



**Sparrow Women's Hospital
Association
1896-2012
116th Annual Meeting
May 16, 2012**

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

Table of Contents

| | |
|---|----|
| ANNUAL MEETING MINUTES | 5 |
| VOLUNTEER SERVICE AWARDS PRESENTED IN 2011 | 7 |
| BACKGROUND AND HISTORY OF VOLUNTEER AWARDS | 9 |
| <u>WOMEN'S BOARD OF MANAGERS</u> | |
| WOMEN'S BOARD OF MANAGERS 2011-2012 OFFICERS AND MEMBERS..... | 12 |
| IN MEMORIAM 2011-2012 | 13 |
| SPARROW WOMEN'S HOSPITAL ASSOCIATION LIFE MEMBERS | 14 |
| LIFE MEMBERS – IN MEMORIAM | 15 |
| PRESIDENT'S REPORT | 16 |
| 2011 FINANCIAL REPORT | 17 |
| BUDGET, FINANCE AND MEMBERSHIP COMMITTEE | 19 |
| EDUCATION-SCHOLARSHIP COMMITTEE | 19 |
| HOUSE DÉCOR | 19 |
| ARCHIVES COMMITTEE | 20 |
| NOMINATING COMMITTEE | 20 |
| SPECIAL EVENTS | 21 |
| VOLUNTEER SERVICES COMMITTEE | 22 |
| WOMEN'S HOSPITAL ASSOCIATION DONATIONS | 23 |
| SPARROW VOLUNTEER CONTRIBUTIONS FOR 2011 | 24 |
| <u>VOLUNTEER SERVICES DEPARTMENT</u> | |
| DIRECTOR..... | 25 |
| PROGRAM COORDINATOR | 25 |
| <u>GROUP AND LEAGUE REPORTS</u> | |
| ANGELUS LEAGUE | 26 |

| | |
|-----------------------------------|----|
| CARDIO-AMBASSADORS | 26 |
| CHRISTOPHER LEAGUE | 26 |
| DIVISION III | 26 |
| DIVISION IV..... | 27 |
| EDWARD W. SPARROW AUXILIARY | 27 |
| EMERGENCY SERVICES..... | 27 |
| ER SECURITY..... | 27 |
| ESCORTS | 28 |
| ESCORT/INFORMATION DESK | 28 |
| ETC GROUP..... | 28 |
| EUCCHARISTIC MINISTERS | 28 |
| SPARROW GUILD | 29 |
| HEART CENTER | 29 |
| HELLO HOSPITAL | 30 |
| HELPING HANDS..... | 30 |
| HOSPICE..... | 30 |
| INDUSTRIAL LEAGUE | 31 |
| INFANT MASSAGE | 31 |
| INFORMATION SERVICES..... | 32 |
| LIFETIME..... | 32 |
| MARY MAGDALEN LEAGUE | 32 |
| McAULEY LEAGUE | 32 |
| MEDICAL LIBRARY | 33 |
| MERCY LEAGUE | 33 |
| NEURO NAVIGATORS | 33 |
| OFFICE SUPPORT | 34 |
| PATIENT AMBASSADORS | 34 |
| PEDIATRICS | 34 |
| PEDS ARTS & CRAFTS | 35 |
| POPCORN SALES | 35 |
| SERVICE AUXILIARY | 35 |
| SPARROWS..... | 35 |
| SURGICAL LOUNGE | 36 |

| | |
|-------------------------|----|
| TEEN VOLUNTEERS | 36 |
| TLC CRITICAL CARE | 36 |
| TLC ONCOLOGY | 37 |

President and CEO Message

April 27, 2012

Dear Sparrow Volunteer:

The entire Sparrow Family is profoundly grateful to you and each of our Volunteers for another year of extraordinary service to others. As a Sparrow Volunteer, you are highly respected and admired for your generous donation of your time, talents and financial support.


From the founding of Sparrow 116 years ago, Volunteers have been the heart of our organization. Today, Volunteers continue to contribute in countless ways, from guiding our governing boards and raising funds, to sewing blankets for our newborns to aiding Sparrow Caregivers by comforting Patients and families.

Our fundamental promise is that the needs of our Patients must always come first. This principle is brought to life by Volunteers who exhibit sincerity, warmth, compassion and understanding in every Patient encounter. All of us are grateful for your dedication, enthusiasm and loyalty.

More than 1,600 men and women from across our region serve as Sparrow Volunteers. Our Patients see from your performance that each of you shares Sparrow values of innovation, compassion, accountability, respect and excellence.

We seek your continued engagement, participation and support, and we truly appreciate and respect your willingness to comfort and care for Sparrow's Patients, visitors, and all other members of the Sparrow Family.

Thank you for choosing Sparrow and helping protect and enhance the traditions of quality and service, which was introduced by of our Founders.



Dennis A. Swan
President and CEO Sparrow Health System

Annual Meeting Minutes

May 16, 2011

The 2011 Annual Meeting was held at the Lexington Lansing Hotel, Lansing, Michigan. Candy Parker, President of the Women's Board of Managers, welcomed all attendees.

Invocation – Eva L. Evans delivered the invocation. The lunch was then served.

Greetings – Greg Brogan, Chair of the Sparrow Health System Board, and Dennis Swan, President & Chief Executive Officer, extended their sincere thanks to all volunteers for their dedication and hard work. Dennis Swan shared a slide show featuring the Physicians of the Year and the Physician Hall of Fame from the 2006 to present with our volunteers.

Business Meeting – Candy Parker called the 115th Sparrow Women's Hospital Association (SWHA) Annual Meeting to order. The minutes of the 2010 Annual Meeting, dated May 18, 2010, were approved as printed in the Annual Report.

The 2010 financial report of the SWHA (a nonprofit corporation) was prepared by Sparrow. The report was presented by Jean Paull, Treasurer of the SWHA, and was accepted as printed in the Annual Report.

Education-Scholarship Committee – Margaret Hedlund chaired the committee and reported in 2010, the SWHA donated \$8,000 toward Sparrow nurses attendance at the national Magnet conference. Margaret also shared that the SWHA gave a scholarship to a Sparrow associate and Lansing Community College nursing student, David Macak. She explained that the LCC Scholarship came from funds that were previously given to the school for scholarships.

Nominating Committee – Jean Aben provided the report on behalf of the committee and presented the following slate to the Sparrow Women's Hospital Association at the 115th Annual Meeting on May 16, 2011:

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

Nancy Ballard has completed a year because she filled a vacancy. She will be starting the second year of her first 3 year term.

The slate was accepted and new members were introduced.

The following Managers are eligible for re-election:

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

1st year of a third term: Eva Evans
1st year of a fourth term: Candy Parker

Barbara Clark moved that nominations be closed and that the nomination slate for 2011-2012 be accepted unanimously. Dee Hughes seconded the motion. Motion Passed.

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

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

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

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

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

- 115th Anniversary**
Sparrow Women's Hospital Association
- 55th Anniversary**
Sparrow Service Auxiliary
- 30th Anniversary**
Office Support
- 25th Anniversary**
Medical Library
- 15th Anniversary**
LifeTime-Nurses
- 5th Anniversary**
Heart Center

Cathy Cogswell recognized the honorees with five and ten years of service and noted that each received a service award pin in advance of the luncheon so that the pin may be worn to the meeting. Dennis Swan and Melissa Sherry presented the Felsing prints for 15, 20, 25, 30, 35, and 40 years of service to the individual awardees. The SWHA honored six volunteers for 45 years of service and they received a bouquet of flowers and a Waterford candy dish. Our 45 year honorees are: Virginia Cherf, Suzanne Fabian, Mary Lou Rowlett, Ann Snyder, Betsy Sessions, and Deanna Strolle. The two 50 year awardees, Toni Chadwell and Eileen Hatt, each received a Waterford clock and flowers. Janet Hines received honors for 55 years of service and received a bouquet of flowers and a Waterford picture frame. A total of 77 awards and 82 pins were given this year.

