

**SPARROW  
WOMEN'S  
HOSPITAL  
ASSOCIATION  
1896-2015**



**MAY 19, 2015**

***Annual Report for 2014***

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

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*President and CEO Message*

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April 2015

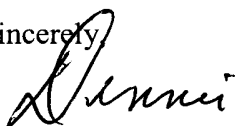
Dear Sparrow Volunteer:

As a Sparrow Volunteer, you are a member of an extraordinary group of more than 1600 outstanding individuals who generously donate their time, talents, and energy to make a significant difference in the lives of our Patients, their Families, and our Staff. We are deeply grateful to you for serving with such heartfelt compassion.

You and your colleagues are greatly respected, appreciated, and admired for the key role you play in ensuring that the needs of our Patients always come first.

As an important member of the growing Sparrow Family, you help enable us to fulfill our mission to improve the health of the people in our communities by providing quality, compassionate care to everyone, every time. On behalf of every Caregiver, Board Member, and Patient, thank you for your loyalty to our mission, vision, values and the Sparrow Way of caring for others.

Sincerely,



Dennis A. Swan  
President and CEO

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## *Annual Meeting Minutes*

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### **118<sup>th</sup> Annual Meeting May 20, 2014**

**The 2014 Annual Meeting** was held at the Eagle Eye Banquet Center, Bath, Michigan. Zoe Slagle, President of the Women's Board of Managers, welcomed all attendees.

**Invocation** – Barbara Alspaugh delivered the invocation. The luncheon was then served.

**Greetings** – Greg Brogan, Chair of the Sparrow Health System Board and Dennis Swan, President and Chief Executive Officer, extended their sincere thanks to all volunteers for their dedication and hard work. Mr. Swan also spoke of the collaboration between Sparrow and the Mayo Clinic. Dennis Swan congratulated Christine Adams on 60 years of service to Sparrow and recognized her family in attendance.

**Business Meeting** – Zoe Slagle called the 118th Sparrow Women's Hospital Association (SWHA) Annual Meeting to order. She noted that the 2013 SWHA Annual Report will be available at [sparrow.org](http://sparrow.org)

The minutes of the 2013 Annual Meeting, emailed to the membership prior to the meeting, were approved.

The Education-Scholarship Committee Report was given by Marianna Klaver. In 2013, the Sparrow Women's Hospital Association again generously supported the Sparrow Nursing staff. The SWHA gave \$5000 toward furthering the education of the nursing staff. In order to keep the Magnet Status Certification the percentage of certified nurses on staff must increase each year. The Sparrow Women's Hospital Association also continued to support the nursing education at Lansing Community College (LCC). A \$2000 scholarship was awarded to a second year nursing student at LCC.

Nominating Committee Report was given by Jean Paull who presented the following slate on behalf of the committee:

For a first four-year term:

Tammy Averill  
Christine Hollister  
Cora Huguey and  
Nancy Selby

The following Managers are eligible for re-election:

Alicia Armstrong 1<sup>st</sup> year of a 2<sup>nd</sup> term  
Mary Jane McGuire 1<sup>st</sup> year of a 3<sup>rd</sup> term  
Jean Paull 1<sup>st</sup> year of a 3<sup>rd</sup> term  
Carolyn Willoughby 1<sup>st</sup> year of a 3<sup>rd</sup> term

Barbara Clark moved that nominations be closed and that the nomination slate for 2014-2015 be accepted unanimously. Dee Hughes seconded the motion. Motion Passed.

The new and re-elected members were introduced.

The officers of the Women's Board of Managers elected at the May 20, 2014, Women's Board of Managers meeting and assuming their positions June 1, 2014, are:

President- Jean Paull 1<sup>st</sup> year of a 2<sup>nd</sup> year term  
President Elect-Patricia Hollenbeck 1<sup>st</sup> year of a 2<sup>nd</sup> year term  
Treasurer – Barb Alspaugh 1<sup>st</sup> year of a 2<sup>nd</sup> year term

Assistant Treasurer –Marge Joslin 1<sup>st</sup> year of a 2<sup>nd</sup> year term  
Corresponding Secretary –Janice Zimmerman 1<sup>st</sup> year of a 2<sup>nd</sup> year term

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

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

Awards – Patty Hollenbeck, Volunteer Services Committee Chair, and Alicia Armstrong, Assistant Chair, recognized the following groups and leagues celebrating an anniversary:

90<sup>th</sup> Anniversary  
Sparrow Guild

80<sup>th</sup> Anniversary  
Division III

75<sup>th</sup> Anniversary  
Information Services

65<sup>th</sup> Anniversary  
Pediatric Arts & Crafts  
Pediatrics

50<sup>th</sup> Anniversary  
Surgical Lounge

20<sup>th</sup> Anniversary  
Hospice Services

15<sup>th</sup> Anniversary  
Eucharistic Ministers  
Infant Massage

Alicia Armstrong recognized the honorees with five and ten years of service and noted that each received a service award pin at the registration station for the luncheon. Dennis Swan, Greg Brogan and Melissa Sherry presented the Felsing prints for 15, 20, 25, 30, 35, and 40 years of service to the individual awardees. The SWHA honored Mary Jessup and Lillian Long for 45 years of service and both received a Waterford candy dish and a bouquet of flowers. A 60 year award was awarded to Christine Adams of Mary Magdalen. Christine received a bouquet of flowers and a necklace from Sparrow. A total of 56 awards and 112 pins were given this year.

After closing remarks, the meeting was adjourned at 2:00 pm.

Respectfully submitted by,

Lauren Baird  
Administrative Assistant  
Volunteer Services Department

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## ***Sparrow Volunteer Service Awards Presented in 2014***

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### **60 year award**

Christine Adams - Mary Magdalen, St. Lawrence  
Auxiliary Board, Assisium

### **45 year award**

Mary Jessup – E.W. Sparrow Auxiliary, WBM  
Emerita  
Lillian Long - Pediatrics, Escorts/Information Desk

### **40 year award**

Doris Bauer - Sparrows  
Lois Jenkins - Division IV  
Eleanor Korroch - ETC, Sparrows  
Ann Page - Escorts, Mercy League  
Mary Reid - Mary Magdalen, Mercy League

### **35 year award**

Judy Jacobs - Sparrows, ETC  
Mary Anne Marvin - WBM, Guild, Service  
Auxiliary  
Caroll Roost - ETC, Service Auxiliary  
Ellen Jean Walworth - Tel-Med, McAuley,  
Escort/Information Desk  
Don Ward – Emergency Department

### **30 year award**

Barbara Clark - Guild, WBM Emerita  
Virginia Drushel - Service Auxiliary  
Bette Hammond - Service Auxiliary  
Patricia Mulder - Escorts  
Ann Powers - Mary Magdalen  
Peggy Riggs - WBM Emerita, Service Auxiliary,  
TLC Oncology, Infant Massage  
Mary Savage – Service Auxiliary

### **25 year award**

Jean Aben – WBM Emerita, Angelus League  
Marilyn Beers - Service Auxiliary  
Carol Dooley – WBM Emerita, Guild  
Doris Feldpausch – Eucharistic Ministers  
Eleanor Goff - Escorts, Service Auxiliary, WBM  
Joan Pricco - Service Auxiliary  
Joan Van Auken - Division IV, Mary Magdalen,  
E. W. Sparrow Auxiliary  
Lee Wolford – WBM Emerita

### **20 year award**

Patty Bean – Guild, Infant Massage, WBM  
Betty Francis - Service Auxiliary, E.W. Sparrow  
Auxiliary  
Marjorie Hogle - Service Auxiliary  
Karen Hubbard – Guild  
Joan Kollins - Hospice

### **20 year award, continued**

\*Suzanne Kollmeyer- Surgical Lounge, Hospice,  
Infant Massage, Helping Hands  
Beverly Suhrheinrich - Guild  
Alice Yarsevich - Mary Magdalen  
Charles Zhulkie - Popcorn  
Carol Zhulkie - Popcorn

### **15 year award**

Barbara Alspaugh - Pastoral Care, WBM, Mary  
Magdalen, ETC  
Doris Asher - ETC, Office, Surgical Lounge,  
Medical Library Services, Lunch with  
Doctors, Lifetime  
Cecelia Askegard - Surgical Lounge  
Nancy Byrnes - Service Auxiliary  
DeDe (Dixie) Coy - Guild, Service Auxiliary  
Jane Cummings - Mary Magdalen  
Joan Kay Foster - Service Auxiliary  
Joyce Hatch – TLC Critical Care, Surgical Lounge  
Sue Haviland -Hospice  
Margaret Hughes - Lifetime  
Janice Kinsey - Hospice, Service Auxiliary  
Suzanna Peterson - Sparrows  
Nancy Simonsen - Hospice  
Zoe Slagle - Escorts, WBM  
Carol Sturdevant - Lifetime  
Sybil Weaver - Hospice, Office Support, Lifetime,  
Cancer Center, ETC  
Elizabeth White –Service Auxiliary  
Nancy Wimmer - Sparrows

### **10 year award**

JoAnn Angers - Eucharistic Minister  
Cheryl Arens - Hospice  
Kathleen Bens - Guild  
Ruthi Bloomfield - Hospice, Pet Therapy  
Nancy Bobinski - Guild  
Gregory Brown - Surgical Lounge  
Patricia Carrow - Hospice  
Shirley Cummings - Hello Hospital  
Tracy Detweiler - Infant Massage  
Vivian Dwyer - Guild  
Dorothy Foltyn - Archives Committee  
Karen Forsyth - Pediatrics, Eucharistic Minister  
Wanetta Gantz - Escorts, Surgical Lounge  
Darthea Hartgerink - Mary Magdalen  
David Haviland - Hospice  
Karen Kalis - Service Auxiliary, Surgical Lounge  
Beverly Kromer - Information Desk  
Joanne Kuhfeldt - Mary Magdalen  
Leslie Lacy - Hello Hospital, TLC Oncology  
Lori "Tia" Laverdiere - Surgical Lounge

### **10 year award, continued**

Joanne McCloskey - Hello Hospital  
Barbara Musselman - TLC Oncology  
Erik Olson - Escorts  
Renee Ozburn - Emergency Services  
Theresa Page - Pediatrics, Eucharistic Minister  
Stephan Patoprsty - Eucharistic Minister,  
Pediatrics  
Jeri Promer – E.W. Service Auxiliary, Division IV  
Norma Pulice - Service Auxiliary, Division III, Office  
Support  
Simon Reiffer - ETC, Patient Concierge, Patient  
Ambassador  
Nancy Reyes - Service Auxiliary  
Judy Riley - Infant Massage, Helping Hands,  
TLC Oncology  
Alyn Rynbrandt - Escorts, Surgical Lounge  
Randall Schaetzel - Eucharistic Minister  
Beverly Seling - Information Desk  
Patricia Shanabrook - Service Auxiliary,  
Information Desk  
Arlene Sharp - Service Auxiliary  
Shirley Stephenson - Angelus League, Office  
Support, Childtime  
Mary Wilson - Service Auxiliary, Office Support  
Paula Zito - Pediatrics

