. He resides in Mason. \*\*

\*Taken from various articles about Mr. Brumm

\*\* Taken from an essay in *Wildlife American 2000* and a WKAR *Fine Tuning* article.

## ***Our Service Awards - A New Beginning***

In 2008, we turned our page in history and began work to secure a new form of service awards to celebrate the accomplishments of our dedicated Sparrow volunteers. A committee of active Women's Board Members and honorary members gathered to explore the possibilities. Eva Evans served as chairman for this committee. Needless to say, it was a difficult task to find unique pieces that celebrate and reflect the special gift that volunteers give to Sparrow.

As we reflected and explored, an idea to turn to an old friend emerged. In June 2008, we looked to John Felsing Jr., the artist that created the cherished prints that are now given to presidents upon the completion of a year of service to their groups.

After locating Mr. Felsing through his art dealer in Santa Fe, New Mexico, the artist returned our call from his home in Mason. When asked what we wanted, he learned that we are still admiring and promoting his work that he gave to us in 1986.

When asked if he would be willing to work with us again to celebrate the gift of volunteers, his response was an immediate, "Yes." He shared that his mother, then in her 90s, was a hospital volunteer for many years and that he intended to do this in honor of her volunteer service.

Having Mr. Felsing work with us represents a great gift to our volunteers and to the hospital. We asked the artist to provide a description of each print and his inspiration for selecting the various sparrows that he chose for our service awards. We hope you enjoy the artistry as well as the inspiration of his work.

15 Years - Slate Colored Junco - When the bright reds and golds lie on the ground, the subtle allure of late autumn arrives in its wonderful balance of light color and harmony. The Junco sits among the sounds of rattling leaves in the breeze, which is what the picture is all about.

20 Years - Chipping Sparrow - I can't think of a Chipping Sparrow without feeling the zephyrs of spring and the wonderful fragrance of the Korean Lilacs surrounding our kitchen, and drifting through the windows. I wanted to capture the May sun as it warms the cool air.

25 Years - White Throated Sparrow - When starting a project such as this, one looks for an anchor to set the rhythm. It most often arrives in a manner you least expect. Having told Melissa Sherry, I would welcome a bird, or two, to be suggested she called with only one – the bird I was painting when she phoned. The anchor was set.

30 Years - Field Sparrow - Simplicity is the ultimate form of complexity. One arrives at this place through experience and confidence in one's vision. The painting is delicate and desolate – what is not present is its strength.

35 Years - Song Sparrow - This composition evolves around a few discrete shapes, which is fundamental to Japanese design. The high horizon keeps one within a quiet, internal space enveloped by the lonely bleakness of winter.

40 Years - Fox Sparrow - This painting is from Riverbend, a short way down the road from our house. It was actually the smell of the damp, green earth that got me going on the picture. It's absolutely the haunt of the Fox Sparrow.

The 45-, 50-, and 55- years awards are chosen from an array of beautiful Waterford crystal pieces.

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**WOMEN'S BOARD OF MANAGERS  
2010-2011 OFFICERS AND MEMBERS**

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President..... Candy Parker  
 President Elect.....Zoe P. Slagle  
 Recording Secretary ..... Judith Garchow  
 Corresponding Secretary ..... Mary Jane McGuire  
 Treasurer ..... Jean Paull  
 Assistant Treasurer..... Eva L. Evans  
 Advisor..... Jean Aben

Barbara Alspaugh	Margaret Hedlund
Nancy Ballard	Patricia Hollenbeck
Margaret Bates	Marianna Klaver
Patricia Bunce	Karol Lynch
Sally Burke	Catherine McKenna
Cathy Cogswell	Carolyn Willoughby
Carol Dooley	Jan Zimmerman

**Honorary Board Membership**

*MyraLu Bishop 1960 *Ruth Shumway 1961 *Alice Campbell 1962 *Mabel I. Seelye 1967 *Catherine Sparrow 1967 *Marie Dye 1968 *Bess Geagley 1968 *Grace McDonald 1968 *Eleanor Pierce 1968 *Olive Cook 1971 *Eleanor Rich 1971 *Gladys Sprinkle 1971 *Candace Thoman 1972 *Helen Walter 1972 *Jean Frazier 1973 *Dorothy Osgood 1976 *Helen Brembeck 1979 *Lois Frankel 1981 Peg Powell 1981 *Peg Brede 1982 *Helen Patenge 1983 *Vera Lindell 1984 *Margaret (Peg) Andrews 1986 *Doris Berg 1987 Elizabeth Lorenz 1987 *Patricia Murningham 1988 *Evelyn Scheffel 1988 *Dorothy (Dody) Thomas 1988 *Virginia Hanel 1989 Janet Hines 1989 Marilyn Ledebuhr 1989 Barbara Schaberg 1989 Carolyn Wickham 1989 Mary Jane Wilson 1989	1990 Elizabeth Sessions 1990 Eleanor Smith 1991 Mary Frances Jessup 1991 F. Karl Newmann 1993 Dorothy Abrams* 1994 Bette Holden 1994 Louise Werbelow 1996 Mary Hecker * 1996 Diane Kent* 1996 Gretchen Rosenbrook 1997 Jan Hines 1997 Pam Irwin 1997 Marcia Stockmeyer 1998 Gloria Bouterse 1998 Connie Cullum 1999 Margaret Bates 1999 Dolores Hughes 2000 Barbara Clark 2001 Noreese Underwood 2002 Gwen Callahan 2002 Lee King 2003 Lola O'Meara 2004 Judy Green 2005 Carolyn Willoughby 2007 Margery Cook 2008 Karen Douglas 2008 Ann Looyenga 2008 Jan Mace 2008 Annette Ophaug 2008 Peggy Riggs 2009 Marie Bacigal 2009 Jane Scofield
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\*Deceased

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**IN MEMORIAM**  
**2010-2011**

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Janice Hanley	Mary Magdalen
Nanette VanDervoort Martin	Sparrow Service Auxiliary
Annette Voorhis	Division IV
Nancy Idalski	Surgical Lounge, Service Auxiliary
Eleanor Cheney	Service Auxiliary
Mary Leweke	Service Auxiliary
Jean Grua	Service Auxiliary
Douglas Stowitts	Escorts
Helen Brembeck	Women's Board of Managers-Honorary
Nellie Harvey	Mercy League
Elizabeth Hinkle	Service Auxiliary
Ivy Rolland	Escort/Information Desk and ETC
Sue Connelly	Hospice
Catherine "Kay" Humes	Service Auxiliary
Eugene Krasicky	Mercy League
Ken Robertson	Cardio Ambassadors
Dody Thomas	Honorary Women's Board, Guild, Archives
Mary Russo	Office Support
Eleanor Moore	Division IV
Ruth Frost	Service Auxiliary
Lee Mort	Lunch with Doctors
Maxine Davis	Service Auxiliary
Peg Powell	Surgical Lounge, Art Cart, WBM
Beatrice Richards	Sparrow Auxiliary
Roger Ophaug	Escort/Information Desk
Diane Dodge	Service Auxiliary
Viola Knapp	Service Auxiliary

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**SPARROW WOMEN'S HOSPITAL ASSOCIATION**  
**LIFE MEMBERS**

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Dr. & Mrs. Gerald Aben	Mrs. William Cheney	Mrs. Silvio Fortino
Mrs. Chris Adams	Mr. & Mrs. James W. Clark	Mrs. Joe C. Foster, Jr.
Kim and Brian Alexander	Dr. & Mrs. Michael R. Clark	Miss Pauline Geovanes
Ms. Karen Arndorfer	Mr. & Mrs. Fred Cogswell	Mr. & Mrs. Ira Ginsburg
Mrs. Robert Bancroft	Mr. & Mrs. Howard Cook	Mr. & Mrs. C. William Given
Mr. Lawrence Bass	Mrs. Jacob E. Cook	Mrs. D. J. Goff
Mrs. Jack Bates	Mrs. Eugene Cornelius	Mrs. Ellie Goff
Mr. & Mrs. David Bennett	Ms. Patricia Daiss	Ms. Judith Green
Mrs. Kathleen Berning	Mr. & Mrs. Joseph Damore	Mrs. Dawn Gribben
Mrs. Rolland Bethards	Mary Lee Davis, Ph.D.	Mrs. Leslie Gysel
Dr. & Mrs. William Blackburn	Mrs. Norma Dexter	Ms. Roberta Harmon
Dr. Robert E. Brantley	Mrs. Vance Diggins	Mrs. Robert Harper
Mrs. Joe B. Brown	Mr. & Mrs. Phillip Douglas	Mrs. Margaret Hedlund
Mr. & Mrs. A. James Budzinski	Dr. & Mrs. Stanley Dudek	Mrs. Donald Hines
Mr. & Mrs. Frank Burke	Ms. Carol Dwyer	Mrs. Marshall Hines
Ms. Joann (Jo) Cantine	Eva L. Evans Ph.D.	Mr. & Mrs. Robert Holden
Mr. & Mrs. John Cawood	Mrs. Mathies Evans, Jr.	Mr. and Mrs. John Hollenbeck
Mr. & Mrs. Ray Chase	Mrs. Leonard Face	Mr. & Mrs. William Hollister
Mrs. Edward Cheney	Mrs. Tracy Feazel	Mrs. Carol Horowitz