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

Lori Glencer
Administrative Assistant
Volunteer Services Department

Sparrow Volunteer Service Awards Presented in 2011

55 Years

Janet Hines - *Service Auxiliary, WBM Honorary*

50 Years

Toni Chadwell - *Mary Magdalen League*

Eileen Hatt - *Service Auxiliary*

45 Years

Virginia Cherf - *Mary Magdalen League*

Suzanne Fabian - *Sparrow Auxiliary, Junior
Division, Office Support*

Mary Lou Rowlett - *Mary Magdalen League*

Ann Snyder - *Division IV and Camillus League*

Betsy Sessions - *Sparrow Guild, WBM Honorary*

Deanna Strolle - *Service Auxiliary*

40 Years

Della Gregory - *Service Auxiliary*

Margaret Hedlund - *Mary Magdalen League, WBM*

Marilyn Mooney - *Mary Magdalen League*

Barbara Potter - *Service Auxiliary*

Barbara Schaberg - *Sparrow Guild, WBM Honorary*

Merrilyn Vaughn-Hoffman - *Service Auxiliary*

35 Years

Dixie Lee Premer - *Service Auxiliary*

30 Years

Marie Bacigal - *Mary Magdalen League,
Popcorn, WBM Honorary*

Norma Bunday - *Sparrow Auxiliary, TLC Radiology*

Mary Burlingame - *Service Auxiliary*

Annie Holmes - *Service Auxiliary*

Dee Hughes - *Sparrow Auxiliary, WBM Honorary*

Tsveta Lambo - *Neuro Navigators, Patient Ambassador*

Anna Lampela - *Mary Magdalen League*

Marjorie Mohnke-Lothschutz - *Mary Magdalen
League, Service Auxiliary*

Frieda Motcheck - *Mercy League, Surgical Lounge*

Linda Norwood - *Service Auxiliary*

Nancy Passanante - *Angelus League*

Gretchen Rosenbrook - *Patient Ambassador,
TLC Radiology, WBM Honorary*

Lena Wilczewski - *The Sparrows*

25 Years

Carole Boyes - *Mary Magdalen League*

Rita Brink - *Mary Magdalen League*

Mary Culham - *Sparrow Auxiliary*

Carol Ann Dunn - *Pediatric Arts and Crafts*

Debby Harrison - *Sparrow Guild*

Mary Liechty - *Sparrow Guild, Service Auxiliary*

Jacqueline Marrs - *Division III, Service Auxiliary,
Office Support*

Helen Nearing - *Mary Magdalen League*

Kazuko Ozaki - *Service Auxiliary*

Joan Rieger - *Service Auxiliary*

Jan Zimmerman - *Service Auxiliary, WBM*

20 Years

Joan Bouck - *Service Auxiliary, Division IV*

Helen Ciolek - *Sparrow Auxiliary*

Jeanne Cook - *Mercy League*

Margery Cook - *Sparrow Auxiliary, WBM Honorary*

Anna Lee Dickens - *Service Auxiliary*

Ruth Ann Field - *Mary Magdalen League*

Patricia Frederick - *The Sparrows*

Constance Garlitz - *Angelus League,
Mary Magdalen League*

Dillard Garrison - *Surgical Lounge*

David Graves - *Escorts*

Judy Green - *Service Auxiliary, WBM Honorary*

Judy Haut - *Escorts*

Rosemary Hopp - *Surgical Lounge*

Tillie Kreft - *Mary Magdalen League*

Cynthia Lemon - *Service Auxiliary*

Ann Marie Lenhard - *Service Auxiliary*

Sally McCoy - *Sparrow Guild*

Catherine McKenna - *Service Auxiliary, WBM*

Joann Mills - *Service Auxiliary*

Janet Perron - *Mary Magdalen League, Service
Auxiliary*

Don Pickard - *Escort/Information League*

Carole Possanza - *The Sparrows*

Althea Smith - *Escort/Information League*

Phyllis Tomlinson - *Service Auxiliary*

Dorothy Wakley - *Mary Magdalen League*

15 Years

Shirley Bailey - *McAuley League*
Nancy Ballard - *Service Auxiliary, WBM*
Jan Bancroft - *Service Auxiliary*
Margaret Bucklin - *TLC Oncology*
Catherine DeRose - *Mercy League*
Doris Harsant - *Medical Library, Infant Massage
Surgical Lounge*
Patty Hoover - *Junior Division, Sparrow Guild*
Joan Marble - *Hospice of Sparrow*
Mary Jane McGuire - *Service Auxiliary, WBM*
Frances Muzillo - *Angelus League*
Judith Potts - *Information Services*
Rose Zulli - *Division IV, Information Services*

10 Years

Richard Brake - *Cardio-Ambassadors*
Joyce Blakeslee - *Service Auxiliary*
Michele Boutwell - *Service Auxiliary*
Mary Bowers - *Division IV*
Shirley Day - *Lifetime*
Audrey Dixon - *Sparrow Auxiliary*
Carol Fanson - *TLC Critical Care*
Barbara Fenech - *Service Auxiliary*
Maggie Frankland - *Sparrow Guild*
Connie Gauss - *TLC Critical Care*
Judy Hackett - *Service Auxiliary*
Sue Haviland - *Hospice of Sparrow*
Menetta Kass - *Service Auxiliary*
Carol Landrum - *Helping Hands, Service Auxiliary*
Patricia Lincolnhol - *Sparrow Auxiliary*
Ora Loring - *Mary Magdalen League*
Mary Malott - *Sparrow Auxiliary*
Olga Pascalenos - *Pediatric Arts and Crafts, ETC*
Jean Paull - *Service Auxiliary, WBM*
H. Joyce Preston - *Service Auxiliary*
Judy Rosebush - *Pediatrics*
Mary Ryan - *Service Auxiliary*
Sally Ryan - *Eucharistic Minister*
Kay Salas - *Sparrow Auxiliary*
K.C. Sanders- *ETC*
John Sweet - *TLC Oncology, Pediatrics*
Doris Walker - *Information Services*
Ellen Willemin-Lentz - *Escort/Information League*
Phoebe Winninger - *Mary Magdalen League*
Georgette Young- *Mary Magdalen League*

5 Years

Alice Alleva - *Service Auxiliary*
Janet Anderson - *Surgical Lounge*
Katherine Aylsworth - *Hospice of Sparrow*

Josephine Balcer - *Eucharistic Minister*
Phyllis Beard - *Hospice of Sparrow*
Ruth Bergh - *TLC Critical Care*
Mary Jane Boak - *Hospice of Sparrow*
Barbara Buckley – *Pet Therapy, Hospice*
Maryann Buda - *Angelus League*
Maryjo Bullock - *Sparrow Guild*
Margaret Carter - *Escorts*
Wanda Chenoweth - *Hello Hospital*
Liz Cole - *Surgical Lounge*
Marlene Cosgrove - *Hello Hospital*
Barb Davarn - *Surgical Lounge*
Mary Jane Dionise - *Angelus League*
Elizabeth Febba - *Surgical Lounge*
Emiko Fisk - *Escorts*
Matt Foran - *Escort/Information League*
George Fox - *Cardio-Ambassadors*
Deborah Ginsburg - *Sparrow Guild*
Melody Glick - *Mercy League*
Linda Grandy - *Hospice of Sparrow*
Judith Harkness - *Lifetime*
Jerry Heskitt - *Pet Therapy*
Ann Hillier- *Surgical Lounge*
Mary Hoffman - *Angelus League*
Rita Holtham - *Information Services*
Toni Hooks - *ETC*
Barbara Jones - *McAuley League*
Beth Kinsey - *TLC Oncology*
Beverly Kitsmiller - *Service Auxiliary*
Michael Koppisch - *Hospice of Sparrow*
Judy Krchmer - *Hospice of Sparrow*
Anne Kressler - *Service Auxiliary, Sparrow Auxiliary*
Janet LaGrow - *Kind Companions*
Linda Lindauer - *Emergency Services, ETC*
Betty Mannino - *Division IV*
Mickey Martin - *Sparrows*
Kathleen Montgomery - *Service Auxiliary*
Marilyn Noeker - *Angelus League*
Joyce Olivier - *Surgical Lounge*
Renee Ozburn- *Emergency Services*
Linda Rapelje - *Industrial League*
Jeri Rogers - *ETC*
Margery Shanker - *Sparrow Guild*
Vicki Shannon- *Service Auxiliary*
Gerri Smith - *Infant Massage*
Karen Smith - *Surgical Lounge*
Kathleen Smith - *Hospice of Sparrow*
Essie Solano - *Mercy League*
Mary Spagnuolo - *Angelus League*
MaryLou VanZee - *Surgical Lounge*

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- years awards are chosen from an array of beautiful Waterford crystal pieces.

**WOMEN'S BOARD OF MANAGERS
2011-2012 OFFICERS AND MEMBERS**

President..... Candy Parker
 President-ElectZoe P. Slagle
 Recording Secretary Marianna Klaver
 Corresponding Secretary Patricia Hollenbeck
 Treasurer Jean Paull
 Assistant Treasurer..... Eva L. Evans
 Advisor.....Jean Aben

| | |
|------------------|--------------------|
| Barbara Alspaugh | Margaret Hedlund |
| Alicia Armstrong | Marianna Klaver |
| Nancy Ballard | Karol Lynch |
| Patricia Bunce | Mary Jane McGuire |
| Cathy Cogswell | Catherine McKenna |
| Carol Dooley | Carolyn Willoughby |
| Judith Garchow | Jan Zimmerman |
| | Roseann Zumbrink |