### **5 year award**

Barbara Anderson - Eucharistic Minister  
Susan Andrews - Lifetime  
Patricia Antaya - Surgical Lounge  
Donna Armstrong - Hospice  
Paula Batch - Angelus League  
Rebecca Baughan - Information Desk  
Mary Ann Baumgartner - Information Desk,  
Surgical Lounge  
Patricia Bell - Division IV  
Gerald Bliss – Escorts  
Diedra Boles – Service Auxiliary  
Pat Bunce - Surgical Lounge, WBM, Service  
Auxiliary  
Karen Charlie - Eucharistic Minister, TLC  
Oncology  
Edith Cole – E. W. Sparrow Auxiliary  
Anne Davich - Eucharistic Minister  
Susan Davis - Eucharistic Minister  
Anne Derengoski - Helping Hands, Infant  
Massage  
Robert Dunn - Pediatrics Arts & Crafts  
Kathy Ericksen - Service Auxiliary  
Sharon Foust - Surgical Lounge  
Margaret Fowler - Eucharistic Minister  
Susan Fox - Hospice  
Kathryn Greenwood - Hello Hospital  
Jeanne Halsey – E. W. Sparrow Auxiliary

### **5 year award, continued**

Fred Hamilton - Mercy League  
Kay Hamlett - Surgical Lounge  
Mark Jasonowicz - Eucharistic Minister  
Karen Kiser - Angelus League  
Kathleen Kuhlman - Service Auxiliary  
James Kurt - Cancer Resource Center, Eucharistic  
Minister  
Judy Kurt - Infant Massage, E. W. Sparrow  
Auxiliary, Service Auxiliary, Cancer  
Resource Center  
Yvonne Lantz - ETC, Pet Therapy, Pediatrics,  
Hospice  
Rose Lillmars – Surgical Lounge, Information  
Desk/Escorts, Mercy League  
Richard Liskiewicz - Surgical Lounge, Escorts,  
Cancer Resource Center  
Suzanne Majors - Guild  
Cindy Malm - ETC  
Terry Martin - Escorts, Surgical Lounge, Cancer  
Resource Center  
Sandra Mason - Cancer Resource Center  
Janet Mason – E. W. Sparrow Auxiliary  
Karen McClure - Hospice  
Panny Mekonnen - Information Desk, Hospice,  
Service Auxiliary  
Judy Menapace - Sparrows  
Susan Milligan - Escorts  
Barbara Mitchel - Hospice  
M. Carla Moeggenborg - Hello Hospital,  
Behavioral Health  
Dianne Mohnke - Guild  
Arlene Moore - Division III  
Karen Nachazel - Service Auxiliary  
Hoa Nguyen - TLC Oncology, Service Auxiliary  
Bill Paull - Hello Hospital, Hospice  
Genese Piggott - Guild, Infant Massage  
Evelyn Pohl - Hospice  
Judy Powers – E. W. Sparrow Auxiliary,  
Division IV  
Catherine Pulice – Office, Division III  
Donald Quillan - ETC, Mercy League, Cancer  
Resource Center, Eucharistic Minister  
Gayle Reed - Hospice, Industrial League  
Sue Safir - Information Desk, Service Auxiliary  
Deborah Savage - Hospice  
Valerie Scheib - Surgical Lounge, Sparrow  
Foundation  
Allison Schwartz - Service Auxiliary  
James Sedick - Surgical Lounge, Sparrow  
Foundation  
Gina Spencer - WBM, Infant Massage, Hospice  
Dottie Spousta - Guild, WBM  
Konnie Sutton - Hospice



**5 year award, continued**

Cathy Sutton - Escorts, Information Desk,  
Pediatrics

Susan Tenny - Surgical Lounge

Teri Thornburg - Guild

Sandra Throckmorton - Service Auxiliary, Office  
Support

Diana Valenta - Mercy League

Judy VanPeenen - TLC Critical Care Lounge

Deborah Voegler - Infant Massage

Joelene Wellman - Service Auxiliary

Ken Whitmyer - Escorts, Surgical Lounge

Margie Williams - Escorts

*\*Receiving the honor posthumously*

## ***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 year awards are chosen from an array of beautiful Waterford crystal pieces.

The 60 year award is a personally selected item to reflect the individual being honored.

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## WOMEN'S BOARD OF MANAGERS 2014-2015 OFFICERS AND MEMBERS

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President ..... Jean Paull  
 President-Elect ..... Patricia Hollenbeck  
 Corresponding Secretary..... Jan Zimmerman  
 Treasurer ..... Barbara Alspaugh  
 Assistant Treasurer ..... Marge Joslin  
 Advisor..... Zoe Slagle

|                    |                    |
|--------------------|--------------------|
| Alicia Armstrong   | Mary Jane McGuire  |
| Tammy Averill      | Susan Patterson    |
| Nancy Ballard      | Gina Spencer       |
| Lexie Blockett     | Dottie Spousta     |
| Dorothy Dale       | Carolyn Willoughby |
| Cynthia Harrington | Jan Zimmerman      |
| Marianna Klaver    |                    |

### Emeritae Membership

|                              |                          |
|------------------------------|--------------------------|
| *MyraLu Bishop 1960          | 1991 F. Karl Newmann     |
| *Ruth Shumway 1961           | 1993 Dorothy Abrams*     |
| *Alice Campbell 1962         | 1994 Bette Holden        |
| *Mabel I. Seelye 1967        | 1994 Louise Werbelow     |
| *Catherine Sparrow 1967      | 1996 Mary Hecker *       |
| *Marie Dye 1968              | 1996 Diane Kent*         |
| *Bess Geagley 1968           | 1996 Gretchen Rosenbrook |
| *Grace McDonald 1968         | 1997 Jan Hines           |
| *Eleanor Pierce 1968         | 1997 Pam Irwin           |
| *Olive Cook 1971             | 1997 Marcia Stockmeyer   |
| *Eleanor Rich 1971           | 1998 Gloria Bouterse     |
| *Gladys Sprinkle 1971        | 1998 Connie Cullum       |
| *Candace Thoman 1972         | 1999 Margaret Bates      |
| *Helen Walter 1972           | 1999 Dolores Hughes*     |
| *Jean Frazier 1973           | 2000 Barbara Clark       |
| *Dorothy Osgood 1976         | 2001 Noreese Underwood*  |
| *Helen Brembeck 1979         | 2002 Gwen Callahan       |
| *Lois Frankel 1981           | 2002 Lee King            |
| *Peg Powell 1981             | 2003 Lola O'Meara        |
| *Peg Brede 1982              | 2004 Judy Green          |
| *Helen Patenge 1983          | 2005 Carolyn Willoughby  |
| *Vera Lindell 1984           | 2007 Margery Cook        |
| *Margaret (Peg) Andrews 1986 | 2008 Karen Douglas       |
| *Doris Berg 1987             | 2008 Ann Looyenga        |
| Elizabeth Lorenz 1987        | 2008 Jan Mace            |
| *Patricia Murningham 1988    | 2008 Annette Ophaug      |
| *Evelyn Scheffel 1988        | 2008 Peggy Riggs         |
| *Dorothy (Dody) Thomas 1988  | 2009 Marie Bacigal*      |
| *Virginia Hanel 1989         | 2009 Jane Scofield       |
| Janet Hines 1989             | 2011 Sally Burke         |
| Marilyn Ledebuhr 1989        | 2011 Margaret Bates      |
| Barbara Schaberg 1989        | 2012 Carol Dooley        |
| Carolyn Wickham 1989         | 2012 Eva L. Evans, PhD   |
| Mary Jane Wilson 1989        | 2012 Margaret Hedlund    |
| *Elizabeth Session 1990      | 2013 Jean Aben           |
| *Eleanor Smith 1990          | 2013 Judith Garchow      |
| Mary Frances Jessup 1991     | 2014 Candy Parker        |
|                              | *Deceased                |

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***IN MEMORIAM*****2014-2015**

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|                     |                            |
|---------------------|----------------------------|
| Antoinette Chadwell | Mary Magdalen League       |
| Margaret Cheney     | Service Auxiliary          |
| Dorothy Dale        | WBM                        |
| Dee Hughes          | Active Honorary, Auxiliary |
| Mary Sue Phillips   | Auxiliary                  |
| Red Reifsnyder      | Escort/Information Desk    |
| Eleanor Smith       | WBM, Emerita               |
| Noreese Underwood   | Active Honorary            |
| Shirley Walters     | Service Auxiliary          |
| Taylor Wood         | Teen Volunteer             |
| Virginia DeYoung    | Sparrows                   |

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**SPARROW WOMEN'S HOSPITAL ASSOCIATION  
LIFE MEMBERS 2014**

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Dr. & Mrs. Gerald Aben  
Mrs. Chris Adams  
Kim and Brian Alexander  
Dr. John and Alicia Armstrong  
Ms. Karen Arndorfer  
Mrs. Nancy Ballard  
Mrs. Robert Bancroft  
Mr. Lawrence Bass  
Mrs. Jack Bates  
Mr. & Mrs. David Bennett  
Mrs. Kathleen Berning  
Mrs. Rolland Bethards  
Dr. & Mrs. William Blackburn  
Mr. and Mrs. Charles Blockett  
Mrs. Nancy Bobinski  
Dr. Robert E. Brantley  
Mr. & Mrs. Gregory Brogan  
Mrs. Joe B. Brown  
Mr. & Mrs. Richard Bruner  
Mr. & Mrs. A. James Budzinski  
Mr. & Mrs. Frank Burke  
Ms. Joann (Jo) Cantine  
Mr. John Cawood  
Mr. & Mrs. Ray Chase  
Mrs. Edward Cheney  
Mrs. William Cheney  
Mr. & Mrs. James W. Clark  
Dr. & Mrs. Michael R. Clark  
Mr. William J. Cleary  
Mr. & Mrs. Fred Cogswell  
Mrs. Howard Cook  
Mrs. Jacob E. Cook  
Mrs. Eugene Cornelius  
Ms. Patricia Daiss  
Mr. & Mrs. Joseph Damore  
Mary Lee Davis, Ph.D.  
Mrs. Nancy Davis  
Mrs. Norma Dexter  
Mrs. Vance Diggins  
Mr. & Mrs. Phillip Douglas  
Mrs. Barbara Donahue  
Dr. & Mrs. Stanley Dudek  
Ms. Carol Dwyer  
Eva L. Evans Ph.D.  
Mrs. Mathies Evans, Jr.  
Mrs. Leonard Face

