

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

MAY 19, 2016



Annual Report for 2015

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

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Annual Meeting Minutes

119th Annual Meeting May 19, 2015

The 2015 Annual Meeting was held at the Eagle Eye Banquet Center, Bath, Michigan. Jean Paull, President of the Women's Board of Managers, welcomed all attendees.

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

Greetings – Barbara Given, 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 exciting changes that are happening at Sparrow which included: details on the new Gathering Space, Herbert-Herman Cancer Center that is being built and the new Sparrow Health Center Lansing that is going to break ground in July.

Business Meeting – Jean Paull called the 119th Sparrow Women's Hospital Association (SWHA) Annual Meeting to order. She noted that the 2014 SWHA Annual Report will be available at sparrow.org

The minutes of the 2014 Annual Meeting, emailed to the membership prior to the meeting, were approved.

The Education-Scholarship Committee Report was given by Jean Paull for Marianna Klaver. In 2014, 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 Patricia Hollenbeck who presented the following slate on behalf of the committee:

For a first four-year term:
Marian Brooks Bryant

For a third – three year term:
Janice Zimmerman

Barbara Clark moved that nominations be closed and that the nomination slate for 2015-2016 be accepted unanimously. Alicia Armstrong 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 19, 2015, Women's Board of Managers meeting and assuming their positions June 1, 2015, are:

President- Jean Paull 2nd year of a 2nd year term
President Elect-Patricia Hollenbeck 2nd year of a 2nd year term
Treasurer – Barb Alspaugh 2nd year of a 2nd year term
Assistant Treasurer –Marge Joslin 2nd year of a 2nd year term
Corresponding Secretary –Janice Zimmerman 2nd year of a 2nd 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 – Alicia Armstrong, Volunteer Services Committee Chair, and Cindy Harrington and Gina Spencer, Assistant Chairs, as well as each group's liaison recognized the following groups and leagues celebrating an anniversary:

75th Anniversary

Division IV creates fun, whimsical tray-favors for patients' meal trays.

55th Anniversary

The **Mercy League** provides assistance, information and caring support to families and visitors waiting for patients in surgery at St. Lawrence.

The **Sparrow Teen Volunteers** are young people ages 14 and up who provide services throughout the hospital.

35th Anniversary

Sparrow Escorts provide wheelchair assistance to patients upon discharge.

15th Anniversary

Hello Hospital provides a health education program to first grade students.

10th Anniversary

Kind Companions provide visits to patients staying at the Sparrow Specialty Hospital.

5th Anniversary

Patient Concierge role is to form a relationship with the Patient and their family to ensure the patient is comfortable during their stay.

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, Barbara Given 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 Marjorie Clemetsen of the Service Auxiliary, Delores Lentz of Mary Magdalen and Janice Ruppert of the Surgical Lounge for 45 years of service and both received a Waterford candy dish and a bouquet of flowers. A 55 year award of a Waterford picture frame was awarded to Martha Freeman of the Service Auxiliary. .

After closing remarks, the meeting was adjourned at 2:10 pm.

Respectfully submitted by,

Lauren Baird
Administrative Assistant
Volunteer Services Department

Sparrow Volunteer Service Awards Presented in 2015

55 year award

Martha Freeman - Service Auxiliary

45 year award

Marjorie Clemetsen - Service Auxiliary

Delores Lentz - Mary Magdalen

Janice Ruppert - Surgical Lounge

40 year award

Barbara Donahue - Service Auxiliary

Shirley Pentecost - Service Auxiliary

35 year award

Rhea Arvanites - Angelus League

Margaret Bates - Archive Committee,
WBM Emerita

Marlene Courser - Mary Magdalen

Susan Leavitt - Service Auxiliary

Mary Savage - Service Auxiliary

30 year award

Dianne Marshall - E.W. Sparrow Auxiliary

Catherine McKenna - Service Auxiliary, WBM

Annette Ophaug - Mary Magdalen, WBM
Emerita

Darlene Robinson - Service Auxiliary

25 year award

Laurel Blasi - Service Auxiliary

Georgia Brown - Mary Magdalen

Alice Cook - TLC Critical Care Lounge

Kit Fisher - Mary Magdalen

Judy Green - Patient and Family
Advisors, Service Auxiliary, Volunteer
Services Committee, WBM Emerita

Charlotte Hagerman - Service Auxiliary

Amanda Lawton - E.W. Sparrow Auxiliary,
Service
Auxiliary

Ann Pischea - E.W. Sparrow Auxiliary

*Laveda Poyet - Division IV

Monica Rademacher - Division IV

Dolores Robinson - Office Support,
Service Auxiliary

Betty Steen - Service Auxiliary

Dorothy Wakley - Mary Magdalen

20 year award

Pauline Balcer - The Sparrows

Nancy Ballard - Service Auxiliary, WBM

Viberta Conn - Service Auxiliary

Dawn Gribben - Guild

Alice Hill - Service Auxiliary

Susan Kulick - Service Auxiliary

Nancy Linn - Mary Magdalen

Nancy Morgan - Information Desk

Ila Parker - Mary Magdalen

Jane Pryce - Escorts

20 year award, cont

Virginia Strine - Mercy

Barbara Subastian - Service Auxiliary

Diane Talsma - Division IV, E.W.
Sparrow Auxiliary

Connie Waddell - Service Auxiliary

Rose Zulli - Division IV

15 year award

Paul Babbitt - Surgical Lounge

David Boechler - Eucharistic Minister

Dawn Boechler - Eucharistic Minister

Ivanna Edwards - Service Auxiliary

Beth Hubbell - Service Auxiliary

Cathy Kerwin - Women Working Wonders

Daun Ketcheson - E.W. Sparrow Auxiliary

Marianna Klaver - Angelus League, Mary
Magdalen, WBM

Fern Marlatt - Hospice

Patricia Menning - Hospice

Rosann Peabody - Service Auxiliary

Patricia Reynolds - Service Auxiliary

Mary Robison - Escorts, Hospice

Theodore Samra - Escorts, Service Auxiliary

Dorothy Schneider - McAuley

Theresa Shepard - Office Support,
Surgical Lounge

Donna Skinner - McAuley

Dorene Spellman - Lifetime

Janice Stephens - Service Auxiliary

Henry Strieff - Lifetime, Lunch With Doctors

Sally Vescolani - TLC Critical Care Lounge

Phoebe Wwinner - Mary Magdalen

Judith Wood - Eucharistic Minister

10 year award

Alice Alleva - Service Auxiliary
Linda Clingersmith - Service Auxiliary
Mary Crawford - Helping Hands, Infant
Massage
Sharon Dawson - Guild
Kathleen DeLuca - E.W. Sparrow Auxiliary
Joyce Divine - Division IV
Phillip Douglas - Archive Committee
Lori Emmons - Surgical Lounge
Mary Ettinger - Surgical Lounge
Albert Evans - Escort/Information Desk, Mercy
Joan Galbavi - Hospice
Ann Greenfield - Mary Magdalen
Sarah Hawley - E.W. Sparrow Auxiliary
Mary Hoffman - Angelus League
Patricia Hollenbeck - Guild, Volunteer Services
Committee, WBM
Mary King - Angelus League
Arthur Korroch - The Sparrows, TLC Oncology
Romaine Lay - Hospice
Ellen Leiby - E T C
Judy Manson - Service Auxiliary
Karen McClure - Hospice
Terry Michitsch - E T C
Betty Moore - Guild
Mary Lou O'Connell - Guild
Nancy Ort - Service Auxiliary
Martha Prins - Angelus League
Nora Polley - Service Auxiliary
Bernadette Pratt - Angelus League
Mary Royce - Eucharistic Minister
Joyce Schaub - Industrial League
Vicki Shannon - Service Auxiliary
Rhoda Smith - Archive Committee
Pamela Solitro - Surgical Lounge
Julie Spalding - Hospice
Mary Stokes - Office Support, Service
Auxiliary
Cathy Sutton - Escorts, Pediatrics
Kathy Swan - Guild
Sharon Trumpie - Surgical Lounge
Lee Villarreal - Division IV
Penny Wickham - Hospice
Susan Wilkis - Service Auxiliary
Mary Yungfer - Pediatrics
Rhonda Zimmerman - Guild