Emeritae Membership

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

IN MEMORIAM**2011-2012**

| | |
|-----------------------------|---------------------------------------|
| Mae Belle Cezon | Service Auxiliary |
| Dorothy Forgrave | Division 4, Jr. Division |
| Angelo Bozzo | ETC |
| Marshall Davis | Escort and Information Desk |
| Jean Grua | Service Auxiliary |
| June Stow | Service Auxiliary/Guild |
| Vi Knapp | Service Auxiliary |
| Don Pickard | Escort and Information Desk |
| Yvonne Whitmore | Service Auxiliary |
| Irma Jacoby | TLC Critical Care Lounge |
| Gigi Cawood | Guild |
| Dorothy Roberts- Wilson | Surgical Lounge |
| Phyllis Markiewicz | Cardio Ambassadors |
| Helen Fugazzi | Mary Magdalen |
| Alice Wilson | The Sparrows |
| Ann Snyder | Division IV |
| Monica Jennings | Patient Ambassador |
| Magdalene" Lena" Wilczewski | Division IV, Sparrows |
| Marion Stevens | Angelus League |
| Betsy Sessions | WBM, Active Honorary, Guild, Archives |
| Cindy Fate | Service Auxiliary |
| Dorothy Christy | Service Auxiliary, Division 4 |
| Marjorie Gallagher | Auxiliary |
| Lorraine Miller | Service Auxiliary |
| Marjorie Mohnke-Lothschutz | Service Auxiliary |
| Mary Lou Walworth | Guild |

SPARROW WOMEN'S HOSPITAL ASSOCIATION
LIFE MEMBERS

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

Ms. Roberta Harmon
Mrs. Robert Harper
Mrs. Eileen Hatt
Mrs. Margaret Hedlund
Mrs. Donald Hines
Mrs. Marshall Hines
Mr. & Mrs. Robert Holden
Mr. and Mrs. John Hollenbeck
Mr. & Mrs. William Hollister
Mrs. Carol Horowitz
Mrs. Liselotte Huber
Mr. & Mrs. Robert B. Hughes
Mrs. David Jessup
Dr. Richard S. Johnson
Dr. David & Dr. Laryssa
Kaufman
Mrs. Edmund Keena
Mr. James Kent
Dr. Donald Kuiper
Mrs. Lee Wolford King
Ms. Mary D. Laing
Mrs. Roland Ledebuhr
Mrs. Louis Legg
Mrs. Clayton Lewis
Mrs. James H. Lewis
Dr. & Mrs. Curtis Liechty
Mrs. Gordon Long
Mr. & Mrs. Roger Looyenga
Mrs. Elizabeth Lorenz
Mrs. Donald G. Lowell
Mr. & Mrs. Lance Lynch
Mr. & Mrs. Olin Mace
Dr. W. E. Maldonado
Mrs. Mary Jane McGuire
Dr. & Mrs. Timothy McKenna
Mrs. Leslie McMullen
Mrs. Edward G. Miller, Jr.
Mrs. Jan Moore
Mrs. James E. Moulton
Mr. & Mrs. F. Karl Neumann
Mrs. Joan Nolff
Mrs. James Olson
Mrs. William O'Meara
Mrs. Roger Ophaug
Mrs. Dan O'Shaughnessey
Mrs. G. Bruce Papesh
Mr. & Mrs. Lawrence Parker
Ms. Nancy Passanante
Mrs. Martin E. Pearlman
Mrs. V. Stoddard Peery
Mr. Bruce Pickell

Mrs. Barbara Potter
Mr. & Mrs. Robert L. Potter
Mrs. Dixie Lee Premer
Ms. Barbara Quackenbush
Mrs. Douglas Reniger
Mr. & Mrs. John Riegel
Mrs. Peggy Riggs
Mrs. J. Woodward Roe
Mrs. Gretchen Rosenbrook
Mrs. Sue Safir
Mrs. Francis E. Sage
Mr. & Mrs. Frank Salimbene
Dr. & Mrs. Patrick Sartorius
Mr. & Mrs. Gerald Schaberg
Mrs. Joseph Sheets
Mrs. Melissa Sherry
Ms. Zoe P. Slagle
Mrs. Robert D. Smith
Mr. & Mrs. Ronald Soltis
Dr. & Mrs. Philip Sorensen
Dr. & Mrs. J. C. Spencer
Mr. & Mrs. James Spousta
Dr. Dawn E. Springer
Mr. & Mrs. Norman Stockmeyer
Drs. Phillip & Susan Storm
Mrs. Deanna Strolle
Mr. & Mrs. Dennis A. Swan
Mrs. Frederick C. Swartz
Dr. Ronald P. Swenson
Dr. Jacqueline Taylor
Dr. Carolyn Texera
Mrs. Clarence Underwood
Dr. & Mrs. Douglas Wacker
Mr. Joseph Wald
Mrs. Renee Breslin Welch
Mrs. Judson Werbelow
Mrs. Grace A. Wever
Mr. & Mrs. Robert Wilcox
Mrs. Carolyn Willoughby
Mrs. Robert P. Wilson
Mrs. William E. Wilson
Mrs. Jan Zimmerman

SPARROW WOMEN'S HOSPITAL ASSOCIATION
LIFE MEMBERS – IN MEMORIAM

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

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

PRESIDENT'S REPORT

Once again the Women's Board worked with the Sparrow staff to administer the volunteer program at Sparrow, and the House Décor Committee continued working with Sparrow staff to make sure that Sparrow remains a safe, clean and attractive facility. House Décor also coordinates the decoration of the Sparrow and St. Lawrence campuses as well as the Sparrow Professional Building. The main duty of the Archives Committee is the preservation and presentation of Sparrow history, and to this end, the sorting and cataloging of existing historical material continued. Archives also maintain and add to the Hall of History. Special thanks must be given to the Volunteer Services Staff and to all of the hospital staff with whom the Women's Board works. Serving as the President of the Women's Board has been a privilege and a pleasure.

Sally Burke and Margaret Bates left the Women's Board this year after completing nine years of service, but we were glad to welcome new members Nancy Ballard, Alicia Armstrong and Roseann Zumbrink. The board also changed the meeting schedule and starting in 2012, a meeting will be held in August, but there will not be a meeting in July.

Our board has representation on the Sparrow Health System Board, Foundation Board, Ethics Committee, Board Quality and Patient Safety, Audit Committee and Magnet Committee. The Women Working Wonders committee also has a Women's Board representative and, once again, Women's Board did have a team in the fund raising event, W3's 5K 0K. Representatives are also sent to the Michigan Association of Healthcare Advocates spring and fall conferences as well as to the Southwest District Meetings.

Founders' Day was celebrated with the honoree being Kevin A. Kelly who received the honor posthumously. It was learned that the Stuben glass company that has always made the Founders' Award had gone out of business, and so, work was begun with Craig Mitchell Smith, a local artist, to design a new award. The month of March also brought the Nurses' Tea which Women's Board hosts.

The Physician Recognition Dinner, one of Sparrow's premier events, honored Donald L. Porter, M.D., as the Physician of the Year. Those inducted into the Sparrow Physician Hall of Fame included Ronald Horowitz, M.D., L. Rao Kareti, M.D., Ronald Rhule, D.O., and Harry Wise III, M.D., (posthumously). The Women's Board of Managers has instituted a new award for 2012, The Physician Leadership Award. This award will be to honor those who are early in their career at Sparrow but can already be identified as an emerging leader.

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

Sparrow Women's Hospital Association

Combined Balance Sheet

| Assets | December 31, 2010 | December 31, 2011 |
|-----------------------------------|------------------------------|------------------------------|
| Current Assets | | |
| Cash | \$305,803 | \$305,173 |
| Merchandise Inventory | 142,950 | 112,609 |
| Mutual Funds | 197,968 | 192,878 |
| | <hr/> | <hr/> |
| Total Current Assets | 646,722 | 610,660 |
| Equipment | | |
| Net of Depreciation | 29,632 | 22,342 |
| | <hr/> | <hr/> |
| Total Assets | <u>676,354</u> | <u>633,002</u> |
| Liabilities and Net Assets | | |
| Current Liabilities | | |
| Accounts Payable | 46,366 | 45,149 |
| Accrued Sales Tax | 1,477 | 1,878 |
| | <hr/> | <hr/> |
| Total Current Liabilities | 47,843 | 47,027 |
| Net Assets | | |
| Unrestricted | 248,152 | 282,229 |
| Restricted | 380,358 | 303,746 |
| | <hr/> | <hr/> |
| Net Assets | 628,510 | 585,975 |
| | <hr/> | <hr/> |
| Total Liabilities and Net Assets | <u>\$676,354</u> | <u>\$633,002</u> |

Sparrow Women's Hospital Association

Combined Statement of Activities

| | Year | Ended |
|--|---------------------|---------------------|
| | December 31, | December 31, |
| | 2010 | 2011 |
| Revenue | | |
| Merchandise Sales | \$439,573 | \$416,156 |
| Charity Ball | 1,517 | 59,120 |
| Auxiliary Photo Sales | 5,193 | 6,084 |
| Dividends and Interest | 12,557 | 10,892 |
| Membership Dues | 5,883 | 5,506 |
| Unrealized Gains (Losses) on Investments | 13,787 | (5,409) |
| Other Fundraiser and Contributions | 44,531 | 46,718 |
| | <hr/> | <hr/> |
| Total Revenues | 523,041 | 539,066 |
| Expenses | | |
| Cost of Gift Shop Merchandise Sold | 273,059 | 239,199 |
| Charity Ball | 24,133 | 340 |
| Other Fundraisers | 7 | 7,767 |
| Donations: | | |
| Sparrow Foundation | 228,029 | 229,940 |
| Selling, General and Administrative Expenses | 87,962 | 104,354 |
| | <hr/> | <hr/> |
| Total Expenses | 613,190 | 581,600 |
| | <hr/> | <hr/> |
| Increase (Decrease) in Net Assets | (\$90,150) | (\$42,534) |

BUDGET, FINANCE AND MEMBERSHIP COMMITTEE

Requests for dues were sent to each of the volunteer units in September and October, 2011, in order to begin preparation for the 2012 FY Budget of the Sparrow Women's Hospital Association.