Ms. Tracy Feazel  
Mrs. Silvio Fortino  
Mrs. Joe C. Foster, Jr.  
Miss Pauline Geovanes  
Mr. & Mrs. Ira Ginsburg  
Mr. & Mrs. C. William Given  
Mrs. D. J. Goff  
Mrs. Ellie Goff  
Ms. Judith Green  
Ms. Della Gregory  
Mrs. Dawn Gribben  
Mr. & Mrs. William Guerin  
Mrs. Leslie Gysel  
Ms. Roberta Harmon  
Cynthia Harrington  
Mrs. Robert Harper  
Mrs. Eileen Hatt  
Mrs. Margaret Hedlund  
Mrs. Donald Hines  
Mrs. Marshall Hines  
Mr. & Mrs. Timothy Hodge  
Mrs. Robert Holden  
Mr. and Mrs. John Hollenbeck  
Mr. & Mrs. William Hollister  
Mrs. Carol Horowitz  
Mrs. Liselotte Huber  
Mr. Robert B. Hughes  
Mrs. David Jessup  
Dr. Richard S. Johnson  
Ms. Margaret A. Jolsin  
Dr. David & Dr. Laryssa Kaufman  
Mrs. Edmund Keena  
Mr. James Kent  
Dr. Donald Kuiper  
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. Mary Jane McGuire  
Ms. Nancy McKeague  
Dr. & Mrs. Timothy McKenna  
Mrs. Leslie McMullen  
Mr. and Mrs. Gary McRay  
Mrs. Edward G. Miller, Jr.  
Mrs. Jan Moore  
Mrs. Mary Ann Morris  
Mrs. James E. Moulton  
Mr. & Mrs. F. Karl Neuman  
Mrs. Joan Nolff  
Mrs. James Olson  
Mrs. William O'Meara  
Mrs. Roger Ophaug  
Mrs. Dan O'Shaughnessey  
Mr. & Mrs. William Paull  
Mrs. G. Bruce Papesh  
Mr. & Mrs. Lawrence Parker  
Ms. Nancy Passanante  
Mr. and Mrs. Richard Patterson  
Mrs. Martin E. Pearlman  
Mrs. V. Stoddard Peery  
Mr. Bruce Pickell  
Mrs. Barbara Potter  
Mr. & Mrs. Robert L. Potter  
Mrs. Dixie Lee Premer  
Mrs. Douglas Reniger  
Mr. & Mrs. John Riegel  
Mrs. Peggy Riggs  
Mrs. Carol Roost  
Mrs. Gretchen Rosenbrook  
Mr. and Mrs. Matthew Rush  
Mrs. Sue Safir  
Mrs. Francis E. Sage

Mr. & Mrs. Frank Salimbene  
Dr. & Mrs. Patrick Sartorius  
Mr. & Mrs. Gerald Schaberg  
Mrs. Patricia Schraft  
Mrs. Joseph Sheets  
Mrs. Melissa Sherry  
Ms. Zoe P. Slagle  
Marty Smith  
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. Deanna Strolle  
Mr. & Mrs. Dennis A. Swan  
Mrs. Frederick C. Swartz  
Dr. Ronald P. Swenson  
Dr. Jacqueline Taylor  
Dr. Carolyn Texera  
Dr. & Mrs. Douglas Wacker  
Mr. Joseph Wald  
Mrs. Carol Welch  
Mrs. Renee Breslin Welch  
Mrs. Judson Werbelow  
Mrs. Grace A. Wever  
Mr. & Mrs. Robert Wilcox  
Mr. and Mrs. Lawrence Wilhite  
Mrs. Carolyn Willoughby  
Mrs. Robert P. Wilson  
Mrs. William E. Wilson  
Mrs. Lee Wolford  
Mrs. Jan Zimmerman



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

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|                          |                           |                             |
|--------------------------|---------------------------|-----------------------------|
| Mrs. Talbert Abrams      | Mrs. Robert A. Fisher     | Mr. William O'Meara         |
| Mrs. Maurice Allen       | Mrs. Richard B. Foster    | Mr. Roger Ophaug            |
| Mrs. Alton Ambrose       | Mrs. Donald Fox           | Mrs. Thomas Osgood          |
| Mrs. G. Olds Anderson    | Mrs. Archie Fraser        | Mr. & Mrs. Kenneth Patenge  |
| Mrs. Louis Andrews, Jr.  | Mrs. Richard A. Frazier   | Mrs. Walter Patenge         |
| Mrs. Louis Andrews, Sr.  | Mrs. H. Blair Freeman     | Mrs. Barnard E. Pierce      |
| Mrs. W. O. Badgley       | Mrs. John E. Garver       | Mrs. F. Boiten Plasman      |
| Mrs. Maurice J. Baker    | Mrs. Walter Graff         | Mrs. Richard Pomeroy        |
| Mrs. Stannard D. Baker   | Mrs. Howard Grimes        | Mrs. Drury L. Porter        |
| Mrs. Milton Bailey       | Mrs. Harry Guyselman      | Mrs. William J. Porter, Jr. |
| Mrs. Hubert Bates        | Mrs. Edward G. Hacker     | Mrs. Alton M. Powell        |
| Mrs. Kenneth Bidwell     | Mrs. Bill Hanel           | Mr. and Mrs. James Prister  |
| Mrs. Kenneth C. Black    | Mrs. John A. Hannah       | Mrs. Barbara Quackenbush    |
| Mrs. Cornelius Blay      | Mrs. Christy Hawkins      | Mrs. LaDonna Reagan         |
| Mrs. Lawrence Boger      | Mrs. Mary Hecker          | Ms. Sue Gillette Rensing    |
| Mrs. Robert Breakey      | Mrs. John Hecko           | Mrs. Dwight H. Rich         |
| Mr. & Mrs. Cole Brembeck | Mrs. B. L. Hewett         | Mrs. Clarence S. Roe        |
| Mrs. Orion Brower        | Mrs. Richard E. Hewett    | Mrs. Lewis G. Reutter       |
| Mrs. Leonard Burleigh    | Mrs. Virginia Hilbert     | Mrs. Robert J. Rollis       |
| Mrs. Gordon S. Bygrave   | Mrs. Dorwin Hoffmeyer     | Mrs. Arthur Schaberg        |
| Mrs. H. Clay Campbell    | Mrs. Harry Hubbard        | Mrs. Robert J. Scheffel     |
| Mrs. Reno G. Carrier     | Ms. Dee Hughes            | Mrs. Harry J. Schmidt       |
| Mrs. John Cawood         | Mrs. Robert Hunter        | Mrs. Wilber M. Seelye       |
| Mrs. Harry Conrad, Jr.   | Mrs. Murray W. Jacklin    | Mrs. Rex Sessions           |
| Mr. Howard Cook          | Ms. Irma Jacoby           | Dr. Joseph Sheets           |
| Mrs. John A. Cook        | Mrs. Richard S. Johnson   | Mrs. Guy C. Shumway         |
| Mrs. Mervyn F. Cotes     | Mrs. Martin Kangas        | Dr. & Mrs. David Siegel     |
| Mrs. Harold Cutler       | Mrs. James Kent           | Mrs. Boyd Small             |
| Mrs. W. Gordon Dahlberg  | Mrs. Ford LaNoble         | Mrs. M. C. Snyder           |
| Mrs. Lawrence Danford    | Mr. & Mrs. Arthur Lindell | Mrs. Plumer Snyder          |
| Mrs. Thomas Darnton      | Mrs. Robert C. Lindell    | Mrs. Edward G. Sparrow      |
| Mrs. Charles H. Davis    | Mrs. Edward R. Litten     | Mrs. C. T. Spencer          |
| Mrs. Russell Davis       | Mrs. Richard Lyman, Jr.   | Mrs. Charles Sprinkle       |
| Ms. Ardis K. Denise      | Mrs. David Machtel, Sr.   | Mrs. Merritt Stahl          |
| Mrs. Malcolm Denise      | Mrs. Fredrik Marin        | Mrs. Howard J. Stoddard     |
| Mrs. John H. Dietrich    | Mrs. William G. Martin    | Mrs. Harry N. Storrs        |
| Mrs. Simean Dietrich     | Mrs. Dick Maury           | Mrs. Robert Stow            |
| Mrs. William Dietrich    | Mrs. Isabell McCann       | Mrs. V. H. Sturgis          |
| Mrs. Henry Dietz         | Mrs. Freeman McClintock   | Mrs. Lee M. Swift           |
| Mrs. H. M. Ditzler       | Mr. & Mrs. Len McConnell  | Ms. Candace Thoman          |
| Mrs. F. Mansel Dunn      | Mrs. Angus McDonald       | Mrs. Edward Thomas          |
| Mr. & Mrs. Karl Egeler   | Mrs. Harold N. Metzel     | Mrs. Albert Tobin           |
| Mrs. John Eisenhour      | Mrs. Ralph Moulton        | Mrs. James Tranter          |
| Mrs. Fred England        | Mrs. Forrest F. Musselman | Mrs. Clarence Underwood     |
| Mrs. John Engelhardt     | Ms. Barbara Myers         | Mrs. Harold F. Walter       |
| Mrs. Everett Eschbach    | Mrs. Walter W. Neller     | Mrs. William Walworth, Jr.  |
| Mrs. Floyd Estes         | Mrs. William Nugent       | 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***

As we celebrate our 119<sup>th</sup> Annual Meeting honoring 187 volunteers, I am reflecting on what was a very busy year. Each of the 21 Women's Board members is on one of three committees-Achieves, House Décor and Volunteer Services. During the year 2014 each committee spent hours reviewing and rewriting their roles and responsibilities.

The most significant change has occurred on the House Decor where there are now three very busy committees each having a chair. These three sub-committees are Art and Holiday Décor, Facilities, and Environmental Rounding. (Patients are visited to inspect their room cleanliness which continues to impact patient satisfaction.) Because of the expanse of the House Décor Committee, the word Décor has been dropped from its title and resumed its old title of House.

When you see a piece of Sparrow's history, you will know the Archives Committee is sharing. They request that you share pieces of Sparrow's history with them—we have sons and daughters, nieces and nephews who recognize items that we might like to preserve.

The Volunteer Services Committee members are liaisons to each volunteer group. Advertising by Facebook and the LSJ has increased the visibility of the tours being offered each month.

The Women's Board continues to provide leadership, vision and volunteer support for Sparrow and those we serve. Our board has representation on the Sparrow Health System Board Committee, Governance Committee, Foundation Board, Ethics Committee, Quality and Patient Safety Committee, and Magnet Committee. The Women Working Wonders Committee (W3) also has a Women's Board representative. Women's Board does participate and assist with some of the fundraising events planned by W3. Representatives are also sent to the Michigan Association of Healthcare Advocates spring and fall conferences as well as to the Southwest District Meetings.

Founder's Day, celebrated March 18, 2014, and honored posthumously Patrick Gribben, Jr. Patrick was a CEO of Delta Dental, served on the PHP Board and the Sparrow Board. His wife Dawn accepted this award in his memory.

April 26, 2014, the Physicians Recognition Dinner was held in a new location-The University Club. Dr. Michael Zaroukin was honored as the Physician of the Year. Husband and wife Drs. Robin and James DeMuth were honored as Physician Leaders. Hall of Fame Awardees included: Dr. Colleen Barry; Dr. Amy Blasen; Dr. Bonta Hiscoe; Dr. Benjamin Mosher; Dr. Larry Rawsthorne; Dr. Kenneth Rudman and Dr. Barry Saltman.

Effective June 1, 2014, the Women's Board accepted requests from Karol Lynch and Cathy McKenna to not serve another 3 year term on the Board. Candy Parker completed nine years of service and we thank her for her leadership. On that same date, however, the Women's Board was happy to welcome Tammy Averill, Christine Hollister, Cora Huguely and Nancy Selby.