Mrs. Liselotte Huber  
Mr. & Mrs. Robert B. Hughes  
Ms. Irma Jacoby  
Mrs. David Jessup  
Dr. Richard S. Johnson  
Dr. David & Dr. Laryssa  
Kaufman  
Mrs. Edmund Keena  
Mr. James Kent  
Mrs. Lee Wolford King  
Ms. Mary D. Laing  
Mrs. Roland Ledebuhr  
Mrs. Louis Legg  
Mrs. Clayton Lewis  
Mrs. James H. Lewis  
Dr. & Mrs. Curtis Liechty  
Mrs. Gordon Long  
Mr. & Mrs. Roger Looyenga  
Mrs. Elizabeth Lorenz  
Mrs. Donald G. Lowell  
Mr. & Mrs. Lance Lynch  
Mr. & Mrs. Olin Mace  
Dr. W. E. Maldonado  
Mrs. William G. Martin  
Mrs. Mary Jane McGuire  
Dr. & Mrs. Timothy McKenna  
Mrs. Leslie McMullen  
Mrs. Edward G. Miller, Jr.  
Mrs. Jan Moore

Mrs. James E. Moulton  
Mr. & Mrs. F. Karl Neumann  
Mrs. Joan Nolf  
Mrs. James Olson  
Mrs. William O'Meara  
Mrs. Roger Ophaug  
Mrs. Dan O'Shaughnessey  
Mrs. G. Bruce Papesh  
Mr. & Mrs. Lawrence Parker  
Ms. Nancy Passanante  
Mrs. Martin E. Pearlman  
Mrs. V. Stoddard Peery  
Mr. Bruce Pickell  
Mr. & Mrs. Robert L. Potter  
Mrs. Alton M. Powell  
Ms. Barbara Quackenbush  
Mrs. Douglas Reniger  
Mr. & Mrs. John Riegel  
Mrs. Peggy Riggs  
Mrs. J. Woodward Roe  
Mrs. Robert J. Rollis  
Mrs. Gretchen Rosenbrook  
Mrs. Sue Safir  
Mrs. Francis E. Sage  
Mr. & Mrs. Frank Salimbene  
Dr. & Mrs. Patrick Sartorius  
Mr. & Mrs. Gerald Schaberg  
Mrs. Rex Sessions  
Mrs. Joseph Sheets

Ms. Melissa Sherry  
Ms. Zoe P. Slagle  
Mrs. Robert D. Smith  
Mr. & Mrs. Ronald Soltis  
Dr. & Mrs. Philip Sorensen  
Dr. & Mrs. J. C. Spencer  
Mr. & Mrs. James Spousta  
Dr. Dawn E. Springer  
Mr. & Mrs. Norman Stockmeyer  
Drs. Phillip & Susan Storm  
Mrs. Robert Stow  
Mr. & Mrs. Dennis A. Swan  
Mrs. Frederick C. Swartz  
Dr. Ronald P. Swenson  
Dr. Jacqueline Taylor  
Dr. Carolyn Texera  
Mrs. Clarence Underwood  
Dr. & Mrs. Douglas Wacker  
Mr. Joseph Wald  
Mrs. William Walworth, Jr.  
Mrs. Renee Breslin Welch  
Mrs. Judson Werbelow  
Mrs. Grace A. Wever  
Mr. & Mrs. Robert Wilcox  
Mrs. Carolyn Willoughby  
Mrs. Robert P. Wilson  
Mrs. William E. Wilson

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**SPARROW WOMEN'S HOSPITAL ASSOCIATION**  
**LIFE MEMBERS – IN MEMORIAM**

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Mrs. Talbert Abrams  
Mrs. Maurice Allen  
Mrs. Alton Ambrose  
Mrs. G. Olds Anderson  
Mrs. Louis Andrews, Jr.  
Mrs. Louis Andrews, Sr.  
Mrs. W. O. Badgley  
Mrs. Maurice J. Baker  
Mrs. Stannard D. Baker  
Mrs. Milton Bailey  
Mrs. Hubert Bates  
Mrs. Kenneth Bidwell  
Mrs. Kenneth C. Black  
Mrs. Cornelius Blay  
Mrs. Lawrence Boger  
Mrs. Robert Breakey  
Mr. & Mrs. Cole Brembeck  
Mrs. Orion Brower  
Mrs. Leonard Burleigh  
Mrs. Gordon S. Bygrave  
Mrs. H. Clay Campbell

Mrs. Reno G. Carrier  
Mrs. Harry Conrad, Jr.  
Mrs. John A. Cook  
Mrs. Mervyn F. Cotes  
Mrs. Harold Cutler  
Mrs. W. Gordon Dahlberg  
Mrs. Lawrence Danford  
Mrs. Thomas Danton  
Mrs. Charles H. Davis  
Mrs. Russell Davis  
Ms. Ardis K. Denise  
Mrs. Malcolm Denise  
Mrs. John H. Dietrich  
Mrs. Simean Dietrich  
Mrs. William Dietrich  
Mrs. Henry Dietz  
Mrs. H. M. Ditzler  
Mrs. F. Mansel Dunn  
Mr. & Mrs. Karl Egeler  
Mrs. John Eisenhour  
Mrs. Fred England

Mrs. John Engelhardt  
Mrs. Everett Eschbach  
Mrs. Floyd Estes  
Mrs. Robert A. Fisher  
Mrs. Richard B. Foster  
Mrs. Donald Fox  
Mrs. Archie Fraser  
Mrs. Richard A. Frazier  
Mrs. H. Blair Freeman  
Mrs. John E. Garver  
Mrs. Walter Graff  
Mrs. Howard Grimes  
Mrs. Harry Guyselman  
Mrs. Edward G. Hacker  
Mrs. Bill Hanel  
Mrs. John A. Hannah  
Mrs. Christy Hawkins  
Mrs. Mary Hecker  
Mrs. John Hecko  
Mrs. B. L. Hewett  
Mrs. Richard E. Hewett

Mrs. Virginia Hilbert  
Mrs. Dorwin Hoffmeyer  
Mrs. Harry Hubbard  
Mrs. Robert Hunter  
Mrs. Murray W. Jacklin  
Mrs. Richard S. Johnson  
Mrs. Martin Kangas  
Mrs. James Kent  
Mrs. Ford LaNoble  
Mr. & Mrs. Arthur Lindell  
Mrs. Robert C. Lindell  
Mrs. Edward R. Litten  
Mrs. Richard Lyman, Jr.  
Mrs. David Machtel, Sr.  
Mrs. Fredrik Marin  
Mrs. Dick Maury  
Mrs. Isabell McCann  
Mrs. Freeman McClintock  
Mr. & Mrs. Len McConnell  
Mrs. Angus McDonald  
Mrs. Harold N. Metzel  
Mrs. Ralph Moulton  
Mrs. Forrest F. Musselman  
Ms. Barbara Myers  
Mrs. Walter W. Neller

Mrs. William Nugent  
Mr. William O'Meara  
Mr. Roger Ophaug  
Mrs. Thomas Osgood  
Mr. & Mrs. Kenneth Patenge  
Mrs. Walter Patenge  
Mrs. Barnard E. Pierce  
Mrs. F. Boiten Plasman  
Mrs. Richard Pomeroy  
Mrs. Drury L. Porter  
Mrs. William J. Porter, Jr.  
Mr. and Mrs. James Prister  
Mrs. LaDonna Reagan  
Ms. Sue Gillette Rensing  
Mrs. Dwight H. Rich  
Mrs. Clarence S. Roe  
Mrs. Lewis G. Reutter  
Mrs. Arthur Schaberg  
Mrs. Robert J. Scheffel  
Mrs. Harry J. Schmidt  
Mrs. Wilber M. Seelye  
Dr. Joseph Sheets  
Mrs. Guy C. Shumway  
Dr. & Mrs. David Siegel  
Mrs. Boyd Small

Mrs. M. C. Snyder  
Mrs. Plumer Snyder  
Mrs. Edward G. Sparrow  
Mrs. C. T. Spencer  
Mrs. Charles Sprinkle  
Mrs. Merritt Stahl  
Mrs. Howard J. Stoddard  
Mrs. Harry N. Storrs  
Mrs. V. H. Sturgis  
Mrs. Lee M. Swift  
Ms. Candace Thoman  
Mrs. Edward Thomas  
Mrs. Albert Tobin  
Mrs. James Tranter  
Mrs. Harold F. Walter  
Mrs. William Walworth, Sr.  
Mrs. Stanley V. Weed  
Mr. & Mrs. Ronald Weger  
Mrs. Dorothy Wickham  
Dr. Herbert Wolford  
Mrs. J. F. Wolfram  
Mrs. Roy Ziegler

**SPARROW WOMEN'S HOSPITAL ASSOCIATION  
WOMEN'S BOARD OF MANAGERS**

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***PRESIDENT'S REPORT***

The tradition of the Women's Board working with Sparrow staff to provide quality, compassionate care to the people of Mid-Michigan continued in this 115<sup>th</sup> year as, once again, the Volunteer Services Committee worked in conjunction with the Volunteer Services Staff to administer the volunteer program at Sparrow. The preservation and presentation of Sparrow history is the main duty of the Archives Committee, and they continued to maintain and add to the Hall of History as well as sort and catalogue the existing historical materials. House Décor persevered in its main goal of assisting with assuring that Sparrow remains a safe, clean and attractive facility. Thank you especially to the Volunteer Services staff and to all of the hospital staff with whom the Women's Board works. It has been an honor to serve as the Women's Board President.

Two existing Women's Board brochures were updated, and there are now new brochures explaining Women's Board and Life Memberships. New Board members welcomed this year are Barbara Alspaugh, Nancy Ballard and Marianna Klaver.

Our board has representation on the Sparrow Health System Board, Sparrow Foundation Board, Ethics Committee, Board Quality and Patient Safety, Audit Committee, and Magnet Committee. The Women Working Wonders (W3) committee also has a Women's Board representative and, once again, Women's Board did have a team in the fund raising event, W3's 5K OK. Representatives are also sent to the Michigan Association of Healthcare Advocates spring and fall conferences as well as to the Southwest District meetings.