The Budget, Finance and Membership Committee met in October, 2012, to prepare a preliminary budget for the Sparrow Women's Board. In keeping with the responsibilities of this committee, all requests for budgetary items were sought from the standing committees and officers of the Board.

In addition, letters of appreciation were sent to new Life Members.

Records of individual and group payees are maintained and reported to the treasurer and the Board monthly.

The preliminary 2012 budget was presented to the Board in October for discussion. It was presented for approval and adopted in November, 2011.

The "Member Fund" is also maintained and accounted for by the Assistant Treasurer. The dollars in this fund are collected from the membership of the Women's Board and are used to send flowers and cards to the members and honorary members on appropriate occasions.

Eva L. Evans
Chair

EDUCATION-SCHOLARSHIP COMMITTEE

In 2011, the Sparrow Women's Hospital Association again generously supported the Sparrow nursing staff. The SWHA gave \$3000 to send nurses to the Aspiring Nurse Leader Institute and \$3000 to be used for the Annual Nursing Research Symposium.

The Sparrow Women's Hospital Association also continued its support of nursing education at Lansing Community College. A \$2000 scholarship was awarded to a second-year nursing student at LCC. The recipient was Brian Truedell, a Sparrow associate. Our congratulations to Brian.

Members of the Education-Scholarship Committee are: Barbara Alspaugh, Alicia Armstrong, Eva Evans, Judy Garchow, Marianna Klaver, and Candy Parker (ex-officio).

Respectfully submitted,
Margaret Hedlund, Committee Chair

HOUSE-DÉCOR

The House-Decor Committee is responsible for the interior design and environmental services of Sparrow Hospital. The Decor Committee worked with Vice President of Operations, Ira Ginsburg, until his retirement March 1, 2012. Wally Wozniak has become the interim director of operations. He assumed the directorship March 1, 2012. The committee works closely with Louis Smith, Director Engineering, Reza Tavakoli, Director of Environmental Services, John West, Facility Development Director, Wally Wozniak Support Services Director, and Robin Roach, Infection Control Manager.

The Permanent Art Committee continued to look at current art work on the walls of the hospital. Some new art work was added and some art work was rearranged or was moved to an improved location. The new Nurses Wall of Fame will honor all the wonderful nurses of Sparrow.

The Standards Committee worked with Hospital Staff and helped to choose new fabric, floor and wall treatments, and much new furniture. This is an on-going project. This helps to keep the hospital updated and clean.

The Holiday Committee decorates the hospital just prior to Thanksgiving and removes the decorations after the New Year. The decorations consist of colorful trees and bright and cheery wreaths with bright red bows.

A new beautiful award was chosen by members of The Decor Committee. This special award was given to Founders' Day recipient, Ira Ginsburg.

Committee members include:

Chair, Jan Zimmerman

Assistant Chair, Marianna Klaver;

Standards Co-chairs, Margaret Hedlund and Marianna Klaver,

Permanent Art Co-Chairs, Cathy McKenna and Jean Aben,

Holiday Decor Co-Chairs, Carol Dooley and Cathy McKenna,

President Candy Parker

Archives Liaison, Janet Hines,

Emerita Members, Jan Hines, Janet Hines, Betsy Sessions, Pam Irwin, Lee King, Barbara Schaberg, and Sally Burke.

Respectfully submitted by,

Jan Zimmerman, Committee Chair

ARCHIVES COMMITTEE

The Sparrow Women's Board of Managers is responsible for the Archives. The Archive Committee meets monthly and is composed of 15 Emerita members, 3 active members and 4 community volunteers. The Committee catalogs and preserves the records of the Women's Board. In addition we continue to receive materials from many Sparrow Health System departments and volunteer groups. Due to the increase of archival materials, added space is needed. This past year the committee had great hopes that we would have an expansion of the physical floor spacemaybe next year our wishes will come to fruition.

Community Volunteers Mary Barnes, Dorothy Foltyn and Rhoda Smith continue to meet regularly to help archive materials unique to St. Lawrence Hospital, from its inception up to the year of 2004, when it became a campus of the Sparrow System. They are completing the pictorial display of the 11 Chiefs of Staff of St. Lawrence Hospital.

A new, ARCHIVES POLICIES FOR USE, document has been adopted. The committee trusts that the policy will empower us to better protect, preserve and share archival documents.

The photos of the physician of the year and the new inductees into the Physicians Hall of Fame, were framed and readied for placement in the corridor, by assistant chair Margaret Bates and with the support of Phil Douglas.

Special Projects: Honorary member, Mary Jane Wilson, initiated and implemented a "Physician's *Oral History Session*" which took place on November 30, 2011, at the Capitol Area District Library, with the assistance of David Votta. Participants were: Dr. Richard Johnson, Dr. Curt Liechty, Dr. Justin Sleight, Dr. Martin Jones, Dr. Don Davis and Dr. Robert Moore. We extend out thanks for their support of this program.

A public display, to commemorate the Centennial of Sparrow Hospital at the present site is presently in the planning process under the direction of Karen Douglas, Mary Jane Wilson and Cristy Bennett.

Congratulations: The following members completed a total of 245 years of volunteer service to Sparrow Hospital. Betty Lorenz 60 years, Carolyn Wickham 45 years, Jan Hines 40 years, Jan Mace 35 years, Karen Douglas 25 years, Carolyn Willoughby 20 years, and Mary Barnes 20 years

Respectfully submitted,

Mary Jane McGuire, Committee Chair

NOMINATING COMMITTEE

Pat Bunce resigned from Women's Board in September of 2011 and Roseann Zumbrink resigned in February of 2012. Cathy Cogswell will resign from the board in June 2012.

Carol Dooley, Eva Evans, and Margaret Hedlund all achieved Manager Emerita status having completed a minimum of nine years.

After careful review of the qualifications and recommendations of the candidates on the pre-slating Information forms received the Nominating Committee recommends the following women for election at the 116th Annual Meeting of the Sparrow Women's Hospital Association on May 16, 2012:

For a four-year term: Lexcie Blockett
Nancy Davis
Margaret Joslin
Sue Patterson
Gina Spencer
Dottie Spousta
First year of a second term: Patricia Hollenbeck
Jan Zimmerman

The officers of the Women's Board of Managers elected at the May 8, 2012, Women's Board of Managers meeting and assuming their positions June 1, 2012, are:

| | | |
|-------------------------|---------------|---|
| President | Zoe Slagle | (1 st year of a 2 year term) |
| President Elect | Jean Paull | (1 st year of a 2 year term) |
| Treasurer | Candy Parker | (1 st year of a 2 year term) |
| Assistant Treasurer | Barb Alspaugh | (1 st year of a 2 year term) |
| Corresponding Secretary | Cathy McKenna | (2 nd year of a 2 year term) |

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

Respectively submitted,
Nominating Committee
Jean Aben, Chair
Carol Dooley
Margaret Hedlund
Zoe Slagle
Jan Zimmerman

SPECIAL EVENTS

As part of the National Nurses' Week Celebration, a tea reception honoring the nursing staff was held May 12, 2011. The following awards were presented: The Jean Granger Lifetime Achievement Award—Jean Paull

The 115th Sparrow Hospital Association Annual Meeting and Awards Luncheon was held at the Lexington Lansing Hotel on May 16 2011. There were 379 volunteers and administration personnel in attendance. Dennis Swan, President and CEO of the Sparrow Health System, and Gregory Brogan, chair of The Sparrow Health System Board of Directors, greeted and thanked the volunteers for their many years of dedicated service to Sparrow.

Cathy Cogswell, Chair of Volunteer Services Committee, and Jean Paull, Assistant Chair, presented the awards to the volunteers for 15, 20, 25, 30, 35, and 40 years of service. Those receiving 45, 50, and 55 years of service received Waterford pieces.

The following Volunteer groups/leagues celebrated anniversaries in 2011:
115th Anniversary Sparrow Woman's Hospital Association
55th Anniversary Sparrow Service Auxiliary
30th Anniversary Office Support

25th Anniversary Medical Library
15th Anniversary Lifetime-Nurses
5th Anniversary Heart Center

The Special Events Committee Members:

Carol Dooley and Cathy McKenna, Co-Chairs
Barbara Alspaugh
Margaret Bates
Patricia Bunce
Sally Burke
Cathy Cogswell
Judith Garchow
Patricia Hollenbeck
Karol Lynch
Jean Paull
Jan Zimmerman
Candy Parker (ex-officio)

VOLUNTEER SERVICES COMMITTEE

The Volunteer Services Committee (VSC) is one of three main committees of the Women's Board of Managers. They oversee the interviewing, orientation and placement of all community volunteers on the St. Lawrence and Sparrow campuses. They conduct recruiting events throughout the year and, they are responsible for the spring and fall President/President Elect meetings.