Thank you to Melissa Sherry, Director of Volunteer Services, and her team including Sue Herner, Tracey Feazel and Lauren Baird for their outstanding support and many hours of service.

Jean Paull, President  
Women's Board of Managers  
Women's Hospital Association

# Sparrow Women's Hospital Association

## Combined Balance Sheet

| Assets                            | December 31, 2014 | December 31, 2013 |
|-----------------------------------|-------------------|-------------------|
| <b>Current Assets</b>             |                   |                   |
| Cash                              | \$ 323,784        | \$ 322,583        |
| Inventory                         | 143,256           | 129,429           |
| Other current assets              | 9,613             | 7,498             |
| Investments                       | 267,639           | 238,497           |
| Total current assets              | 744,292           | 698,007           |
| <b>Property and Equipment</b>     |                   |                   |
| Net of depreciation               | 472               | 7,762             |
| Total assets                      | 744,764           | 705,769           |
| <b>Liabilities and Net Assets</b> |                   |                   |
| <b>Current Liabilities</b>        |                   |                   |
| Accounts payable                  | 3,081             | 48,282            |
| Accrued sales tax                 | 3,759             | 3,643             |
| Total current liabilities         | 6,840             | 51,925            |
| <b>Net Assets</b>                 | 737,924           | 653,844           |
| Total Liabilities and Net Assets  | \$ 744,764        | \$ 705,769        |

# **Sparrow Women's Hospital Association**

## **Combined Statement of Activities**

|  | Year Ended        |                   |
|--|-------------------|-------------------|
|  | December 31, 2014 | December 31, 2013 |
| <b>Revenue</b>                               |                   |                   |
| Merchandise sales                            | 642,868           | 593,759           |
| Charity ball                                 | 58,069            | 59,180            |
| Auxiliary photo sales                        | 7,398             | 7,237             |
| Membership dues                              | 5,027             | 5,727             |
| Other fundraiser and contributions           | 37,347            | 24,246            |
| Contributed Facility                         | 75,000            | 60,000            |
| Dividends and interest                       | 8,238             | 9,117             |
| Unrealized gains (losses) on investments     | 9,792             | 29,182            |
|  |                   |                   |
| Total revenues                               | 843,739           | 788,448           |
| <b>Expenses</b>                              |                   |                   |
| Cost of gift shop merchandise sold           | 342,759           | 348,422           |
| Other fundraisers                            | 0                 | 0                 |
| Grants:                                      |                   |                   |
| Sparrow Foundation                           | 233,030           | 187,891           |
| Nursing Magnet Conference Scholarsip Fund    | 0                 | 5,000             |
| LCC Nursing Scholarship                      | 7,000             | 0                 |
| Contributed Facility                         | 75,000            | 60,000            |
| Selling, General and Administrative Expenses | 101,870           | 117,610           |
|  |                   |                   |
| Total Expenses                               | 759,659           | 718,923           |
|  |                   |                   |
| <b>Increase (Decrease) in Net Assets</b>     | <b>84,080</b>     | <b>69,525</b>     |

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

Requests for dues were sent to each volunteer group in September 2014. Records were maintained for group and individual payees and reported to Treasure. Thank you letters were sent for all dues. Monthly amounts were recorded in Budget Reports.

The Budget, Finance, and Membership Committee met in August 2014 to get requests. September 2014 had budget meeting. Budget presented to members in October 2014. November 2014 budget approved and adopted. Budget, Finance, and Membership developed and presented motion for donation to Herbert-Herman Cancer Center. Two life memberships were accepted and thank you letters sent. The "member's fund" is maintained and accounted to membership monthly.

Marge Joslin  
Budget Chair

### **EDUCATION-SCHOLARSHIP COMMITTEE**

In 2014, the Sparrow Women's Association generously supported the Sparrow Nursing Staff. The SWHA gave \$5000 toward scholarship fund to assist nurses who are studying for a BSN.

The Sparrow Women's Association continued its support of nursing education at Lansing Community College. A \$2000 scholarship has been awarded to a second year nursing student who is presently employed by Sparrow.

Members of the Education Scholarship Committee are Barbara Alspaugh, Lexcie Blockett, Dorothy Dale (deceased), Sue Patterson, and Jean Paull (ex officio).

Marianna Klaver  
Education and Scholarship Chair

### **HOUSE COMMITTEE**

The House Committee members completed the revision of their Mission Statement and committee reorganization as the guide to complete their future goals and work. It will be a part of the Women's Board of Managers Mission, Values and Committee Responsibilities Statement.

The Committee changed their name to House Committee, with agreement of the Women's Board of Managers as the committee now has a wider focus: a quality environment for Sparrow.

The House Committee of the Women's Board of Managers' Mission is to:  
"Collaborate to develop and maintain a quality environment for Sparrow".

Following is a brief overview of the Committee and its subcommittees and what was accomplished in 2014.

The Facilities Oversight Subcommittee members worked with staff on the development and conceptualization of the new projects, the Gathering Place and Cancer Center, and renovation of other public areas in Sparrow. They did their regular inspection of the Sparrow public areas to ascertain what furniture, floors and walls needed to be replaced/redone so the schedule could be updated for such action. In addition they formed Special Committees for the History Wall, the Inspiration Wall and the Living Wall and Panels for the Gathering Place working with Wally Wozniack, Director, Support Services and Melissa Sherry, Director Volunteer Services. They will continue their involvement with the Gathering Place construction and Cancer Center planning in 2015.

The Environmental Rounding Subcommittee members coordinate and schedule member volunteers for rounding shifts to inspect rooms for cleanliness and interview the patients on room satisfaction. Working closely with Reza Tavakoli, Director, Environmental Services, they assisted in improving the HCAHP (Hospital Consumer Assessment of Health Care Providers) scores significantly on 9 West, 7 Foster and 4 South. They attended focus groups and provided input on patient experience. They plan to recruit additional volunteers for rounding, expand rounding to other areas of the hospital and attend additional focus groups in 2015.

The Art Subcommittee members, with representatives of the Women's Board of Managers, Foundation, Design staff, Chelsea Diffenderfer, Interior Design and Staci Bakkegard, Director, Design, review and approve art to be placed in Sparrow public areas. They regularly inspect the art to verify presence and condition and maintain a current inventory of permanent fine art. This year they

completed a thorough inventory determining what art needed refurbishing and if placement was optimal. These tasks will be completed in 2015. The Committee, with the assistance of John West, Director, Facilities Development, determined where to store the fine art during the building of the Gathering Place. The glass art piece created by Craig Mitchell Smith and the plaque noting it was donated by the Women's Board of Managers, were installed in the Women's Diagnostic Center on the 1<sup>st</sup> floor of the Professional Building.

The Holiday Décor Subcommittee members decorated the hospital and the Professional Building for the holidays with assistance of the Women's Board of Managers and coordination with Mark Craft, Director, Facilities Management. When removing the decorations in January, they determined what needed to be purchased and restored for 2015.

They also organized taking food snacks and bottled water to volunteers during National Volunteer Week. One member decorated a cart that was most attractive and drew attention to Volunteer Week and honoring volunteers. Assisted by the Women's Board of Managers, members took the snacks and water on the cart to the working volunteers, all six days, throughout the hospital.

The House Committee is grateful and extend appreciation to staff members, Tom Bres, Senior Vice President, Chief Administrative Officer, our administrative liaison; Reza Tavakoli, Director, Environmental Services; Mark Craft, Director, Facilities Management; John West, Director, Facilities Development; Chelsea Diffenderfer, Interior Design; Staci Bakkegard, Director, Design; Wally Wozniack, Director, Support Services; Melissa Sherry, Director, Volunteer Services, Lauren Baird, Administrative Assistant, Volunteer Services for their assistance, support, guidance and creative ideas.

Tim Elder, Vice President of Facilities and Support Services and our liaison with Administration took another position in Portland, OR. We greatly appreciate and will miss his guidance, assistance, support and creative thinking.

I am very sad to report that Dorothy Dale, our beloved and active member of the House Committee and the Women's Board of Managers passed away on April 26, 2015. Her work and above all Dorothy is sorely missed by all of us. Her knowledge, enthusiasm and loyalty were a great asset to the House Committee.

#### Committee Members

Zoe P. Slagle, Acting Chair  
Tammy Averill  
Cindy Harrington, Assistant Chair, Art Committee  
Christine Hollister  
Cora Huguely  
Marge Joslin, Holiday Décor and Volunteer Week Cart  
Marianna Klaver, Chair, Facilities Oversight  
Sue Patterson, Chair Art  
Nancy Selby, Gina Spencer, Chair, Environmental Rounding  
Jan Zimmerman, Past Committee Chair

#### Emeritae Committee Members

Jean Aben  
Sally Burke  
Carol Dooley  
Margaret Hedlund  
Jan Hines  
Janet Hines  
Pam Irwin  
Candy Parker

#### **ARCHIVES COMMITTEE**

The mission of the Archives committee is to acquire, identify and catalog primary source materials on the history of the Edward W. Sparrow Hospital and encompassing the former St. Lawrence Hospital and Healthcare services.

The Archives Committee held monthly meetings and workshops on the third Monday of the month at the St. Lawrence Campus. Early in the year we were updated on the Sparrow facility and briefed and encouraged to participate in providing news and information for the Sparrow Facebook. It was ascertained that our present equipment was not technologically adequate to transmit such information electronically. We expressed an interest and wish to be a part of the new proposed Gathering Place. It is felt that there should be a public display of Sparrow/St. Lawrence Historical information/artifacts in the Gathering Place. Dorothy Dale is representing Archives on the planning committee.

We were honored to have Dr. J. Clyde Spencer speak with us about his new book, **"A BRIEF HISTORY OF RADIATION THERAPY IN THE LANSING AREA-THE FIRST CENTURY"**. Dr. Spencer donated a copy of the first edition to the Archives. His presentation will also become a part of our proposed oral history collection. In addition, four former Sparrow Nurses, who expressed an interest in the Archives, visited the committee. We wish to avail ourselves of their historic knowledge at a future date.

Historic items, ephemera and materials were donated by Sparrow Women's Board, Sparrow offices and Healthcare departments. Committee members visited the Sparrow Foundation and selected CMN photos. Materials from the Labyrinth and pictures and posters of previous Physician Recognition recipients were donated and archived. Personal collections from Eleanor Smith were deeded to the archives.

We received public request for historic facts. Information requested this year pertained to the *Sparrow East Unit and Information sought about a Plaque memorializing the Bath Disaster*. If such information is not in our files, our members observe the Archivists Code and courteously and with a spirit of helpfulness respond to the requests with colleague research. Our files are augmented and enriched historically for future generations.