5 year award

Patricia Allen - Angelus League, E T C
Marie Alman - Division III
Alicia Armstrong - Guild, Volunteer Services
Committee, WBM
William Armstrong - Endoscopy, ETC

Lisa Arnott - Service Auxiliary
Mary Ann Avery - Angelus League
Marilyn Badaczewski - Service Auxiliary
Nancy Bandfield - Hospice
David Bandfield - Hospice
Lois Bauer - Eucharistic Minister
Charles Beckwith - Escorts
Carole Biddle - E T C, Office Support
Mary Biergans - Angelus League
Margaret Brand - Guild
Ruth Brewer - Hospice
Sarah Brock - Emergency Services,
Service Auxiliary
Timothy Catron - TLC Critical Care Lounge
Marion Contompasis - Foundation
Gwen Coon - Pet Therapy
Cynthia Coulter - Eucharistic Minister
Lucille Crouch - Mercy
Michael Daly - Escorts, ETC, Neuro
Navigators
Joan Faraone - Angelus League
Elizabeth Freund - E T C
Karen Fricke - Service Auxiliary
Jean Goetz - Eucharistic Minister
Jennifer Good - Pet Therapy
Ramma Gossain - Service Auxiliary
Geri Gross - Hospice
Marilyn Hammond - Service Auxiliary
Robert "Cassian" Hardie - Eucharistic Minister
Janice Hardwick - Hospice
Deborah Harris - Cancer Center - E T C
Kenneth Harvey - Escort/Information Desk
Jackie Hill - Service Auxiliary
Shirley Honeysett - Service Auxiliary
Sandra Hopkins - Surgical Lounge
Julie Horvath - Eucharistic Minister
Leeann Huff - Hospice
Marilyn Jasonowicz - Surgical Lounge
Kathleen Johnson - Industrial League
John King - Hospice
Connie Lawler - Service Auxiliary
Susan Leahy - Popcorn
Janet Leonard - Lifetime
Linda Lundquist - Eucharistic Minister
Jerri McClure - Mercy, Office Support
Debra Medcoff - Mary Magdalen
Elaine Miles - Service Auxiliary
Victoria Monroe - Hospice
Linda Nicholoff - Service Auxiliary
Rebecca Noble - Hospice
Anita Palmer - The Sparrows
Mary Patterson - Hospice
Elizabeth Piper - Service Auxiliary

5 year award, cont

Jeanne Powers - Hospice
Judie Pratt - Office Support
Maureen Quigley - Hospice
Christine Richardson - Service Auxiliary
Pat Riley - Division IV
Rebekah Schaefer - Pediatrics, TLC Oncology
Patricia Schertzing - TLC Critical Care Lounge
Sandra Schikorra - Mercy
Mary Schroth - TLC Oncology
Kathryn Schubert - Guild
Annette Schulz - Service Auxiliary
Karen Scott - Service Auxiliary
Kathryn Senko - Surgical Lounge
Clyde Smith - Eucharistic Minister
Shannon Smith - Hospice
Velzonia Spencer - Service Auxiliary
Willa Swartz - E.W. Sparrow Auxiliary
Evelyn Thompson - Surgical Lounge
Sue Usiak - Service Auxiliary
Stephanie Wagner - Hospice,
 Pet Therapy
Barbara Wheeler - Office Support
Cindy Winter - Hospice
Donna Zopf - Service Auxiliary

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 26th 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.

**WOMEN'S BOARD OF MANAGERS
2015-2016 OFFICERS AND MEMBERS**

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

Alicia Armstrong	Mary Jane McGuire
Tammy Averill	Susan Patterson
Nancy Ballard	Gina Spencer
Lexie Blockett	Dottie Spousta
Marian Brooks Bryant	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

IN MEMORIAM

2015-2016

Marge Joslin	Sparrow Guild, Women's Board of Manager
Delores Hughes	E.W. Sparrow Auxiliary
Laveda Poyet	Division IV
Arline Roe	Division IV
Katherine Lewis	Auxiliary
Betty Mannino	Division IV
Doris Bauer	Sparrows
Gwen Waxler	Service Auxiliary
Miriam Loomis	Sparrow Guild

**SPARROW WOMEN'S HOSPITAL ASSOCIATION
LIFE MEMBERS 2015**

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
Mr. & Mrs. Ray Chase
Mrs. Edward 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
Dr. & Mrs. Stanley Dudek
Ms. Carol Dwyer
Eva L. Evans Ph.D.
Mrs. Mathies Evans, Jr.
Mrs. Leonard Face
Ms. Tracy Feazel
Martha Freeman
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
Dr. David & Dr. Laryssa Kaufman
Mrs. Edmund Keena
Mr. James Kent
Dr. Donald Kuiper
Ms. Mary D. Laing
Susan Leavitt
Mrs. Roland Ledebuhr
Mrs. Louis Legg
Mrs. Clayton Lewis
Mrs. James H. Lewis
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 Noff
Mrs. James Olson
Mrs. William O'Meara
Mrs. Roger Ophaug
Mrs. Dan O'Shaughnessey
Mr. & Mrs. William Paull
Mrs. G. Bruce Papesh
Ms. Ila Parker
Mr. & Mrs. Lawrence Parker
Ms. Nancy Passanante
Mr. and Mrs. Richard Patterson
Mrs. Martin E. Pearlman
Mrs. V. Stoddard Peery
Shirley Penecot
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

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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
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

SPARROW WOMEN'S HOSPITAL ASSOCIATION
LIFE MEMBERS – IN MEMORIAM

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

Mrs. Harry N. Storrs
Mrs. Robert Stow
Mrs. V. H. Sturgis
Mrs. Lee M. Swift
Ms. Candace Thoman
Mrs. Edward Thomas
Mrs. Albert Tobin
Mrs. James Tranter
Mrs. Clarence Underwood
Dr. Douglas Wacker
Mrs. Harold F. Walter
Mrs. William Walworth, Jr.
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
PRESIDENT'S REPORT

As we celebrate our 120th Annual Meeting honoring 150 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. They also serve on other committees such as The Sparrow Way Action Committee, Education Scholarship Committee, Holiday Décor, Physician Recognition, Special Events (this annual lunch and meeting) to name just a few. The year 2015 has been a difficult year for us in that we have lost two of our members because of death and two of our members have experienced extended illness and or injury. We are looking forward to a healthier 2016.

The most significant and exciting accomplishment in 2015 has been the completion of The Volunteer Promise and presentation of it to all of the Sparrow Volunteers between September and December 20. The comments and stories shared by the volunteers have been very uplifting and we look forward to see how the Promise continues to help us be the best group of volunteers we can be.

When you see a piece of Sparrow's history, you will know the Archives Committee is sharing a portion of their collection. Our sons and daughters, nieces and nephews who recognize items as "old" and might like to preserve the memories are welcome to donate them to Archives.

The House Committee works very closely with hospital departments involved in the environment, patient safety, and new construction. They are responsible for approving all permanent art and maintaining it. They have continued to make rounds on patient units impacting patient satisfaction as reflected in the HCAP scores.

The Volunteer Services Committee members are liaisons to each volunteer group. Recruitment is ongoing with monthly tours that are well advertised. Much time is spent on interviewing new volunteer candidates and placing them in their area of interest. Please don't forget that each of us are the best recruiters.

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, Sparrow Way Action Committee, Quality and Patient Safety Committee, and Nursing Education 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, 2015, and honored Dick Iding who with his family has owned and managed Bud Kouts Chevrolet (now Feldman's) for years. Dick and his family have sponsored Sparrow's annual Hike/Bike for Hospice. The Iding family has generously helped raise awareness about end of life services in our community because of compassionate care family has received at Sparrow.