March brought Founders' Day and the 2010 honoree is Tim Staudt who has worked with the Sparrow Foundation in fund raising. Women's Board hosts the Founders' Day celebration.

April brings one of the premier events at Sparrow, the Physician Recognition Dinner. Dr. Alan Neiberg was honored as the Physician of the Year. Hall of Fame inductees included Dr. John Penner, Dr. Alena Fabian, Dr. Raymond Hansen, and Dr. Errikos Constant.

The Nurses' Tea, which Women's Board also hosts, was a May event, and, during the program, the Education/Scholarship Committee presented funds to support the attendance of our nurses at the national Magnet conference.

As the year drew to a close, the House Décor Committee coordinated the decoration of the Sparrow and St. Lawrence campuses as well as the Sparrow Professional Building. Happily, a proposed nurse and professional worker strike was averted and the work of rebuilding relationships began.

Candy Parker, President  
Women's Board of Managers  
Women's Hospital Association



# Sparrow Women's Hospital Association

## Combined Balance Sheet

	<u>December 31, 2009</u>	<u>December 31, 2010</u>
<b>Assets</b>		
<b>Current Assets</b>		
Cash	\$435,312	\$305,803
Merchandise Inventory	146,638	142,950
Mutual Funds	183,982	197,968
Total Current Assets	765,932	646,722
<b>Equipment</b>		
Net of Depreciation	3,048	29,632
Total Assets	<u>768,980</u>	<u>676,354</u>
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities</b>		
Accounts Payable	49,516	46,366
Accrued Sales Tax	804	1,477
Total Current Liabilities	50,320	47,843
<b>Net Assets</b>		
Unrestricted	255,860	248,152
Restricted	462,800	380,358
Net Assets	<u>718,660</u>	<u>628,510</u>
Total Liabilities and Net Assets	<u>\$768,980</u>	<u>\$676,354</u>

# **Sparrow Women's Hospital Association**

## **Combined Statement of Activities**

	<b>Year</b>	<b>Ended</b>
	<b>December 31,</b>	<b>December 31,</b>
	<b>2009</b>	<b>2010</b>
<b>Revenue</b>		
Merchandise Sales	\$461,543	\$439,573
Charity Ball	60,036	1,517
Auxiliary Photo Sales	5,417	5,193
Dividends and Interest	15,186	12,557
Membership Dues	5,554	5,883
Unrealized Gains (Losses) on Investments	37,962	13,787
Other Fundraiser and Contributions	41,976	44,531
	<hr/>	<hr/>
Total Revenues	627,674	523,041
<b>Expenses</b>		
Cost of Gift Shop Merchandise Sold	288,363	273,059
Charity Ball	23,092	24,133
Other Fundraisers	40	7
Donations:		
Sparrow Foundation	151,441	220,029
Sparrow Nurses Certification Fund	5,000	0
Nursing Magnet Conference Scholarship Fund	5,000	8,000
Miscellaneous	243	0
Selling, General and Administrative Expenses	64,526	87,962
	<hr/>	<hr/>
Total Expenses	537,705	613,190
	<hr/>	<hr/>
<b>Increase (Decrease) in Net Assets</b>	<b>\$89,969</b>	<b>(\$90,150)</b>

### **BUDGET, FINANCE AND MEMBERSHIP COMMITTEE**

The Budget, Finance and Membership Committee met on October 19, 2010, to review the 2010 budget, begin the preliminaries for the 2011 budget, and review the volunteer membership numbers. The proposed budget was presented to the Sparrow Women's Hospital Association Board at the November 17, 2010, meeting. With minor changes, the budget was approved for adoption.

Formal requests were sent to each volunteer group as a reminder of the \$1.00 annual dues payable to the Sparrow Women's Board.

Members are reminded that \$1.00 is the minimum amount allowable by the federal government to permit membership into an association. When in good standing, membership into the Sparrow Women's Hospital Association grants such privileges as discounts on Sparrow services.

The members of the committee are:

Jean Paull, Chair

Mary Jane McGuire

Candy Parker

ex-officio

Zoe Slagle

ex-officio

Eva L. Evans, Chair

### **EDUCATION-SCHOLARSHIP COMMITTEE**

To honor the achievement of Sparrow nurses gaining Magnet Certification, Sparrow Women's Board of Managers and Sparrow Women's Hospital Association presented a check in the amount of \$8000 to be used to send nurse representatives to the 2010 Magnet Conference. This presentation was made at the Nurses' Tea in May 2010.

The Sparrow Women's Hospital Association continued its support of nursing education by awarding an \$1875 scholarship to a second-year nursing student at Lansing Community College. The recipient was David Macak who is also a Sparrow Hospital associate and a nurse assistant in Intensive Care. Congratulations to David on behalf of the Women's Board of Managers.

Members of the Education – Scholarship Committee are: Barbara Alspaugh, Pat Bunce, Eva Evans, Judy Garchow, Candy Parker, and Jean Paull.

Respectfully submitted,

Margaret Hedlund, Committee Chair

### **HOUSE-DÉCOR**

The House Décor Committee is responsible for reviewing the environmental services of the hospital and helping with various aspects of interior design. The committee works closely with Sparrow Senior VP of Operations Ira Ginsburg, Director of Engineering Louis Smith, Director of Environmental Services Reza Tavakoli, Director of Facilities Development John West, Executive Director of Support Services Wally Wozniak and Director of Infection Control Robin Roach.

The Permanent Art Committee continued to update and maintain the art inventory. Several pieces were restored, reframed and then re-hung. The Diane Kent picture was finalized and hung outside the Volunteer Office. The volunteer quilt, which had been on display outside the Cancer Center, was moved to storage during expansion of that area.

The Standards Committee met with staff when needed and assisted with choosing fabrics, floor and wall treatments and furniture. Projects which have been completed or are ongoing include waiting room chairs in Administration, Weight Management and Radiology, benches in the connector hallways, recovering furniture in the St. Lawrence Out-Patient waiting area, carpeting and flooring for restrooms in SPB, the elevator lobbies in SPB, and Clark Center, completing the Ellison Room and family waiting room in the Mother-Baby area and continued updating of the Substance Abuse facilities. A Stork Express elevator dedicated to Dr. Joseph L. Sheets was completed in May. Renovations to the Sparrow Gift Shop were completed over the summer.

The Holiday Décor Committee, with the help of Women's Board members and honoraries, decorated the Sparrow Campus, St. Lawrence Campus and SPB. Decorating was done to coincide with Silver Bells in the City celebration again this year.

This year's committee consisted of Sally Burke, chair; Jan Zimmerman, assistant chair; Standards Co-Chairs Margaret Hedlund and Jan Zimmerman; Permanent Art Co-Chairs Jean Aben and Cathy McKenna; Holiday Décor Co-Chairs Carol Dooley and Cathy McKenna; Archive Liaisons Betsy Sessions and Janet Hines. Honoraries included Jan Hines, Janet Hines, Pam Irwin, Lee King, Barbara Schaberg, Betsy Sessions and Dody Thomas. This year, honoraries took on the added duty of inspection tours of the Tower facilities, checking for environmental issues.

We were saddened by the death of honorary member Dody Thomas, a Sparrow volunteer for more than 40 years.

Sally Burke, Décor Committee Chair

## **ARCHIVES COMMITTEE**

This year has been one of the continuance of archiving past projects as well as a year of pursuing new projects, requests from and for individuals, the community and Sparrow Hospital. The members of the committee decided to meet once a month, on the third Monday, commencing with a business meeting from 9-10 a.m. followed by the workshop from 10 to noon.

Mary Barnes, representative from St. Lawrence, and her committee convene regularly to help archive materials unique to St. Lawrence Hospital from its inception up to the year 2004, when it became a campus of the Sparrow Health System.

Many boxes of materials have been received from the offices of the Sparrow. We were busy archiving these materials and inputting them into the computer program developed for the Archives Committee by David Votta, Archivist and Douglas Johnson, volunteer from the Capital Area District Library downtown branch.

We initiated a system in which archival boxes will be marked with a tab indicating the progress that has been made on each box, "Work in Progress or Completed." Within each box there will be an itemized list of the contents.

The photo for the 2010 Physician of the Year and the four inductees into the Physicians Hall of Fame were framed and readied for placement in the corridor.

In recognition of the Morlok Quadruplets' 80<sup>th</sup> anniversary of their birth at Sparrow Hospital, some of the memorabilia was showcased in the main lobby of the hospital. The quadruplets were born 5/19/1930. The two surviving sisters visited and observed the display. The display was a joint project of Karen Douglas and Cristy Bennett. John Lux, from the Marketing Department, took pictures of the sisters.

### **Archival Requests**

Dr. Selanders, from the MSU Graduate School of Nursing, requested any information that we have pertaining to the affiliation between the Sparrow School of Nursing and the Michigan State University School of Nursing between 1925-1950.

Mike Simmons, Manager of Sparrow's Medical Library, encouraged us to consider digitizing and scanning the materials in our archives.

Mr. Glen Caldwell, requested information (historical/genealogical) of a possible professional relationship between his grandfather, Dr. Joseph Ablett, and Edward W. Sparrow.

### **Donations**

Notebooks were donated from Mabel Meites, developer of the Sparrow Hospital Medical Social Worker program. Mrs. Meites has just completed work on her biographical /professional accomplishments.

A Scrapbook /photo album was donated from Mr. Robert Mermell, the son of Rhoda Earl Frid, who had graduated from the Sparrow Hospital School of Nursing. She had also been an employee at Sparrow Hospital.