#### 2014 Archives Committee Members

Mary Jane McGuire, Chair                      Margaret Bates, Assistant Chair

|                    |                  |
|--------------------|------------------|
| Nancy Ballard      | Barbara Clark    |
| Marge Cook         | Dorothy Dale     |
| Karen Douglas      | Cora Huguely     |
| Dottie Spousta     | Carolyn Wickham  |
| Carolyn Willoughby | Mary Jane Wilson |
| Lee Wolford        |                  |

#### Community Members:

|                |              |
|----------------|--------------|
| Mary Barnes    | Phil Douglas |
| Dorothy Foltyn | Rhoda Smith  |

Respectfully submitted: Mary Jane McGuire, Chairperson

#### **NOMINATING COMMITTEE**

After careful review of the qualifications and recommendations of the candidates on the pre-slating information forms received, the Nominating Committee recommends the following for election at the 119th Annual Meeting of the Sparrow Women's Hospital Association on May 19, 2015:

For a first year of a four year term: Marian Brooks Bryant.  
For a first year of a 3rd three year term: Janice Zimmerman.

The officers of the Women's Board of managers elected at the May 19th, 2015 Women's Board of Managers meeting and assuming their positions June 1st, 2015 are:

President Jean Paull (2nd year of a 2 year term)  
President Elect Patricia Hollenbeck (2nd year of a 2 year term)  
Treasurer Barbara Alspaugh (2nd year of a 2 year term)  
Assistant Treasurer Marge Joslin (2nd year of a 2 year).

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

Respectively submitted,  
Patty Hollenbeck, Chair;  
Cynthia Harrington,  
Marianna Klaver,  
Zoe Slagle,  
Janice Zimmerman



## **SPONSORED EVENTS**

In celebration of Nurse's Week a Tea Reception and Awards Ceremony was held in the St. Lawrence dining Room May 6th, and at the Sparrow Auditorium May 8<sup>th</sup>.

Women's Board of Managers provided a centerpiece and white long stem roses for the awardees.

I delivered the centerpiece to the St. Lawrence Tea on Tues. May 6, 2014. It was used for the punch bowl table. The committee brought it back to Sparrow for the Tea on Thursday, May 8, 2014. I also delivered the white roses to Sparrow on Thursday for the awardees.

The nurses were very appreciative.

Thank you to all of Women's Board who attended the Tea and supported the Nurses.

The 2015 Nurses Tea Planning Committee should be notified as soon as possible if Women's Board of Managers will continue to participate in this event or not.

### **Annual Meeting and Volunteer Awards Luncheon 2014**

The Annual Meeting and Volunteer Awards Luncheon was held May 20, 2014 at The Eagle Eye Golf Club. The Women's Board members arrived at 9:45 to help distribute the floral centerpieces, table favors, and programs.

The food was delicious and the staff did a great job. They were attentive to every detail. 423 meals were served. That included 30 vegetarian and 12 Gluten Free meals. 55 centerpieces were ordered @\$15 each from Tom's Food Center in Okemos. It was decided that we would offer the flowers to the guests instead of selling them. Whoever was celebrating the next birthday at the table won the centerpiece. Everyone was pleased. Melissa Sherry, Director of Volunteer Services offered to pay for half of the cost of the flowers. Thank you!

March, I emailed Wendi Ooten from Marketing to arrange for small table favors. She sent us a large assortment of small items. Dottie Spousta assembled 425 favor bags. Thank you Dottie!

On behalf of Volunteer Services Lexcie Blockett and Annette Ophaug purchased a beautiful emerald pendant from Linn and Owens Jewelers for the 60 year awardee Christine Adams. Thanks you for finding the perfect gift for her.

Presentation bouquets were given to:

Christine Adams—60 Years

Mary Jessup—45 Years

Lillian Long—45Years

These flowers were also ordered thru Tom's Food Center @ \$25. Each.

We had our group picture taken at 10:30. Karen and Phil Douglas were there to take the photos and Tracy Feazel from Volunteer services offered her expertise in photography. Thanks so much!

Dennis Swan, President and CEO of Sparrow Health System and Greg Brogan, Chair of Sparrow Board greeted and thanked our guests. They thanked the volunteers for their many contributions and years of dedicated service to Sparrow.

Patty Hollenbeck Chair of Volunteer Services Committee and Alicia Armstrong Assistant Chair announced the award recipients while Dennis Swan and Melissa Sherry; Director of Volunteer Services presented the awards to this years recipients.

I would like to thank the Special Events Committee, Melissa Sherry and her Staff and all of Women's Board of Managers who helped with the event. A special thanks to Sue Patterson for the amazing job with reservations. Thank you!

The 2015 Annual Meeting and Volunteer Award Luncheon is confirmed for next year at Eagle Eye, Tuesday, May 19, 2015.

Respectfully submitted,

Cathy McKenna

Special events Chair

## **VOLUNTEER SERVICES COMMITTEE**

The Volunteer Services Committee (VSC) is one of three primary committees of the Women's Board of Managers. This committee collaborates with Volunteer Services Department to provide support and share responsibility for the goals, objectives and activities of the Sparrow Volunteer Program. In June we welcomed three new members - Nancy Selby, Christine Hollister and Tammy Averill. The responsibilities of our committee were reviewed this year, and three primary categories were identified. 2015 highlights in the 3 categories are listed below.

1. Assist the Volunteer Services Department in the planning and coordination of volunteer programs and activities:

A VSC Liaison is assigned to each of the 32 Volunteer Groups/Leagues, and maintains monthly communication with the president. Volunteer Services Department, Sparrow news and Group/League information/needs are shared, facilitating communication and team work.

Provide support to the Patient Experience Department for the new Patient and Family Advisor Group. This group will help provide feedback on Sparrow policies, procedures and policies.

A luncheon meeting for Emerita from the Women's Board of Managers was held on Sept. 30. Thirty retired leaders attended this meeting and were updated on Sparrow's development and needs. Current volunteer opportunities were presented.

Sparrow Volunteer Uniform Task Force was created by the VSD Director and convened by Christine Hollister, and charged with identifying an updated uniform that will help Sparrow attract and retain volunteers from a wide range of ages, including teens, college students and adults.

2. Collaborate with the VSD to provide orientation and training for volunteer education.

The Spring Safety Day presentation was well received. This provided training for all volunteers which fulfilled the requirement of the Michigan Quality Control. Our speakers presented pertinent skills and awareness followed by a True/False for documentation. Five hundred and fifty nine volunteers completed this in-service and testing.

The fall President/President Elect meeting was held on Sept. 23. This meeting was formatted into a Leadership summit which provided topics of interest to advance the development of our volunteers and the group. Topics included AIDET, Effective Communication; a Safety Review on Codes; and an update of the facilities by Tom Bres. The new volunteer onboarding process was reviewed and topics for volunteer in services were discussed.

3. Provide for the recruitment, retention and recognition of volunteers in collaboration with the Volunteer Services Department.

Volunteer Recruitment Open Houses continued and a rotating schedule was adopted in an effort to attract more volunteers. Open Houses are now scheduled monthly from 4:30 p.m. – 6:00 p.m. or noon to 1:30 p.m. The Marketing Department was consulted to assist with promotion ideas.

The volunteer application process was studied for improving the time between the volunteer inquiry and the time the volunteer was actively serving in a group. The process indicated that TB tests and reference checks were halting the applicant's progress. Solutions were identified:

Offer interviews on days that Occupational Health is open for TB Tests.

An online tool is available for reference checks, significantly improving the response time.

A self-scheduling calendar program is utilized that allows prospective volunteers to schedule their interview and select prompts for reminders. This eliminates staff time and improves the convenience, accuracy and ease of appointment scheduling (or making changes) for the volunteer.

The volunteer onboarding process (which includes the orientation program) is now in an exclusive electronic format. The VSD is available for assistance with the process.

One hundred nineteen (119) Community Volunteers were interviewed.

Two hundred ten (201) teens contributed 8954 hours of service. One hundred forty eight participated in the year-round Teen Program (up from 88 in 2013), and were joined by 62 for a summer program.

Eight hundred and twenty three (823) students from LCC and MSU provided service to our patients and had enriched learning experiences each semester at the Sparrow or St. Lawrence campus.

137,709 total hours were provided by the community, college and teen volunteers!

\$3,048,877.20 is the dollar value of volunteer services provided!

The Volunteer Services Department staff is readily available when questions or problems arise. The VSC is fortunate to work with these employees and appreciates all they do. Lauren Baird has been an enthusiastic and knowledgeable addition to the team.

VSC has begun to work on a Volunteer Promise that will clarify and define volunteer requirements and the Volunteer Services Department/Sparrow values and mission. You will be hearing more about this document in the coming year.

Many thanks to each of you for sharing your time and talents to enhance the quality of care for Sparrow patients and their families.

Respectfully submitted,  
Alicia Armstrong, Chair

## Memorial & Honorary Donations Received by the Women's Board of Managers in 2014

|                     |                      |
|---------------------|----------------------|
| Kay Humes           | Service Auxiliary    |
| Maeola Danielson    | Service Auxiliary    |
| Kay Purchis         | Service Auxiliary    |
| Virgina Martin      | Service Auxiliary    |
| Shirley Walters     | Service Auxiliary    |
| Virginia DeYoung    | Sparrows             |
| *Jean Aben          | Angelus              |
| Margaret Cheney     | Service Auxiliary    |
| Antoinette Chadwell | Mary Magdalen League |