Committee members serve as liaisons to over 40 volunteer groups and are responsible for contacting their group(s) each month for any problems, questions or concerns that need to be taken to VSC, if they have openings in their group and to discuss the monthly Liaison Memo sent out by the VSC Chair and VSD Director that consists of upcoming events or any information group presidents need to be aware of.

There were approximately 300 volunteers interviewed with 283 attending orientation. The committee had 2 extra orientations in 2011. The Teen Program has 88 volunteers currently (up from 70 in 2010) and had 23 for the summer program.

The procedure for following up with new volunteers has been a success and it enables us to keep closer track of new volunteers to help improve our overall retention.

The Volunteer of the Month program continues to be successful with nominations coming in regularly. A photo and biography of the VOM is displayed in the main lobby of both campuses.

The V-Sys One computer database has proven to be extremely helpful to the Volunteer Services Department as well as VSC Master File Chair. It provides reports for the group presidents to see who might need a few extra hours to meet their specific group minimum hours in order to receive service credit for that year. And it provides a more accurate recording of hours and helps at the end of the year to determine which volunteers qualify for an award at the annual awards luncheon.

This year Ira Ginsburg, Senior Vice President of Operations, announced his retirement effective March 2, 2012. Ira has faithfully been present at our monthly meetings to provide the committee with current information of hospital activities. We will miss him and wish him only the best in his retirement.

The Volunteer Services Department are exceptional people. They are always there when questions or problems arise. The VSC is very fortunate to be able to work with this department and appreciate all they do. They are Melissa Sherry, Director of Volunteer Services; Tracy Feazel, Program Coordinator; Sue Herner, Teen Coordinator; and Lori Glencer, Administrative Assistant..... we thank each of you for all you do.

Respectfully submitted,
Cathy Cogswell, Chair
Volunteer Services Committee

| Date | In Memory or Honor | Donor | Fund |
|-------------|---|---|---------------------------|
| 02/25/11 | In memory of Kay Humes | Sparrow Service Auxiliary | Education/ Scholarship |
| 03/18/11 | In Memory of Ruth Frost | Sparrow Service Auxiliary | Art Fund |
| 3/18/11 | In memory of Maxine Davis | Sparrow Service Auxiliary | Education/ Scholarship |
| 4/22/11 | In memory of Peg Powell Bea Richards | Sparrow Service Auxiliary | Education/ Scholarship |
| 5/10/11 | In memory of Dorothy Thomas Peg Powell | Marshall and Janet Hines | Art fund |
| 5/10/11 | In memory of Maxine Davis | Marshall and Janet Hines | Education/Scholarship |
| 5/10/11 | In honor of Janet Hines | Sparrow Service Auxiliary | Education and Scholarship |
| 5/10/11 | In memory of Roger Ophaug | Peter and Melissa Sherry | Art Fund |
| 6/2/11 | In memory of Roger Ophaug | Zoe P. Slagle | Art Fund |
| 6/2/11 | In memory of Roger Ophaug | Roger and Ann Looyenga | Art Fund |
| 6/2/11 | In memory of Roland Ledebuhr | Zoe P. Slagle | Education and Scholarship |
| 6/29/11 | In memory of June Stow | Sparrow Hospital Guild | Art Fund |
| 6/29/11 | In memory of MaeBelle Cezon | Sparrow Service Auxiliary | Education and Scholarship |
| 10/1/11 | In memory of Jean Grua Viola Knapp | Sparrow Service Auxiliary | Education and Scholarship |
| 10/1/11 | In memory of June Stow | Sparrow Service Auxiliary | Art Fund |
| 10/14/11 | In memory of Dorothy Forgrave | Division IV | Education and Scholarship |
| 10/14/11 | In memory of Ruth Frost | Sparrow Service Auxiliary Saturday Group | Education and Scholarship |
| 11/1/11 | In memory of MaeBelle Cezon | Sparrow Service Auxiliary Friday Group | Art Fund |
| 12/14/11 | In memory of Gigi Cawood Mary Lou Walworth | Sparrow Hospital Guild | Art Fund |
| 12/14/11 | In memory of Alice Wilson | The Sparrows | Education and Scholarship |
| 12/14/11 | In memory of Yvonne Whitmore | Sparrow Service Auxiliary | Art Fund |

Sparrow Health System Volunteer Contributions
January 1, 2011– December 31, 2011

| Group | Total Hours | Dollars Donated | Items | Items Donated |
|--|--------------------|------------------------|---------------|----------------------------------|
| Angelus League | 1814.44 | | 1287 | Toys |
| | | | 519 | Surgical Pillows |
| | | | 391 | Gait belts & walker bags |
| Cardio-Ambassadors | 982.5 | | 1845 | Patient Visits |
| Division III | 467 | | 4966 | Charts Assembled |
| Division IV | 1994 | | 6,000 | Tray Favors |
| | | | 17 | Knitted Caps and Booties |
| | | | 13 | Afghans |
| | | | 50 | Chemo Caps |
| | | | 13 | Scarves |
| Edward W. Sparrow Auxiliary | 3,492 | \$6,000 | 8,000 | Blankets and gift to Mother/Baby |
| Emergency | 782 | | | |
| ER Security | 534 | | | |
| Escorts | 3,692 | | | |
| Escorts/Information Desk- St. Lawrence | 5,232 | | | |
| Eucharistic Ministers | 1,402 | | 7,669 | Communions delivered |
| | | | 14,282 | Patients visited |
| ETC | 3,217 | | 2,500 | Community Donations |
| Guild | 3,255 | \$50,000 | | Radiation/Oncology |
| | | \$25,000 | | Guild Endowment Fund |
| Heart Center | 1,200 | | | |
| Hello Hospital | 500 | | 763 | Student visits |
| Helping Hands | 1,820 | | | |
| Hospice | 8,966 | | 5662 | Patient visits |
| Industrial League | 482 | | 225 | Walker-bags, fidget pads, etc |
| Infant Massage | 3,616 | | 1316 | Massages given to infants |
| Information Desk | 1,685 | | | |
| LifeTime Nurses | 223 | | | |
| Mary Magdalen League | 14,400 | \$75,000 | | Substance Abuse Gift -2 Years |
| McAuley League | 2,491 | | | Hospice Gift |
| Medical Library | 347 | | | |
| Mercy League | 5,269 | | | |
| Neuro Navigators | 617 | | | |
| Office Support | 2,843 | | | |
| Patient Ambassadors | 1,351 | | 14,283 | Patient Visits |
| Patient Concierge | 646.50 | | | |
| Pediatrics | 992.50 | | | |
| Pediatrics Arts and Crafts | 708 | | 1029 | Playroom Craft Projects |
| Popcorn | 651 | \$800 | | |
| Service Auxiliary | 29,212.50 | \$65,140 | | Gift of equipment pieces |
| Sparrows | 1,684 | | 1293 | Toys Made and Donated |
| Specialty Hospital | 513 | | | |
| Students (MSU, LCC & others) | 30,200.50 | | | |
| Surgical Lounge | 9088.50 | | | |
| Teen Volunteers | 2,136 | | | |
| TLC Critical Care | 1,697 | | | |
| TLC Oncology | 2,548 | | | |
| Women's Board of Managers | 4,423 | | | Art |
| Women's Board Active Honorary | 2,286 | | | |
| WHA Grants and Scholarships | | \$8,000 | | Nursing Magnet Conference |
| | | | | |
| Grand Total | 159,460.44 | \$229,940 | 72,053 | |

DIRECTOR

The past year has been one of new things ranging from expansions, technology, service and improvement efforts. Among the many things we have been excited about has been the new Sparrow Way. This effort combines all things Sparrow from our Mission, Vision, I Care Values to the way we want to serve our patients, and it puts the patient at the very top of all priorities. In keeping with the Sparrow Way, our department has been working hard to stream line our work under Sparrow's five pillars of People, Service, Quality, Resources, and Growth. Highlights of this year are many and I hope you enjoy a quick review of some of the most significant volunteer events of 2011.

Our Sparrow Gift Shop celebrated a year since the grand reopening. The group continues to work toward achieving a 9 am opening and volunteers did make it possible to open early two days a week. The Volunteer Services Department and Committee worked diligently throughout the year on recruitment efforts, which yielded nearly 50 new volunteers by the end of 2011. The Service Auxiliary is still our largest community volunteer group with a total membership of nearly 300 individuals.

Speaking of recruitment efforts, we were grateful to recruit some terrific volunteers for our Patient Concierge program. The program was piloted on 4-South to help with their patient satisfaction scores and by the end of 2011, we expanded to 4 Foster. Time and time again we hear compliments from patients who tell us meeting their patient concierge was the best part of the visit. These dedicated volunteers do simple tasks for the patient, and most importantly, they build a relationship with the patient and their family.