Respectfully submitted,

Mary Jane McGuire, Committee Chair

## **NOMINATING COMMITTEE**

Nancy Bobinski resigned from the Women's Board of Managers in October of 2010. Nancy Ballard came on Women's Board as of November 2010 taking Nancy Bobinski's place.

Sally Burke has achieved Honorary Status, having completed a minimum of nine years and Margaret Bates having already achieved Honorary Status has completed a second nine year term.

After careful review of the qualifications and recommendations of the candidates on the Pre-slating Information forms received, the Nominating Committee recommends the following women for election at the 115<sup>th</sup> Annual Meeting of the Sparrow Women's Hospital Association on May 16<sup>th</sup>, 2011:

For a first of three-year term:                   Alicia Armstrong  
  Nancy Ballard  
  Roseann Zumbrink

1<sup>st</sup> year of a second term:                   Karol Lynch  
  Mary Jane McGuire  
  Catherine McKenna  
  Jean Paull  
  Carolyn Willoughby

1<sup>st</sup> year of a third term:                   Eva Evans  
1<sup>st</sup> year of a fourth term:                   Candy Parker

The officers of the Women's Board of Managers elected at the May 10, 2011, Women's Board of Managers meeting and assuming their positions June 1, 2011, are:

President	Candy Parker	(2 <sup>nd</sup> of 2 years)
President Elect	Zoe P. Slagle	(2 <sup>nd</sup> of 2 years)
Recording Secretary	Marianna Klaver	(1 <sup>st</sup> of 2 years)
Corresponding Secretary	Patricia Hollenbeck	(1 <sup>st</sup> of 2 years)
Treasurer	Jean Paull	(2 <sup>nd</sup> of 2 years)
Assistant Treasurer	Eva Evans	(2 <sup>nd</sup> of 2 years)

These women have agreed to meet the commitments as officers of our board and to support the mission of the Sparrow.

Respectively submitted,

Nominating Committee  
Jean Aben, Chair  
Carol Dooley  
Margaret Hedlund  
Annette Ophaug (Honorary)  
Zoe Slagle  
Jan Zimmerman

## **SPECIAL EVENTS**

As part of the National Nurses' Week Celebration, a tea reception honoring the nursing staff was held May 12, 2010. The hospital reached Magnet Status, recognizing our hard-working nursing staff.

The 114<sup>th</sup> Sparrow Hospital Association Annual Meeting and Awards Luncheon was held on May 18, 2010, at the Lexington Lansing Hotel. There were 413 volunteers and administration personnel in attendance. Dennis Swan, President and CEO of the Sparrow Health System, and James Butler III, Chair of the Sparrow Health System Board of Directors, greeted and thanked the volunteers for their many years of dedicated service to Sparrow. Dennis Swan also introduced Sparrow's new logo and showed a brief video.

Eva Evans, Chair of Volunteer Services Committee, and Cathy Cogswell, Assistant Chair, presented Felsing prints to volunteers for 15, 20, 25, 30, 35, and 40 years of service. Those receiving awards for 45 to 55 years, receive Waterford pieces.

The following volunteer groups/leagues celebrated anniversaries in 2010:

70<sup>th</sup> Anniversary Division IV

50<sup>th</sup> Anniversary The Mercy League, The Sparrow Teen Volunteers

30<sup>th</sup> Anniversary Sparrow Escorts

10<sup>th</sup> Anniversary Hello Hospital

5<sup>th</sup> Anniversary Kind Companions

The Special Events committee would like to thank the Volunteer Services Department—Melissa Sherry, Director, Tracy Feazel, Volunteer Coordinator, Lori Glencer, Administrative Assistant, and Sue Herner, Youth Volunteer Coordinator, for their input and assistance in ensuring the success of our special events.

### **The Special Events Committee Members:**

Carol Dooley and Cathy McKenna, Co-Chairs

Patricia Bunce

Sally Burke

Cathy Cogswell

Eva Evans

Judith Garchow

Patricia Hollenbeck

Karol Lynch

Mary Jane McGuire

Jean Paul

Jan Zimmerman

Jean Aben (ex-officio)

## **VOLUNTEER SERVICES COMMITTEE**

The Volunteer Services Committee (VSC) is one of three main committees of the Women's Board of Managers. The committee meets on the second Tuesday of each month. They oversee the interview, orientation and placement of all community volunteers on the St. Lawrence and Sparrow campuses. Members of this committee serve as liaisons to the 40 volunteer groups. This committee is also responsible for the spring and fall President/President Elect meetings.

Each liaison has the responsibility of contacting each of their groups once a month to see how they are doing, if they have any openings for volunteers, if they have a meeting coming up that would require the attendance of the liaison or VSD representative, any questions to be answered or problems that need to be brought to the attention of the VSC for resolution. It is also their responsibility to discuss the monthly Liaison Memo sent out by the VSC Chair and the VSD Director that consists of upcoming events or any information that would be of special interest to the group presidents.

This year the VSC areas of responsibility have been broken down into sub-committees with either one or two VSC members sharing the responsibility of that committee. A report on current activities is shared each month from the sub-committee members. A few areas of responsibility are recruitment/retention, orientation, follow-up, and master file.

There were approximately 275 interviews conducted in 2010 with 256 attending orientation. There were, however, 33 people who never started volunteering. Also, there were 73 Teen Volunteers interviewed by the Teen Coordinator with 60 of them attending orientation. As of December 2010 there were 70 active teen volunteers. In addition, we had a successful summer teen program with more than 50 teens participating in a variety of departments on both campuses.

A new procedure for following up on a new volunteer was implemented. New volunteers will receive a letter two weeks after their start date to ensure the volunteer service is starting. After six weeks another letter is sent seeking information about the individual's volunteering experience and then an online survey is sent at 90 days. The program was started to improve the retention of new volunteers. To date, the process has been well received by the group presidents and the new volunteers.

The Volunteer of the Month program continues as a highlight of the VSC. Each month a volunteer is nominated by their group to have this honor. A photo and biography of the volunteer is displayed in the main lobby of both campuses.

A new V-Sys One computer database was installed for the volunteers to scan in with their badge when they come to the hospital to volunteer. It also provides an area for personal messages to the volunteer. The system will provide a third quarter report to the group presidents on who is close to not meeting the required minimum hours in order to receive service credit for that year. It will also provide a more accurate recording of hours and will help at the end of the year to determine which volunteers qualify for an award at the annual awards luncheon held in May.

As usual, it is always a pleasure to have Ira Ginsburg, Senior Vice President of Operations, at our monthly meetings to update us on events of the hospital and to answer our questions.

The Volunteer Services Department associates are truly special to each of us on VSC. All of them work very hard at keeping up with the demands of VSC as well as all of their other responsibilities. Melissa Sherry, Director of Volunteer Services; Tracy Feazel, Program Coordinator; Sue Herner, Teen Coordinator; Lori Glencer, Administrative Assistant; Jeri Rogers, Volunteer and Jennifer Marshall, Davenport College Volunteer,.....we thank each of you for all that you do for us.

Respectfully submitted,  
Cathy Cogswell, Chair  
Volunteer Services Committee

<b>Date</b>	<b>In Memory or Honor</b>	<b>Donor</b>	<b>Fund</b>
1/22/10	In memory of Mary Helen Hecker	Women's Board of Managers	Art Fund
1/22/10	George Atwood IV	Women's Board of Managers	Sparrow Cancer Center
2/26/10	In memory of Peg Brede	Women's Board of Managers	Art Fund
4/2/10	In memory of Pege Brede	Sparrow Hospital Guild	Art Fund
4/14/10	In memory of Shirley Ambrose	Sparrow Service Auxiliary	Education and Scholarship
4/14/10	In memory of Margery Weston	Annette Ophaug	Art Fund
4/28/10	In honor of Maeta Face 40 years of service Marjorie Clemetsen 40 years of service Martha Freeman 50 years of service	Sparrow Service Auxiliary	Education and Scholarship
5/24/10	In memory of Diane Kent	Kent Family	Art Fund
7/21/10	In memory of Shirley Ambrose	Sparrow Service Auxiliary	Education and Scholarship
9/13/10	In memory of Nancy Idalski	Sparrow Surgical Lounge	Education and Scholarship
10/15/10	In memory of Doug Stowitts	Sparrow Escorts	Education and Scholarship
10/15/10	In memory of Mary Leweke Nancy Idalski Eleanor Chaney	Sparrow Surgical Lounge	Education and Scholarship
10/15/10	Annual donation from the Surgical Lounge	Surgical Lounge Group	Education and Scholarship
9/15/10	In memory of Pege Brede	Division III	Art Fund
11/17/10	In memory of Annette Voorhis	Horace and Lee King	Education and Scholarship
12/6/10	In memory of Dody Thomas	Division IV	Art Fund
12/16/10	In memory of Dody Thomas	John and Carolyn Willoughby	Art Fund
12/22/10	In memory of Dody Thomas	Sparrow Hospital Guild	Art Fund