\*Honorary

**Sparrow Health System Volunteer Contributions**  
**January 1, 2014– December 31, 2014**

| <b>Group</b>                           | <b>Total Hours</b> | <b>Dollars Donated</b> | <b>Items</b> | <b>Items Donated</b>                                       |
|--|--------------------|------------------------|--------------|--|
| Angelus League                         | 947                |                        | 577          | Stuff Animals  |
|  |                    |                        | 126          | Surgical Pillows   |
|  |                    |                        | 206          | Gait belts & walker bags                                   |
| Division III                           | 118                |                        | 4,750        | Quiet at Night Packets                                     |
|  |                    |                        | 200          | Sleep Files  |
|  |                    |                        | 60           | Stuffed and sewed animals                                  |
| Division IV                            | 1,673              |                        | 6,000        | Tray Favors  |
|  |                    |                        | 24           | Knitted Caps and Booties                                   |
|  |                    |                        | 19           | Afghans  |
|  |                    |                        | 7            | Chemo Caps   |
|  |                    |                        | 38           | Baby Hats  |
|  |                    |                        | 17           | Bereavement Bunting  |
|  |                    |                        | 6            | Scarves  |
| Edward W. Sparrow Auxiliary            | 3,116              | \$7,000                | 7,000        | Blankets and gift to Mother/Baby                           |
|  |                    |                        | 389          | Baby Hats  |
| Emergency                              | 603                |                        |              |  |
| Escorts                                | 5,643              |                        |              |  |
| Escorts/Information Desk- St. Lawrence | 4,198              |                        |              |  |
| Eucharistic Ministers                  | 1,026              |                        | 7,669        | Communions delivered                                       |
|  |                    |                        | 14,282       | Patients visited   |
| ETC                                    | 2,603              |                        | 2,475        | Community Donations  |
| Guild                                  | 308                | \$25,000               |              | Ten mini-grants to ten departments for patient enhancement |
|  |                    | \$50,000               |              | Signature art piece for the new Gathering Place            |
| Heart Center                           | 1,365              |                        |              |  |
| Hello Hospital                         | 500                |                        | 869          | Student visits   |
| Helping Hands                          | 536                |                        |              |  |
| Hospice                                | 7,987              |                        | 3,811        | Patient visits   |
| Industrial League                      | 421                |                        | 302          | Walker-bags, fidget pads, etc                              |
| Infant Massage                         | 1,955              |                        | 1,540        | Massages given to infants                                  |
| Information Desk                       | 1,447              |                        |              |  |
| LifeTime Nurses                        | 549                |                        | 3,000        | Blood Pressure Checks                                      |
| Mary Magdalen League                   | 6,583              | \$2,100                |              | Specialty Hospital and SANE                                |
|  |                    | \$25,000               |              | Herbert-Herman Cancer Center                               |
| McAuley League                         | 2,706              | \$12,500               |              | Hospice Gift   |
| Mercy League                           | 2,532              | \$75                   |              | Sparrow Foundation for sewing groups                       |
| Neuro Navigators                       | 1,020              |                        |              |  |
| Office Support                         | 1,836              |                        |              |  |
| Patient Concierge                      | 1,061              |                        |              |  |
| Pediatrics                             | 1,798              |                        |              |  |
| Pediatrics Arts and Crafts             | 361                |                        | 1,663        | Playroom Craft Projects                                    |
| Popcorn                                | 172                | \$600                  |              | Hospice  |
| Service Auxiliary                      | 25,445             | \$151,00               |              | Herbert-Herman Consultation Room                           |
| Sparrows                               | 1,700              |                        | 1,500        | Toys Made and Donated                                      |
| Specialty Hospital                     | 686                |                        |              |  |
| Students (MSU, LCC & others)           | 23,077             |                        |              |  |
| Surgical Lounge                        | 10,307             |                        |              |  |
| Teen Volunteers                        | 8,954              |                        |              |  |
| TLC Critical Care                      | 2,332              |                        |              |  |
| TLC Oncology                           | 1,706              |                        |              |  |
| Women's Board of Managers              | 2,592              |                        |              | Art  |
| Women's Board Active Honorary          | 209                |                        |              |  |
| WHA Grants and Scholarships            |                    | \$2,000                |              | Nursing Educational Scholarships                           |
|  |                    |                        |              |  |
| Grand Total                            | 130,072            | \$125,275              | 56,530       |  |

This year will be remembered for many things from planning for the Gathering Place, the development of volunteer opportunities to raise patient satisfaction scores and outstanding service provided by our volunteer workforce. With the potential changes that came about during the past year, our volunteers remained steady in their service to Sparrow.

2014 was certainly a year of planning for the new Gathering Place which will provide a world class dining experience for our visitors, caregivers, volunteers and the community. In 2015 we will celebrate a much awaited ground breaking for the space. The space will be influenced by our history, rich volunteer involvement, and will be a landmark for generations to come to enjoy the space on our campus. Our Sparrow Guild was the first to step forward with a donation to enrich the environment in the Atrium space to honor their 90 years of service to Sparrow. We are excited to see how the plans come together and have the opportunity to celebrate the Guild's gift with the hospital. A few years ago, when we put the new fixtures in the gift shop, I also thought that would be the first and last time we did that here at Sparrow. As we know now, our shop will be relocated with this project to an even better location. Our Sparrow Gift Shop volunteers have already demonstrated great flexibility and dedication as they prepare for the new space.

I continue to be so proud of our volunteers for the impact they have on the families and patients we serve. Some of the highlights of include some new roles volunteers have expanded into including partnering with Environmental Services to talk to patients about room cleanliness. We have enjoyed higher national scores as the result volunteers using of scripting to ensure patients have an excellent experience at Sparrow. We have also piloted a project where volunteers shadow patients in Orthopedics and the project received grant funding through the Michigan State University and Sparrow Center of Innovation. Many thanks to our partners in the project, Zoe Slagle, MSU Professor Daniel Menchik, Sparrow's Patient Experience Department's Terry Rose and Bridgette Kieft. In addition, we partnered with Patient Experience and our hospitalists to recruit volunteers to help improve physician patient communication. We continue to be blessed with high quality volunteers who are committed to improving the patient experience.

This year we also welcomed new leadership into the Women's Board and on committees our department works with hand in hand. Jean Paull, long-time Sparrow Service Auxiliary Volunteer, became the board president, Patricia Hollenbeck became our president-elect and her service has been the Sparrow Guild. We also welcome Alicia Armstrong to serve as chair of the Volunteer Services Committee and Cindy Harrington and Gina Spencer as co-chairs of the committee. These outstanding professionals have represented our volunteer workforce with class, professionalism and a strong dedication to having the most engaged volunteer workforce as possible. It's an honor and a pleasure to work with them.

Our department also welcomed Thomas Bres as our new Senior Vice President of Operations to support the Volunteer Services Department. It's been great getting to know him and he quickly developed a passion and deep respect for the work and contributions our volunteers make to Sparrow and the patient experience.

Our staff also welcomed a new caregiver this year in Lauren Baird who joined us in March as our Administrative Assistant. We also supported Tracy Feazel during her time away from the office while on medical leave during most of the summer and fall. We were beyond delighted to celebrate Tracy's return in late November. It's a blessing when one can work with such dedicated and caring professionals like the fine people we have in Lauren, Tracy and Sue Herner.

Thank you for a great year of planning for the future, improving our patients' experience, and striving to achieve our vision of being a national leader in healthcare and patient experience.

Melissa Sherry, CAVS  
Director of Volunteer Services, Sparrow

### **PROGRAM COORDINATOR**

2014 is certainly a year to be remembered. In April we reinitiated an opportunity for our college students to serve as student coordinators. The position gives them the opportunity to develop leadership skills by interviewing prospective volunteers, training new college students and serving as a mentor for the students. The students that have served this year have helped put together training documents so that the training is consistent from one training session to the next. They have all done a great job in the Emergency Department, 6West, 5West, 6Foster. We worked with Inpatient Rehab-Mary Free Bed to develop a new volunteer role and currently have four volunteers serving in this new unit.

While I was away on medical leave, my amazing coworkers did an awesome job of supporting me both professionally and personally. They standardized the dates for the college program so students and staff have no question as to what the dates are for current and upcoming semesters. Additionally they revised the correspondence and deployed a new tool for students, community and teens to sign up online for interviews. Another major task that was completed was the revision of the volunteer website.

I do want to thank Melissa Sherry, Lauren Baird, Sue Herner and Cathy Cogswell for all of their support while I was away on medical leave. It was a difficult year and the support that they gave was such a blessing and I'm so thankful to be able to work with them and have them in my life.

Tracy Feazel  
Volunteer Services  
Program Coordinator

### **ANGELUS LEAGUE**

Angelus League completed 2014 with 44 dedicated members. Members sew, stuff and decorate items 8 months a year at our sewing room on the St. Lawrence campus. Many members also work on projects at home year round. We produced 577 stuffed animals for children on the various Sparrow campuses, 126 pillows for post-surgical comfort, 100 walker bags and 106 gait belts. This gave us a total of 909 projects for 2014.

I would like to thank all our members for their hard work in this past year. Our members are very dedicated workers and committed to helping the patients of Sparrow Hospital.

Connie Garlitz  
President, Angelus League

### **DIVISION III**

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

The group collates bulk projects and miscellaneous jobs for hospital service areas.

As of December 31, 2014, here are 13 active members.

Ellen Gunther, President

### **DIVISION IV**

Division IV has 24 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 month of the year, which includes holidays and/or special occasions. Those tray favors are distributed to patients in the hospital and acute care.

In 2014 we made 6,000 tray favors. Some of our members also knit items, which are donated to the hospital. They made 38 baby hats, 24 baby hat & bootie sets, 7 chemo hats, 17 bereavement bunting, 6 scarves and 19 Afghans. 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**

On the second and fourth Wednesday of each month, September through April, 43 stitchers meet in the Volunteer Room of the St. Lawrence Campus to cut flannel into squares for soft, cuddly baby blankets. Auxiliary members baste, hem, sort and inspect the finished blankets which are then sent to the laundry before they are available for the Baby Nursery to wrap, clean and warm new little ones. In 2014, over 7000 blankets were completed.

Each member commits to work a minimum of 35 hours per year, 20 of which must be in attendance at meetings. Additional hours are earned at home by stitching, basting, or pressing 125 blankets.

During 2014, members of our group knitted or crocheted and contributed 389 baby hats. Also, at our annual spring luncheon, each member is asked to bring newborn-sized "onesies" to be donated to the Mother/Baby Center. The "onesies" are given by the Mother/Baby Center to moms who have no new outfits to take their babies home.

Auxiliary receives a portion of the income from the Baby Photos taken in the Nursery. With those monies, in 2014 at our spring luncheon, we were able to give \$7000 which was used by the Mother/Baby Center to purchase Bili Lights.

Respectfully submitted,

Barbara Amundsen, President  
E.W. Sparrow Auxiliary

#### **EMERGENCY SERVICES**

In 2014, the Emergency Department saw a fluctuation in the participation of community volunteers. Reorganization of the Department has resulted in more volunteers performing escort services. However, providing comfort and console to patients and their loved ones, and enhancing the ability of the health care staff to render prompt and effective treatment, remain the primary goals of community volunteers in the Emergency Department. There are currently five dedicated community volunteers each logging 100+ hours per year.

Larry Parker  
President, Emergency Department Community Volunteers

#### **ESCORTS**

Under the direction of the Transportation Department, Escorts, via wheelchair, discharge patients to their vehicles, transport visitors to patient rooms and take incoming clients to destinations such as Admitting, X-Ray, and the Laboratory.

During 2014, our 52 active Escorts volunteered a total of 5,643 hours. The Escort's Constitution requires a minimum of 50 hours per year for a member to remain in good standing. Ten members exceeded 100 hours of volunteering, six members exceeded 200 hours, and three members contributed over 400 hours. Again this year, Escort David Graves contributed in excess of 60 hours servicing all of the hospital's wheelchairs and preparing new wheelchairs for service.

Curt Dykhuizen  
President, Sparrow Escort Service

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

First let me extend a large thank you to all of the faithful volunteers that give of their time to work at the Information/Escort desk. Also, a warm welcome to all the new volunteers to our group. A special thanks to our secretary/treasurer Nancy Scott. She has been a tireless worker for our group for many years.

During the past year our league has lost three members and gained three new members.



Our league meets three times a year in April, September & December. Following the April and December meetings we have a luncheon. At our December meeting we collect for Toys for Tots. Elections are held once a year in April.

Our group works closely with the surgical lounge volunteers to make sure that the patients and visitors are receiving excellent care.

Submitted by  
Jim Beckwith, 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), Sparrow Breast Cancer Center, Radiology, Forensic Pathology, In-Patient and Outpatient Rehabilitation, 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.

Lauren Baird, Coordinator

#### **EUCCHARISTIC MINISTERS**

There are currently 52 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.