One fun addition to Sparrow was the generous donation of a grand piano by Dr. Karen Kent-Van Gorder and family. The piano has inspired many musicians to sit and play for our lobby guests. The piano has attracted many new friends to Sparrow including Mike Gillenkirk, Sophia Russell and Steven Smith who play regularly. We had several concerts held in the lobby especially during the holidays including a few local choirs, a hospice month celebration, and we hosted musicians from Michigan State University who committed to a schedule for 2012. Many thanks to William Armstrong who helped us get the music effort started.

Now a database doesn't sound all that exciting compared to a piano and new programs, however, our new database has been a wonderful addition to our volunteer program. Many thanks to our staff for quickly learning how to create reports and to all of the volunteers who now sign in to record their hours. Our goal is to streamline communications, reduce paperwork and save time to ensure staff and volunteers can spend time on work that allows Sparrow to get closer to reaching the vision as a national leader in healthcare.

As we close the books on another year, we say goodbye to some very special people who have worked very hard on behalf of our volunteers. Ira Ginsburg, Sparrow's Senior VP of Operations retired, March 2, 2012. Cathy Cogswell, Chair of the Volunteer Services Committee 2010-2012, has decided to resign from the Women's Board effective June 2012, and we also welcome a new board president while thanking Candy Parker for representing the Sparrow Volunteers on the health system board for two years. Each has made significant contributions on behalf of our volunteers and the department. We thank you and we will miss you.

PROGRAM COORDINATOR

In 2011, we took another step forward in the electronic world. The volunteer orientation was re-designed for new volunteers to view electronically in the comforts of their own home and at a time that was convenient for them. Volunteers who have had the opportunity to do orientation online have had very positive feedback. To date this has been primarily used with our students and short-term volunteers. Our hopes are to begin offering it to all volunteers in 2012.

Our MSU students contribute to the hospital in so many ways. This past year they contributed over 23,400 hours of service. We thank them for taking the time out of their very busy schedules to give back to our hospital.

I would also like to take this opportunity to thank the almost 1,600 teen and community volunteers that give their time and talent to Sparrow. Seeing the dedication, compassion and generosity of Sparrow Volunteers never ceases to amaze me. Individuals and groups are continuously looking for ways to make sure our patients and their families are receiving the highest quality service and products. This dedication and compassion will certainly move us toward realizing our vision of being a national leader in healthcare.

ANGELUS LEAGUE

The Angelus League completed another successful year in 2011 with a total of 48 members. Our league members contributed a total of 1,814.44 hours in 2011, producing 1,217 stuffed animals for various areas of the hospital and health system where children are patients, 519 pillows for women to use following breast surgery and 321 gait belts for various hospital rehab centers. In September of 2011, the Angelus League began making walker bags and produced a total of 70. This brings our combined total of items made in 2011 to 2,131. In addition to working at our monthly meetings, many of our members are cutting, sewing and stuffing items at their homes.

As president of the Angelus League, I wish to thank the Angelus League members for their hard work and personal contributions during the past year.

Shirley Stephenson, President

CARDIO – AMBASSADORS

The Sparrow Cardio Ambassador Volunteer group began the year 2011 with nine members. Our Ambassadors remain faithful to the job that they signed on to do. They continue to make each patient and their families as comfortable as they can with answers to questions they are asked to the best of their knowledge.

Sparrow Cardio-Ambassadors donated 982.5 hours during 2011. These hours are spent visiting patients, their families when requested, record keeping and attending monthly meetings.

The Ambassadors visited 1,845 patients, down from 2,409 in 2010. Approximately 57% were male and 43% female.

All of the Ambassadors were shocked to hear that Phyllis Markiewicz suddenly passed away on December 9, 2010. Phyllis faithfully served as a Cardio-Ambassador since 2005. She loved to visit with patients and their families making them feel as comfortable as she possibly could. She was passionate about traveling the world seeing 30 countries as well as every continent. She also loved gardening and plants, and had a great appreciation for reading and the arts. Phyllis will be missed!

Lord willing, the Ambassadors will continue during 2012 serving Sparrow Hospital's patients with the same compassionate and loving care as shown in previous years.

Respectfully submitted,
Robert L. Leiby, President

CHRISTOPHER LEAGUE

Christopher League works in the Emergency Department on the St. Lawrence Campus. The duties include assisting families of patients, transporting patients to X-ray, and restocking shelves and linen carts.

The ER staff is helpful and it is enjoyable to work with them. I have been the only active member this year, and after volunteering for 32 years, I am resigning and becoming inactive.

Hazel Stephenson

DIVISION III

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

In 2011 the group provided 467 hours of volunteer service and assembled 4,966 charts for use in various departments of the hospital.

As of December 31, 2011, there are 13 active members.
Ellen Gunther, President

DIVISION IV

Division IV has 28 members. Our task is to make tray favors. We meet the last Tuesday of every month except July, August and December. We make 500 tray favors for every holiday and/or special occasion. Those tray favors are distributed to patients in the hospital, hospice and acute care.

In 2011, we made 6,000 tray favors. Some of our members also knit baby hats/bootie sets, afghans, chemo hats and scarves for the babies and patients. We made 17 baby hat/booties sets, 13 afghans, 50 chemo caps and 9 scarves.

In 2011, we were pleased to welcome five new members, and we were saddened with the death of one of our inactive members. Three members resigned because of health issues.

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 Edward W. Sparrow Auxiliary meets twice a month from September to April in the Volunteer Room at St. Lawrence. The purpose of our group is to cut, hem, baste and sew flannel blankets for the hospital nursery.

Each member commits to a minimum of 35 hours per year, 20 of which are at our meetings. Each member is required to work on and return 100 blankets during the year. In 2011, the group produced 8,000 blankets for the nursery.

We receive income from the company that takes the baby photos and then we return the money to the hospital to purchase equipment. In 2011, we gave \$6,000 to the Mother-Baby Center to purchase a Bili Ruben Meter which detects jaundice in newborns.

Respectfully Submitted
Amanda Lawton, President

EMERGENCY SERVICES

2011 saw a surge in the number of community volunteers offering service to the Emergency Department. Many of these are students from Lansing Community College who join the ranks of MSU student volunteers seeking practical experience in an environment related to a potential career path. Although the role of volunteers in the Emergency Department continues to evolve from the days before the HIPPA privacy provisions and more direct involvement in patient care, volunteers continue to provide essential assistance to the running of the Department. Our ER volunteers perform tasks that lighten the load of the health care staff in addition to offering the comfort, smiles, listening ears and services that can soothe the ER experience of patients and their loved ones.

Renee Ozburn
President, Emergency Department Community Volunteers

ER SECURITY

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

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

Jerry Dumond
Security Supervisor

ESCORTS

2011 was a great year for the Sparrow Escort Service. We began the year with a staff of 49 volunteers and ended with a total of 53 people giving of their time to assist Sparrow patients and their families. We had an unusually large number attend our semi-annual meeting in May to hear our speaker Stella Cash.

I'm saddened to have to report that our long time member Judy Haut resigned because of medical concerns. I really miss her friendly smile and her words of encouragement to all. I am grateful for Jane Pryce who has stepped up and filled in for Judy.

Certainly it has been a real privilege for me to have met so many of our members and to witness their dedication to helping others. I have enjoyed working with Lori Glencer in the volunteer office and interacting on a weekly basis with Melissa Sherry on ways to improve our service to Sparrow Patients.

As we work our way through 2012 with new additions to the Sparrow family, changes in our E. Michigan Ave. campus, as well as changes in our responsibilities, I am confident that the people who make up the escort services will adapt and continue to provide assistance to all.

Respectfully Submitted,
Jack Cook
President, Sparrow Escort Service

ESCORT/INFORMATION DESK – ST. LAWRENCE CAMPUS

I would like to thank all of the faithful volunteers that given their time to work at the Information/Escort Desk. I would also like to welcome all of the new volunteers to the group. I would especially like to thank my secretary and treasurer Nancy Scott. She has been a hard worker for many years. I would also like to thank Tracy for all her hard work and for helping me throughout the year.

In January of this past year, Outpatient Surgery changed some procedures which doubled the number of trips for our escort volunteers. We have been working very closely with the surgical lounge volunteers to make sure that the patients and visitors are receiving top quality care.

Submitted by
Pat Lawrence, President

ETC GROUP

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

Lori Glencer, Coordinator

EUCCHARISTIC MINISTERS

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

From January 2011 through December 2011 the Eucharistic Ministers talked with 14,282 patients and distributed 7,669 communions to the Catholic community at Sparrow.

Cassian Hardie, President

SPARROW GUILD

Sparrow Hospital Guild activities were once again focused on our annual fundraising event. Our 86th Charity Ball was held on November 19, 2011, at the University Club and was a great success. This year the Charity Ball was respectfully dedicated to the late Gigi Cawood, a devoted member of the Guild who will be greatly missed.