Jean Paull
President, Women's Board of Managers

Sparrow Women's Hospital Association

Combined Balance Sheet

Assets	December 31, 2015	December 31, 2014
Current Assets		
Cash	358,064	323,784
Inventory	146,161	143,256
Other current assets	18,684	9,613
Investments	299,250	267,639
Total current assets	822,159	744,292
Property and Equipment		
Net of depreciation	-	472
Total assets	822,159	744,764
Liabilities and Net Assets		
Current Liabilities		
Accounts payable	16,015	3,081
Accrued sales tax	4,835	3,759
Total current liabilities	20,850	6,840
Total Liabilities and Net Assets	801,309	737,924
Total Liabilities and Net Assets	822,159	744,764

Sparrow Women's Hospital Association
Combined Statement of Activities

	Year Ended	
	December 31, 2015	December 31, 2014
Revenue		
Merchandise sales	641,269	642,868
Charity ball	73,428	58,069
Auxiliary photo sales	7,587	7,398
Membership dues	5,155	5,027
Other fundraisers and contributions	37,571	37,347
Contributed Facility	67,500	75,000
Dividends and interest	8,171	8,238
Unrealized (losses) gains on investments	(18,238)	9,792
	822,443	843,739
Expenses		
Cost of gift shop merchandise sold	366,719	342,759
Other fundraisers	864	-
Grants:		
Sparrow Foundation	206,638	233,030
LCC Nursing Scholarship	7,000	7,000
Contributed Facility	67,500	75,000
Selling, General and Administrative Expenses	110,337	101,870
	759,058	759,659
Total Expenses	759,058	759,659
Increase in Net Assets	63,385	84,080

BUDGET, FINANCE AND MEMBERSHIP COMMITTEE

Requests for dues were sent to each volunteer group. Records were maintained of payments from groups and individuals and reported to the treasurer. Amounts collected were reported in monthly Budget Reports to the Women's Board of Managers.

The Budget, Finance and Membership Committee met in October 2015 to review budget requests and establish a proposed budget for presentation to the Women's Board of Managers in October. The Budget was approved and adopted by the Women's Board of Managers in November 2015.

Seven Life Memberships were accepted and thank you letters were sent and the "member's fund" was maintained and accounted to the Women's Board of Managers monthly.

Candy Parker
Budget Chair

EDUCATION-SCHOLARSHIP COMMITTEE

In 2015, the Sparrow Women's Hospital Association generously supported the Sparrow Nursing Staff. The SWHA gave \$7000 to a scholarship fund to assist Sparrow nurses who are studying for a BSN. This will help to fulfill requirements toward maintaining Magnet accreditation

Members of the Education Scholarship Committee are Lexcie Blockett, Barbara Alspaugh, Dorothy Dale (dec), Sue Patterson, Jean Paul (ex officio)

Respectfully Submitted,
Marianna Klaver
Chair of Education and Scholarship Committee

HOUSE COMMITTEE

The House Committee meets on the second Thursday of the month. In addition to the committee members, Sparrow staff representing Support Services, Environmental Services, Facility Development and Interior Design report on monthly or bi monthly to House. Four sub-committees are part of House: Facilities Oversight, Art, Holiday Décor and Rounding.

Facilities Oversight has met with the Gathering Place and Herbert-Herman Cancer Center planning teams to contribute a "public" eye to the meetings. With plans now nearing completion in the Gathering Place and well under way in the Cancer Center, this sub-committee has not been so involved.

The Art Committee has been inventorying the Sparrow art. With refresh changes going on, some of the decorative art has been removed. These pieces have been reviewed for possible reuse, repurpose or sale. The Art Committee also is working with Interior Design to select a signature art piece in the Gathering Place.

Holiday Décor is responsible for the decorations placed in the hospital during the holiday season. Pieces are refreshed or replaced as needed. The committee arranges for decor installation in late November and removal in early January.

Rounding works with Environmental Services to review patient satisfaction with the cleanliness of their rooms. Certain floors are targeted as needs change in the hospital.

In addition to the four sub-committees, there are three Ad Hoc committees formed to specifically deal with the new construction at Sparrow, namely the Gathering Place and the Herbert-Herman Cancer Center. Two members were on the finishes committee, two met with the Interior Design team to review the Living Wall and mural panels and the Inspiration Wall in the Gathering Place. The third interprets the progress of the Cancer Center to the House Committee.

House Committee members:

Susan Patterson, Chair
Marian Brooks Bryant
Cynthia Harrington
Marianna Klaver
Candy Parker
Zoe Slagle
Gina Spencer
Jan Zimmerman

Ex-Officio:

Jean Paull
Patty Hollenbeck

Emeritae:

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

ARCHIVES COMMITTEE

The mission of the Archives Committee is to collect and preserve past history and current events of the Sparrow and St. Lawrence Campuses. The committee meets the third Monday of the month for a business meeting followed by workshop time. We welcome pertinent Sparrow collections which are properly identified and authenticated. Donors are advised to contact the committee before considering a donation. The January 30, 2001 Historical Task Force Committee, the forerunner, transitioned to the present "Archives Committee" in 2003.

The committee was fascinated with a visit and presentation from Dr. J. Clyde Spencer who gifted and previewed his book, "A BRIEF HISTORY OF RADIATION THERAPY IN THE LANSING AREA". We were also honored with a visit with Dr. John Kepros, Chief of Staff, who is supportive of our endeavors and supported continued archival involvement in the Sparrow System.

During the year: Several members attended Archives Workshops I and II of the Historical Society of Michigan. Nursing Items were received from the family of Eleanor Smith, a former nurse and member. As always, we assisted in researching and providing biographical sketches for the Physician Recognition and Founder's Week programs. In addition, many member hours were spent on labeling, identifying and categorizing snapshots/photos and pictures sent to archives. We now realize that only labeled/identified photos can continue to be accepted by archives. Lee Wolford a long time member, moved from the area. We miss her devoted service.

The Archives Committee continues to catalog, update and refine the continually evolving collections.

Respectfully,

Mary Jane McGuire, Chair
Nancy Ballard
Barbara Clark
Karen Douglas
Cora Hugueley
Dottie Spousta
Carolyn Willoughby
Jean Paull (Ex-officio)

Margaret Bates, Co-Chair
Mary Barnes
Marjorie Cook
Dorothy Foltyn
Rhoda Smith
Carolyn Wickham
Mary Jane Wilson
Phillip Douglas (Media Assistant)

NOMINATING COMMITTEE

The Nominating Committee recommends the following candidates for the Women's Board of Managers be presented for election at the 120th Annual Meeting of the Sparrow Women's Hospital Association to begin their 1st of a 4-year term on June 1, 2016:

- Tracy Barnes, Helping Hands
- Deb Ginsburg, Sparrow Guild
- Linda Kahler, Community
- Sue Safir, Service Auxiliary

The Nominating Committee also recommends the following candidates be presented for re-election at the 120th Annual Meeting of the Sparrow Women's Hospital Association:

- Barbara Alspaugh, 1st year of a 3rd three year term
- Nancy Ballard, 1st year of a 3rd three year term
- Marianna Klaver, 1st year of a 3rd three year term
- Lexcie Blockett 1st year of a two year term
- Susan Patterson 1st year of a two year term
- Gina Spencer 1st year of a two year term
- Dottie Spousta 1st year of a two year term

Respectfully Submitted,

Patty Hollenbeck, Chair

Lexcie Blockett, Cindy Harrington, Marianna Klaver, Zoe Slagle, and Jan Zimmerman

SPONSORED EVENTS

NURSES' TEA

This annual celebration and Awards ceremony was held on May 5th at the St. Lawrence campus and on May 7th in the Sparrow Auditorium. Nurse Linda Reitz chaired this year's Nurses Week activities with the nautical theme "Charting the Course- the Future of Nursing". W.B.M. provided the centerpiece, a lovely blue and white floral arrangement that complimented the Nautical decor, which was used at both events, purchased from Tom's Food Center in Okemos. Our Women's Board acted as greeters and refreshment hostesses. The Nurses Week committee was greatly appreciative of our participation and I thank my committee and our board for their generous assistance.