Cassian Hardie, President

#### **SPARROW GUILD**

2014 saw many changes and fundraising opportunities for Sparrow Guild. Rosanne Zumbrink, a professional fundraiser with Capitol Fund Raisers and Volunteers of America spoke at our January meeting with ideas on how to maximize our fund-raising capabilities. In February Guild was involved with advertising the \$5.00 Vendor Sale in the hospital with Guild receiving approximately \$2,576 in return for the advertising. The membership voted in April to fund \$25,000 with ten \$2,500.00 mini-grants to hospital departments for patient enhancements and \$50,000 towards a signature piece of art in the new, upcoming Gathering Place in the hospital in honor of Guild's 90<sup>th</sup> anniversary of service to Sparrow. In May we held a Derby Day fundraising event at Lou & Harry's Sports Bar and Grill with raffle tickets, games and a silent auction netting approximately \$4,000 with 60 people attending. At the May Women's Hospital Association annual meeting 15 Guild members received Volunteer Service Awards: Mary Anne Marvin-35 years, Barbara Clark-30 years, Carol Dooley-25 years, Patty Bean, Karen Hubbard and Beverly Surheinrich-20 years, DeDe Coy-15 years, Kathleen Bens, Nancy Bobinski, Vivian Dwyer-10 years and Suzanne Majors, Dianne Mohnke, Genese Piggot, Dottie Spousta and Teri Thornburg-5 years.

We were pleased to welcome one new active member, Mariellyn Stevenson, in the fall.

The Guild Endowment fund balance grew to \$73,328 as of June 2014 which included donations, pledge payments and investment earnings from the Sparrow Foundation investments. On October 10, 2014 the Guild held a party with a champagne toast at the home of inactive member, Jo Hacker, to celebrate the 90<sup>th</sup> anniversary of Guild.

The 2014 Charity Ball was held November 15 at the Country Club of Lansing with the Detroit Band "Persuasion" helping almost 300 attendees celebrate 90 years of "Guided Giving" to Sparrow Hospital. Net proceeds from the Ball were \$60,000. Many thanks to the Sparrow Foundation for their great work in obtaining sponsors for this event.

Plans were developed to solicit applications and administer the ten \$2,500.00 mini grants early in 2015 to support staff and departments at the hospital.

The 2014 year wrapped up with a catered luncheon and meeting at the lovely home of active member, Kathy Schubert.

Respectfully submitted,

Lori H. Fuller, President

### **HEART CENTER**

The heart and vascular center volunteers serve family members who are waiting for both invasive and non-invasive procedures to be completed. We currently have fifteen volunteers in the heart center. It is my constant focus to keep the volunteers informed on patient flow through the heart center as well as continuing education on procedures and protocols. Coming in the near future to the heart center, will be an improved "patient update board". This board enables family members to follow their family member through admission to discharge from the heart center. We as volunteers are very appreciative of the HAVC staff for their continued support and encouragement.

Respectfully submitted  
Duane Garver  
HAVC Volunteer President

### **HELLO HOSPITAL**

Hello Hospital, an interactive, hands-on program, gives first grade children an 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 the tools and equipment used in surgery, a laboratory, a patient room, and an x-ray/casting room. The students receive hospital items to take home: masks, gloves, hats and shoe covers.

Hello Hospital was visited by 40 classes in 2014 with 869 students and 238 adult chaperones. The program operates during the school year on alternate Tuesday and Thursday mornings from 9:00 to 11:30 A.M. Sixteen active volunteers and 3 MSU students contributed more than 500 volunteer hours in 2014. We are now able to have two classes attend our program at the same time.

Hello Hospital is a successful program because of the efforts of our dedicated volunteers and the assistance from the Volunteer Office in scheduling our classes, obtaining items for our program, and for weekly trouble-shooting support.

Marlene Cosgrove  
President

### **HELPING HANDS**

The volunteer group, Helping Hands, founded in 2003, exists to assist and support the Mother Baby Center by being the "grease" that keeps things going smoothly so that the nursing staff can focus on the moms and babies

We have a wide variety of duties from stocking supplies and linens in the nursery, assembling new patient folders, filling discharge bags, and even transporting new mothers and babies at discharge time.

Now that the "Baby Friendly Initiative" is actively being implemented on the floor, the main emphasis is healthy breast-feeding technique programs and teachings. Skin to skin is very important for both parents and what better way for this to happen than keeping the babies in the mother's room 24-7. We are thrilled that Sparrow has adopted this policy.

We are currently planning on adding "Infant Massage" to our wide variety of duties and are excited to have this opportunity for interaction with the new babies and their mothers.

This will give our volunteer group more chances for "hands on" with the babies, which we all love.

We are a versatile group and love volunteering on such a happy floor where most patients are joyous. We work 3-4 hours approximately 2 times a month.

Kathy Zerkle  
President

## **HOSPICE**

Sparrow Hospice Services is a multi-site hospice program structured to serve the communities covered by Sparrow Health System.

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 play 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 piano and guitar and by singing. Others prepare meals in the kitchen for the patients and their families. Volunteers provide direct patient care, read to our patients or simply offer companionship. Up to 40 volunteers assist the staff at Hospice House of Mid-Michigan monthly. 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.

Volunteers continue to crochet blankets for the patients at Hospice House and sewed 13 Memory Pillows for our bereaved. They also tied fleece blankets for patients receiving palliative care at Sparrow Hospital.

Volunteers support our *We Honor Veterans* program by attending pinning ceremonies and participating in services of honor for the veteran patients we care for.

Volunteers hosted vendor tables at community health fairs and business expos in St. Johns.

In September our annual Hike/Bike for Hospice was very successful. Over 50 hospice and community volunteers helped the event run smoothly.

Volunteer awards were given in November: Paulette Piirainen was honored with the 2014 Betty Geller Volunteer Award Celebrating the Spirit of Hospice Care. Liz Vrancheff was honored with the 2014 Sparrow Hospice House Volunteer of the Year. Karen Dailey was honored with the 2014 Sparrow Home Hospice Volunteer of the Year.

In 2014 over 135 volunteers including 20 MSU students contributed 7,987.25 hours with 3,811 visits. This represented a cost savings of \$230,473.84. Per Medicare requirements, volunteers must account for a minimum of 5% of staffing hours. In 2014, volunteers accounted for 11.2% of staffing hours.

Karen Ketola, Volunteer Coordinator

## **INDUSTRIAL LEAGUE**

2014 was a very busy year for the Industrial League. Although we only have 9 members, we were able to produce 302 items for Sparrow patients. We meet once a week, except in the Summer. Many of us sew at home, in addition to our hours at St. Lawrence, and put in an additional 129 hours, in 2014.

Our projects this year included: Walker bags, Lap quilts, and a heavy emphasis on Fidget Pads (178, in total). We are proud to be able to help fill a need for Sparrow Hospital.

Joyce Schaub, President

## **INFANT MASSAGE**

In the 17 years since this program was started, we have grown tremendously in our membership and our involvement in the unit. We currently have 40 active volunteers working in the program. Each day of the week has a team consisting of 3-6 members. Volunteers work 2-4 hour shifts 1-3 times a month.

This year we provided 1540 massages and/or loving touch to 307 babies for an average of 26 babies and 128 massages per month. We held two training sessions, adding three new members in June, and five in September. They were instructed in all of our procedures including the benefits of massage, cooperating with nurses, hand washing procedures, privacy policies, and how to

massage babies as well as the other duties we perform in the unit. New members gain extra training and experience by shadowing seasoned volunteers until they are ready to massage on their own.

We are continuing our focus on interacting with the parents and encouraging them to get involved. We demonstrate our techniques when possible and provide written material to the parents about massage and how to massage their baby at home.

We provide extra comfort to the babies when a massage is not appropriate such as giving them a pacifier, changing diapers, soothing and calming them with touch and rocking. If we have extra time, we sort clothing bins, fold, and put clean laundry away, make arm boards for stabilizing I.V.s, and put together breastfeeding kits for new mothers.

We had the honor of being featured in a news article which aired on a local T.V. network in October.

Spring and fall dinner meetings were held at area restaurants. We held an In-Service Training with Physical Therapist and Infant Massage instructor, Kuirsta Carlson and Physical Therapist, Kathy Wilson in October. All events were well attended.

This position is very rewarding and beneficial for the babies as well as the volunteers.

#### **INFORMATION SERVICES - SPARROW**

Information Service volunteers assist Sparrow associates at the front reception desk or the 5<sup>th</sup> floor tower. The volunteers 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 a.m. to 12:30 p.m. & 12:30 p.m. to 4:30 p.m.

We have lost many members of our group this year due to the restructuring of the Information Services duties. We also enjoy two potluck meetings during the year. Doris Walker was elected as President in 2004 and continues to work with a wonderful group.

Information Services has a great list of officers that continue to organize and improve the group.  
The total of Volunteer hours for the 2014 year was 1,447

Doris Walker  
President of Information Services

#### **LIFETIME**

The LifeTime Nurses offer free blood pressure screenings on a regular basis at various sites around our community. They are at the Lansing and Meridian Malls every Wednesday from 8 am to 9:30 am, the Meridian Senior Center on Kinawa drive the second Tuesday of the month and at Mason Urgent Care on a monthly basis. This group of 14 dedicated nurses cheerfully provides over 3,000 blood pressure checks and donates over 500 hours of volunteer service to our community each year.

Respectfully submitted,

Katie Hubbard

#### **MARY MAGDALEN LEAGUE**

Mary Magdalen League operates the St. Lawrence Gift Shop and is staffed by 54 volunteers. One of these is Shop Manager, one is Treasurer and one is Asst. Treasurer. Nineteen are buys for 9 departments. Our members worked a total of 6,912 hours in 2014. Our shop hours are 9:00am to 5:00pm Monday through Friday.

Our League is headed by a President, President Elect, Advisor, Secretary and two Fund Raising Chairs. We meet three times a year for our Executive Board Meeting, followed by a general meeting for all members. In December we have a Christmas Luncheon where monies are collected for donation to the Lansing Food Bank. In 2014 we donated \$545.40.

An Annual meeting is held in May for the purpose of installing officers and presenting service awards. The December and May luncheons are arranged by a committee who select the site and menu as well as door prizes.

The League also sponsors several fund raising events. In 2014 there were two \$5 Jewelry and Accessory sales held at both campuses, one silver jewelry sale at both campuses, a shoe sale at the Sparrow Campus and one fine jewelry sale on the Sparrow Campus.

All profits from the Shop and Fund Raisers are being used to fund a three-year commitment of earnings made to the Sparrow Speciality Hospital and The Sexual Assault Nurse Examiners.

Sally Olszewski,  
President

### **McAULEY LEAGUE**

The McAuley League operates the Thrifty Sparrow Resale Shop on the St. Lawrence campus as a fundraiser for Sparrow Health System. Our hours of operation are Mondays from 8 a.m. to 12 p.m., 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, china, linens, kitchen 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 June 2014, we fulfilled \$12,500 of our \$25,000 pledge to Sparrow Hospice Services for Hospice Patient Scholarship Assistance. This funding serves to either supplement a patient's existing insurance or to fully support their stay in Hospice. We anticipate fulfilling the remainder of our pledge in June of 2015.