**Sparrow Health System Volunteer Contributions**  
**January 1, 2010 – December 31, 2010**

<b>Group</b>	<b>Total Hours</b>	<b>Dollars Donated</b>	<b>Items</b>	<b>Items Donated</b>
Angelus League	1442.5	190.00	955	Toys
			261	Surgical Pillows
			301	Gait belts
Cardio-Ambassadors	1122.5		2,409	Patient Visits
Christopher	204.02			
Division III	306		8,075	Charts Assembled
Division IV	1141		6,000	Tray Favors
			24	Knitted Caps and Booties
			11	Afghans
Edward W. Sparrow Auxiliary	3,980.17	\$5,000.00	8,000	Blankets and gift to Mother/Baby
			413	Knitted Caps and Booties
Emergency	659.21			
ER Security	241.73			
Escorts	3,576			
Escorts/Information Desk- St. Lawrence	5,375			
Eucharistic Ministers	1,160.13		7,669	Communions delivered
			14,229	Patients visited
ETC	4,995.47			
Guild	2,793.00	\$100,000.00		Radiation/Oncology
Heart Center	2,128.38			
Hello Hospital	531.24		784	Student visits
Helping Hands	1,022			
Hospice	6,679.05		3,718	Patient visits
Industrial League	610		343	Wakerbags, little hospital gowns, etc
Infant Massage	1,446		1,260	Massages given to infants
Information Desk	1,631			
LifeTime Nurses	520			
Mary Magdalen League	9,490	\$28,700.00		Substance Abuse Gift
McAuley League	2,323.10	\$7,000.00		Hospice Gift
Medical Library	250			
Mercy League	5,185.2			
Neuro Navigators	675			
Office Support	2,362.95			
Patient Ambassadors	927.25		13,089	Patient Visits
Pediatrics	830.28			
Pediatrics Arts and Crafts	438.50		1932	Playroom Craft Projects
Popcorn	245.71	\$1,000.00		
Service Auxiliary	31,739.42	76,594.00		Gift of equipment pieces
Sparrows	1,943		1580	Toys Made and Donated
Specialty Hospital	110.68			
Students (MSU, LCC & others)	34,496			
Surgical Lounge	8,076			
Teen Volunteers	6,421			
TLC Critical Care	1,613.25			
TLC Oncology	3,120.57			
Women's Board of Managers	4,352	\$1,735.00		Art
Women's Board Active Honorary	1087.71			
WHA Grants and Scholarships		\$8,000.00		Nursing Magnet Conference
<b>Grand Total</b>	<b>157,252.02</b>	<b>\$228,219.00</b>	<b>71,053</b>	

## **DIRECTOR**

As we reflect on 2010, our volunteer program has reason to be thankful and to give ourselves a real pat on the back for what has been accomplished. Among our achievements, we have a new gift shop, a new volunteer database, and we are thankful for our many volunteers who loyally serve our patients and their families. This year did bring some challenges that underscored the importance of a dedicated volunteer workforce ready to help where needed. In all, it was a year of hard work on behalf of our staff and volunteers who stepped up to meet every challenge that we encountered.

One of the most rewarding accomplishments of the year was to reopen the Sparrow Gift Shop after a much-awaited, well-planned renovation. As one might imagine, a project on this scale required a great deal of planning and communication to work out the details of space, fixtures, electrical outlets, lighting and even the cash registers. Looking at the shop today, one can almost forget all the work that went into the finished project! However, while we want to forget the work, we can't forget the amazing people who truly pulled this together for us – volunteer Mary Anne Marvin, who chaired the committee, Susan Wilkis, the volunteer technology expert on the cash register system, all the volunteers who contributed to various committees, Sean Heibeck, of Sparrow's Facilities, Bill Boyfilsil, of Granger and his entire team, and the talented folks at Klein cabinetry.

The shop was closed in June and reopened in August, but the shop maintained a presence in the lobby to serve our customers. It was Anne Wineman and Maryann Jones, as the candy buyers, who organized the kiosk with the support of many great volunteers who staffed it during the summer. In all, there were many, many dedicated volunteers who put a great deal of time and energy into ensuring the shop renovation was well planned and that is evident today in the beautiful gift shop we all enjoy.

In May, we launched our new volunteer database that helped us communicate with our volunteers via email. We also took several more steps toward going green with our computer kiosk stations for volunteers to record hours and retrieve important messages in order to stay connected. As with any new system, it takes time and our volunteers and staff have done a great job acclimating to the changes as the reward of getting up-to-date information has been much appreciated.

Finally, we completed our third annual Volunteer Satisfaction Survey with outstanding results for 2010. The overall volunteer satisfaction score for 2010 was 95% and this is an increase over the two previous years' scores of 94% in 2009 and 92.7% in 2008.

As we look to another year, I must thank the dedicated staff in the Volunteer Office-Tracy Feazel, Sue Herner and Lori Glencer, for their support, hard work, dedication and great attitudes. They have had an amazing year, and I am so proud of each of them. I would also like to thank the Women's Board of Managers for their vision and leadership. Sparrow is so blessed to have such a priceless resource of talent and energy invested by these wonderful women! Finally, the accomplishments of the year would not be possible without the support and encouragement of our Dennis Swan and our Ira Ginsburg.

Melissa Sherry, CAVS  
Director of Volunteer Services

## **PROGRAM COORDINATOR**

The past year has brought about many new and positive changes in the volunteer program. In the spring of 2010, our new volunteer database was implemented. This has made a huge difference in the way we are able to communicate and support all of our volunteers, including our college students.

We administered a satisfaction survey to our college students. The average score over three semesters was 79% satisfaction. This evaluation process has helped us make many positive changes including updating positions descriptions, our general orientation and unit trainings.

The Volunteer Services Department also administered a survey to hospital departments utilizing volunteers to evaluate the effectiveness of the volunteer program, and 92% of departments rated their experience as good to very good. This

reinforced what we already knew, that our volunteers do a wonderful job at serving our patients and visitors. They also are meeting the departments' needs through various sewing and crafts projects.

Tracy Feazel, Program Coordinator

### **ANGELUS LEAGUE**

The Angelus League completed another successful year in 2010 with the addition of seven new members bringing our total membership to 50.

Our league members contributed a total of 1,442.5 hours in 2010 producing 955 stuffed animals for various areas and 261 pillows for women to use following breast surgery. This year the Angelus League began making gait belts for the various hospital rehab centers and produced a total of 301, bringing our total items made to 1,517. Many of our members are cutting, sewing and stuffing at their homes in addition to working at our monthly meetings.

Angelus League also provided funds to purchase artwork for the Emergency Department on the St. Lawrence Campus.

As a new president, I wish to thank the Volunteer Services staff for their patience and guidance assisting me during the year.

Shirley Stephenson, President

### **CARDIO – AMBASSADORS**

The Sparrow Cardio-Ambassador volunteer group began the year 2010 with 10 members.

The Ambassadors remain faithful to the job set before them. They continue week in and week out to make patients and their families as comfortable as they can and to answer all questions to the best of their knowledge.

The Sparrow Cardio Ambassadors donated 1,122.5 hours for the year 2010. These hours are spent visiting patients, their families when requested, record keeping and attending monthly meetings.

The Cardio Ambassadors visited 2,409 patients during the year, up from 2,072 patients visited in 2009. Approximately 61% were male and 39% were female.

November 26, 2010, we lost one of our members to heart failure. Ken Robertson faithfully served the Cardio Ambassadors since 2004. He seldom asked for someone to fill in for him. He loved to visit with patients and their families making them feel as comfortable as he possibly could.

Our new Ambassador, Harold " Buck" Kuisel, joined the group in November 2010. We are grateful to have him on our team.

Lord willing, we look forward to serving patients at Sparrow Hospital during 2011.

Respectfully submitted,

Robert L. Leiby, President

### **CHRISTOPHER LEAGUE**

Christopher League continues to work in the Emergency Department at St. Lawrence to assist with the families of patients, transporting patients to X-ray, and restocking shelves and linen carts.

The ER staff is very helpful and we enjoy working with them. We have two members at this time.

Hazel Stephenson, President

***DIVISION III***

Division III meets on the third Tuesday of each month, except for July and August, from 9:00am until noon. Meetings are held in the Volunteer Department located in the Outpatient Building of the St Lawrence Campus.

In 2010 the group provided 306 hours of volunteer service and assembled 8,075 charts for use in various departments of the hospital.

As of December 31, 2010, there are 11 active members.

Ellen Gunther, President  
Division III

***DIVISION IV***

Division IV has 26 members. Our task is to make tray favors. We meet the last Tuesday of every month except July, August and December.

We make 500 tray favors for every holiday and/or special occasion. Those tray favors are distributed to patients in the hospital, hospice and acute care.

In 2010 we volunteered 1,141 hours. We made 6,000 tray favors. Some of our members also knit baby hats/bootie sets, afghans, chemo hats and scarves for the babies and patients. We made 24 baby hat/booties sets, 11 afghans, 18 chemo caps and 3 scarves.

In 2010 we were pleased to welcome four new members, and we were saddened with the death of three of our active members and one inactive member. Two members resigned because of health issues and one moved out of state to be with her children.

Our members are a dedicated group of ladies who enjoy what they do. We welcome anyone who would like to join us.

Diane M. Talsma, President

***EDWARD W. SPARROW AUXILIARY***

The E.W. Sparrow Auxiliary meets in the volunteer room of the St Lawrence Campus on the second and fourth Wednesday of each month from September through April. We cut and hem flannel blankets for the hospital nurseries. At the end of 2010, we had 52 active members and reached our goal of completing over 8,000 blankets for the year.

Each member commits to work a minimum of 35 hours per year, 20 of which must be in attendance at our meetings. There are additional hours that are earned by stitching, basting or pressing 100 blankets at home. Members of our group knitted or crocheted 413 baby hats, and in addition, we bring newborn sized clothing items to our annual meeting, which are given to the Mother/Baby Center.

We receive income from the company that takes baby photos, and the amount received is returned to the hospital to purchase needed equipment. In 2010, we gave \$5,000 to the Mother/Baby Center to purchase two doppler machines, and the remainder of the money went toward a EKG monitor for Labor and Delivery's recovery room.

Marge Cook, President

***EMERGENCY SERVICES***

We have approximately 30 active community volunteers and we utilize anywhere from 80-100 MSU student volunteers per semester. The year 2010 was a very busy year for the Emergency Department. I cannot emphasize just how important our volunteers are to the Emergency Department – they bring with them a wealth of knowledge and experience that improves the patients' experience. We are truly fortunate to have them.