ANNUAL MEETING / VOLUNTEER AWARDS LUNCHEON

The Annual Meeting and Volunteer Awards Luncheon were held on May 19, 2015 at the Eagle Eye Golf Club. The WBM Special Events Committee arrived at 10:00 and began placing the 50 centerpieces and programs on the tables. They also warmly greeted the guests. WBM and Emeritae arrived at 10:30 for group photos. The tables were covered in pink cloths with lime green and raspberry napkins. The pastel topiaries were accented with raspberry and lime ribbons. Tom's Food Center once again provided the centerpieces for \$15. each. Melissa Sherry, Director of Volunteer Services also paid for half of our flower order, including the 4 presentation bouquets and the 60 long stem and ribboned roses given to awardees. The table centerpieces were gifted to the newest volunteer at each table. 400 meals were ordered @ \$16.00 p/p plus rainbow sherbert and mini fruit tarts @ \$2.50 p/p. My thanks and appreciation to the Volunteer Services committee for handling the awards program so ably.

Outside the weather was cloudy but inside Eagle Eye our Sparrow Volunteers were smiling and enjoying their awards ceremony and luncheon celebration. Thank you once again to my ever cheerful and efficient WBM special events committee members.

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. The responsibilities of our committee encompass three primary categories: planning and coordination of volunteer programs and activities, volunteer training and orientation, assist with the recruitment, retention and recognition of volunteers. 2015 highlights in the 3 categories are listed below.

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

A VSC Liaison is assigned to each of the 30 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.

Sparrow Volunteer Uniform Task Force was created by the VSD Director and convened by Christine Hollister, and charged with identifying an updated uniform for teen, student and community volunteers. The task force will review Sparrow's Color Uniform Policy (and evaluate the benefits for the VSD) and the uniform requirements for all volunteers, and send recommendations to the VSD Director.

The 13 member task force (members selected by the VSD Director, with representation from 13 volunteer groups) met 7 times. A report was presented to the VSD Director on April 3, 2015. A summary of their recommendations include:

1. Color red.
2. Two style options - a polo shirt or a jacket (long and short sleeve)
3. Support the idea of offering current volunteers who have purchased a uniform the option to trade in their uniform for one of the new styles.

Two members of the Volunteer Service Committee serve on the Sparrow Way Action Committee; the mission of this committee is to bring the Sparrow Way closer to the patients, focusing on quality and safety.

The Volunteer Services Committee and Nursing have initiated collaborative discussions to process how volunteers and staff can efficiently and effectively work together to meet the needs of Sparrow patients and families.

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

The fall President/President Elect meeting was held on Sept. 15. This meeting was formatted into a Leadership summit which provided topics of interest to advance the development of our volunteers and the group. The agenda included:

Introduction of the Volunteer Promise (copy attached), the Code of Conduct, a facilities update and the president's responsibilities.

The Volunteer Promise was presented and discussed in small groups. An informational handout designed to provide background and helpful information on the Volunteer Promise, including the Sparrow Pyramid, was shared with the Group Presidents. The Volunteer Promise provides a comprehensive outline of expectations for how Volunteers can improve patients experience by demonstrating Sparrow's ICARE values. The physicians and caregivers have already adopted a Physician Promise and a Leadership Promise, the Volunteer Promise is modeled after these. Action Steps for the Group Presidents were outlined:

1. During their fall group meetings (September – November), the President will present the Volunteer Promise and discuss its impact for their group.

2. President's will report back to their WBM Liaison by Dec. 20 on reactions, input and implementation of the Volunteer Promise.
3. Presidents were asked to include the Volunteer Promise implementation plans in their annual group reports.

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

Volunteer Recruitment Open Houses continue in an effort to attract more volunteers. New this year, Open Houses have been scheduled in conjunction with other Sparrow events to increase awareness and visibility of volunteer needs and services.

Festive Volunteer Week Activities were coordinated to thank our volunteers during National Volunteer Week. A Volunteer Goody Cart was stocked with treats and WBM members met with volunteers on their units and in the Volunteer Office to relay our thanks for their time and devotion to Sparrow patients and their families. A daily raffle added extra excitement each morning as 5 winners from the volunteer pool were announced via email.

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 that they do. We welcomed Rashawn Gonzales to the team this year.

Respectfully submitted,
Alicia Armstrong, Chair

Memorial & Honorary Donations Received
by the Women's Board of Managers in 2015

From Div. IV in memory of Betty Mannino
From Sparrows in memory of Doris Bauer
From Service Auxiliary in memory of Gwen Waxler
From Sparrow Guild in memory of Marge Joslin
From Sparrow Guild in memory of Miriam Loomis

DIRECTOR

This year will be remembered for many things from construction on the Gathering Place and Herbert Herman Cancer Center, to 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.

2015 was certainly a year for construction at Sparrow where we broke ground for both the Gathering Place and Cancer Center. These two projects will provide a world class experience for our patients, visitors, caregivers, volunteers and the community. In 2016 we will celebrate a much awaited opening 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. One feature of the Gathering Place which will be the crown jewel of the space is the Sparrow Guild's donation of the Living Wall to enrich the environment in the Atrium to honor their 90 years of service to Sparrow. We have been excited to see how the plans came together and have the opportunity to celebrate the Guild's gift with the hospital. On July 20th the Sparrow Gift shop opened in their new space. It's been a fantastic year for the gift shop. While we couldn't believe we were getting another new gift shop, our shop is now, hands down, the best in the region. It's beautiful, well laid out and full of terrific merchandise and our customers are filling up the shop daily. Sales and especially special sales have been very fruitful for Sparrow. Many thanks to special volunteers who worked on this including Marianne Marvin, Susan Wilkis, Bernie Gillium, Bev Stevens, Christine Richardson Begeal, all the buyers and the window dressers. Our Sparrow Gift Shop volunteers have already demonstrated great flexibility and dedication as they prepare for the new space.

Looking forward to 2016, we will renovate the St. Lawrence gift shop, surgical waiting area and lobby. We look forward to the conclusion of this project as it will greatly enhance how the volunteers operate in the space and will be welcoming to our patients and their families.

I continue to be so proud of our volunteers for the impact they have on the families and patients we serve. The introduction of the Volunteer Promise which aligns with the Sparrow Way will be a cornerstone of how volunteers serve patients and their families. In keeping with Patient's first and the ICARE Values, we have deployed some new innovative volunteer opportunities that use evidence based best practices to achieve and sustain patient satisfaction. Among these new opportunities include partnering with Environmental Services to talk to patients about room cleanliness. We have continued to enjoy higher national scores as the result of volunteers using scripting to ensure patients have an excellent experience at Sparrow. Our Pet Therapy program has expanded and Marketing has recently developed cards with our dogs pictures and information about each of these special volunteers. The cards have been a big hit among patients, guests, the community and even our local media outlets. 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.

In 2015 our staff also welcomed a new caregiver this year in RaShawn Gonzales who joined us in 2015 as our Administrative Assistant. Many ongoing thanks and appreciation to both Tracy Feazel and Susan Herner for their dedication and ongoing work within the department.

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

It's hard to believe that another year has come and gone. It just doesn't seem possible. 2015 was a busy year for the college program. We completed a couple of big projects including expanding the role of student coordinators and developing a rounding tool based on feedback from student volunteers desiring more contact with staff for training. We currently have 20 student coordinators serving most of the inpatient units. They were busy over the summer creating training scripts and training checklists for new students. We implemented these changes fall semester 2015 and they have been well received by the units and have given us the ability to better meet the needs of the departments. The student coordinators have displayed excellent leadership skills and have done a great job preparing the new students. In fact, several departments have reported that they see a significant difference in the level of engagement by the student volunteers.

The second big project that we tackled in 2015 was developing a new rounding tool. The tool was designed to help engage volunteers, document issues that are occurring and respond quickly and appropriately to the issues. We worked with representatives from various departments and a couple of our student coordinators to collect data, develop and pilot the process. We implemented the new process in the fall and have been making improvements since. The college students have been very responsive to the feedback and have used this as an opportunity to make themselves better volunteers.

I want to thank my co-workers and especially all of the wonderful volunteers who I work with throughout the hospital. You are all incredible people and we certainly wouldn't be able to do all the wonderful work that we do without you. You are all so appreciated.