Peg Wilfong has devoted hundreds of hours this year to her tremendously successful craft sales. Peg's efforts accounted for over \$2,600 of the shop's income in 2014. Her creativity and drive continue to be an inspiration to us all.

Sales and donations have remained very strong throughout the year at the Thrifty Sparrow Resale Shop. Our volunteers have made significant changes in the layout of both our shop and storage areas for maximum use of our small space. Customers frequently comment on the shop's pleasant atmosphere, excellent selection and reasonable prices. We have a significant number of both repeat and new customers in the shop each day we are open.

Our Publicity Chair Donna Skinner works with the local media to make the public aware of the Thrifty Sparrow Resale Shop. She frequently updates her press releases to reflect our special sales and seasonal items. Her efforts bring in new customers on a weekly basis.

Our active membership remains at 13 volunteers.

Officers for 2014-2015 are: President, James Tellner; Treasurer, Anna Feldpausch; Recording Secretary, Dorothy Schneider; Publicity Chair/Volunteer Mentor, Donna Skinner.

James Tellner, President

### **MERCY LEAGUE**

The Mercy League volunteers serve at the St. Lawrence Surgical Lounge. We try to make every patient's experience stress free. After getting the name of the patient and his family member/friend, we tell them where to hang their coat (if they have one) and to be seated. Then we notify OPS (Out-Patient Surgery) the patient has arrived. When OPS calls back with the patient's room number, we take the patient to the Escort who takes them to the appropriate room. The 6-9 am shift takes the patient back to OPS until 8 am when the escort comes in. We reassure those waiting that as soon as the patient is prepared for surgery, we will be notified by OPS to take them back. Occasionally, the patient is upset about the procedure and wants someone to go back with him/her. When this happens, we call OPS explaining the situation to see if it is possible for someone to go back with them. We keep track where the family is seated during surgery so we can notify them when the doctor wants to talk to them. Then we inform them when patient is out of Recovery and they can go back. If the Escort is busy or not there (6-9 am/1-4:30 pm shift), we take the patient or family member back to OPS. If the patient is in surgery longer than expected, we call OPS if requested by the family/friend.

We provide coffee, tea and hot chocolate. We inform the visitors where the cafeteria and bathroom are. We try to keep the lounge area neat and the coffee fresh for those waiting.

We donated \$75 to the Sparrow Foundation for the sewing groups this past year.

We will be celebrating 55 years of service this year at the Annual Award Luncheon. We have four members receiving awards this year.

We continue working closely with OPS and Escort/Information to cover the surgical lounge. Although we have received a few new volunteers this year, we continue to lose members due to illness, age, returning to work, or various other reasons. Our volunteers are very dedicated to serving St. Lawrence and have filled in vacant shifts when they can. We have some volunteers that work 4-5 shifts during the month. They enjoy what they do and try to make the surgical experience as pleasant as it can be.

Respectfully,

Peggy Gonser, President, Mercy League

### **NEURO NAVIGATORS**

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

We added three new members in 2014, ending the year with 15 active members. Our group provided over 1020 of volunteer service.

Tsveta Lambo, President

### **OFFICE SUPPORT**

The Office Support Group provides general office assistance to numerous departments within Sparrow, including the Volunteer Services Department. Volunteers complete a wide range of projects based on departmental needs which include Cancer Center mailings and collating, Heart Center Binders, Nursing Administration Mailings, Foundation projects and other office assistance requests.

Thank you to all the volunteers for offering extra office support to the Volunteer Services Department and for your patience while a Caregiver was off on medical leave. Special thanks to Cathy Cogswell who helped make sure things ran smoothly over at St. Lawrence and to Mary Mendoza for coming into the office to enter computer data and for keeping up on filing. Also to Norma Pulice who helps organize volunteer groups for volunteer service requests we receive from departments throughout Sparrow.

Lauren Baird, Coordinator

### **PATIENT CONCIERGES**

The Patient Concierge Group began as a pilot volunteer position. This year it will be celebrating its 5<sup>th</sup> year Anniversary. From its inception this unique Group has had as its primary role the task of building relationships with the patient and their families through extended visits and conversation. Additionally, the Patient Concierge will look for opportunities to meet a patient's non-medical care needs in advance of the patient expressing a complaint. Our goal remains to increase patient satisfaction. Currently our Group is active on five floors at Sparrow main campus. We work closely with nursing and follow their direction, in terms of what patients are visited during a shift. We view our role as collaborative with staff and also try to assist them with room issues that need attention during our visits.

The Patient Concierge Group continues to grow and improve. We are always looking for volunteers who can give of their time, talent and heart to improve the experience of the patient and their families. We know our caregivers support and value the contribution of this Group.

Thank you to all the Patient Concierge volunteers who have selected this role, your service is valued.

Cindy Harrington  
Interim Group President

### **PEDIATRICS**

We have 29 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.

Special event volunteers bring a variety of enjoyment such as music and massage therapy, craft projects, Clown- face painting, and pet therapy dogs to our unit.

Our one-on-one volunteers give children wagon rides and visit children in their rooms. 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 or three times a month to make craft projects for the children in the pediatric playroom to finish. Our time for 2014 was 361 hours.

Our most popular items are the plaster molds that the children paint. The molds are animals, flowers, 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 like door knobs hangers, bookmarks, magnets. We punch holes in the art foam so the items can be hung onto their IV poles. We send beads to make bracelets, necklaces, key rings.

Carol Dunn makes cloth balls for the babies and young children. Carol and Bob Dunn donated the fabric and made pillowcases for the children to take home, per request of the playroom staff. We need donated children, floral and sports printed fabric.

In 2014, we delivered 1663 craft items.

Carol Dunn, President

#### **POPCORN SALES**

This group consists of various members, all involved in this and other volunteer groups, who pop popcorn, on a limited basis, on the St. Lawrence Campus. Through their efforts, a check for \$600 was turned into The Foundation ear-marked for Hospice House. The members remaining in the group will continue their efforts at the St. Lawrence Campus.

Toby Carter

#### **SERVICE AUXILIARY**

Presided over the Service Auxiliary Board meetings on the third Thursday in June, July, September, October, November, January, February, March and April. Also the Annual Meeting in April. Attended the Buyers meetings. Met with Melissa Sherry and Austin Holcomb to discuss issues and plans for the relocation of the Gift Shop. Worked with the three managers to set goals which were achieved.

Respectively submitted,  
Nancy Ellis, President

#### **SPARROWS**

The "Sparrows" is a small group of 21 very dedicated individuals who donated more than 1700 hours of service to Sparrow Hospital in 2014. We made and donated over 1500 items to the hospital to be used in making their patients' visits more pleasant and more comfortable. These items consist of toys, dolls dressed in hospital gowns, baby hats, and neck pillows.

We have just finished our 61<sup>st</sup> year of service to Sparrow Hospital and 2014 we welcomed 2 wonderful new volunteers, Judy Jacobs and Ann Beck. We are very delighted to have them.

We work from 9 am to 12:30 pm on the first Monday and the third Wednesday of the month in the volunteer room at St. Lawrence. However, you can come and go as you please as long as the required hours are met. We are extremely flexible with our hours and can be fitted into almost anyone's schedule.

We work all twelve months of the year so it is possible to be able to spend the winter in Florida or the summer at the cottage and still be an active member of our group. Many members also give extra time working at home. A member is required to give a minimum of 35 hours per year but most of our members give many, many more than that. We are always looking for new members and you do not have to know how to sew to participate. There is always something that anyone can do.

Lynne Ash, President

#### **SURGICAL LOUNGE - SPARROW**

Sparrow Surgical Lounge celebrated our 50<sup>th</sup> year in 2014. We were honored at the Annual Spring Volunteer Award Luncheon.

Last year we implemented an online schedule so all volunteers can easily access the schedule. This has been a great success. Colleen Maxwell and Sharon Foust (our scheduler's) have done a fantastic job keeping the volunteers up to date on any vacancies. This year the sub list was added to the same page as the schedule, making it very easy for the volunteers to find help covering a shift when needed.

Nancy (our trainer) spent a considerable amount of time updating all of our material used in training our new volunteers, in both the Pre Op and Surgical Lounges. Nancy Selby and Marsha Moore wrote processes for all of our procedures in both lounges.

Our spring meeting guest speaker was Anne Southworth, PACU Manager. Anne updated us on the changes at Sparrow that would directly affect the two lounges. At the fall meeting, Susan Wisser and Bridgette Kieft, from the Patient Experience department were our Guest Speakers. They explained to us how our positive interaction with Sparrow patients and their families can positively impact the patient experience. Body language, tone of voice, and spoken words are important as we are ambassadors for Sparrow Hospital.

Linda Woodrow keeps us all informed with her monthly Surgical Lounge Newsletter. The updates are appreciated.

Patty Antaya, President

#### **TEEN VOLUNTEERS**

The Teen Volunteer program is just one of three volunteer types at Sparrow Hospital. We service Teens in the 9<sup>th</sup> through 12<sup>th</sup> grade, ages 14 to 18. There are two options for any Teen who wants to serve as a volunteer.

The first option is the year-round program which requires one two/three hour shift each week for at least a full year in one of our fourteen units. 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.

The second choice is the summer program which requires one three/four hour shift once each week for ten weeks beginning in June and ending in August. This allows the Teens that are not able to commit to the regular program during the school year. The units available for this program are different from the choices in the regular program and vary from year to year. This also enables the units that are unable to support a volunteer every week to obtain extra help during the summer months.

The Teen program is only one small piece of the total volunteer picture. During 2014, 148 Teens participated in the year-round program while 62 Teens choose to help during their summer vacation. The 210 Teens contributed a total of 8954 hours of service to Sparrow Hospital. It is important to note that this program would not be successful without the help of the departments and the caregivers who assist the Teens in the performance of their duties. Special thanks also go to our Director, Melissa Sherry, Program Coordinator, Tracy Feazel and Administrative Assistant, Lauren Baird whose assistance and directions have been invaluable. Many thanks also to Gina Spencer and Karol Lynch, members of the Women's Board who have provided tours for the Teens as part of the onboarding process.



Susan Herner  
Youth Volunteer Coordinator

### ***TLC CRITICAL CARE***

The TLC Critical Care group consists of 21 active volunteers who graciously give their time to assist the families of critically ill patients by providing beverages, answering questions, escorting visitors to patient rooms and offering a compassionate listening ear when needed.

Membership to our group is open to anyone committed to giving compassionate care to the families we assist and serving as a liaison with the staff when needed. Members are expected to attend two group meetings during the year and to serve a minimum of fifty hours during the year.

Respectfully submitted,

Patti Schertzing  
President

### ***TLC ONCOLOGY***

We currently have 26 members who are both regular members and substitutes. These volunteers have provided great service to the patients and staff of the Sparrow Cancer Center.

We are looking forward to the new cancer center that is being planned in the near future. The volunteers are anxious to help support a new facility.

In all we conclude 2014 with good cheer and look forward to serving the patients and staff of the TLC Oncology Center in the New Year.

Benjamin Kinsey  
President, TLC Oncology Volunteer Group