Finally, I would really like to thank everyone at the Volunteer Office for their patience and support in my second year working with the volunteers. This year was hectic again, but fun. I have met many wonderful people, and I look forward to working with all of you again this year.

Rob Theriault, Clinical Registered Nurse

### **ER SECURITY**

The Sparrow Security ER volunteers provide assistance to the Sparrow Security Officers. The Sparrow Security ER Volunteers greet family members, and along with the Sparrow Security Officers can locate their loved ones in the Sparrow ER. We then escort the family to the patient's rooms. We maintain a constant presence at the ER check-in area, in the event that the Sparrow Security officers have to address an immediate security need. We also provide warm comfort to those patients in the waiting area in the form of warm blankets.

The Sparrow Security ER Volunteer group began in June 2010, and currently we are experiencing an all-time high in membership and quality of work. We are all looking forward to continuing the longstanding tradition of excellence that is the standard of the Sparrow volunteer groups.

Aaron DeLaOssa, President

### **ESCORTS**

The Sparrow Escort Service is proud to have completed our 49<sup>th</sup> year of volunteering, having served Sparrow Hospital since 1962. Under the direction of the transportation department, the Escorts transport discharged patients to their transportation, assist visitors to patient rooms, and help incoming clients to destinations such as admitting, laboratory or X-ray.

During 2010 our escorts volunteered a total of 3576 hours. A point to note is that these hours do not include the volunteer hours of our MSU, nor our high school student volunteers. We currently have 48 active members and four inactive members. We welcomed 15 new members and 23 members have resigned. We also would like to recognize those members who have volunteered more than 100 hours, as well as those who will receive a service award this year.

#### **NEW ESCORTS (15)**

Ludmila Anufriyev 11/10	Nicole Borrego 9/10	Mary Chovance 8/10
Kristen Cleland 5/10	Michael Daly 12/10	Sasha Jones 4/10
Elizabeth Karinen 12/10	Richard Liskiewicz 11/10	Terry Martin 1/10
Shaizee Moua 8/10	Paul Roney 11/10	Jessie Smithwick 10/10
Bhagawati Tawari 10/10	David Warden 11/10	Stanley Williams 8/10

#### **RESIGNED ESCORTS (23)**

Joyce Grover	Susan Phelps	Beverly Davis	Angelo Bozzo
Zoe Slagle	Stephanie Southard	Michael Ezekiel	Hu-Hwa-Wu
Les Swartz	Gail Goodson	Jessica Borroum	Jack Draper
Bob Johnson	Aaron DeLaOssa	Lauren Harmon	Robin Mingus
Lois Horn	David Westcot	Cathy Ovenhouse	Diana Evans
Bob Larson	Toni Santone	Roland Kase	

#### **INACTIVE ESCORTS (4)**

Tamara Ford	Leo Henning	Brad Przystas	Ed Zremba
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#### **100+ HOURS:**

Jeanne Carter (119)	Emiko Fisk (267)	Wanetta Gantz (100)
David Graves (262)	Dennis Hill (151)	Jerry Bliss (124)
Roger Kennedy (115)	Erik Olson (116)	Phil Scarborough (127)
Mary Robison (115)	Denis Smith (190)	

**YEARS OF SERVICE AWARDS: To be presented May 2011**

**5 YEARS**

Margaret Carter  
Emiko Fisk

**20 YEARS**

David Graves  
Judy Haut

At our December 2010 annual meeting Eric Olson was voted in as President-Elect. The balance in our treasury as of 12/31/2010 was \$698.43. We look forward to a safe, healthy and productive 2011 as we continue to fulfill our escort commitment to Sparrow.

I want to thank all of the escort volunteers for your commitment, hard work and dedication over the last year.

Respectfully Submitted,  
*Martin Valentine*  
President, Sparrow Escort Service

**ESCORT/INFORMATION DESK – ST. LAWRENCE CAMPUS**

Our group ended with 34 members with a total of 5,375 hours donated for the year. We had 23 volunteers who donated over 100 hours and 11 who donated over 200 hours. Four members are eligible for service awards—Don Pickard and Althea Smith 20 years, Ellen Willemin-Lentz 10 years, and Matt Foran 5 years.

We did allow our membership to shrink as the workload shrank. Now we will need to expand our membership as “Out Patient Surgery” workload has expanded starting in January. To benefit Sparrow Hospital’s image we are looking for new members who are friendly and give a good impression.

For each of our three regular meetings, we had a speaker from a different area of St. Lawrence: the Clinical Manager of Hospice, the Bereavement Counselor for Hospice, and the Director of Clinical Services for the Specialty Hospital. Each was very informative and helped our group to better understand these areas of the hospital.

Thanks to the paid professionals of Sparrow Hospital whom I personally deal with as president. They are very professional and helpful. Also, many thanks to our group and the Women’s Board for selecting me as Volunteer of the Month for November. It was a humbling experience. Also, thanks to our group for allowing me to be their president for the past three years.

Howard S. Hedlund, President

**ETC GROUP**

The ETC (Etcetera) Group fills specific needs for Sparrow departments. This group of 100+ volunteers works throughout the hospital on individual projects. Our volunteers serve in the CATS (Cerebral Aneurysm/Tumor Survivors), Outpatient Surgery, Physical Therapy, Sparrow Breast Cancer Center, Radiology, Forensic Pathology, Pet Therapy, Rehabilitation, Behavioral Health, Bereavement, knitting and crocheting baby hats and booties, and making lap quilts and angel gowns. These volunteers work very hard and provide great services to Sparrow.

Lori Glencer, Coordinator

**EUCARISTIC MINISTERS**

There are currently 65 Eucharistic Ministers who visit Catholic patients at Sparrow. They seek to bring hope and sustenance to the patients and their families in their time of need. Many of the Eucharistic Ministers have felt deeply enriched by their service and dedicated many years to this ministry.

From January 2010 through December 2010 the Eucharistic Ministers talked with 14,229 patients and distributed 7,669 communions to the Catholic community at Sparrow.

Cassian Hardie, President

## **SPARROW GUILD**

Continuing a tradition established many years ago, the Sparrow Hospital Guild began this year as it has always done—with a renewed commitment to raising substantial funds through our annual Charity Ball.

This year we celebrated our 85<sup>th</sup> Charity Ball. Held in November, it was again a successful and widely anticipated holiday event in the Lansing community. Chair Jan Hines and her committee not only planned and presented an elegant evening, but raised over \$34,000. After a wonderful dinner, we were entertained by WLNS news anchor Evan Pinsonnault with a melody of tunes from over the decades.

The Guild holds seven meetings throughout the year, including our May Luncheon and our December Holiday Tea. We welcomed many retired members to these meetings and encouraged their support and advice. Gracious hosts for our meetings included Dianne Mohnke, Sally McCoy, Mary West, Mary Beth Pirich, Kathy Bens, Debby Harrison. Our annual May meeting will be held at Bev Suhrheinrich's.

Our fall cocktail party gave all members, active and inactive, along with their spouses, an opportunity to get together for an evening of fellowship. A much anticipated event is the Derby Party held the first Saturday of May. Horse races, good food and friendship make for a wonderful afternoon.

A check for \$50,000 will be presented to the Sparrow Foundation this year. This will be our last installment of our \$150,000 commitment to help fund remodeling projects within Radiation/Oncology.

We would like to thank the Sparrow Foundation and the Volunteer Office for all of their friendship and continued support.

Karen K. Hubbard, President 2010-2011

## **HEART CENTER**

The Heart and Vascular Center (HAVC) Volunteer group provide a welcoming atmosphere in the heart center waiting room for the family members of patients. We serve coffee and snacks, keep family members informed and escort family members to recovery areas.

The past year has seen our volunteer numbers go up and down, which is characteristic of any volunteer group. We currently have 12 full time volunteers in the HAVC. All of our volunteers have received the new I.D. badges and are using the new check in system for recording of hours. The heart center has installed a new scheduling system, which gives patients' family members more detailed information on where the patient is relative to the care process (i.e. patient is in the procedure, moved the recovery area, etc.) The interventional radiology department is using the new I.R. suite in the cath lab for interventional procedures. The T.C.I. physician group has completed their move to Sparrow, and is an integral part of the cardiac cath lab. The volunteers of the heart and vascular center are looking forward to another year of serving Sparrow and the community.

For the year 2010, our group contributed approximately 1,500 hours of service.

Duane Garver, President

## **HELLO HOSPITAL**

Hello Hospital is an interactive, hands-on program for first grade students. It is the intent of the program to give children awareness of hospital procedures and service workers. During the one and a half hour field trip to the St. Lawrence campus, students watch a video about hospital workers. They go to four small rooms to explore all the tools and equipment used in surgery, a laboratory, a patient room, and an X-ray/casting room. The students receive a coloring book and a participation certificate.

Hello Hospital was visited by 38 classes in 2010 with 784 students and 227 adult chaperones. The program operates during the school year on alternate Tuesday and Thursday mornings from 9:00 to 11:30 A.M. There are 15 active volunteers and 7 MSU students who contributed 631 volunteer hours. We have 41 sessions scheduled for the 2010-11 year.

Hello Hospital is a successful program because of the efforts of our dedicated volunteers, the assistance from Service Excellence in scheduling our classes and obtaining items for our program, and the help given by the Volunteer Services Department for ordering hospital supplies for our hands-on activities and the weekly trouble-shooting support.