\Tracy Feazel
Volunteer Services
Program Coordinator

ANGELUS LEAGUE

Angelus League finished the year with 41 members. Members cut, sew, stuff and decorate items during 8 months at the St. Lawrence campus. While we do not meet formally in the summer, many members do come to the sewing room for informal sessions during the summer. Gait belts and walker bags are sewn primarily at home. Last year showed an increase in completed projects in all areas except gait belts. We finished 633 animals, 205 pillows, 224 walker bags and 90 gait belts. This gave us 1,152 completed projects for 2015. I would like to thank our very dedicated members for their hard work supporting patients at Sparrow Hospital.

DIVISION III

Division III meets the third Tuesday of each month to collate and/or package items as needed by hospital caregivers and patients. We have a winter and summer luncheon meeting.

Last year the group worked primarily on (five) 5 different projects. The largest being the completion of 10,000 Quiet at Night Packs which consisted of putting ear plugs and ear phones with the explanation for their usage and the reason their usage would make a patient's stay more comfortable and healing, inside a zip lock bag for patient distribution.

We welcomed two new members: Myrna Mitchell-Withers and Jean Schaibly-Smith, bringing our membership to 14.

A donation of \$100 was made to a Nursing Education Scholarship.

Nancy Selby, our acting liaison from the Volunteer Services Committee, presented and explained "The Sparrow Volunteer Promise" compact to Division III at our regular November meeting. It was well received by the members and generated well thought out questions and feedback. I anticipate everyone will comply and be ever mindful of and practice, the components of the Volunteer Promise.

Ellen Gunther, President

DIVISION IV

Division IV has 22 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 2015 we made 6,000 tray favors. Some of our members also knit items, which are donated to the hospital. They made 28 baby hat & bootie sets, 12 chemo hats and 22 Afghans.

In 2015 we were very pleased to add two new members to our group. We were saddened by the death of one of our active members and one of our inactive members. We had one member resign.

As a group, Division IV discussed the Sparrow Volunteer Promise. Even though we do not interact with patients when we meet, we discussed how the Volunteer Promise can apply to how we treat each other during our time together. Should any of us be at the main campus and encounter patients or their families, the Volunteer Promise will definitely come into play.

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

Diane M. Talsma
President

EDWARD W. SPARROW AUXILIARY

The E.W. Sparrow Auxiliary meets on the second and fourth Wednesday of each month from September to April from 9 till 12 in the Volunteer room at the St. Lawrence Campus. We consist of 38 women who cut, baste and sew white flannel into 36x36 blankets. After inspection they are sent to the laundry before they are available to the nursery. In 2015 over 7000 blankets were completed. We are very proud of our group of women who diligently work 9 months of the year to complete this task.

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

We also have a group of women, who not only comfit to the blankets but also knit or crochet baby hats. This year 236 baby hats were donated to the nursery.

At our annual luncheon our members donate onesies to the Mother/Baby Care Center for anyone who need them when they take their babies home.

The Auxiliary receives a portion of their income from the Baby Photos taken in the Nursery, with these monies we are able to give the Mother/Baby Center a sizable check for anything that they need in the nursery. This year we were able to present them with a check for \$5000 dollars.

Each member of our group was given a copy of the Sparrow Promise. We read it together at a meeting in November. We do not interact with patients during our meeting hours, but if we are at the main campus and we encounter patients or their families the Volunteer Promise will come into play.

Respectfully,

Dianne Lange President E.W. Sparrow Auxiliary February 2016

ESCORTS

The Sparrow Escort Service is proud to have completed its 54th year of volunteering, having serviced Sparrow Hospital since 1962. 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 2015, our 36 active Escorts volunteered a total of 4,146 hours. The Escort Constitution requires a minimum of 50 hours per year for a member to remain in good standing. 19 members exceeded 100 hours of volunteering, 4 members exceeded 200 hours, and 4 members exceeded 300 hours. Again this year, Escort David Graves contributed in excess of 73 hours servicing all the hospital's wheelchairs and preparing new wheelchairs for service.

The Volunteer Promise with the I.C.A.R.E and H.E.A.R.T. steps of improving volunteer service along with the pyramid of importance as we fulfill our duties as escorts, was presented by Nancy Shelby, the acting Escorts liaison from the Sparrow Women's Board of Managers, at our Escorts meeting on November 4, 2015. Unfortunately, there was a small number of our escorts in attendance at the meeting. I am unable to address the remaining questions asked as I have not had any feedback from other members. But let me just say our volunteers have joined Escorts for a number of individual reasons. They all care about the patients and doing a good job when they are working. The I.C.A.R.E. and H.E.A.R.T. are all common sense things we strive for in doing our jobs.

Curt L. Dykhuizen
President, Sparrow Escorts Service

ESCORT/INFORMATION DESK – ST. LAWRENCE CAMPUS

Again 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 one member and gained one new member.

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.

The Sparrow Volunteer Promise was presented at our September meeting and was well received by those present. A copy of the promise will also be posted in the Information/Escort area after the renovation in February. The general consensus was that it reiterated the feeling all volunteers already have, a caring, investment in doing what they can to promote the hospital mission of providing excellent service to all patients regardless of area.

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

Sometime in the future the Escort/Information League may merge with the Mercy League. This may happen after the remodel of the waiting area.

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 Sparrow Breast Cancer Center, 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.

RaShawn Gonzales, 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

The Volunteer Promise

The Volunteer Promise was presented by Patty Hollenbeck at the September 21, 2016 general membership meeting of the Sparrow Hospital Guild. Due to time constraints, the presentation was not as complete as we had planned. Copies of the Volunteer Promise were also available at the meeting, for Guild members to take with them. In addition a copy of the Volunteer Promise was emailed to all Guild members with the September meeting minutes.

I will be working with Patty Hollenbeck on a more in depth presentation for the April 11th meeting of the Guild. We will also be adding the Volunteer Promise to the 2016~2017 Guild Directory. The annual

directory is dispersed to all active and inactive Guild members at the first Guild meeting, held in September of each year.

2015~2016 Achievements

- **“Girls Night Out”** was held Al-Lyn’s Floral on September 24, 2015, chaired by Patty Hollenbeck. The evening was structured to showcase the accomplishments of the Guild and recruit new members. The evening was well attended by women in our community. As a result Guild has welcomed five new members.
- **“The Glow of Giving”** Sparrow Hospital Guilds major fundraiser, was held Saturday evening November 7, 2015 at the University Club of Michigan State University. The fun and successful event was chaired by Marge Joslin, raising \$50,000.00, funds will be used by the Guild to support its mini-grant program. Grants provide funding for children and senior programs at Sparrow Hospital.
- **“Mini-Grant Program”** The Guilds Mini-Grant program is chaired by Ellen McKay, Guild President elect. Ellen and her committee of Guild members, working with Melissa Sherry, Director of Volunteer Services and Pat Davis, Sparrow Foundation have developed a criteria and a process for Sparrow departments to submit requests for mini-grant funds. In 2015, 36 mini-grant applications were received, totaling \$78,000.00. The committee approved 30 applications, totaling \$63,000.00. In 2016 the focus of Sparrow Guilds Mini-Grants is children and senior services.
- **“Vendor Sales”** The Guild is sponsoring four vendor sales in 2016, 20% of the sales are donated to the Guild, and will be used to support its ongoing projects.
 - ❖ BC Sweets, a chocolate sale was chaired by Patty Hollenbeck, held February 2nd & 3rd
 - ❖ Playmaker’s Annual Sale, chaired by Alicia Armstrong is scheduled for February 23rd & 24th in the SPB Atrium.
 - ❖ Masquerade Sale, chaired by Candy Parker is scheduled for March 10th & 11th in the SPB Atrium.
 - ❖ Linen Sale, chaired by Patty Hollenbeck, is tentatively scheduled for September 12th & 13th.
- **“The Living Wall”** Donated to Sparrow Hospital in honor of the Sparrow Guilds 90th Anniversary, is in its final planning stages. The Living wall is scheduled for installation in the “Gathering Space’ in the spring of 2016.

Respectfully submitted,
Deborah Ginsburg, Sparrow Hospital Guild 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 ten volunteers in the heart center. The group has been without a president most of 2015 but many thanks to a few key volunteers. Janet Anderson worked with the Volunteer Services Department to update the training protocol for new

volunteers. Gill Fluentes has trained several new volunteers for the group and Richard Patterson has agreed to serve as the group's president.