Ball Chair Susan Patterson, assisted by the Charity Ball committee, worked many hours to create an enjoyable and elegant evening. Guests were given the opportunity to mingle, enjoy a marvelous dinner, and dance to the music of John Dale Smith. A photo booth generated much laughter and a professional photographer was available to take beautiful photos of those who wished to participate. A special feature this year was an entertaining account of the funds raised and projects supported over the past ten years. Following this, Jim and Judy Herbert each gave a testimonial regarding the exemplary care given to them by the Sparrow Cancer Center. The Guild was very appreciative of their willingness to speak to the guests. Thanks go to our members, guests, sponsors and donors as well as the Foundation, whose support helped us raise approximately \$70,000. Proceeds will fund projects for Sparrow Hospital, assisting them in providing excellent medical care for residents of Lansing and Mid -Michigan.

Seven meetings were held throughout 2011. Thanks go to Suzanne Majors for arranging them and to our gracious meeting hosts Susan Herman, Debby Harrison, Sharon Burrell, Beverly Suhrheinrich, Sally McCoy, Betty Moore and Sparrow Hospital. Two social events were held during the year and we thank Cathy Kerwin and her committee for arranging them, as well as Joe and Genese Piggott for hosting the October gathering.

We were delighted to welcome Sharon Ashley to Active Membership this year. We are also pleased to recognize three of our members who have achieved Honorary status for twenty-five years of volunteer service to the Guild. These Honorary members are Pat Hagan, Debby Harrison and Mary Liechty.

In September, we presented a check for \$50,000 to Sparrow Foundation. It was the completion of a \$150,000 commitment made to fund the remodeling of the patient waiting area at the Cancer Center. Later we donated \$200 to Hospice for the purchase of aromatherapy oils.

In December, we created the Sparrow Hospital Guild Endowment Fund with an initial donation of \$25,000. We look forward to watching the endowment grow in future years.

The Sparrow Hospital Guild would like to thank the Sparrow Hospital Volunteer Services office and the Sparrow Foundation for their help and support.

Sharon Dawson, President 2011-12
Sparrow Hospital Guild

HEART CENTER

The HAVC volunteers provide a welcoming atmosphere in the heart center waiting room for family and friends of patients. We serve coffee and snacks, keep family informed, and escort family members to recovery areas.

The past year has seen our volunteer numbers increase, allowing more hours to be covered in the HAVC. We currently have approximately twenty volunteers. We have completely converted to the I.D. badge recording system. The volunteers are an integral part of having physicians use the newly installed consultation room. The consultation room enables physicians to speak with family members, in complete privacy, post procedure. The Interventional Radiology (I.R.) department continues to provide a wonderful service for patients in the community. The I.R. department is a wonderful addition to the HAVC. The possibility of expanding the I.R. department is a strong possibility for the upcoming year. The volunteers of the HAVC are looking forward to another year of serving Sparrow Health System and the community.

For the year 2011, our group contributed approximately 1,700 hours of service.

Respectively submitted
Duane Garver
HAVC President

HELLO HOSPITAL

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

Hello Hospital was visited by 38 classes in 2011 with 763 students and 225 adult chaperones. The program operates during the school year on alternate Tuesday and Thursday mornings from 9 to 11:30 A.M. There are 15 active volunteers and six MSU students who contributed more than 500 volunteer hours in 2011.

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

Marlene Cosgrove, President

HELPING HANDS

The Mother/Baby Center at Sparrow Hospital is devoted to the well-being and comfort of every mother and baby served. We, as Helping Hands volunteers, exist to assist and support the MBC staff and patients to ensure that every mother and baby's stay is a memorable experience.

We provide the helping hands to run an errand, stock supplies and linens in the cupboards, and perhaps give a newborn baby their first bath or help to feed or rock a baby. We have a wide variety of duties, including setting up rooms, passing out water and juice, and, among other things, we fill discharge bags and transport new mothers and babies at discharge time.

We are a versatile group and no two days are the same. Some days we spend a lot of time with babies; others we don't even set foot in the nursery.

Our volunteers are a great group of ladies who pitch in wherever they are needed and we love volunteering on such a happy floor where most patients are joyous. Our numbers remain stable, gaining and losing over the year and we have 23 volunteers. In 2011, our total volunteer hours were 1,820. Currently, we do have room for new volunteers and are in the process of training 5 new members.

I want to thank all of the volunteers for being the extra pair of hands and for helping in so many ways to make our group successful. I am very proud of them.

Kathy Zerkle
President

HOSPICE

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

Volunteers play a key role on the hospice teams, providing our patients with a range of skills and talents. They provide respite for caregivers, companionship for patients and assist with the practical needs of the patient and their families. Volunteers offer pet therapy visits, light massage and hair styling services. Some offer their musical talents by playing the harp, piano or guitar. Others prepare meals in the kitchen for the patients and their families. Volunteers do direct patient care, read to them or simply sit with them and provide a loving touch. 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. Our Hospice Information Program volunteers support staff in our Intake Office to ease transition patient admissions to hospice.

All hospice volunteers were registered and fingerprinted to fulfill hospice regulations.

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

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

Volunteer awards were given in November at the 4th Annual Hospice Volunteer Symposium. Katherine Aylsworth was honored with the 2011 Betty Geller Volunteer Award Celebrating the Spirit of Hospice Care. Gina Spencer was honored with the 2011 Sparrow Hospice House Volunteer of the Year. Joan Kollins was honored with the 2011 Sparrow Home Hospice Volunteer of the Year.

At year end, 91% of volunteer referrals were met for Home Hospice patient requesting volunteer services.

In 2011, over 145 volunteers including 15 MSU students contributed 8,966 hours with 5,662 visits. This represented a cost savings of \$236,089. Per hospice guidelines, volunteers must account for a minimum of 5% of staffing hours. In 2011, volunteers accounted for 8.4% of staffing hours.

Karen Ketola, Volunteer Coordinator

INDUSTRIAL LEAGUE

2011 was another great year for the Industrial League. This year we made 255 items. We worked 482 hours, which includes sewing items at home.

Our projects included: walker bags, lap quilts, single size quilts, fidget pads and t-binders.

Our membership is now at six members.

Joyce Schaub

INFANT MASSAGE

This year in the RNICU, we have given 1,316 massages to 372 babies. The most active month was February with 134 massages and the least active month was September with 54 massages. We provide, on average, 110 massages every month. These numbers have slightly increased from last year.

We currently have 30 active volunteers working in the program. This is the 15th year of operation. Volunteers work 2-4 hour shifts once a week. Massages are done under nurse supervision.

We have been receiving on-going training this year. Our first training session was held on January 8, 2011, conducted by nursing supervisors, Sandy Geller and Kathy Marble. Our second training was held on June 16, 2011. It was led by Kuirsta Carlson, an infant massage trainer and pediatric physical therapist. Finally, we trained eight new volunteers on September 17, 2011.

There is a renewed emphasis on the way we approach the babies that we massage. We are collecting data showing changes in each baby's responses, before and after, each massage. The data includes the baby's heart rate and oxygen rate. We are using a "resting hands" technique with babies that are particularly stressed or in need of more calming actions. We are seeing an increase in the need to assist with babies experiencing drug withdrawal symptoms.

It is a privilege to assist the hard-working, dedicated nurses in the RNICU. And it is an honor to message these tiny infants at Sparrow. We are grateful for this opportunity to work together with the Sparrow staff.

We are pleased to announce the new officers for our group, President Bonnie Schoen and Vice-President Judy Valentine, beginning their terms on January 1, 2012.

Kathy Debnar, President
Jolene Neilsen, Vice-President

INFORMATION SERVICES - SPARROW

Information Service volunteers assist Sparrow associates at the front desk from the 5th floor tower 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 p.m.

We have added many new members to our group this year. 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 2011 year was 1685.

Doris Walker
President of Information Services

LIFETIME

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

Carol Sturdevant, President

MARY MAGDALEN LEAGUE

Mary Magdalen League operates the St. Lawrence Gift Shop and is staffed by 66 volunteers. Of these one is Shop Manager and 19 are buyers. Our members worked a total of 14,400 hours in 2011.

We meet four times a year for our Executive Board meeting followed by a general meeting for all members. This year we tried a new meeting time with our Board meeting earlier, followed by a coffee time and general meeting. It was well received by members. In December at our Christmas luncheon members can donate money to be given to the Greater Lansing Food Bank. At the 2011 luncheon \$772 was collected.

In May we hold our Annual Meeting and luncheon at which time our new officers are installed and service awards presented. Both special luncheons during the year are arranged by a committee who choose the site and menu, make the decorations and acquire door prizes.

In addition to the Gift Shop profits, we have several fund raising events. These include a Fine Jewelry Sale twice a year which is held at the main campus, Sheet Sale once a year and is held at both campuses and a \$5 Jewelry and Accessory Sale held twice a year at both campuses.

All profits from the Shop and fundraisers were used to update the Substance Abuse Unit at the St. Lawrence Campus. In 2011 we contributed \$25,500 which completed our obligation for this project. We will receive a list of requests that have been given to the Volunteer Coordinator and a decision will be made as to which unit we will contribute to next.