Marlene Cosgrove, President

### **HELPING HANDS**

The volunteer group Helping Hands was founded in 2003 by Jill Novakoski, a former nurse in the Mother-Baby Center on the 3<sup>rd</sup> floor of Sparrow Hospital. There are currently 23 active members who have donated 1,022 volunteer hours in 2010. Some of the members volunteer individually, or in a team of two or three, with a regular schedule. Other members fill in and volunteer at their convenience, which can be morning, afternoon, evening, or weekend shifts.

We have a wide variety of jobs in the Mother-Baby Center and in the newborn nursery. We make ice packs, fill discharge bags, assemble patient information folders, set up rooms and transport new mothers and babies at discharge time. In the nursery, we may do the laundry and stock new linens in the cupboards. Some days we may give newborn babies their first baths or feed and rock the babies, all under the direction of the nurses. We try to be useful and we are the extra pair of hands for the busy staff.

We welcomed five new members to our group this year. We have a period of training and job shadowing for new members, and we have a policy and procedure manual. We had an annual meeting in the fall and enjoyed a salad potluck. Our presenter was Maureen Dillion, RN, who taught us the latest information on infant CPR.

I am proud of our volunteers for their cooperation, dedication, and flexibility. The Mother-Baby Center is a busy place and, we find it to be very rewarding to support the staff and to help new families have a pleasant experience at Sparrow.

Suzanne Kollmeyer, President

### **HOSPICE**

Sparrow Hospice Services is a multi-site hospice program structured to serve the communities covered by Sparrow. The three home hospice programs are based in Lansing, St. Johns and Carson City. Hospice House of Mid-Michigan, at the St. Lawrence campus, is a 21-bed inpatient facility.

Volunteers serve a key role on the hospice teams, providing our patients with a range of skills and talents. They provide respite for caregivers, companionship for patients and assist with the practical needs of the patient and their families. Volunteers offer pet therapy visits, light massage and hair styling services. Some offer their musical talents by playing the harp, piano and guitar. Others prepare meals in the kitchen for the patients and their families. Volunteers do direct patient care, read to them or simply sit with patients and provide a loving touch. Clerical jobs keep a core group of volunteers busy in the office and in the bereavement department. We have a team of Tuesday Story Writers, volunteers who, by interviewing patients and their families, create life histories to honor them and leave a legacy for their families. Our Vigil Companions sit at the bedside during a patient's last hours of life providing care and presence for the patient and their family so no one dies alone.

In 2010, over 150 volunteers, including 15 dedicated MSU students, contributed 7865.5 hours that included over 3,718 patient visits.

Karen Ketola, Volunteer Coordinator

### **INDUSTRIAL LEAGUE**

2010 was a very productive year for the Industrial League. Since our group meets once a week, except in the summer, we were able to produce 343 items for patients.

Our hours of sewing were 610 hours, which includes making items at home. This year we added Jennifer Edmunds, who sews items at home.



Our projects this year included: walker bags, lap quilts, single size quilts, fidget pads, doll gowns, T-binders, and privacy bags.

Our membership is now at six members.

Joyce Schaub, President

### **INFANT MASSAGE**

This year in the RNICU, we have given 1,260 massages to 342 babies. The most active month was February with 138 massages, and the least active month was September with 71 massages. We provide, on average, 105 massages every month.

We currently have 28 active volunteers working in the program. This is the 14<sup>th</sup> year of operation. Volunteers work two-four hour shifts once a week. Massages are done under nurse supervision. Members contributed 1,446 volunteer hours to the program this year.

In September, we developed a new policy and procedure manual. In addition to massaging babies, the volunteers fold infant clothing, make infant arm boards, and show parents massage techniques. We have also been doing hand washing demonstrations with parents, called the Glitter Bug Project. We use a special cream and glow bar with ultraviolet lighting. We have shown 30 parents this special hand washing technique. Results have been positive, and it has helped to create a new awareness of the importance of proper hand washing.

On October 23, 2010, eight new volunteers attended a training session. Participants learned how massage benefits the babies, how to perform massages, how to work cooperatively with the nurses, and extra duties on the floor.

One of the new volunteers, Julie Becker, wrote an article for the Capital Area Women's Lifestyle Magazine, titled "A Prescription for Health and Happiness," January 2011 issue. She was asked to write about her experience volunteering in the RNICU as it pertains to making volunteerism a resolution in the New Year.

Plans are being made for additional, ongoing training for all volunteers.

Kathy Debnar, President

### **INFORMATION SERVICES - SPARROW**

Information Service volunteers assist Sparrow associates at the front desk from the 5<sup>th</sup> floor tower desk. They answer and transfer calls to patient rooms, sort and deliver patient mail, log and deliver flowers and balloons to patients. The volunteers also may run small errands for patients as well as staff members. The volunteers work two four-hour shifts, 8:30 am to 12:30 & 12:30 to 4:30 pm.

Doris Walker was elected President of the group in July of 2004.  
The group has a great list of officers who continue to organize and improve the group.

The total of volunteer hours for the 2010 year was 1631.

Doris Walker, President

### **LIFETIME**

Volunteers are registered nurses from the Lifetime Program who do blood pressure checks on a regular basis at various sites around our community. They are at the Lansing and Meridian Malls every Wednesday from 8 to 9:30 am. They are also at the Meridian Senior Center on Kinawa Drive the second Thursday of the month and at Mason Urgent Care monthly. This group of 11 dedicated nurses cheerfully provided free service of over 520 hours to their communities.

Carol Sturdevant, President

### **MARY MAGDALEN LEAGUE**

Mary Magdalen League operates the St. Lawrence Gift Shop and is staffed by 70 volunteers. Of these, one is shop manager and 20 are buyers. Our members worked a total of 9,490 hours in 2010.

We meet four times a year for our Executive Board meeting, followed by lunch and a general meeting for all members. In December we have a Christmas luncheon where money is collected for a donation to the Greater Lansing Food Bank. At the 2010 luncheon \$1036.00 was collected. In May we hold our Annual Meeting and luncheon at which time our new officers are installed and service awards presented. Both special luncheons during the year are arranged by a committee who choose the site and menu, make the decorations and acquire door prizes.

In addition to the Gift Shop profits, we have several fund raising events. These include a Fine Jewelry Sale, Uniform Sale, and a \$5.00 Jewelry and Accessory Sale. Each is held twice a year and usually held at both campuses. We also held a sheet sale this past year, which provided a very good profit.

All income from the shop and fundraisers was used to update the Substance Abuse Unit at the St. Lawrence Campus. In 2010, we contributed \$49,500, which leaves a balance of \$25,500 of our commitment to the unit, payable by January 2013.

Carol Moore, President

### **McAULEY LEAGUE**

The McAuley League operates the Thrifty Sparrow Resale Shop on the St. Lawrence campus as a fundraiser for Sparrow. Our hours of operation are Mondays from 8 a.m. to 12 noon, Fridays from 2 p.m. to 5 p.m. and the first and third Wednesday of each month from 8 a.m. to 2 p.m. Our shop sells a wide variety of home furnishings, fine quality clothing, designer handbags and shoes, household items, antiques and collectibles. Donations of all saleable items in good condition are always needed and are accepted during our business hours. Tax receipts are available upon request.

In 2010, the McAuley League made its final contribution of \$7,000 toward our sponsorship of the Cottonwood Room at Hospice House on the St. Lawrence campus. This fulfills the remainder of our original \$25,000 pledge. The McAuley Board has voted to continue to devote our funds to the support of Hospice in 2011.

The visibility of the Thrifty Sparrow Resale Shop has increased significantly due to the efforts of our members Donna Skinner and Wilma Lantrip. Donna is responsible for writing and coordinating all publicity about our shop published in the *Lansing State Journal* and local community newspapers. Wilma has donated all the signs we place at the parking lot and building entrances during our open hours.

Peg Wilfong has continued her extremely successful sales of beautiful hand made items at local craft shows and holiday bazaars. Her efforts in 2010 earned over \$3,000 for the McAuley League which will directly benefit Hospice.

We were saddened by the passing of our long-time active member and friend, Marge Weston.

Our current membership stands at 14 active members and three sustaining members. Our volunteers worked a total of 2,323 hours in 2010.

Officers for 2010-2011 are: President, James Tellner; Treasurer, Anna Feldpausch; Recording Secretary, Margaret Debo; Corresponding Secretary, Dorothy Schneider. Donna Skinner continues to serve as our Volunteer Mentor.

James Tellner, President

### **MEDICAL LIBRARY**

The Health Sciences Library activity remains slow compared to previous years.

The Library Volunteers are still responsible for the "Sparrow Book Bank" of paper back and hard cover books that may be borrowed by anyone at no charge. The library accepts donated books for this book bank. The volunteers continue to distribute gift magazines to the various family waiting rooms.

Other volunteer duties consist of the re-shelving of the books and journals. This year the volunteers assisted in a complete inventory of the book collection. They also assist the library staff as required.

The library volunteers donated over 250 hours during 2010.

Fred Cogswell, President

### **MERCY LEAGUE**

The Mercy League of St. Lawrence campus has 31 volunteers working three shifts 6 a.m. to 9 a.m., 9 a.m. to 1 p.m., and 1 p.m. to 4:30 p.m. five days a week for 12 months.

For the year 2010 we had a total of 5,185.2 hours in the surgical lounge.

Our volunteers register people for outpatient surgery and take care of the patient's family before and during surgery. Sometimes we escort the patient to surgery, working with the escorts. Coffee, water, crackers and tea are available for the patient's family or friends waiting.

We have three members who have left and seven new members who have been trained and are working. One member has died. We have five members receiving awards this year two people for five years, one person for 15 years, one person for 25 years and one person for 30 years.

We are thankful for the doctors, nurses, and staff of the Outpatient Surgery, the Women's Board of Managers, and the Volunteer Services Department for showing support and appreciation for our volunteer efforts.