The Volunteer Promise was introduced at the group's fall meeting by Liaison Peggy Riggs from the WBM. The group felt that promise speaks to their dedication to serving the best needs of patient's families while their loved one is having a procedure. Going forward, the group is interested in using the Sparrow Promise to upgrade their training for new volunteers.

Melissa Sherry, Volunteer Services

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 2015 with 807 students and 212 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 4 MSU students contributed more than 500 volunteer hours in 2015. We are now able to have two classes attend our program at the same time.

The Volunteer Promise was presented to Hello Hospital at the annual fall meeting by Nancy Selby, Women's Board of Managers Liaison, and Tracy Feazel, Volunteer Coordinator. Ways to incorporate the Promise in our sessions was discussed. Email reminders of the Promise are being sent to volunteers each month.

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. We were able to obtain a pair of crutches through the Women's Board of Managers.

HELPING HANDS

The volunteer group, Helping Hands, founded in 2003, exists to assist and support the Mother Baby Center. Our main focus is to assist the nursing staff wherever possible so that they can focus on the moms and babies.

We have a wide variety of duties from keeping the waiting area tidy, answering the phone to let visitors into the unit, rounding to make sure new mothers are satisfied with their stay, and transporting mothers and babies at the time of discharge.

This past year we seen the nursery on mother baby close. At first we thought this might negatively impact our opportunity as volunteers, but it has been the total opposite. We have seen increased opportunity to be even more hands on with assisting the nursing staff. Another change that affected the unit is the lockdown of the unit. The doors use to be open to everyone and had designated visiting hours. This resulted in a higher volume of calls into the unit. We have been able to assist the nursing staff with these calls relieving them of this duty while on our shift.

We introduced the Volunteer Promise to our group members at our annual fall meeting in September. The promise was presented by myself and our group liaison Peggy Riggs. Since then the promise has been posted in our locker located in the mother baby unit as well as placed in our volunteer sign-in notebook. That way it is visible at the start and end of every shift. We hope to incorporate some, if not

all, of the volunteer promise during each shift and use it as a guide to assist each patient we come in contact with.

Towards the end of this year the group experienced a decline in volunteers. This gave us the chance to open the group to new volunteers. I am happy to report that the group currently has three volunteers in training with the possibility of two more.

I look forward to training and bringing this group to full capacity, so that we are able to provide the assistance the nursing staff needs, in order to provide the best care to the mothers and babies.

Tracey Barnes
President and Volunteer of Helping Hands

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 harp. 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.

In May our annual Hike/Bike for Hospice was very successful. Over 60 hospice and community volunteers helped the event run smoothly. Volunteers supported our bake sale at Sparrow's main campus and money benefited the fundraiser.

Volunteers continue to crochet blankets for the patients at Hospice House and sewed 23 Memory Pillows for our bereaved. They also tied fleece blankets for patients receiving palliative care at Sparrow Hospital. We also received blankets and bed jackets from community members and church groups.

Volunteers support our *We Honor Veterans* program by attending pinning ceremonies and participating in services of honor for the veteran patients we care for. After being awarded a grant from Sparrow's Hospital Guild, our department collaborated with quilters from Delta Presbyterian to make patriotic quilts for the veterans.

Volunteers hosted a vendor table at a community health fair in St. Johns.

A weekly Bingo game was initiated in late Fall to offer extra activities to our Patients and volunteers offered their time to lead it.

The Volunteer Promise has been implemented at Sparrow Hospice by including it in monthly newsletters since October 2015. It hangs in the Volunteer Room at Hospice House and is mailed to volunteers when they accept assignments for home hospice Patients.

Volunteer awards were given in December: Pat Menning was honored with the 2015 Betty Geller Volunteer Award Celebrating the Spirit of Hospice Care. Barb Schroeder was honored with the 2015 Sparrow Hospice House Volunteer of the Year. Joan Galbavi was honored with the 2015 Sparrow Home Hospice Volunteer of the Year.

In 2015 over 125 volunteers including 15 MSU students contributed 7,060 hours with 3,965 visits. This represented a cost savings of \$205,766.26. Per Medicare requirements, volunteers must account for a minimum of 5% of staffing hours. In 2015, volunteers accounted for 9.0% of staffing hours. Sparrow Hospice is very fortunate to have dedicated and engaged volunteers.

Karen Ketola, Volunteer Coordinator

INDUSTRIAL LEAGUE

In 2015, our numbers fell to 5 active sewers. Despite such a small group, we made 227 items, this year. Many of us sew at home, in addition to our hours at St. Lawrence, and put in an additional 106 hours, in 2015.

Our projects, this year, included: Walker bags, Lap quilts, and a heavy emphasis on Fidget Pads (170, in total).

We met with our liaison, Nancy Selby, in the Fall to review the Sparrow Promise, and discuss ways in which the Promise is reflected in our weekly sessions.

Although our group doesn't work with patients, or interact with the public, we feel our work does impact patient care. We strive for the highest quality, with every item that we make. We continue to work together well, showing respect for each other, and appreciation of our varied lives. Going forward, we will continue to strive for excellence in all that we do.

INFANT MASSAGE

In 2015 we continued to have 40 active members. Each day of the week has a team consisting of 3 - 6 members who rotate weeks and work an average of 1 -3 times a month. We work 3 - 4 hour shifts.

This year we provided 1006 massages and/or co-forting to 318 babies. Due to some members resigning, we conducted 2 training sessions, adding 9 new members in January and 7 new members in December. New volunteers are 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 limit. New members gain hands on experience and extra training by shadowing seasoned volunteers until they are ready to massage on their own.

Our spring and fall dinner meetings were well attended. We enjoyed the opportunity to gather as a group, share experiences, and be updated on pertinent information. The Volunteer Promise was introduced to our group at the fall meeting by Melissa Sherry and Jean Paull. We discussed how the promise specifically relates to our group and how we relate to the babies, their parents, and the staff. Our members are trained to introduce themselves to the baby's parents if they are present, explain what we are doing and the benefits of massage. We encourage them to watch,

answer questions, and offer them handouts on baby massage so they can continue to massaging when their baby is able to go home.

It is very important for our members to be accountable. They must comply with the vaccination requirements for our unit and be reliable to show up for their scheduled shifts. If they are ill, they stay home to protect the babies. Subs are expected to be in place if someone knows they have a conflict in their schedule.

The volunteer promise has encouraged us to examine our practices more closely as we relate to the babies, their parents, and the nurses and doctors. In future training of new members, we will stress the aspects of the promise as it applies to our group.

The most significant achievement of our group this year is the very purpose for which we exist - to provide loving touch to the babies. Sometimes it is a massage, sometimes we rock fussy babies, or we may provide soothing comfort with a reassuring touch and talking and offering a binky.

Our group consists of very dedicated and reliable volunteers. We love the babies and we love what we do. It is my privilege to be a part of this group and my honor to serve as their president.

Respectfully submitted,
Bonnie Shuon

INFORMATION SERVICES - SPARROW

Information Service volunteers assist Sparrow associates at the front reception desk. 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 pm Monday through Friday.

Volunteer Promise was introduced to Information Services during our October 2015 meeting. The volunteers in our group are always willing to help the staff, patients and visitors when needed. The members of our group have continually given suggestions to the staff to help improve how we handle visitors with complaints.

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 2015 year was 977.

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 Clinton County Senior Center the first Tuesday of the month from 11 am to 12:30 pm, the Meridian Senior Center on Kinawa drive the second Tuesday of the month from 11 am to 12:30 pm, and at Mason Urgent Care on a

monthly basis. This group of 17 dedicated nurses cheerfully provide over 3,000 blood pressure checks and donate over 300 hours of volunteer service to our community each year.

At our Fall meeting, we discussed the new Volunteer Promise and developed an implementation plan based on it for our group, which I've included below.

As a Sparrow Volunteer, I promise to:

1. Embrace Innovation

- a. Promote actions that contribute to the mission and vision of the hospital.
- b. Offer blood pressures and health resources free of charge to members of the greater Lansing community.