Carol Moore,
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 to 5 pm. and the first and third Wednesday of each month from 8 a.m. to 2 p.m. Our shop sells a wide variety of home furnishings, fine quality clothing, designer handbags and shoes, household items, antiques and collectibles. Donations of all saleable items in good condition are always appreciated and are accepted during our business hours. Tax receipts are available upon request.

The McAuley League has elected to devote its funds to the support of Hospice in 2012.

The Thrifty Sparrow continues to have a very beneficial partnership with Eve's House. EVE (End Violent Encounters) provides shelter and support for domestic violence victims. Eve's clients are given vouchers for themselves and their children to be used for free clothing and accessories at our shop. To date, we have assisted over 200 individuals through the voucher program.

Peg Wilfong earned \$2,551 for the McAuley League in 2011 through sales of her marvelous hand crafted items. Peg devoted countless hours to creating beautiful items and selling them at local (and not so local) craft bazaars. As with all our funds, her contributions will directly benefit Hospice.

Donna Skinner has provided the shop with invaluable media exposure by acting as our publicity chair in addition to her duties as our Volunteer Mentor.

Two of our members, Margaret Debo and Wilma Lantrip, have chosen to discontinue their active participation in our shop due to other obligations. While their daily contributions will be sorely missed, we look forward to their continued input as sustaining members. Our current membership stands at 11 active members and two sustaining members.

Officers for 2012-2013 are: President, James Tellner; Treasurer, Anna Feldpausch; Recording Secretary, Dorothy Schneider; Volunteer Mentor, Donna Skinner.

James Tellner, President

MEDICAL LIBRARY

The activity in the Medical Library has slowed because the Medical Journals are now available electronically resulting in fewer paper journals that need to be shelved and maintained. Those that the Library still have are now housed in a secure location and can be obtained by request.

Volunteers are responsible for distributing gift magazines to the various family lounges and maintaining the "Sparrow Book Bank" of donated paperback and hard cover books that can be borrowed by associates and volunteers at no charge. They are also responsible for re-shelving of books, journals and new titles and also have special projects assigned to them by the Library Manager.

In 2011, the library gained one new very energetic and personable volunteer who will be a positive asset to Sparrow.

Fred Cogswell, President

MERCY LEAGUE

The Mercy League of St. Lawrence campus has 39 volunteers working three shifts 6 to 9 a.m., 9 a.m. to 1 p.m., and 1 to 4:30 p.m. five days a week for 12 months.

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

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

Joy Powis, President

NEURO NAVIGATORS

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

We ended the year with eight active members, having gained one new member, while one member resigned. In 2011, the group provided 617 hours of volunteer service.

Tsveta Lambo and Bianka A. Daly, Co-Presidents

OFFICE SUPPORT

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

Special thanks to Fred Cogswell and Norma Pulice who have assisted in the office, worked with our database, made phone calls and various other duties. On a sad note, we lost an office volunteer this past November, Jeri Rogers.

Lori Glencer, Coordinator

PATIENT AMBASSADORS

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

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

In 2011, we contributed 1351.50 hours and made more than 12,000 visits to patients.

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

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

There is a lot of satisfaction in what we do.

Simon Reiffer, President

PEDIATRICS

We have 23 Pediatric volunteers, consisting of adults, teens, and college students. They are absolutely wonderful, and we just couldn't function without them. They provide services in three key areas.

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

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

We're looking forward to another good year.

Kelly Hebert, Child Life Specialist

PEDS ARTS & CRAFTS

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

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

In 2011, we delivered 1029 craft projects and 213 pillowcases. The children and the Pediatric staff really appreciate these items.

Carol Dunn, President

POPCORN SALES

Popcorn--This group consists of a few members who popcorn on a limited basis on the St. Lawrence Campus. Through their efforts, \$800 was turned into the foundation ear-marked for Hospice House.

Toby Carter

SERVICE AUXILIARY

I accepted the position of President of the Sparrow Service Auxiliary at the University Club on April 20, 2011.

I presided over the Service Auxiliary Board meetings on the third Thursdays in May, June, September, October, November, December and January. I met with the Finance Committee twice. I attended the Gift Shop buyer's meetings in the months of May, June, September, October, December and January.

Planned and presided over the October Annual Meeting of the Service Auxiliary which was held in the Atrium of the Sparrow Professional Building. We worked on the creation of an early shift, 9 to 11 am, in the Gift Shop. I was able to have the shop open at this time on Wednesdays and Fridays by the end of January.

We created a more defined route for the Gift Shop Cart to follow in the hospital. We worked with a small committee for the redefining of the job description of President Elect.

I attended two meetings of the Presidents and Presidents Elect of the many volunteer groups within Sparrow. These meetings were held in the Clark Center of the St. Lawrence campus.

Met with Melissa Sherry, director of Sparrow's Volunteer services, many times to cover many issues concerning the Gift Shop.

Respectively submitted,
Vi Conn, President

SPARROWS

The Sparrows is a group of 25 members who make toys, hats, blankets, crib closets, dolls and memory boxes for various departments at Sparrow Hospital. Our group contributed a total of 1,684 hours in 2011. We made 958 toys and gave out 828. We also made 174 dolls dressed in cute hospital gowns made by one of our members. We sent out 203 of these to be used in Peds. Some of our members also made 151 hats for the babies born at Sparrow as well as 4 blankets and 6 crib closets for use in the nursery. We are a small but very productive group. We are always looking for new members who enjoy socializing while making things for the hospital's "small patients".

Eleanor Korroch,
President

SURGICAL LOUNGE - SPARROW

2011 was a year of changes in the surgical lounge. For instance, we added a new shift in the surgical lounge. The shift is from 2 to 6 pm, which makes the other shifts 4 hours long. I have heard approval of the shorter shifts.

Back in October, a new president and a new treasurer were elected. K.C. Pullman-Harrison is the new president and Pam Solitro is the new treasurer. We want to thank Rosemary Hopp for her many years of service as treasure. Changes are always a part of volunteering in the surgical lounge and Pre-Op waiting area.

More changes are sure to come in the upcoming years as the surgical department expands. Change is the only constant in our unit and the volunteers have been adaptable and always looking forward to helping families during their loved one's surgery.

Paul Babbitt,
President

TEEN VOLUNTEERS

The Teen Volunteers are one of the many programs offered at Sparrow Hospital. We service Teens in the 9th through 12th grade, ages 14 to 18. Each Teen Volunteer commits to at least 2 hours of service each week in one of 14 different units in the hospital. Although the duties vary by unit, they all have a common goal of providing the best possible care for the patients, families and visitors at Sparrow Hospital. In 2011, the Teens gave a total of 6,618 hours of service to the hospital.

During the summer, we held a repeat of the Summer Program that began in 2008 for those Teens who wanted to volunteer for just the summer months. 54 Teens worked in several areas of the hospital for a total of 2,136 hours and provided greatly needed assistance to several units not normally served by the Teens.

The Teen Program is only one small piece of the total Volunteer department but it would not be successful without the help of the departments and associates that assist the Teens in the performance of their duties. Special thanks also go to our Director, Melissa Sherry; Administrative Assistant, Lori Glencer; and Program Coordinator, Tracy Feazel; whose assistance and direction has been invaluable.

Susan Herner
Youth Volunteer Coordinator

TLC CRITICAL CARE

Another successful year has passed for the Critical Care Lounge. Our group has 21 active members who selflessly give of their time in a very difficult, yet rewarding, environment for families of critically ill patients. Besides serving the needs of those families, our volunteers serve as liaisons between the families and other associates.

We welcome anyone into our group who is interested in giving TLC to our visitors, other associates, and anyone else in need. Our members attend two general staff meetings per year in May and October and volunteer a minimum of 50 hours per year. Many give far more than that.

Service awards were presented to 2 members of our group during 2011. A total of 1,697.5 hours of service was provided during the past year, an increase of nearly 84 hours from last year.

We grieved the loss of one of our longest term, retired volunteers, Irma Jacoby, this year. The tireless efforts given by Irma to Sparrow is matched by few in the Volunteer department. She will be missed by all who knew her.

Once again, I wish to thank my friend and mentor, Alice Cook, for giving her time and knowledge, from years of experience, unselfishly, whenever I have asked. I also would like to extend my appreciation to Melissa Sherry and Lori Glencer in the volunteer office for their continued support. And, finally, a huge thank you to all the volunteers in our group for your continued support and gift of caring to me and Sparrow.

Respectfully,
Ruth Bergh,
President, TLC Lounge

TLC ONCOLOGY

We conclude the year with 24 volunteers in The Oncology Group. During 2011, we lost two and gained three volunteers. We have thirteen regulars and eleven substitutes who contribute 2,548 hours during 2011.

During the year we had two of our volunteers, Judy Riley and Mary Schroth, selected as "Sparrow Volunteer of the Month". We feel highly honored having the two selections from our small group. The Volunteers in our group are very dedicated to providing the best service possible to the patients and staff.

The staff in return provided two volunteer luncheons this year which give volunteers and staff the opportunity to interact.

We are looking forward to another successful year.

Douglas A. MacArthur, President