Joy Powis, President

### **NEURO NAVIGATORS**

The Neuro Navigators group is in its third year of providing service and support to families and visitors of patients in the Neuro ICU and Neuro-Stepdown units.

We currently have eight active members. In 2010, the group provided 675 hours of volunteer service to Sparrow Hospital.

Tsveta Lambo and Bianka A. Daly, Co-Presidents

### **OFFICE SUPPORT**

The Office Support Group provides service to many departments within Sparrow, including the Volunteer Services Department. The projects completed by this reliable group include Cancer Center mailings and collating, Heart Center Binders, Nursing Administration Mailings and Foundation projects.

Special thanks to Fred Cogswell and Jeri Rogers who have assisted in the office, worked with our database, and various other duties.

Lori Glencer, Coordinator

### **PATIENT AMBASSADORS**

The Patient Ambassadors group started in 1992 with five members. Currently there are 16 volunteers who each work one to eight days per month on a regular basis. We visit patients to see if they have questions about the different services that Sparrow has to offer and if we can help them with anything. We share information about the hospital with them so that they can feel more at ease with their stay, knowing we care about them. Our visits provide the opportunity for the patients to pass along kudos to associates they feel have done an outstanding job. One of the fun parts of the job is delivering birthday cards. Most patients appreciate this program and we hear many say, "Thank you for coming to see me."

Patient Ambassadors on are the floors at Sparrow Hospital, Monday through Friday, visiting patients in all wings, except maternity and 7 South. The new Sparrow Tower was added to our visits in 2008.

In 2010, we contributed 927.25 hours and made 13,089 visits to patients. The reduction in hours/visits from 2009 was due to several shifts not being covered due to illness or vacations of several Patient Ambassadors. Occasionally we were unable to schedule a substitute to cover the shift.

In 2009, we went through a slight transition in the items we cover during rounding. A meeting was held at the end of January 2009 with Melissa Sherry, Director of Volunteer Services, and associates from various departments to see how the Patient Ambassadors could be used to help introduce or refer patients to various services provided by Sparrow. As a result of these meetings, a card was developed that allows us to share information on services offered at Sparrow with patients and their families.

Our group works very closely with Marti Samsel, Judy Polaskey and Susan Wisser from the Service Excellence office. I couldn't do this job without them.

The Patient Ambassadors meet twice a year for discussions and to keep informed on what's happening within the Sparrow Health System. We seldom see each other, so these meetings are special so we can match names to faces.

There is a lot of satisfaction in what we do.

Simon Reiffer, President

### **PEDIATRICS**

We have 50 Pediatric volunteers, consisting of adults, teens, and college students. They are absolutely wonderful, and we just couldn't function without them. They provide services in three key areas.

Evening event volunteers bring a variety of entertainment such as craft projects, playing their guitars and singing songs, skits, and pet therapy dogs to our unit. On Saturday and Wednesday our one-on-one volunteers play with children in their rooms or take them for wagon rides. Parents are able to take a break to eat, shower, or go for a walk when someone is with their child.

Playroom volunteers directly assist the Child Life Specialist and help with planned activities and playing games. Our Child Life staff appreciates all of the activities that come from the craft ladies in Peds Arts & Crafts.

We're looking forward to another good year.

Kelly Hebert, Child Life Specialist

### **PEDS ARTS & CRAFTS**

The Pediatric Arts and Crafts was founded in 1949. We currently have four members, we meet two to three times a month to make craft projects for the children in the pediatric playroom to finish.

Our most popular item is the plaster molds that the children paint in animal, flower, sports, and seasonal shapes. For other projects we use art foam, paper, yarn, beads, and recycled goods. We cut the art foam into shapes that the children glue together to make into animals, flowers, seasonal and holiday projects such as door knob hangers, bookmarks, magnets. We punch holes in the art foam so the items can be hung onto their IV poles. We send beads to be used to make bracelets, necklaces, key rings, pictures.

In 2010 we made 1,932 projects. Carol Dunn also makes cloth balls for the babies and young children.

Carol Dunn, President

### **POPCORN SALES**

This year the popcorn group continued sales on the St. Lawrence Campus and donated \$1,000 to the Foundation for Hospice.

Frank Bacigal, St. Lawrence Fund Raising League

## **SERVICE AUXILIARY**

Accepted presidency at the spring luncheon held at the University Club on April 21, 2010.

Presided at the May and June meeting of the Day Group Leaders and the Executive Board.

Also, presided at the Day Group Leader and Executive Board meetings during the year.

Attended many meetings to plan for the renovation of the Gift Shop to be closed during July and August.

A kiosk was built for the Gift Shop to have a presence in the lobby of the hospital just outside of the new door. This kiosk offered candy, balloons, books and magazines, some sundries. The kiosk was available July 1 through August 22.

Gift Shop was finished on August 6, 2010, and turned over to the Service Auxiliary. Buyers, with the help of the construction company, prepared their departments the first two weeks of August. Volunteers had a walk through during the week of August 16 (one day at a time according to their day of volunteering in the shop). A refresher on the cash registers was offered for anyone who felt the need. The shop was opened to the public on August 23<sup>rd</sup>.

Betty Francis, President

## **SPARROWS**

The Sparrows are celebrating 57 years of service with another productive year.

We made 1300 toys and 181 dolls for ER, pediatrics, radiology and the lab to brighten the hospital experience for children of the Greater Lansing area. We have enjoyed making our newest addition, the dolls that are dressed in little hospital gowns and our members made 99 of them this year. These are used in Pediatrics for their new admissions.

Two of our members are also making what we have named "crib closets". These are attached to the cribs to hold needed supplies for the babies. Fifty crib closets were made this year.

Also, one of our members decorates memory boxes for the parents of infants who did not survive. She created 195 of them this year. Also, our members made 14 hats for the new babies.

We are truly a versatile group. We meet the first Monday and the third Wednesday of each month from 9 am to 12 pm. Members come and go at their convenience and a substitute is never needed. Help is always welcome.

Eleanor Korroch, President

## **SURGICAL LOUNGE - SPARROW**

A total of 8,076 volunteer hours have been completed this past year. I am so thankful that so many volunteers have volunteered more than one shift a month.

We have recently changed the name of our out-patient waiting lounge to Surgical Pre-Operative waiting area. A short way to say this is the Pre-Op waiting area. The goal in the change is to make it less confusing for everyone.

We were saddened by the sudden death of one of our faithful volunteers, Nancy Idalski. One of our volunteers earned her 30-year service award, Frieda Motcheck. Two volunteers have earned their 20-year service award, Dillard Garrison and Rose Mary Hopp.

Paul Babbitt, President

## **TEEN VOLUNTEERS**

The teen volunteers are one of the many programs offered at Sparrow Hospital. We offer volunteer service opportunities to teens in the 9<sup>th</sup> through 12<sup>th</sup> grades, ages 14 to 18. Each teen volunteer commits to at least two hours of service each week in one of 14 different units in the hospital. Although the duties vary by unit, they all have a common goal of providing

the best possible care for the patients, families and visitors at Sparrow Hospital. In 2010, the teens gave a total of 6421 hours of service to the hospital. In the spring, the teens usually have their annual picnic/awards program at Patriarche Park. Unfortunately, this year, we were unable to find a date and time that would work for the majority of teens and their families. Therefore, we did not have our awards program, although certificates were given.

During the summer, we held a repeat of the summer program, which began in 2008, for those teens who wanted to volunteer for just the summer months. 57 teens worked in several areas of the hospital providing greatly needed assistance to several units not normally served by the teens.

We are currently working on implementing our new sign-in procedure using the card-swipe made possible by our new data system. Beginning April 1, we will no longer use the sign-in book as all hours will be logged through our new database.

The Teen Program is only one small piece of the total volunteer program, but it would not be successful without the help of the departments and associates who assist the teens in the performance of their duties. Special thanks also go to our director, Melissa Sherry, administrative assistant, Lori Glencer and program coordinator, Tracy Feazel, whose assistance and direction has been invaluable.

Susan Herner, Youth Volunteer Advisor

### **TLC CRITICAL CARE**

The TLC Critical Care group consists of 18 active volunteers who graciously give their time to welcome families of critically ill patients to the lounge, provide complimentary beverages, and serve as liaisons between those families and associates.

Membership to the TLC Critical Care group is open to all persons who are interested in giving caring services to staff, visitors and significant other persons in the Critical Care Units. Members are expected to attend two general membership meetings during the year (May and October) and volunteer a minimum of 50 hours per year.

Two members earned service awards this year from Sparrow. A total of 1613.25 hours of service was provided during 2010.

The unselfish gift of sharing their time giving support, advice and leadership by Alice Cook, Melissa Sherry and Dee Hughes has been invaluable to this new President and is much appreciated. Thank you.

Ruth Bergh, President

### **TLC ONCOLOGY**

2010 was a good year for the Oncology volunteer group. We received numerous compliments, both individually and as a group, for the services rendered from patients, staff, and the hospital administration. I would like to thank our liaison Peggy Riggs, for her assistance and support for our group.

As I indicated in last years' report, they were just starting to remodel the radiation waiting room and volunteer area. The work was completed in April 2010. The transformation from the old to the new was unbelievable. There have been many compliments about the area. The new volunteer station allows us to provide better service to the patients.

The volunteers did an excellent job of meeting the needs of the patients during the construction period.

During the year, one of our volunteers left to enter medical school and we gained five new volunteers. We currently have 24 volunteers in our group, which provides us with more flexibility as far as scheduling is concerned.

Again, I would like to thank the Oncology staff for making the Cancer Center such a pleasant and special place to volunteer. The volunteer group would also like to thank the staff for hosting two volunteer luncheons during the year.

Douglas A. MacArthur, President