2. Foster Compassion

- a. Practice H.E.A.R.T. when listening to and addressing personal and health concerns during BP checks.

3. Be Accountable

- a. Demonstrate competency of duties, including successful completion of the Annual Safety Test and compliance with Sparrow policies, procedures, and health requirements.
- b. Attend annual volunteer group meeting and pay \$1 dues.
- c. Maintain and submit BP logs and report volunteer hours each quarter.

4. Promote Respect

- a. Be truthful and kind and practice healthy communication and teamwork.
- b. Respect and respond to the diverse needs of each person (esp. those hearing- or vision-impaired) by communicating with them in a way that works well for them.

5. Strive for Excellence

- a. Ensure safety, quality and satisfaction by promoting efficiency and improvement.
- b. Assist in recruiting and retaining volunteers.

Respectfully submitted,



MARY MAGDALEN LEAGUE

Mary Magdalen League operates the St. Lawrence Gift Shop and is staffed by 53 volunteers. Four members are currently serving as Shop Manager; one member is Treasurer; and one is Assistant Treasurer. Nineteen are buyers for 9 departments. Our members worked a total of 7,283.26 hours in 2015. Our shop hours are 9:00 am to 5:00 pm on Monday through Friday.

Our League is headed by a President, President Elect, Advisor, Secretary and two Fund Raising Chairmen. 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 the Lansing Food Bank. In 2014, we donated \$523.00.

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 2015, there were two \$5.00 Jewelry and Accessory sales held at both campuses, two Silvique Jewelry sale at both campuses, and a shoe sale at the Sparrow Campus. Our fund raising activities totaled \$14,832.00.

Profits from the Shop and Fund Raisers are being used to fund our pledge of \$25,000 given to support a Medical Oncology Patient Exam Room in the new Herbert-Herman Cancer Center.

Barbara Alspaugh, Women's Board, presented the Volunteer Promise at our November 12 Member's Meeting. Everyone was given a copy of the Volunteer Promise and copies are available in the Gift Shop Office.

I have added the Volunteer Promise as an Agenda Item to future Member's Meetings. The importance of the Promise will be stressed at our next General Meeting on February 11, 2016.

An e-mail was sent to all Members requesting input at our February 11 Meeting on how they deliver patient-centered customer service to patients, friends & relatives who patronize the St. Lawrence Campus Gift Shop.

Judy Davis
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 2015, we fulfilled the remaining \$12,500 of our \$25,000 pledge to Sparrow Hospice Services for Hospice Patient Scholarship Assistance. We will be continuing to fund Hospice Services through our fundraising in 2016.

Peg Wilfong has continued her very successful sales of beautiful handcrafted items in 2015. Peg works countless hours fabricating her crafts, selling them at the local bazaars and constantly creating new designs for future sales. This is all in addition to her regular volunteer work at the Resale Shop and the Sparrow Gift Shop. Peg donates all of the considerable funds raised to the McAuley League to be used for the support of Hospice Services.

Thrifty Sparrow Resale Shop now benefits greatly from our new Facebook page thanks to the efforts of Polly Johnson. Polly continually updates our page with photos of new items and information on shop activities. She also answers the many questions about the shop submitted through Facebook. Our Facebook presence has brought in many new buyers who have become happy repeat customers and donors.

Donna Skinner continues to coordinate our print media publicity. She has developed excellent working relationships with the Lansing State Journal and Community Newspapers. Her ads bring in new customers on a daily basis and keep the community informed of our frequent sales and seasonal events.

Donations and sales have both been excellent in 2015. Our volunteers have devoted much time and labor in accumulating, sorting, cleaning, pricing and arranging the thousands of donated items the shop accepts every year. They should be very proud of their accomplishment.

Our current membership stands at 9 active members.

James Tellner, President

MERCY LEAGUE

The Mercy League is a group of volunteers that serve the needs of patients and patient's family members or friends that accompany patients to the hospital.

Members volunteer in the Surgical Lounge during one of three shifts for at least once per month and some up to four times per month. The shifts are 6-9am, 9am-1pm, and 1-4pm.

Until the escort person arrives, about 8:30am, the Mercy League volunteer first checks the patient in and then when notified by the OPS unit, takes the patient back to the OPS unit. The person accompanying the patient waits in the lounge from 30 to 45 minutes as the patient is being prepared for surgery. The OPS will call for this person to come back to see the patient for a short time, until the patient is taken in for surgery, where upon the family members is returned to the Lounge to wait until the patient is discharged

As volunteers in the St. Lawrence Surgical Lounge, we are very aware that we are representatives of the total Sparrow Health organization, and as such, we try to meet the family's needs as best we can. This entails giving directions to hospital locations, answering what questions we can without violating person information or giving any medically based information.

We are aware of plans to unite the three units in the Lounge area both in physical space and some crossover responsibilities. The reason for this action is to respond to loss of members in each unit, allowing the filling of each position each day is possible.

The Mercy League members attend a meeting about every other month from October to April. These lunch meeting serve to inform members in any changes in hospital procedures/ policy's as well as allowing members to meet each other for sharing ideas and asking questions of Volunteer Services.

Finally, all of our members enjoy serving people's needs in this particular way, hoping that both patients and family/friends leave St. Lawrence feeling that they have been treated professionally and with respect.

Submitted by Jon Stahl
President of the Mercy League
April 29, 2016

NEURO NAVIGATORS

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

At our fall meeting, our group worked with Jean Paull to introduce the Sparrow Volunteer Promise. The presentation resulted in fruitful conversation about how we support families in need. Our volunteers provided a great deal of feedback and felt very positive about the ideals presented in the document.

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.

RaShawn Gonzales, Coordinator

PATIENT CONCIERGES

The Patient Concierge Group has a unique role that directly supports Sparrow's strategic plan to provide quality health care to the patients and families we serve. The Patient Concierge's primary role is to build a relationship with the patient and their family/friends through visits, conversation and looking for opportunities to meet a need in advance of the patient expressing a complaint. Our Group is now in its sixth year and continues to have its challenges. We currently have sixteen volunteers with one new volunteer waiting to be trained. Our numbers continue to ebb and flow throughout the year. The adult individuals that serve this Group are effective and dedicated in their role as a Patient Concierge volunteer. However, with the best of intentions we do lose many volunteers from this Group due to their many outside commitments that often take priority. We strive to be consistent with our rounding and encourage our volunteers to volunteer weekly, however it is more common for a volunteer to commit to a bi-monthly schedule. We currently are present on the following floors in the main hospital: 4S, 4F, 8S, 7N, 9W.

Our Group is trained to use AIDET and HEART as communication tools when interacting with the patient and/or a family member or friend. We strive to connect with the patient through a quality visit and when possible meet some requests, such as getting something from the pantry; a warm blanket; tidying up their room; assisting with a book request; item from the gift shop etc. We may on occasion accompany a patient to a waiting room and visit with them until they are taken back for their test. We also have been asked to assist with a patient discharge if Transport cannot respond in a timely fashion because of excess volume. This year we meet twice as a Group to discuss issues and share experiences, as well as for support and comradery.

At our Annual Fall meeting we introduced the "Volunteer Promise." This document reflects many of the items discussed above but also has made us all more aware of our desire to be more compassionate, respectful and accountable by always placing the patient first and by being responsive to any requests within the scope of our role. We know the importance of safety and always sanitize going into a patient room and upon exiting. We never go into "contact isolation" rooms and we defer to nursing if we ever have a concern about a patient or the patient has questions we can't answer. In order to expand on the "Volunteer Promise" moving forward, we would like to be more consistent in our rounding, improve our relationship with the nursing staff/nurse managers on the floors we are present and commit to recruiting for this Group from our own pool of family members and friends that we think would be effective Patient Concierge volunteers.

Cindy Harrington – Interim President of the Patient Concierge Group

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.

Many thanks to Sandy Smith who has been a key volunteer in helping to train and orientate new volunteers to our department.

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 per month to make craft projects for the children in the pediatric playroom. Our volunteer time for 2015 was 418 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, and magnets. We punch holes in the art foam so the items can be hung onto their IV poles. We also send beads to the playroom for the children to make bracelets, necklaces, and/or key rings. In addition, Carol Dunn makes cloth balls for the babies and young children. In 2015, we delivered 1669 craft items.

Each of us have read and are aware of The Volunteer Promise, as well as The Code of Conduct and Compliance Program. We have very limited contact with staff, patients and visitors. However, while delivering items to the pediatric playroom and participating in our craft tasks, we will adhere to the Volunteer Promise, The Code of Conduct and Compliance Program and keep in mind the vision and mission of Sparrow. We will show compassion and respect to all those around us, be accountable for our responsibilities and actions, and always strive for excellence.

We will approach our work in the same innovative, creative, and safe way that we always have in the past years. We will be open to suggestions and needs of the play room staff.

Carol Dunn, President

POPCORN SALES

This group consists of various members, all involved in this and other volunteer groups, who on a limited basis, pop popcorn, on the St. Lawrence campus. Through their efforts, a contribution is made periodically to The Foundation, ear-marked for Hospice House. The members remaining in the group will continue their efforts at the St Lawrence campus.

The group is hoping that in the near future they may be able to expand onto the main campus to better serve the greater Sparrow community. The setting at the St. Lawrence campus has changed drastically in the last few years resulting in smaller sales and a reduction in the size of the volunteer group.

Working with our liaison and volunteer coordinator we remain optimistic

SERVICE AUXILIARY

President's Report

As we started our 2015-2016 year, we had our Gift Shop shut down and moved to a new location enabling Sparrow Hospital to begin construction on a new Gathering Space in our old location.

With that, our Gift Shop had to be closed for four weeks and new floor plans were drawn up for our newly constructed Gift Shop. I wish to thank and commend all involved in this transaction. Many of our volunteers spent endless hours prepping it for its grand opening. We have a dedicated group of volunteers who made the opening of our new shop truly amazing.

As I am becoming more aware and visual on the operations and dedication of our 240 volunteers, I feel we all need to take a moment to congratulate and thank them in their efforts to help make our Gift Shop the success that it is and how unique it is to any other. We have volunteers who have volunteered most of their lives. Janet Hines is celebrating her 60th year of volunteering in the Gift Shop this coming April! A number of our volunteers are celebrating over 25 years of service. Some of these ladies have shared their stories with me and how much the Gift Shop means to them. They take their volunteering very seriously, and they do not like it if someone changes their routine or belief system. I feel our volunteers can be seen as "unsung heroes". Our Gift Shop volunteers have been a part of generating over \$5,800,000 in profits that

have been gifted to Sparrow Hospital enabling them to purchase medical needs, enabling them to better treat their patients/guest.

So when you are in the Gift Shop looking at a special item that you would like to purchase and think that item is priced high, realize that the profit of that item (minus costs) is gifted back to Sparrow Hospital. Shop with pride that you are donating (a certain percentage) to the future medical needs of Sparrow Hospital patients and maybe even to one of your own family members.

Many thanks to Jean Paull and Nancy Selby of the Women's Board of Managers who visited all of our Day group to introduce the Volunteer Promise. The time spent with the volunteers was valuable to our work as we strive to provide a service to our patients and families by having a retail store available to them and through the gifts our sales provide Sparrow.

I look forward to the coming year, and seeing our Gift Shop making an impact on Sparrow Hospital and its patients/guests.

-Submitted by Christine Richardson-Beagle

SPARROWS

The "Sparrows" is a small group of 21 very dedicated individuals who donated more than 2500 hours of service to Sparrow Hospital in 2015. We made and donated over 1100 items to the hospital to be used in making the patients' visits more pleasant and comfortable. These items consist of toys, dolls dressed in hospital gowns, baby hats, baby blankets, crib closets and neck pillows. We have just finished our

62nd year of service to Sparrow Hospital and in 2015 we welcomed 2 wonderful new volunteers, Carole Bolin and Agnes Hotchkiss. We are very delighted to have them and they are wonderful assets to our group. However, we also experienced the loss of one of our long time members, Doris Bauer.

Our liaison, Gina Spenser attended our Christmas luncheon and presented the volunteer promise to our group. We have already put many of the ICARE ideas into practice by coming up with ways to produce things that the hospital requests of us and we do our best to provide Sparrow's patients with items to make their stay more enjoyable. We shall continue to do our best to honor our volunteer promise in our service to Sparrow.

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 we 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/Pre-Op did not have many changes in 2015.
- Colleen resigned as the scheduler and Vishy volunteered to backfill her position. Vishy recommended we purchase a software solution to back up our online schedule after responding to many problems. Since installing the program we are trouble free.
- Our Spring Meeting was held at Spartan Hall of Fame Cafe in April. Our Guest Speaker was Brandy Manager of Post Anesthesia Care Unit. 40 Volunteer's attended.
- Our Fall Meeting was again held at Spartan Hall of Fame Café, 45 Volunteers attended. The Volunteer Promise was introduced and explained at our meeting. Then Nancy Selby asked the Volunteers to read the promise and each table pick out something in the Promise we felt was important to us. We had a very lively discussion with the whole group and I felt the Volunteers embraced the concept of the Promise.
- The Volunteers are doing a great job of communicating with each other. This is a very necessary step since the Doctors and family members rely on all of us to have the same information.
- Linda Woodrow volunteers her time to create and distribute via email, a monthly Newsletter. To further expand on the Promise we will include a Bullet Point from the Promise in the newsletter. An explanation of the Bullet Point and how it relates to the Volunteers in the Surgical Lounges will be included.

The Surgical Lounge needs 50 hours of Volunteers a week. Our most significant achievement is the Volunteers who continually offer their time to achieve our goal of covering all shifts.

-Patty Antaya
Surgical Lounge

TEEN VOLUNTEERS

The Teen Volunteer program is just one of three volunteer groups at Sparrow Hospital. We service Teens in the 9th through 12th 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 who 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.

We are in the process of providing all Teens with a copy of the Volunteer Promise. Since our Teen group is made up of several diverse groups, the implementation of this will vary. We hope to incorporate the Promise into our rounding program.

The Teen program is only one small piece of the total volunteer picture. During 2015, 215 Teens participated in the year-round program while 66 Teens choose to help during their summer vacation. The 281 Teens contributed a total of 9715 hours of service to Sparrow Hospital. It is important to note that this program would not be successful without the help of the help of the departments and the caregiver's s 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, Rashawn Gonzales 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

TLC Critical Care Lounge group currently consists of 19 volunteers who work a minimum of 50 hours a year serving the families of critically ill patients in ICU and CCU. The services provided consist primarily of communicating with the families, making sure coffee is available, escorting visitors to patient rooms, offering support and a compassionate ear when one is needed.

In 2015 we worked a total of 1,757. 0 Hours.

Our members are expected to attend two meetings a year, and fulfill their annual hour requirement.

At our fall meeting, we presented the Volunteer Promise to the group and engaged in a good discussion of ways we can best serve the families and be positive representatives of Sparrow. The group is very interested in doing the very best they can for the families, so the consensus was that the Volunteer Promise is very positive and empowering.

We look forward to continuing our service to the families of these critically ill patients in 2016.

Submitted by Patti Schertzing, President

TLC ONCOLOGY

The TLC Oncology group was very productive in 2015.

We are preparing to transition to the new cancer center when it is completed. In the meantime the group has been concentrating on full filling our duties and making the patients experience at the cancer center as pleasant as possible.

During our fall meeting we had a presentation on the Volunteer Promise by Melisa Sherry & Peggy Riggs. After the presentation the group had a discussion on how best we could implement the Promise.

In the discussion we discovered that we have already been following the VP as it was intended. The TLC Volunteers interactions with patients are kept at a service type level. We maintain the waiting area and provide coffee & snacks to the patients and if the patients do want to talk or need some other service the volunteers are happy to reply.

Because most of our volunteers have been patients at the cancer center or have been care givers to people who have been patients, the respect and dedication to the patients and staff of the Radiation Oncology unit is their primary concern and we are uncompromising in our need to serve everybody at the cancer center.